PROCEDURE

Records Management Procedure

The current controlled version of this procedure is located on RSG Network IMS Folder. All other printed copies of this procedure are to be considered uncontrolled and should be validated against the current controlled version on the RSG Network IMS Folder before use.

Document Review Record				
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2	5.3 Additional steps for archiving, Add 5.5 Electronic record back-up	E Wicks	G Wicks	27.11.2013
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4	Update new number structure	L Strappazon	M Delaney	30.05.2016
5	Remove and transfer responsibilities section to QMS-PRO-026 – Authority and responsibilities procedure.	A Forrest	L Strappazon	22.09.2016
6	Review	M Vorpagel	D McNeil	29.08.2019
Electronic approval by: **Name:** David McNeil **Position:** Operations Manager **Date:** 29.08.2019				
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1 PURPOSE

The purpose of this procedure is to define the system for the maintenance, identification, indexing, storage and control of quality records to ensure:

- Record controls established satisfy all regulatory and customer requirements
- Records controlled include customer-specified records
- Disposition of records also includes their disposal

2 SCOPE

This procedure applies to all the company functions and General and encompasses all records used to demonstrate conformance to quality, safety and environmental system requirements including those specified in our Quality Manual.

This procedure shall apply to:

- All company offices and sites.
- All records that ensure evidence of conformity with legislative and other requirements.
- All records containing the company's clients' personal/private customer information.
- All records that demonstrate the effective functioning of Reay Services Group management systems.
- Records in the form of any type of media including hard copy and electronic media.
- Pertinent records received from suppliers and subcontractors (external records).

3 DEFINITIONS

Company / the Company: Refers to Reay Services Group and associated entities.

Records: Information generated from the processes described in quality, safety and environmental management system documents, and retained as indicated in this procedure.

System: Quality, Safety and Environmental.

4 RESPONSIBILITIES

All company employees and contractors are responsible for complying with the requirements of this procedure.

Refer to QMS-PRO-026 – Authorities and responsibilities procedure for further details.

5 PROCEDURE

5.1 General

- All Quality, Safety and Environmental records related to any activity shall be identified appropriately. All records shall be clearly legible. Information specific to the Company (eg. tender/quote related documents, licenses etc) must be recorded. This may include identification such as:
    - the title of the document;
    - the reference number;
    - the revision number;
    - the date of distribution.
- All Quality, Safety and Environmental records including supplier-supplied records shall be reviewed by appropriate personnel for completeness and accuracy before acceptance.
- For any operational activity all related Quality, Safety and Environmental records are stored in the appropriate files electronically. These may be in client files or in the general files.
- When not in use, quality, safety and environmental records are stored appropriately (electronically and/or hardcopy).

5.2 Submittal of records to client

Quality, Safety and Environmental records shall be available for review by the client or their nominated inspector, where agreed contractually, for an agreed time.

5.3 Archiving records

Quality, Safety and Environmental records shall be:

- Archived in a safe and clean environment so as to prevent deterioration, damage or inadvertent loss
- Readily retrievable

Records shall be archived at the discretion of the management team:

- Electronically (on a server).
- Stored locally within archive boxes (on or off-site) or disposed of at the discretion of the management team.
- Details of the contents of archive boxes (including retention periods) are to be detailed on QMS-FRM-003 Archive Box Label, this record is to be attached to the front of the archive box.
- The Archive Box Register QMS-REG-002 is to be updated with the addition of each archive box.
- Depending on the type, all records are labeled clearly displaying the archive box contents.
- After records are no longer needed and the retention period has been reached as defined in QMS-DOC-001 HSEQ Records Archive/Retention Matrix, the records are archived or disposed of.

5.4 Disposal of records

Records retention timeframes shall be nominated on QMS-DOC-001 HSEQ Records Archive/Retention Matrix. Once records exceed their retention period and approval is given from the designated authority the record may be disposed of via confidential waste disposal.

5.5 Electronic Data

Data held on Reay Services Group computer system shall be backed up on a regular basis. Three portable hard drives are maintained for this purpose. At the start of business each day one back-up drive is connected and one is removed for transfer off site overnight by a designated person to a safe location.

The making of frequent backups of all critical data and records, both digital and hard copies, and storing them in a secure, remote location is completed by StorageCraft ShadowProtect which is a Continuous Incremental Technology, performing frequent image backups.

Each backup is a complete image of our software and data which ensures that the server can be replicated quickly.

The Image Manager automatically consolidates Incremental backup image files into daily, weekly and monthly Incremental images also providing ongoing verification and replication services for the files that comprise the backup images.

Disaster Recovery Testing shall be conducted on an annual basis with records backed up to an external location.

PC and laptop users shall ensure there is an effective backup mechanism in place if they are not connected to the server. Upon return to the office (access to the network) all updated information shall be transferred to the network.

REFERENCE DOCUMENTATION

QMS-DOC-001 HSEQ Records Archive/Retention Matrix
QMS-FRM-003 Archive Box Label
QMS-REG-002 Archive Box Register
QMS-PRO-026 Authorities and responsibilities procedure