## VALIDATION

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## CHANGE HISTORY

| VERSION | DATE | REASON FOR UPDATE |
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| 00 | 05/04/2025 | Initial document |
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## OBJECTIVE

This procedure describes the methods for managing observed non-conformities.

## APPLICATION DOMAIN

It applies to all ABIDJAN OFFSHORE activities.

## RESPONSIBILITIES

The HSEQ service ensures the implementation, application and updating of the provisions provided for in this procedure.

## REFERENCES

- ISO 9000 VERSION 2015
- ISO 14001 VERSION 2015
- ISO 45001 VERSION 2018

## RECIPIENTS

All the organization's staff are concerned, as well as external service providers and clients.

# SUMMARY

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# 1. DEFINITION

## 1.1 Non-compliance

A non-conformance is the failure to satisfy a requirement. The non-compliance can be minor or major depending on its impact on the system.

## 1.2 Minor non-compliance

A minor non-compliance is a non-satisfaction of a requirement that does not entail a significant risk to the effectiveness or improvement of the System.

## 1.3 Major non-compliance

A major non-compliance is a non-satisfaction of a requirement that could have an impact on the organization, application or formalization of the System and leading to a proven risk calling into question the effectiveness or improvement of the System.

## 1.4 Corrective action

A corrective action is an action that aims to eliminate the cause of a detected nonconformity.

## 1.5 Preventive action

A preventive action is an action that aims to eliminate the cause of a potential non-compliance.

# 2. DETECTION OF NON-CONFORMITY

Any employee of the company or any service provider can detect non-compliance, via a planned inspection, an unannounced inspection or during the execution of a task.

When detected, non-compliance must be declared to allow:

- Evaluate the extent of non-conformities occurring in a sector and monitor trends in order to identify situations requiring greater monitoring, carry out a more detailed analysis or corrective action;
- React quickly to growing non-compliance;

# 3. RECORDING NON-CONFORMITY

When an employee notices non-compliance, he must immediately report it to his superiors to ensure it is dealt with. Non-conformity must be recorded on the form ***AO-QHSE-ENR-20-00***. A simple analysis must be carried out by the manager of the department concerned, assisted if necessary by the QHSE manager to react to the immediate consequences of non-compliance. This analysis must give rise to immediate actions to restore the situation as quickly as possible and limit the consequences. In particular, any means necessary to return to an acceptable situation must be taken care of.

The non-compliance report is completed with at least the following information:

- Information from the declarant:

This part is completed by the person who noted the non-compliance or their hierarchy, by completing their direction and the date the non-compliance was noted.

- Description of the non-compliance

This part is completed by the person who observed the facts or their hierarchy, providing a detailed description of the non-compliance in order to allow a good understanding of the facts.

- Immediate actions

This part describes all the immediate actions taken to restore the situation as quickly as possible.

# 4. HANDLING NON-CONFORMITY

The Process Manager or designated person organizes a working group (depending on the extent of the non-compliance) to analyze the dysfunction based on different possible methods.

This working group must consist of at least the department manager, one or more operators concerned and the QHSE manager.

The objective is to :

- Determine the causes of the malfunction and recommend the corrective actions necessary to definitively correct the problem.
- Record the decided solution for follow-up.

In particular, during the analysis, the working group must identify whether there is a recurrence or could be a recurrence, integrating possible cases of similar dysfunctions with the aim of determining preventive actions to avoid any recurrence.

At the end of the analysis, the risks and opportunities matrix must be updated if necessary.

Additionally, when corrective actions modify operational conditions, a QHSE hazard analysis must be performed to evaluate all consequences of this modification. This can lead to a new validation of control measures.

# 5. MONITORING ACTIONS RESULTING FROM NON-COMPLIANCE

Each identified action is implemented by the designated manager. The implementation of all decided actions is monitored in an action plan by the QHSE Manager.

# 6. CLOSURE OF NON-CONFORMITY

The QHSE manager verifies the effective and efficient implementation of the actions resulting from the analysis and closes them.

Once all the actions resulting from the non-compliance are closed, the non-compliance can be closed.