



PRIFYSGOL
BANGOR
UNIVERSITY

Environmental Management System

Non-Conformance and Corrective Action
Procedure

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ISO 14001:2015 Clauses
9.1.1, 9.3, 10.2, 10.3

Non-Conformance and Corrective Action Procedure

Scope

This procedure details the methods used for identifying, reporting, documenting non-conformances and implementing corrective action to prevent future non-conformances.

General

Some incidents may result in a non-conformance, in which case the non-conformance procedure must be followed. You do not need an environmental incident to have a non-conformance, some non-conformances are identified through the auditing processes.

Non-conformances

Non-conformance is the failure to comply with specified requirements and may arise from several situations, including but not limited to:

- Failure to observe the requirements of the environmental management system
- Failure or risk of failure to comply with environmental legislation
- General observation or Environmental Incident Reporting Form
- Complaints from within or outside the University
- Equipment failure or lack of maintenance

Non-Conformance Procedure

Non-conformances will be identified from environmental incident reporting or internal auditing forms and the following measures taken:

- Identify cause of non-conformance
- If appropriate, and not done upon incident notification, inform any formal enforcement bodies
- Identify the weakness in the procedures and protocols that allowed it to happen
- Identify corrective measures, including training and inspections
- Record any actions on the 'Summary of Audit and Non-conformance Actions'
- Implement and communicate measures to mitigate against any adverse environmental impacts
- Monitor and review measures
- Non-conformances will be reported to the Sustainability Strategy Group (SSG) during the annual Management Review, or earlier if a significant incident occurs