

POLICY STATEMENT

The Joint Support Office (JSO) is operated by Enconet Consulting Ges.m.b.H of Vienna (hereafter – ENCO) and was established by the European Commission (EC) at Kiev in January 2005. The JSO is established for the Support to the Management of the EC's Instrument for Nuclear Safety Cooperation (INSC) in Ukraine.

Considering the wider aspects of the transition from TACIS programme to the new Instrument for Nuclear Safety Cooperation since January 2007 as well as developments within the Ukrainian nuclear sector, the JSO has continued to play a major instrumental role in achieving the programme objectives for Ukraine. The JSO provides direct assistance to the EC's Ukrainian Partners in the identification, preparation and implementation of projects under the INSC in accordance with the requirements of its Terms of Reference.

The primary goal of the JSO is to support the promotion of an effective safety culture in Ukraine in line with the principles of the IAEA Convention on Nuclear Safety and in compliance with the provisions of the EURATOM Treaty. This will be achieved through facilitating the EC programme on nuclear safety improvement in Ukraine towards the governmental organisations and local stakeholders involved in the identification, preparation and implementation of nuclear safety projects in Ukraine. In undertaking its work and in order to fulfil its primary goal, the JSO will operate in a working environment that includes, but is not limited to, the following CUSTOMERS:

Contracting Authority:

- European Commission Directorate General for Development and Cooperation – EuropeAid (DEVCO)

Ukrainian Partners:

- Ministry of Energy and Coal Industry of Ukraine
- Ministry of Ecology and Natural Resources of Ukraine (represented by the State Agency of Ukraine for the Management of Exclusion Zone)
- State Nuclear Regulatory Inspectorate of Ukraine
- State Service of Ukraine for Emergency Situations

End-Users:

- NNEGC “Energoatom” and its Nuclear Power Plants (Zaporizhzhya NPP, Rivne NPP, South-Ukraine NPP, Khmelnytska NPP and Separated Subdivision “AtomRemontService”)
- State Specialized Enterprise “Chernobyl Nuclear Power Plant”
- Ukrainian Corporation “Ukrainian State Association “Radon”, including State Specialized Enterprise “Central Radioactive Waste Management Enterprise”
- State Specialized Enterprise “Chernobyl Special Industrial Complex”
- Other end-users could be identified in the course of this contract in connection with projects that might be identified in future programming (as e.g. for the social projects around Chernobyl)

and OTHER INTERESTED PARTIES, such as:

- Ukrainian design and other technical institutions
- EC Joint Research Centre – Institute for Energy and Transport
- Delegation of the European Union to Ukraine
- Western Utilities, Contractors and Suppliers involved in the EC nuclear safety programme for Ukraine

This Quality Manual “JSO QM-06” is the lead document of the JSO Quality Management System, which sets out, among other things, the specific operational procedures and work instructions of the JSO, thus establishing a “core” for the JSO quality management system

(QMS). The Quality Manual of the JSO adopts the contemporary approach of the latest version ISO 9001:2008 Standard on quality management and in particular takes into account the following concepts:

- Enhancement of customer focus toward customer satisfaction
- Interactions of quality management activities with product realization processes
- Reduction in the number of the required management procedures and administrative forms
- Continual improvement of related processes to improve JSO performance.

Due to the generic nature of ISO quality standards, the JSO has maintained the approach of its Operating Company, ENCO, and has incorporated additional sector-specific industry requirements to attend to its main business. Nuclear and radiation safety is the fundamental consideration in the quality management system of the JSO. Commitment to safety and quality is the core of the JSO's policy and strategy.

The objectives of JSO quality management system are:

- To maintain an effective management system with regard to quality following the principles of International Standard ISO 9001:2008
- To achieve and maintain a level of quality which enhances the JSO reputation among its customers and other stakeholders
- To ensure compliance with relevant statutory and safety requirements
- To maximize customer satisfaction with the services provided by the JSO

The JSO policy is to achieve sustained incremental improvement and sustainable transfer of capability in the implementation of the EC Nuclear Safety Programme in Ukraine. This will be facilitated through the provision of support services by the JSO to its Stakeholders both in Ukraine and in the West.

The JSO Director is responsible for the overall effectiveness of the JSO quality management system, including determination of the quality policy and quality objectives consistently at the functional levels and designation of the authority and responsibilities of JSO staff members. The JSO Director is obliged to provide adequate resources, training, direction, co-ordination, control and support for the accomplishment of all activities and tasks undertaken by the JSO. The JSO Director is also obliged to continuously improve the quality of services and items that are to be delivered to Customers.

Nuclear and Radiation Safety, as warranted by its significance and concerned by the general public, require achievement of excellent quality in all essential aspects, not only in the final product but also in every related process. Conditions adverse to quality are to be reported and corrected. Initiatives for quality improvement are encouraged. Striving for high level of quality is being integrated into the JSO's activities.

The JSO Director commits to comply with all relevant statutory and regulatory requirements, to review the Policy Statement periodically for its suitability, to maintain and further develop the highest standard of safety culture within the JSO and continually improve the effectiveness of the quality management system.

Dave Corbett

JSO Director

September 2014, Kiev