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***This document is a controlled document held by the Environmental Management System***

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1. ***Introduction and Purpose***
   1. This procedure sets out the requirement for defining the controls and related responsibilities and authorities for handling and investigating non-conformances and taking action to mitigate any impacts caused, and for initiating and completing corrective action for NRS.
2. ***Application and Scope***
   1. The methods of identification, recording and addressing any non-conformance associated with the Environmental Management System, identified outside the Internal Audit Process.
   2. This procedure covers any non-conformance within NRS Environmental Management System.
   3. Reports of non-conformances may result from external sources, or may occur as part of routine operations, where an individual or department may identify a non-conformance.
3. ***Terms and Definitions***
   1. **Non-Conformance** is taken to mean an observation that indicates a policy or practice is contrary to the requirements of the standard or documented procedures.
   2. ***Corrective Action*** – action taken ***to rectify a non-conformance***, in order to prevent its recurrence or to mitigate an impact (real or potential), or to comply with a Customer Requirement or Company named procedure.
4. ***Requirements***
   1. It is the responsibility of all employees to bring suspected non-conformances to the attention of their Manager / Director. Non-Conformances can be identified through the following activities:

* **Observation (day to day activities / site Inspection)**
* **Internal Audit findings**
* **Third Party audit findings**
* **Complaints (Internal or External)**
* **Incidents**
* **Housekeeping Inspections**
* **Checklist findings**
  1. All Managers will comply with all corrective actions prescribed within their sphere of responsibility.
  2. All Non-Conformances and Corrective Actions will be reviewed through the Management Review process.

1. ***Process***



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