

HSEQ

INTEGRATED

MANAGEMENT SYSTEM

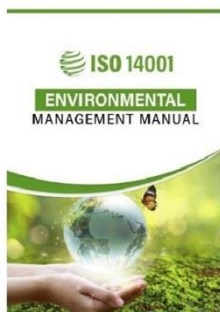



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Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the HSEQ Management Manual and the revision details are to be recorded below.



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A printed version of this manual
is available in the first

1. INTRODUCTION

Insert Your Company is a e.g. construction, design, manufacturing, electrical, gas, air conditioning, plumbing and servicing? etc company operating from insert head office location.

We have developed and implemented an integrated health, safety, environmental and quality (HSEQ) management system that uses the following Standards as the framework for structuring our core business processes:

- AS/NZS ISO 9001, Quality Management Systems – Requirements.
- AS/NZS ISO 14001, Environmental Management Systems - Requirements with Guidance for Use.
- AS/NZS ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use.

This empowers our organization to document and improve our activities to better satisfy the needs and expectations of our customers, stakeholders and other interested parties.

The management and staff of Insert Your Company are committed to continually improving our products and services and the effectiveness of our HSEQ management system. The results of management reviews, customer feedback, corrective actions and testing all contribute to our continual improvement process.

Please refer to our health, safety, environmental and quality management matrices for an overview of our management systems and conformance to the ISO Standards and refer to section 4.4. HSEQ Management and its Processes to review our **Plan-Do-Check-Act** approach.

1.1. Company Details

Company Name:	Insert details
ABN:	Insert details
Head Office Address:	Insert details
Postal Address:	Insert details
Phone:	Insert details
Fax:	Insert details
Email:	Insert details
	Insert details

1.2. Health, Safety, Environmental and Quality Mission Statement

Insert Your Company is a stable, professional corporate business with family values. One of our central business objectives is to provide a high-level service and product which sets the benchmark for the industry in Australia, with the intention of being the industry leader in insert your business's services and/or products.

Insert Your Company general health, safety, environmental and quality objectives include:

- Developing and implementing effective processes and procedures to systematically identify hazards, assess risks and eliminate or control risks to the lowest level reasonably practicable.
- Providing mechanisms for communication and consultation with workers.
- Developing and implementing systems of work that are safe and without risk or minimizing risk to a reasonably practicable level.
- Providing plant, equipment, chemicals and substances that are safe and without risk when properly used.
- Providing adequate information, instruction, training and supervision to workers and provide adequate facilities for the welfare of workers.
- Monitoring conditions at the workplace to prevent incidents, illness and injury.
- Providing a prompt and professional service of a quality that consistently meets or exceeds our clients' expectations.
- Developing a strong culture of HSEQ across the organization where all processes are measured and interested parties' needs and expectations are understood and achieved.
- Ensuring that the business is efficient, flexible and profitable.
- Ensuring, as far as practicable, a safe and sound working environment for all our personnel.
- Encouraging personnel to reach their potential.
- Proactively marketing our products and services to achieve a 10% year growth in turnover.
- Striving for continual improvement.
- Keeping accurate, complete and consistent records to ensure owners receive fair returns on investments and creditors and personnel are paid when due.
- Enhancing environmental performance by preventing or mitigating adverse environmental impacts.
- Fulfilling environmental compliance obligations by mitigating any potential adverse effects of environmental impacts.
- Minimizing environmental impacts by controlling the way our organization's products and services are designed, manufactured, distributed, consumed and disposed.

1.3. Related Standards

In addition to AS/NZS 45001, Occupational Health and Safety Management Systems, AS/NZS 45002, Quality Management Systems and AS/NZS ISO 14001, Environmental Management Systems, Insert Your Company may use other standards as guides for operations and the HSEQ management system.

These standards may include but, are not limited to the following:

- AS 1201 (All Parts) Occupational Noise Management.
- AS 4452 The Storage and Handling of Toxic Substances.
- AS/NZS ISO 9000, Quality Management Systems - Fundamentals and Vocabulary.
- AS/NZS ISO 9004, Quality Management - Quality of an Organization - Guidance to Achieve Sustained Success.

- AS/NZS 10001, Quality management - Customer Satisfaction - Guidelines for Codes of Conduct for Organizations.
- AS/NZS 10002, Quality Management - Customer Satisfaction - Guidelines for Complaints Handling In Organizations.
- ISO 10003, Quality Management - Customer Satisfaction - Guidelines for Dispute Resolution External to Organizations.
- ISO 10004, Quality Management - Customer Satisfaction - Guidelines for Monitoring and Measuring.
- AS ISO 10005, Quality Management - Guidelines for Quality Plans.
- ISO 10006, Quality Management - Guidelines for Quality Management in Projects.
- AS ISO 10007, Quality Management - Guidelines for Configuration Management.
- ISO 10008, Quality Management - Customer Satisfaction - Guidelines for Business-To-Consumer Electronic Commerce Transactions.
- AS/NZS ISO 10012, Measurement Management Systems - Requirements for Measurement Processes and Measuring Equipment.
- AS ISO 10013, Guidelines for Quality Management System Documentation.
- AS ISO 10014, Quality Management System Guidelines for Increasing Financial and Economic Benefits.
- AS ISO 10019, Guidelines for the Selection of Quality Management System Consultants and Use of Their Services.
- AS ISO 14004 Environmental Management System General Guidelines for Implementation.
- AS/NZS ISO 19011, Guidelines for Auditing Management Systems.
- AS ISO 31000, Management - Guidelines for Risk Management.
- HB 139 Guidance on Integrating the Elements of Quality, Environment, and Health and Safety Management Standards.
- HB 203 Managing Environmental and Risk.
- ISO 37500, Guidance on Compliance.

Delete this text to the above as applicable

Terminology

	Definition
	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluation to determine the extent of compliance.
Audit Evidence	Documentation, statements and records; may also include physical items.
Competent Person	Is a person who has acquired, through a combination of training, qualification or experience, the knowledge and skill necessary to undertake their work safely or discharge their functions in accordance with company expectations.

Term	Definition
Continual Improvement	A recurring activity to enhance performance.
Corrective Action	An action to eliminate and control the cause of an identified non-conformance to the HSEQ Management System.
Documented Information	Any document, record or other information which is necessary for the operation of processes or is required by the HSEQ Management System. It can include plans, maps, diagrams, videos, process maps, procedures and other documents in any medium, i.e. paper or electronic.
Environment	Surroundings in which Insert Your Company operates, including air, water, land, natural resources and their inter-relationships.
Environmental Aspect	An element of Insert Your Company activities or services that interacts with the environment.
Environmental Impact	A change to the environment, whether adverse or beneficial, wholly or partially, resulting from Insert Your Company environmental aspects.
Hazard	Is anything or condition of a substance or process in the work environment that has the potential to cause an injury, illness or harm.
Incident	Is an unplanned event or occurrence or having a potential for injury, damage or loss.
Inputs	Resources such as materials, energy, information or other inputs used in a system to seek a desired output.
Inspection and Testing	A documented systematic approach to inspecting a product, service or product.
Interested Parties	Stakeholders who receive our products and services, or who may be affected by them, or those parties who may otherwise have a significant interest in (or to) Insert Your Company.
Manufacturing Process	A series of consecutive and interlinked stages of a product or service from raw material acquisition, or generation from natural resources to final disposal.
Manufacturing Process Report	A document outlining the process involved in manufacturing an item.
National Association of Testing Authorities (NATA)	Australia's national accreditation body for the accreditation of laboratories, inspection bodies, calibration services, producers of certified reference materials and proficiency testing scheme providers throughout Australia.
Non-Conformity	Non-fulfilment of a requirement.
Non-Conformance Report (NCR)	A report that documents the details of a non-conformance identified in an audit or other process review.

Term	Definition
Objective	The result to be achieved. Insert Your Company objectives must be S-M-A-R-T: Specific, Measurable, Achievable, Realistic and Timely.
Opportunity	A positive effect of uncertainty.
Organizational Knowledge	Knowledge specific to Insert Your Company , that is generally gained by experience and is information that is used and shared for the benefit of objectives.
Outputs	The result of a process.
Participation	Is the involvement in decision-making.
Plan-Do-Check-Act	A system to ensure that all actions are planned and checked before the action takes place.
Procedure	A specified way to carry out a strategy or process.
Process	A set of interrelated, interdependent activities which take inputs to deliver outputs. Processes are used by Insert Your Company typically operates on a continuous basis.
Products and Services	The outputs of Insert Your Company processes to meet the customer's requirements. A product is a physical outcome of a process while a service is the result of an effort or actions to meet the customer's requirements.
Quality Assurance	A planned and organized system that is focused on providing confidence that quality requirements are fulfilled.
Quality Control	Operational techniques and activities which achieve and maintain quality of products or services, and the use of statistical techniques in activities to satisfy given requirements.
Record	Documenting results achieved or providing evidence of activities performed.
Risk	The possibility of a negative effect.
Risk Assessment	The overall process of risk identification, risk analysis and risk evaluation.
Risk Management	Planning Insert Your Company's objectives and actions with consideration to the known risks and their potential effects. The ideal situation is to minimize the likelihood or impact of unwanted outcomes.
Risk Register	A plan developed with the intent of addressing all known or possible risks and preventing their occurrence.
HSEQ	For this manual HSEQ shall mean health, safety, environmental and quality.
Stakeholder	A person or group of people that has an interest in or is impacted by Insert Your Company policies or activities. Stakeholders may participate in and contribute to the decision-making process.

Term	Definition
	Stakeholder may be used interchangeably with 'interested party'.
Supplier	An entity engaged by the Insert Your Company to supply products, services, plant, equipment, materials or other items.
Target	The specific performance requirements that need to be met to achieve objectives.
Uncertainty	A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Note: to be confused with measurement uncertainty.)
Uncontrolled Document	An informal copy of a document for which no attempt is made to update it after distribution.
Worker	An employee, a contractor or subcontractor, an employee of a contractor or sub-contractor, an employee of a hire company who has been assigned to work on an apprentice or trainee contractual training work. May also be referred to as person.

For further clarification on terms and definitions, refer to:

- AS/NZS ISO 9000, Quality Management Systems – Fundamentals and Vocabulary.
- AS/NZS ISO 9001, Quality Management Systems – Requirements.
- AS/NZS ISO 14001, Environmental Management Systems – Requirements with Guidance for Use.
- AS/NZS ISO 45001, Occupational Health and Safety Management Systems – Requirements with Guidance for Use.

2. PURPOSE

The purpose of this manual is to use Insert Your Company health, safety, environmental and quality management system, define accountabilities and to provide procedures for the management of risks that impact on our processes, products and services.

This HSEQ manual was developed to guide Insert Your Company activities and to provide (upon request) with information regarding our HSEQ management system.

3. HSEQ MANAGEMENT MANUAL CONSTRAINTS

This HSEQ management manual is constrained to the employees, contractors and other agencies working for, or on behalf of, Insert Your Company and relies upon their consultation, cooperation and compliance for its full implementation to be feasible throughout the operational structure of the company.

Insert Your Company shall audit systems, employees, contractors and agents for compliance with the HSEQ management system at regular intervals, based on the risk of operational compliance.

4. CONTEXT OF THE ORGANIZATION

4.1. Understanding the Organization and its Context

Insert Your Company is committed to defining our position in the marketplace and understanding how relevant factors arising from internal and external issues influence our organizational context and the ability of our HSEQ management system to achieve its intended outcomes.

Understanding our organizational context requires an analysis of the internal and external parties and issues (refer to the table below), and the risks and opportunities that are (or could be) of concern to Insert Your Company and our interested parties. The results of this analysis are identified in the HSEQ-MF-01 - Organizational Context Register.

Insert Your Company then monitors and reviews this information to ensure the recurrent understanding of each (internal and external) group is required and maintained.

Additionally, to further facilitate the understanding of our context, Insert Your Company regularly considers internal and external issues that influence our organizational context during management meetings. Outcomes are then conveyed via meeting minutes and business process documents.

A Summary of Internal and External Parties and Issues

Internal	External
Roles and accountabilities	Customers
Workers	Market and competition
Working conditions	Regulatory and statutory
Market share	Technological
Physical resources	Cultural and social
Performance	General public
Values and culture	Suppliers
Innovation and knowledge	Political influence
Waste and emissions	Contractors

4.2. Understanding the Needs and Expectations of Workers and Other Interested Parties

Interested party management is critical to the success of Insert Your Company, as such actions to actively understand and manage the positive, negative and other influences from a range of interested parties.

Insert Your Company shall ensure that our personnel and management team are aware of the context in which our company interacts within the larger framework. To do this we will consider our aspects and impacts in a business context, examine the internal and external needs and expectations of interested parties and determine the most important processes to which our HSEQ management systems apply.

Insert Your Company will achieve effective interested party management by considering:

- The safety, environmental, quality policies and their implementation.
- Our HSEQ systems, strategic direction, objectives and targets.
- The effectiveness of our HSEQ systems to ensure that our products and services continually meet or exceed the needs and expectations of internal and external parties.
- The consequences and implications (if any) of non-conformances within our responsibilities, against internal and external parties' requirements, needs and expectations.

4.2.1. Relevant Interested Parties

Insert Your Company recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time; such parties' needs and expectations broadly include those shown in the table below.

Interested Parties	Needs and Expectations
Workers (including contractors and visitors)	Shared safety and security
Customers.	price, reliability, value.
Distributors and retailers.	Ethical, quality and service.
Owners/shareholders.	Profit and growth.
Suppliers.	Ethical, professional, reliable.
Regulatory and statutory bodies.	Compliance and reporting.
Workers' organizations (Union)	Compliance and values

To ensure that our products, services and processes comply with HSEQ requirements, we proactively identify and assess all potential risks that may otherwise be prompted from an interested party. We then integrate any new need or expectation into our HSEQ management system and our improvement processes.

Needs and expectations of interested parties shall be listed in the HSEQ-MF-01 - Organizational Communication - Interested Parties Register. This information is then used by management to align with the company's strategic direction. Refer below to HSEQ-MF-0 - Strategic Objectives and Direction.

4.2.2. Our Strategic Objectives and Direction

Insert Your Company's strategic objectives and direction are driven by both internal and external factors. Accordingly, senior management evaluate, plan and monitor internal and external factors to develop strategies to improve our business performance.

We understand that issues can be either positive opportunities that the company can leverage from or be risks for which the company requires plans to mitigate to an acceptable level.

To understand the internal factors, the management team will monitor and consider issues coming from:

- The company's values.
- Incident and performance reporting.
- The company's culture and ways of operating.

- Intellectual property.
- The ongoing performance of the company against our plans, objectives and targets.

To understand the external factors, the management team will monitor and consider issues arising from:

- Legal and legislative requirements.
- Industry changes.
- Technology changes.
- Market competition.
- The cultural, social and the economic environment in which we operate.

Related Forms and Documents

ID	Forms and Documents
HSEQ-MF-0	Strategic Objectives and Direction
HSEQ-MF-1	Organizational Context Register
HSEQ-MF-3	Management Review Meeting

4.3. Scope of the HSEQ Management System

Insert Your Company has established the scope of our HSEQ management system based on the analysis of the issues and requirements discussed in sections 4.1 and 4.2 and assessed using HSEQ-MF-1 Organizational Context Register.

The HSEQ management management applies to the products and services offered by Insert Your Company, inclusive of:

- Add as applicable

Where any product, process or service is provided, Insert Your Company shall determine the critical areas of focus to ensure conformity to customer and regulatory (or other interested party) requirements.

The application of our HSEQ management system shall:

- Demonstrate our ability to consistently provide a high level of service through the compliance with applicable regulatory requirements.
- Provide customer satisfaction by continuing to meet best practice levels of performance in relation to the effective application of HSEQ management.

The management system shall be used for the achievement of Insert Your Company objectives and performance improvement.

Insert Your Company is able to exert authority at differing levels of control and influence over activities, as they relate to our products and services.

The functional and organizational boundaries for the different physical locations (where applicable) and the level of control and influence are summarized below:

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence
Our facilities are at the following address:	All activities performed and managed by our	Complete organizational	High degree of authority to control

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence
	organization which result in product or service outputs	control over current activities	or influence related processes
External processes performed by contractors and 3 rd parties	Undertaking processes as per our agreements and specifications	Purchasing and contractual controls	3 rd Parties are controlled and influenced through contractual agreements

For our HSEQ management system to be robust, all the activities, products and services undertaken by **Insert Your Company** identified at the above address are included within the scope of the management systems. In this way, we can control and influence all our activities, products and services.

The scope of our HSEQ management system has been established through internal review and an audit methodology with the following requirements:

- AS/NZS ISO 9001, Quality Management System - Requirements.
- AS/NZS ISO 14001, Environmental Management Systems - Requirements with Guidance for Use.
- AS/NZS ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use.

4.3.1. Exclusions

The following table identifies exclusions from the AS/NZS ISO 9001, Quality Management System - Requirements that are not applicable to our organization, as well as providing a brief narrative to justify the exclusion from the scope of our HSEQ management system.

ISO 9001 Clause	Justification for Exclusion
7.3	We exclude design and development from our HSEQMS as we do not design or develop any products.
7.4	<p>We need to justify the exclusion of clause 7.4 Purchasing. Insert Your Company does not design or develop the equipment or materials used in the calibration process, or the equipment that is used for the equipment calibration is based on published and agreed performance specifications and requirements of the manufacturer and/or the customer. Therefore, clause 7.3 of AS/NZS ISO 9001, Quality Management System - Requirements is not applicable.</p> <p>We also include something mitigated: e.g. AS/NZS ISO 9001, Quality Management System - Requirements clause 7.4 Purchasing.</p>

4.4. HSEQ Management System and its Processes

Insert Your Company's HSEQ management system follows the layout and structure of the Standards listed in section 4.3, and its processes are designed around the principles of the **Plan-Do-Check-Act** methodology, as outlined below.

PLAN	Establish plans, objectives, targets and processes necessary to deliver the required outputs conforming to the interested parties' requirements and the organization's HSEQ policies.
DO	Implement the processes required to convert the inputs into the outputs, as planned.
CHECK	Monitor and measure processes, plans, objectives and targets against the HSEQ policies, objectives, requirements and report on the results.
ACT	Take action and develop corrective and preventative actions to improve the processes, so that the conversion of inputs to outputs is more effective and efficient.

The HSEQ management system is designed as an interrelated combination of processes. The main processes of the system are grouped into the categories shown below, with further process details provided in the **Plan-Do-Check-Act** flowcharts in 4.4.1.

- Leadership Processes.
- Planning Processes.
- Support Processes.
- Operational Processes.
- Performance Evaluation Processes.
- Improvement Processes.

Underpinning these processes is a robust document control system including this HSEQ management manual, procedures, forms, other internal and external documents and data needed to manage, perform and work effectively on products and services. The effectiveness of each process and its sub-process output is measured and evaluated through regular internal audits, inspections and data analysis.

Performance indicators that link into objectives and other desired outputs are used, to control and improve progress. Insert Your Company also undertakes assessments to determine risks and opportunities that may be inherent to each.

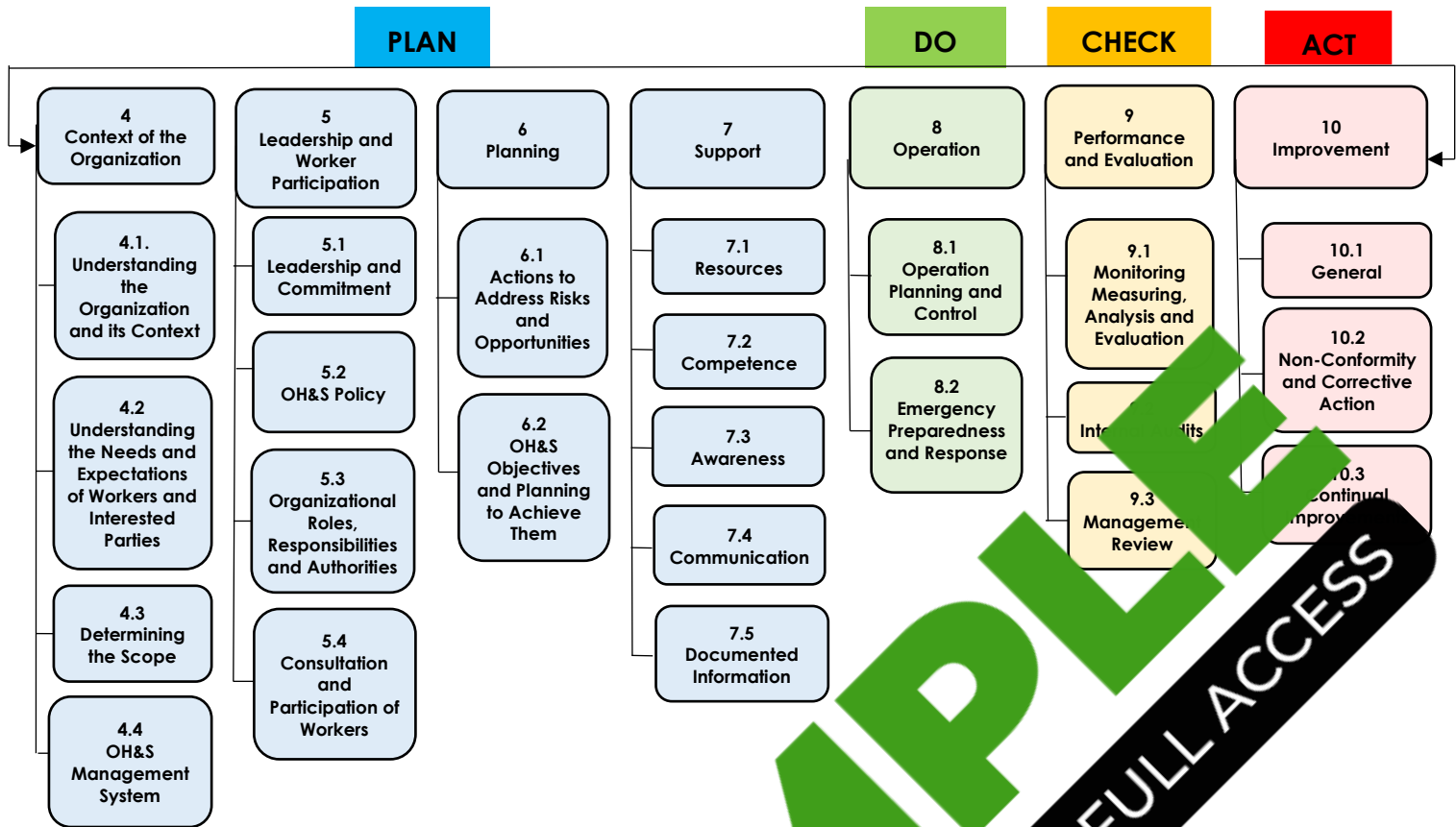
Findings for objectives and other desired outputs are recorded in HSEQ-MF-0 - Organizational Context Register, HSEQ-MF-0 - Strategic Objectives and Direction, HSEQ-MF-48 Objectives and Targets Register and management review meeting records.

Related Documents

Documents
HSEQ-MF-0 - Strategic Objectives and Direction
HSEQ-MF-0 - Organizational Context Register
HSEQ-MF-48 - Management Review Meeting Record
HSEQ-MF-48 - Objectives and Targets Register

4.4.1. Plan, -Do-Check-Act Flowcharts

Health and Safety Plan-Do-Check-Act Flowchart



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