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| --- | --- | --- | --- | --- |
| **Topic** | **Outcome** | **Action?** | **Responsible** | **Target Date** |
| Results of audits |  |  |  |  |
| Feedback (Customers, internal, etc.) |  |  |  |  |
| Process performance and product, service, process or control conformity |  |  |  |  |
| Status of corrective action(s) |  |  |  |  |
| Follow-up actions from previous management reviews |  |  |  |  |
| Changes that could affect the integrated management system |  |  |  |  |
| Recommendations for improvement |  |  |  |  |
| Improvement of the effectiveness of the integrated management system and its processes |  |  |  |  |
| Improvement of product, service, process or control related to stakeholder requirement |  |  |  |  |
| Resource needs |  |  |  |  |
| Techniques, products or services that may improve the integrated management system |  |  |  |  |

## ***Document Owner and Approval***

The Director (CISO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the ISMS.

The current version of this document is available to all members of staff on the corporate intranet.

This document is approved by the Head of Risk on the issue date shown and is issued on a version-controlled basis under his/her signature.

Signature: Date: 14/11/2020

## **Change History Record**

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| --- | --- | --- | --- |
| Issue | Description of Change | Approval | Date of Issue |
| 1 | Initial issue | Gavin McCloskey | 14/11/2020 |
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