

Responsible Sector  
Environment and OH&S Manager

Approval  
Quality Manager

### CONTROL OF REVISIONS

Initial Emission: 10/11/2014

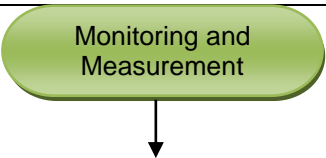
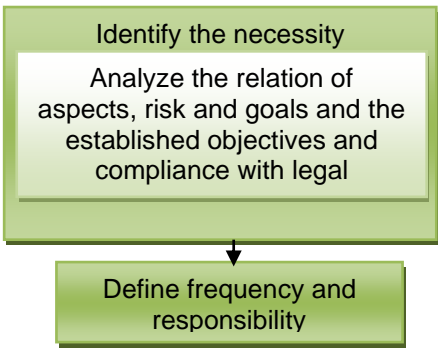

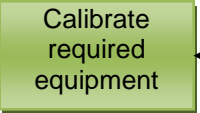
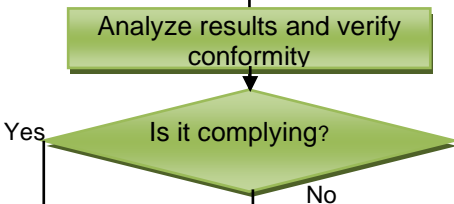
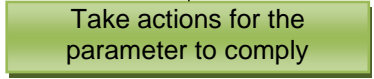

Revision 01 – 15/01/20XX – Include QMS and OH&S MS

#### 1. Objective

Monitor, evaluate and document the performance of activities related to Quality, Environment and Occupational Health and Safety, controlling Objectives and Goals and supporting the monitoring of compliance with the legal requirements applicable to the Management System.

#### 2. Applicability

All areas where Management System is applicable

ACTIVITY	DESCRIPTION / OBSERVATIOS	RESPONS
	<p><b>Monitoring and Measurement:</b> Mensuração sistemática e contínua dos parâmetros da qualidade, do meio ambiente, da saúde e segurança ocupacional e outras medições relevantes do Sistema de Gestão e de itens relacionados a conformidade legal.</p>	Quality Environment OH&S Manager
	<p>Identify the parameters that need to be monitored and / or measured, according to a survey of significant aspects and risks and quality parameters.</p> <p>Take into account legal requirements and Objectives and Goals</p> <p>Prepare the “Management System Monitoring and Measurement Plan” indicated below, defining the parameters to be monitored / measured, the frequency and those responsible.</p>	Quality Environment OH&S Manager
	<p>The monitoring and / or measurements made by those responsible defined in the “Monitoring and Measurement Plan for the System and Management”.</p> <p>Records must be kept.</p>	Process Leader
	<p>The equipment used for monitoring and / or measurements must be calibrated with adequate traceability and at the established frequency.</p> <p>Records must be kept. Follow Procedure P06</p>	Process Leader
	<p>Evaluate the results of monitoring and / or measurements and compare with the standards specified in the objectives and targets and in the legislation.</p>	Process Leader
	<p>In cases where the results of monitoring and / or measurements demonstrate a non-compliant situation (non-achievement of objectives and targets, non-compliance with legal requirements, etc.), issue “Nonconformances” according to the procedure</p>	Quality Environment OH&S Manager
	<p>Keep record of monitoring and measurement, in the form and period as defined in the list of records of the management system</p>	Process Leader

## MANAGEMENT SYSTEM MONITORING AND MEASUREMENT PLAN

Monitoring/ Measurement	Applicable Legislation	Measurement Unit	Reference	Frequency	Responsible	Record
Percentage of customer complaints;	Consumer Protection Law	%	1%	Monthly	Quality manager	Claims
Speed in completing a call	Consumer Protection Law	Days	5	Monthly	Quality manager	Claims
Service reliability	Consumer Protection Law	%	90%	Yearly	Quality manager	Satisfaction survey
Service performance.	Consumer Protection Law	%	90%	Yearly	Quality manager	On-Time Delivery
Critical Non-Compliance	None	Unit	0	Yearly	Quality manager	Corrective action
Environmental noise	Environmental Law	Decibels (dB)	70 dB day 60 dB night	Annual	Environmental Manager	Report of measurement of noise
Black smoke	Environmental Law	According to the Ringelmann Scale	≥ 40% (n° 02)	1 diesel vehicle of transport every week and all suppliers using diesel vehicles	Sector of Acquisition	Control of smoke
Solid waste	Environmental Law	kg	N/A	At each reception of residues	Process Leader	Environmental Objective and Target
Electricity - Consumption	N/A	Kwh	According environmental target	Monthly	Environmental Manager	Environmental Objective and Target
Water - Consumption	N/A	M3	According environmental target	Daily	Washer Kaizen Leader	Environmental Objective and Target
Effluent - Fat box	Environmental Law	pH Oils and grease Surfactants (detergents) Suspended solids Total phenols	According environmental target	Semiannual	Kaizen Leader	Analysis report
Sanitary effluent	Environmental Law	DBO Floating materials Oils and greases	According environmental target	Semiannual	Environmental Manager	Analysis report

		pH Sedimentable solids Temperature				
Potable water	Environmental Law	Total coliforms Escherichia coli	According to legislation	Annual	Environmental Manager	Analysis Report
Pressure vessels (cooling system)	OH&S Law	N/A	N/A	According to pressure vessel class indicated in the Report	Maintenance Sector	Inspection Report
Accident frequency rate	OH&S Law	accidents / millionHH	15	Monthly	OH&S Manager	Accidents Incidents List
Accident severity rate	OH&S Law	Lost hours / millionHH	100	Monthly	OH&S Manager	Accidents Incidents List
Interval between accidents	OH&S Law	Days	100	Monthly	OH&S Manager	Accidents Incidents List
Number of PPE delivered	OH&S Law	Number	10	Monthly	OH&S Manager	Accidents Incidents List
Occupational disease rate	OH&S Law	%	1	Monthly	OH&S Manager	Accidents Incidents List