1. **Objectives**
   - Determine effective systems to deal with non-conforming activities; and
   - Integrate with The University of Queensland’s Property and Facilities Division ISO-9001 quality systems as far as non-conformance and corrective measures are concerned.

2. **Identification of non-conformance**
   Non-conforming activities will be identified through:
   - Environmental Audits;
   - Environmental Communication Program HIRS (see Management System – Section 13C of HIRS EMS Manual); and
   - Quality System Procedure (ISO-9001) for the Administration, Feedback/Corrective and Preventive Action Systems {see P&F Work Instruction PF-A/W27.0}.

3. **Corrective Measures**
   Many of the HIRS issues that are dealt with by the Property and Facilities Division may fall under the broad umbrella of environmental management. The Division has a quality system procedure to deal with reporting, feedback, corrective and preventive action systems {see Work Instruction PF-/A/W27.0}.

3.1 **HIRS and University Schools and Centres**
   The HIRS Station Manager will liaise with University staff, contractors and independent operations, and visitors, in order to ascertain the degree and extent of non-compliance with the EMS;
   The HIRS Station Manager or their environmental delegates are responsible to implement changes necessary to correct non-conforming activities.

3.2 **Minor and Major Works (ISO-9001)**
   If corrective action requires major works for non-conforming activities, the Property and Facilities Quality System Procedure - Construction - Procedure for Project Management will be followed {PF-PM/P1.0}.

4. **Follow Up**
   A follow up audit may be necessary in order to ensure that all measures to minimise environmental impacts have been implemented. Should a follow up audit take place, the Environmental Engineer will advise the interested parties about the conformity status of the activity.