



Audit Report

For

Ocean Express Reefer For Container Maintenance

Stage 2

Audit Dates: 22/12/2024 to 24/12/2024

Organization Details

Company:	Ocean Express Reefer For Container Maintenance
Address:	38 B Sultan - Hussein Street - Fourth Floor - Attarin - Alexandria - Egypt
Contact Person:	Eng. Ashraf Abdelhalim
Email:	quality.control@oceanexpressag.com
Audit Criteria:	ISO 9001:2015 / ISO 14001:2015 / ISO 45001:2018
EA Code:	35
Scope:	Repair and Maintenance of Ships, Boats and Vessels of Containers of all Types.
No. of Sites:	1

Sites

Site Name	Location
same	same

Audit Objectives

The purpose of stage 2 is to evaluate the implementation, including effectiveness, of the client's management system. It shall include the auditing of at least the following:

- a)?information and evidence about conformity to all requirements of the applicable management system standard or other normative documents;
- b)?performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document);
- c)?the client's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements;
- d)?operational control of the client's processes;
- e)?internal auditing and management review;
- f)?management responsibility for the client's policies.

Auditors

Auditor Name	Role
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Adel Belal (AB)	Team leader
Mohamed Fouad (MF)	team member
Islam Hussien (IH)	team member

Auditee Members

Auditee Name	Position
Eng. Ashraf Abdel Halim(open)(close)	QHSE-Manager
Mr. Mamduh Ali Ali (open)(close)	Operation manager
Mr. Ahmed Saaed (open)(close)	Reefer manager
Mr. Wolid El Moghrabi (open)(close)	Lashing manager
Mr. Amro Amron (open)(close)	Safety Manager
Mr. Eslam Abdel Salam (open)(close)	QC, Environment manager
Mr. Mohamed Abdel Bath	Climes manager
Mr. Ahmed El Morsy (open)(close)	Workshop manager (maintenance)
Mr. Ibrahim Gibril (open)(close)	HR manager
Mr. Mohamed Mostafa (open)(close)	Purchasing manager

No. of Man-Days

9.0

Audit Findings

Clause No.	Requirement\Departement	Evidence	Result
4.4	QHSE	Implementation of QHSE operational processes was verified through completed Operational Control Records (QHSE-F-01) applied during live ship and container repair activities. Records dated 10-09-2024, 05-10-2024, and 18-11-2024 demonstrated effective control of welding, lifting, and maintenance operations at shipyard and onboard locations.	OK
5.1	QHSE	Leadership involvement was evidenced through completed Management Site Inspection Forms (QHSE-F-02) conducted during shipyard and onboard vessel visits on 15-09-2024 and 12-11-2024, showing direct oversight of safety, environmental protection, and quality controls.	OK
6.1.1	QHSE	Risk-based controls were effectively implemented through completed Risk Assessment Forms (QHSE-F-05) addressing hot work, confined spaces, lifting operations, and environmental risks, with approved assessments dated 12-09-2024, 07-10-2024, and 20-11-2024.	OK
6.1.2	QHSE	Environmental aspects and OH&S hazards were actively managed through reviewed HIRA & Environmental Aspect Register Review Forms (QHSE-F-06) dated 30-09-2024 and 31-10-2024, linked to ongoing ship and container maintenance activities.	OK
6.2	QHSE	Monitoring of QHSE objectives was demonstrated through monthly Objectives & KPI Monitoring Forms (QHSE-F-08) issued on 30-09-2024, 31-10-2024, and 30-11-2024, showing tracking of incidents, waste control, and repair quality performance.	OK

Clause No.	Requirement\Department	Evidence	Result
7.1.1	QHSE	Availability and implementation of resources required for conformity of ship and container repair services were verified through completed PPE Issuance & Equipment Inspection Logs (QHSE-F-09) dated 05-09-2024, 14-10-2024, and 19-11-2024, confirming availability of PPE, lifting equipment, inspection tools, and emergency resources at shipyards and onboard vessels. Additional evidence was provided through Operational Control Records (QHSE-F-01) dated 10-09-2024 and 18-11-2024, demonstrating allocation of competent personnel and suitable working environment during live repair activities.	OK
7.1.4	QHSE	Control and management of the work environment were demonstrated through completed Management Site Inspection Forms (QHSE-F-02) conducted on 15-09-2024 and 12-11-2024, confirming suitability of shipyards, onboard working conditions, lighting, ventilation, noise control, and safety arrangements during marine repair activities. Supporting evidence included Environmental Control & Waste Logs (QHSE-F-15) dated 28-09-2024 and 29-10-2024, confirming housekeeping, waste control, and pollution prevention measures applied at repair sites.	OK
7.1.5.2	QHSE	Measurement traceability was verified through implemented calibration and verification controls evidenced by completed Equipment Inspection & Verification Records (QHSE-F-09) dated 14-10-2024 and 19-11-2024, confirming inspection and fitness-for-use of measuring and monitoring equipment used during ship and container repair inspections. Records demonstrated identification status, inspection dates, and acceptance criteria applied during quality and safety checks.	OK

Clause No.	Requirement\Department	Evidence	Result
7.3	QHSE	Worker awareness was further confirmed through completed Safety Awareness Records (QHSE-F-11) signed during toolbox talks conducted in October and November 2024 for ship and container repair activities.	OK
7.4	QHSE	Effective internal communication was evidenced through completed Internal Communication & Incident Notice Forms (QHSE-F-12) issued during September–November 2024 related to safety alerts and environmental instructions.	OK
7.5	QHSE	Documented information control and implementation were verified through completed Permit to Work Forms (QHSE-F-13) for hot work, confined space entry, and lifting activities issued on 09-10-2024, 22-10-2024, and 11-11-2024.	OK
8.1	QHSE	Operational controls were implemented through completed Method Statement Implementation Records (QHSE-F-14) applied during active ship and container repair jobs between September and November 2024.	OK
8.1.2	QHSE	Environmental protection measures were evidenced through completed Environmental Control & Waste Logs (QHSE-F-15) dated 28-09-2024, 29-10-2024, and 26-11-2024, confirming proper waste and waste-oil management.	OK
8.1.3	QHSE	Changes in repair methods and work locations were controlled through completed Management of Change Forms (QHSE-F-16) implemented during October and November 2024.	OK
8.1.4	QHSE	Contractor control was verified through completed Contractor QHSE Evaluation Forms (QHSE-F-17) dated 07-10-2024 and 18-11-2024, covering subcontractors involved in marine repair activities.	OK

Clause No.	Requirement\Department	Evidence	Result
9.1.1	QHSE	Monitoring and measurement of QHSE performance were evidenced through completed QHSE Performance Monitoring Logs (QHSE-F-19) maintained continuously during September–November 2024.	OK
10.3	QHSE	Continual improvement was demonstrated through implemented Continual Improvement Action Plans (QHSE-F-23) initiated and completed during November 2024, resulting in enhanced safety and environmental controls.	OK
5.3	HR	Roles, responsibilities, and authorities for HR activities were implemented through QSEP-04-01-A (Provision of Resources) and QSEP-04-02-B (Personnel Work Instruction). Evidence of application was verified through completed QSEF-04-01 (Personnel Requisition) dated 12-09-2024 and 04-11-2024, supporting manpower allocation for ship repair and container operations.	OK
7.1.1	HR	Availability of human resources was demonstrated through implemented manpower planning and recruitment activities supported by completed QSEF-04-01 (Personnel Requisition) and QSEF-04-03 (Hiring Documents) dated 10-09-2024 and 28-10-2024, confirming recruitment aligned with operational needs.	OK
7.1.2	HR	Competence requirements were defined and applied through approved QSEF-04-02 (Job Description – JD-DD-00) and verified during recruitment and deployment activities within the audit period.	OK

Clause No.	Requirement\Department	Evidence	Result
7.2	HR	Personnel competence was evidenced through implemented training and evaluation records supported by QSEP-05 (Training Awareness and Competence) and completed QSEF-05-03 (Employee Training Record) and QSEF-05-05 (Employees Attendance Training Record) dated 17-09-2024, 21-10-2024, and 06-11-2024.	OK
7.3	HR	Awareness of job responsibilities, QHSE requirements, and company policies was verified through completed QSEF-04-06 (Orientation Record – New Employee) and QSEF-05-03 (Employee Training Record – Induction Program) conducted during onboarding activities in September and October 2024.	OK
7.4	HR	Internal HR communication was implemented through issued Personnel Work Instruction (QSEP-04-02-B) and documented records such as QSEF-04-12 (Personal Interview Form) and internal HR notifications issued during October 2024.	OK
8.1	HR	Operational control of HR processes was demonstrated through controlled recruitment, onboarding, and deployment activities supported by QSEF-04-01 (Personnel Requisition), QSEF-04-03 (Hiring Documents), and QSEF-04-06 (Orientation Record) applied during September–November 2024.	OK
9.1.1	HR	Monitoring and measurement of HR performance were evidenced through completed QSEF-04-11 (KPI) and QSEF-04-05 (Performance Evaluation & Planning) issued on 30-09-2024, 31-10-2024, and 30-11-2024, covering turnover, performance, and training completion.	OK

Clause No.	Requirement\Department	Evidence	Result
4.4	operation	Implementation of operational processes was verified through application of QSEP-28 (Reefer Operation Procedure) during live reefers handling and marine service activities. Evidence was supported by completed QSEF-06-01 / 06-02 / 06-03 (Statements of Fact) dated 12-09-2024, 08-10-2024, and 19-11-2024, demonstrating controlled execution of operational activities.	OK
6.1.1	operation	Risk-based thinking in operations was implemented through QSEP-23 (Operational Risk Identification Procedure) and applied using completed QSEF-23-01 (Stakeholders Identification) and QSEF-23-05 (Operational Risk Matrix) reviewed on 30-09-2024 and 31-10-2024, covering risks related to service delays, equipment failure, and customer dissatisfaction.	OK

Clause No.	Requirement\Department	Evidence	Result
6.1.2	operation	<p>Identification and evaluation of environmental aspects and OH&S hazards related to operational activities were implemented through QSEP-12 (Hazard Identification and Risk Assessment and Risk Control) and QSEP-13 (Environment Aspects – Environmental Control Procedure). Evidence was verified through completed QSEF-12-01 (Hazard Identification & Risk Assessment) and QSEF-12-03 (Inspection of Contractors' Trucks at Yard Entry) dated 18-09-2024 and 22-10-2024, covering operational risks such as reefers handling, terminal operations, container discharge, and contractor movements. Environmental aspects and controls were further evidenced through QSEF-13-01 (Identification & Evaluation of Environmental Aspects) and QSEF-13-02 (Environmental Aspects, Impacts & Control Measures) reviewed on 30-09-2024 and 31-10-2024, demonstrating defined controls for spills, emissions, waste, and energy use during operations.</p>	OK
7.1.1	operation	<p>Availability of operational resources was demonstrated through coordination with HR and Maintenance, supported by QSEP-04-01-A (Provision of Resources) and evidenced in operational records dated September and October 2024, confirming manpower and equipment availability for customer services.</p>	OK
7.1.4	operation	<p>Suitable operational work environment was verified through daily operational supervision and safety monitoring records documented in QSEF-17-01 (Daily Safety & Environmental Monitoring) dated 15-09-2024, 20-10-2024, and 18-11-2024.</p>	OK

Clause No.	Requirement\Department	Evidence	Result
8.1	operation	Operational control of service provision was evidenced through implementation of QSEP-17 (Operation Control Procedure) and completed QSEF-17-01 (Daily Safety & Environmental Monitoring) and QSEF-06-04 (Terminal Arrival–Departure Report) dated 09-10-2024 and 22-11-2024.	OK
8.2.1	operation	Review of customer requirements prior to service delivery was implemented through operational job documentation and verified in QSEF-06-01 (Statement of Fact) records dated 04-09-2024, 15-10-2024, and 22-11-2024, confirming agreed scope and service conditions.	OK
8.2.2	operation	Changes to customer or operational requirements were controlled through updated operational records reflected in revised Statements of Fact (QSEF-06-02 / QSEF-06-03) dated 18-10-2024 and 21-11-2024, showing approved amendments during service execution.	OK
8.5	operation	Controlled execution of operations was demonstrated through completed QSEF-06-04 (Terminal Arrival–Departure Report) and QSEF-06-05 (Discharging Full List) dated 10-09-2024, 29-10-2024, and 27-11-2024, confirming services delivered according to plan.	OK
8.6	operation	Release and acceptance of services were evidenced through signed operational completion records included within QSEF-06-01 (Statement of Fact) and customer acknowledgment of completed services during September–November 2024.	OK
9.1.1	operation	Monitoring and measurement of operational performance and customer satisfaction were demonstrated through QSEP-19 (Performance Measurement and Monitoring) and records reviewed in management meetings during October and November 2024.	OK

Clause No.	Requirement\Department	Evidence	Result
9.1.2	operation	Customer satisfaction was measured and analyzed through completed QSEF-26-01 (Customer Satisfaction Evaluation Form) collected on 21-09-2024, 02-11-2024, and 24-11-2024, related to completed marine and reefer services.	OK
4.4	purchasing	Purchasing processes were implemented in accordance with QSEP-10 (Purchasing Procedure). Evidence was verified through completed QSEF-10-01 and QSEF-10-10 dated 09-09-2024, 16-10-2024, and 21-11-2024, confirming controlled execution of procurement activities supporting ship repair and operational needs.	OK
6.1.1	purchasing	Risks and opportunities related to purchasing activities were identified and addressed through operational risk identification under QSEP-23 , considering risks such as supplier delays, nonconforming materials, and impact on service delivery. Evidence was verified through QSEF-23-05 reviewed on 30-09-2024 and 31-10-2024.	OK
7.4	purchasing	Communication of purchasing requirements to suppliers was implemented through issued QSEF-10-03 dated 19-09-2024, 28-10-2024, and 25-11-2024, clearly defining technical, quality, environmental, and safety requirements.	OK
8.4.1	purchasing	Control of externally provided products and services was implemented through supplier selection and approval under QSEF-10-06 and maintained QSEF-10-07 / QSEF-10-08 (Approval) updated during October and November 2024.	OK
8.4.2	purchasing	Type and extent of control applied to suppliers were demonstrated through monitoring of supplier performance and compliance using QSEF-10-09 and purchasing follow-up records during September–November 2024.	OK

Clause No.	Requirement\Department	Evidence	Result
8.4.3	purchasing	Applicable requirements were communicated to suppliers through controlled Purchase Orders (QSEF-10-03) and contractual purchasing documents, ensuring conformity with operational, QHSE, and regulatory requirements.	OK
8.6	purchasing	Verification and acceptance of purchased materials were evidenced through completed QSEF-10-04 and QSEF-10-02 dated 23-09-2024, 02-11-2024, and 26-11-2024, confirming conformity before use in operations.	OK
9.1.1	purchasing	Monitoring and measurement of purchasing performance were demonstrated through review of purchasing records and supplier performance discussed during internal follow-up and management review meetings in October and November 2024.	OK
6.1.2	purchasing	Environmental aspects and OH&S hazards related to purchased products, suppliers, and contractors were identified and evaluated through QSEP-12 (Hazard Identification and Risk Assessment) and QSEP-13 (Environment Aspects Control Procedure). Evidence included completed QSEF-12-02 dated 17-09-2024 and 11-11-2024, and reviewed QSEF-13-01 / QSEF-13-02 on 30-09-2024 and 31-10-2024, addressing risks related to hazardous materials, transportation, and supplier environmental compliance.	OK
4.4	Maintenance	Maintenance processes were implemented in accordance with QSEP-22 (Equipment Maintenance Procedure). Evidence was verified through completed QSEF-22-02 (Equipment Maintenance Record) and QSEF-22-05 (Equipment / Forklift Maintenance Record Form) dated 07-09-2024, 13-10-2024, and 22-11-2024, covering both customer-related maintenance activities and internal company equipment.	OK

Clause No.	Requirement\Department	Evidence	Result
6.1.1	Maintenance	Risks and opportunities related to maintenance activities were identified under QSEP-23 (Operational Risk Identification Procedure), addressing risks such as equipment failure, downtime, and impact on service continuity. Evidence was verified through QSEF-23-05 (Operational Risk Matrix) reviewed on 30-09-2024 and 31-10-2024.	OK
6.1.2	Maintenance	Environmental aspects and OH&S hazards related to maintenance activities were identified and evaluated through QSEP-12 (Hazard Identification, Risk Assessment and Risk Control Procedure) and QSEP-13 (Environmental Aspects Control Procedure). Evidence included completed QSEF-12-01 (Hazard Identification, Risk Assessment and Control Form) and QSEF-13-01 / QSEF-13-02 (Identification of Environmental Aspects, Impacts and Control Measures) dated 18-09-2024, 22-10-2024, and 31-10-2024, covering workshop maintenance, onboard repairs, oils, waste, emissions, and energy consumption.	OK
7.1.1	Maintenance	Availability of maintenance resources was demonstrated through implementation of QSEP-04-01-A (Provision of Resources) and verified via updated QSEF-22-01 (Equipment / Forklift Inventory Register) dated 05-09-2024 and 04-11-2024, confirming availability of tools, machinery, and maintenance equipment.	OK
7.1.4	Maintenance	Suitability of the work environment for maintenance activities was verified through daily safety and environmental monitoring documented in QSEF-17-01 (Daily Safety and Environmental Inspection Record) dated 15-09-2024, 20-10-2024, and 18-11-2024, covering workshops, yards, and onboard maintenance locations.	OK

Clause No.	Requirement\Department	Evidence	Result
7.1.5.2	Maintenance	Monitoring and measuring equipment used during maintenance activities were controlled and verified through implemented inspection and readiness checks supported by QSEF-22-03-A (Equipment Inspection Before Operation Form) dated 09-10-2024 and 11-11-2024, ensuring equipment fitness prior to use.	OK
8.1	Maintenance	Operational control of maintenance activities was implemented through controlled execution of maintenance works using QSEF-22-04 (Equipment / Forklift Repair Request Form) and QSEF-22-06 (Equipment / Forklift Operation & Movement Order) dated 12-09-2024, 26-10-2024, and 27-11-2024, applicable to both customer maintenance jobs and internal company assets.	OK
7.1.3	Maintenance	Infrastructure needed for maintenance activities (workshops, tools, lifting/handling equipment, and internal assets used to support customer services) was implemented and maintained, evidenced through the updated QSEF-22-01 (Equipment / Forklift Inventory Register) dated 05-09-2024 and 04-11-2024, and preventive/corrective actions recorded in QSEF-22-02 (Equipment Maintenance Record) dated 13-10-2024 and 22-11-2024, demonstrating infrastructure maintenance and availability for operations.	OK

Clause No.	Requirement\Department	Evidence	Result
8.5	Maintenance	Controlled provision of maintenance service (execution under controlled conditions, including authorization before equipment use and ensuring readiness before mobilization to customer sites) was evidenced through completed QSEF-22-03-A (Equipment Inspection Before Operation Form) dated 09-10-2024 and 11-11-2024, and issued QSEF-22-06 (Equipment / Forklift Operation & Movement Order) dated 26-10-2024 and 27-11-2024, demonstrating controlled deployment and operation of equipment supporting customer service delivery and internal maintenance.	OK
8.6	Maintenance	Release and acceptance of maintenance activities were evidenced through completed and signed QSEF-22-05 (Equipment / Forklift Maintenance Record Form) dated 24-09-2024, 31-10-2024, and 28-11-2024, confirming completion and acceptance by customer representatives or internal asset owners.	OK
9.1.1	Maintenance	Monitoring and measurement of maintenance performance were demonstrated through review of maintenance records, downtime, and equipment availability discussed during internal follow-up and management review meetings in October and November 2024.	OK
4.4	storage	Storage activities were implemented as part of operational control under QSEP-17 (Operation Control Procedure). Evidence was verified through applied storage practices supporting operations and maintenance, with daily monitoring records documented in QSEF-17-01 (Daily Safety and Environmental Inspection Record) dated 10-09-2024, 14-10-2024, and 21-11-2024, confirming controlled storage operations.	OK

Clause No.	Requirement\Department	Evidence	Result
6.1.1	storage	Risks and opportunities related to storage activities (material availability, damage, misidentification, delays) were identified under QSEP-23 (Operational Risk Identification Procedure). Evidence was verified through QSEF-23-05 (Operational Risk Matrix) reviewed on 30-09-2024 and 31-10-2024, covering storage-related operational risks.	OK
6.1.2	storage	Environmental aspects and OH&S hazards related to storage activities were identified and evaluated through QSEP-12 (Hazard Identification, Risk Assessment and Risk Control Procedure) and QSEP-13 (Environmental Aspects Control Procedure). Evidence included completed QSEF-12-01 (Hazard Identification, Risk Assessment and Control Form) dated 19-09-2024 and 18-11-2024, and QSEF-13-01 / QSEF-13-02 (Environmental Aspects, Impacts and Control Measures) reviewed on 30-09-2024 and 31-10-2024, addressing storage of oils, chemicals, spare parts, waste, and housekeeping conditions.	OK
7.1.1	storage	Availability of storage resources (storage areas, racks, handling tools) was demonstrated through implementation of QSEP-04-01-A (Provision of Resources) and verified via storage condition monitoring documented in QSEF-17-01 (Daily Safety and Environmental Inspection Record) during September–November 2024.	OK
7.1.4	storage	Suitability of the storage work environment was verified through housekeeping and safety inspections documented in QSEF-17-01 (Daily Safety and Environmental Inspection Record) dated 15-09-2024, 20-10-2024, and 18-11-2024, covering lighting, access, segregation of materials, and spill prevention.	OK

Clause No.	Requirement\Department	Evidence	Result
7.1.5.2	storage	Monitoring and measuring equipment used in storage activities (where applicable) were controlled and verified through readiness and inspection checks recorded in QSEF-22-03-A (Equipment Inspection Before Operation Form) dated 09-10-2024 and 11-11-2024, applicable to forklifts and handling equipment.	OK
8.1	storage	Operational control of storage activities was implemented through controlled receipt, storage, and issue of materials, evidenced through QSEF-10-02 (Issue / Receipt Request Form) dated 23-09-2024, 02-11-2024, and 26-11-2024, supporting operations and maintenance requirements.	OK
8.5	storage	Controlled provision of storage services (handling, preservation, and issuing of materials under controlled conditions) was evidenced through segregation, identification, and safe handling practices verified via QSEF-17-01 (Daily Safety and Environmental Inspection Record) and material movement records during September–November 2024.	OK
8.6	storage	Release and acceptance of stored materials were evidenced through verification upon issue to operations and maintenance, supported by signed QSEF-10-02 (Issue / Receipt Request Form) dated 23-09-2024 and 26-11-2024, confirming correct materials released.	OK
9.1.1	storage	Monitoring and measurement of storage performance were demonstrated through follow-up of material availability, damage incidents, and housekeeping observations discussed during internal reviews and management review in October and November 2024.	OK

Strength Point

- Top management commitment
- Competency of the QHSE manager
- Competency of the operational staff
- Health and safety Risk assessment

Area for Improvement

- Enhance the business risk
- Enhance the aspect register

Observation

- There is no clear evidence the objectives are well communicated to all the staff

Minor NCR

NA

Major NCR

NA

Team Leader Recommendations

The company is recommended for IMS certification for ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018

Disclaimer Statement

The judgment of the management system is **based on the sample shown during the audit time.**

Lead Auditor Name:

Adel Belal (AB)

Signature