

Reference of manufacturing standards for relief Items production

May. 18, 2016 – Review - ICRC Purchasing Unit

SCOPE

This ICRC reference document applies to relief items purchased by the ICRC. It has also been proposed to the Quality Social Environment working group members (IFRC, UNHCR, UNICEF, IOM and MSF) to become an interagency standard.

It contains the most important references to existing international standards for requirements in:

- Quality Management Systems (QMS) and associated Quality Controls (QC)
- Environmental Management Systems (EMS)
- Corporate Social Responsibility (CSR)

The ICRC is not a normative organization and have therefore no intention to elaborate international standards. This document therefore provides references to existing international standards whenever possible.

The ICRC uses this document as an aide memoire for evaluation / inspection of manufacturers of relief items.

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1- QMS: Quality Management system

- a. Quality management
- b. Validation of technical specifications of products
- c. Incoming quality control inspections
- d. In process quality controls
- e. Quality controls & inspections of final products
- f. Packaging

2- EMS: Environmental Management system

- a. Environmental management system
- b. Non-conform and obsolete finished products disposal management
- c. Waste air & water management
- d. Industrial waste and hazardous products management
- e. Emergency preparedness and response

3- CSR: Corporate Societal Responsibility

- a. Organizational governance
- b. Human rights
- c. Labour practices
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- g. Occupational safety and health
- h. Lighting of work places
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- m. Safety of machinery. Electrical equipment of machines. General requirements
- n. ILO. Safety and health in the use of machinery
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- p. Ergonomic principles in the design of work systems
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I – Existing standards linked to relief items production

1- ISO: International Standardization Organization

<http://www.iso.org>

- ISO 9001:2015 – Quality management - Standard providing guidance and tools for companies and organizations who want to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved
- ISO 14001:2015 – Environmental management - Standard providing practical tools for companies and organizations of all kinds looking to manage their environmental responsibilities
- ISO 26000:2010 – Social responsibility – Standard providing guidance on how businesses and organizations can operate in a socially responsible way

2- ILO: International Labor Organization

<http://www.ilo.org>

- Child labor
- Safety and health at work
- Forced labor
- Occupational safety and health
- Ergonomic checkpoints
- Safety and health in the use of machinery

3- National labor codes/laws

Each country has its own labour code and laws. Relief items manufacturers should make sure to be aware of last updates and to be in compliance with these National codes and laws.

II- Trade registration certificate and VAT registration form

Each relief items manufacturer must have an official registration certificate and a VAT registration form.

These official documents prove that the activity is legal and that local authorities gave their approval for manufacturers to operate.

These documents must be up to date and a period of validity should normally be indicated.

III - Direct links between existing standards and QMS/EMS/CSR production units for relief items

1- QMS

a. Quality management system

Standard	ISO9001:2015
Part of the standard linked to the point	Chapters: 1, 4, 5, 6, 7, 9, 10

b. Validation of technical specifications of products

Standard	ISO9001:2015
Part of the standard linked to the point	Chapters: 8 (esp.* 8.2 & 8.5)

*esp = especially

c. Incoming quality control inspections

Standard	ISO9001:2015
Part of the standard linked to the point	Chapters: 8 (esp. 8.4 & 8.7)

d. In process quality controls

Standard	ISO9001:2015
Part of the standard linked to the point	Chapters: 8 (esp. 8.5 & 8.7)

e. Quality controls inspections of final products

Standard	ISO9001:2015
Part of the standard linked to the point	Chapters: 8 (esp. 8.6 & 8.7)

f. Packaging

Standard	ISO9001:2015
Part of the standard linked to the point	Chapters: 8 (esp. 8.2 & 8.5)

2. EMS

a. Environmental management system

Standard	ISO14001:2015
Part of the standard linked to the point	Chapters: 1, 4, 5, 6, 7, 9, 10

b. Non-conform and obsolete finished products disposal management

Standard	ISO14001:2015
Part of the standard linked to the point	Chapters: 4, 6, 8.1

c. Waste air & water management

Standard	ISO14001:2015
Part of the standard linked to the point	Chapters: 4, 6, 8.1

d. Industrial waste and hazardous products management

Standard	ISO14001:2015
Part of the standard linked to the point	Chapters: 4, 6, 8.1

e. Emergency preparedness and response

Standard	ISO14001:2015
Part of the standard linked to the point	Chapters: 4, 6, 8.2

3. CSR

a. Organizational governance

Standard	ISO26000:2010
Part of the standard linked to the point	Chapters: 6.2

b. Human rights

Standard	ISO26000:2010	ILO
Part of the standard linked to the point	Chapters: 6.3	Conventions: 111, 29, 87, 143, 151, 97, 138, 146, 182, 190

c. Labour practices

Standard	ISO26000:2010	ILO
Part of the standard linked to the point	Chapters: 6.4	Conventions: 170, R177, 111, 198, 100, 90, 130, 47, 132, 98, 1, 30, 177, 142, 195, 183, 191, 131, 135, 171, 178, 171, 164, 162, 140, 175, 182, 181, 188, 85, 95, 173, 97, 155, 116, 98, 184, 192, 102, 158, 166, 106,

		103, 14, 135, 156, 165
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d. Fair operating practices

Standard	ISO26000:2010
Part of the standard linked to the point	Chapters: 6.6

e. Consumer issues

Standard	ISO26000:2010
Part of the standard linked to the point	Chapters: 6.7

f. Community involvement and development

Standard	ISO26000:2010	ILO
Part of the standard linked to the point	Chapters: 6.8	Conventions: 169

g. Occupational safety and health

Standard	ILO
Part of the standard linked to the point	Conventions & associated recommendations: 155, 161, 187, 139, 148, 170, 119, 121, 127, 148, 156 Codes of practice: Safety & health in the use of machinery Safety & health in the iron and steel industry

h. Lighting of work places (EN 12464)

This European Standard specifies lighting requirements for indoor work places, which meet the needs for visual comfort and performance.

i. Ergonomics - Danger signals for public and work areas - Auditory danger signals (EN ISO 7731)

This standard specifies the physical principles of design, ergonomic requirements and the corresponding test methods for danger signals for



public and work areas in the signal reception area and gives guidelines for the design of the signals.

- j. Mechanical vibration and shock (ISO 2631)
This standard defines methods for the measurement of periodic, random and transient whole-body vibration. It indicates the principal factors that combine to determine the degree to which a vibration exposure will be acceptable. Informative annexes indicate current opinion and provide guidance on the possible effects of vibration on health, comfort and perception and motion sickness.

- k. Ergonomics of the thermal environment (ISO 7730)
This standard presents methods for predicting the general thermal sensation and degree of discomfort (thermal dissatisfaction) of people exposed to moderate thermal environments.
REF to ISO 7726 and 7243.

- l. Safety of machinery - General principles for design - Risk assessment and risk reduction (ISO 12100)
This standard specifies basic terminology, principles and a methodology for achieving safety in the design of machinery. It specifies principles of risk assessment and risk reduction to help designers in achieving this objective. These principles are based on knowledge and experience of the design, use, incidents, accidents and risks associated with machinery. Procedures are described for identifying hazards and estimating and evaluating risks during relevant phases of the machine life cycle, and for the elimination of hazards or sufficient risk reduction.

- m. Safety of machinery. Electrical equipment of machines. General requirements (EN 60204)
This standard gives safety guidance and recommendations on electrical equipment for machinery.

- n. ILO. Safety and health in the use of machinery
This code of practice sets out principles concerning safety and health in the use of machinery and defines safety and health requirements and precautions applicable to governments, workers and

employers, and also to designers, manufacturers and suppliers of machinery.

- o. Protection against electric shock – Common aspects for installation and equipment (IEC 61140)
Applies to the protection of persons and animals against electric shock. It is intended to give fundamental principles and requirements which are common to electrical installations, systems and equipment or necessary for their co-ordination. Prepared for installations, systems and equipment without a voltage limit.
- p. Ergonomic principles in the design of work systems (ISO 6385)
This standard establishes the fundamental principles of ergonomics as basic guidelines for the design of work systems and defines relevant basic terms. It describes an integrated approach to the design of work systems, where ergonomists will cooperate with others involved in the design, with attention to the human, the social and the technical requirements in a balanced manner during the design process.
- q. Directive 89/654/EEC - workplace requirements
This document aims at reducing work-related accidents and diseases and improving safety, health and working conditions
- r. Ergonomic checkpoints: Practical and easy-to-implement solutions for improving safety, health and working conditions.

IV - Aide Memoire for inspection

It is recommended to use an Aide Memoire for the inspection to ensure that important points not are left out at the inspection. The headings and individual bullet points in part III can be used as an Aide Memoire.

V – Inspection report format

The following headings are used in the inspection report. Any deviation mentioned are normally referenced to a point in the standard from which it deviates.

- Quality management
- Validation of technical specifications of products
- Incoming quality control inspections
- In process quality controls
- Quality controls inspections of final products
- Packaging

- Environmental management system
- Non-conform and obsolete finished products disposal management
- Waste air & water management
- Industrial waste and hazardous products management
- Emergency preparedness and response

- Organizational governance
- Human rights
- Labour practices
- Fair operating practices
- Consumer issues
- Community involvement and development
- Occupational safety and health
- Lighting of work places
- Ergonomics - Danger signals
- Mechanical vibration and shock
- Ergonomics of the thermal environment
- Safety of machinery
- Protection against electric shock

Corrective action plan is shared with manufacturer and normally 4 – 6 weeks are given to respond.

The response should provide as much objective evidence as possible for each deficiency in order to demonstrate that the deficiency has been closed out. This means for example, a photograph of the corrected deficiency, or a re-written SOP. Validation report must accompany the response, not just assurance that the matter has been corrected.

If this is not possible, then a timetable for corrective action should be provided for approval.

Final validation will depend on evidences provided by the manufacturer. If necessary a technical visit will be performed once the corrective action plan finalized.

VI - Communication flow following inspections to share the requested corrective action plan

Inspection reports are not shared with the manufacturer audited. The communication of the corrective actions is under the manufacturers' responsibility.

VII - Follow up of audited manufacturers and frequency of audits

It is recommended that manufacturers are inspected every 2 – 5 years.

Appendix I – AQL/Specifications of major EHI

- Kitchen sets
- Tarpaulins
- Synthetic blankets MT & HT
- Jerry can 10l & 20l
- Buckets
- Tent 16m2 and dispensary (27.5m2, 33m2, 45m2)
- Sleeping mats
- Mosquito nets