

**1. Human resources**

No changes to BPI resources.

**2. Quality Management System (QMS) review meetings, internal audits and Near Miss Reports (NMR).**

The internal audit schedule for 2015 – 16 is running. We are now producing approximately four times as many reports as previously, following the changes to BSI auditing practise. Minor incident reports are also now produced.

The mine Archive audit has been postponed. Potential changes to the Registration department holdings will impact the stock.

**NMR's**

There are no outstanding NMRs at present. All have been closed.

**3. QMS process updates**

Currently no further progress on moving the Quality Management System to a new platform. Minor updates have been made, and a few are to be made in the Finance and Procurement areas. Registration Appeals have been moved from FTP to Registrations.

**4. BSI audit**

The next ISO9001:2008 audit (April 20-21<sup>st</sup> 2016) will cover Finance Transactions, Invoicing & Purchase Ledger, Management Accounts, Purchasing & supplier evaluation, and Facilities, QMS, key controls;, Risk Register, Quality Assurance, Senior Management Interview, and the Strategic Review. This is the end of a three year cycle, and is the recertification visit.

The new ISO9001:2015 standard has been published. If we can obtain a new QMS/ISMS platform (SharePoint with appropriate workflow tools) we will move to the new standard between April and October next year. October 2016 would be our change over audit to the new standard.

ISO27001:2013 audit will take place on the 26&27 April. This will concentrate on incident reporting, internal audits, follow-up to audits and awareness around the organisation.

The Complaints and Customer Service standard ISO10002:2014 is our next certification target. The Complaints and Customer Service Manager and Head of BPI have been working with a consultant to modify existing ISO9001 processes and documentation to match the ISO1002 requirements. This has had the benefit of updating some items for the ISO9001:2015 migration in future. The Stage 2 three auditor day audit is on 21&22 March.

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| Date     | Ver. | Dept/Cmte | Doc Type | Title     | Status   | Int. Aud. |
| 20151116 | a    | QUA       | RPT      | AuditComm | Draft    | Public    |
|          |      |           |          |           | DD: None | RD: None  |

## 5. Business continuity

Work on the Shadow Planner solution continues. Additions and enhancements to content will continue.

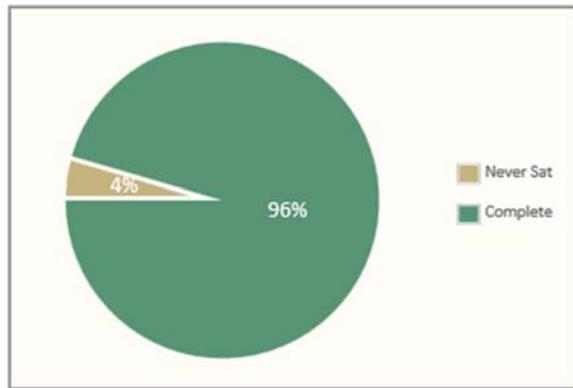
The Shadow Planner system is currently available on Blackberry O/S7 and iOS (iPhone) and should be available on the new Blackberry platform (Android) around Easter 2016. We are likely to have access to a beta (test version) shortly. It will then be tested with our plan and devices. The service will essentially be agnostic to the device it is viewed on.

## 6. Information security management

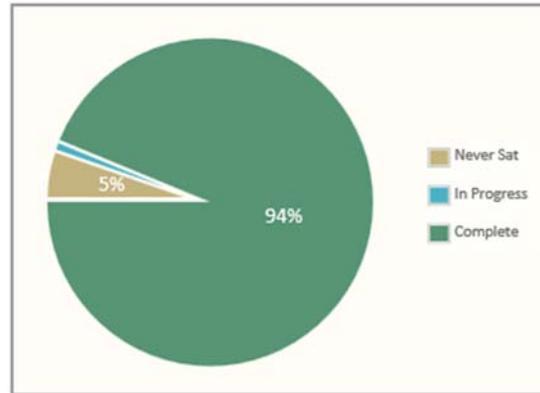
Information Security awareness activities continue around HCPC. We have selected the Bob's Business CBT package for employees, Partners and Council members. Roll out is now planned for April (employees) and June for Partners. This will help prepare employees for the next ISO27001 BSI audit.

Results from the last CBT package (Alurna, URM) are as follows;

Information Security Awareness (Employees and Contractors)



Information Security Awareness (Partners)



Information Security Champions from each department, commenced training in February with activities around risk assessment, pattern recognition, awareness of potential issues and what to do about them.

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## **7. Information & data management**

### **Assessment and destruction of older archive material: an update on progress.**

The Registration department hope to progress the destruction of scanned renewal notices as soon as the archive boxes can be validated as “renewals”. A pre destruction visit to the archive is being planned. Contracts for scanning and secure destruction are under examination. This represents approximately half of the archive.

## **8. Reporting**

The number of Freedom of Information requests of a statistical nature is stable.

## **9. Risk Register**

The latest iteration is published today March 2016.

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