



HEALTH AND SAFETY MANAGEMENT MANUAL



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Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the health and safety management manual and the revision details are to be recorded below.



The latest version of this manual
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1. INTRODUCTION

Insert Your Company is a insert the details of what your company does operating from insert head office location.

We have developed and implemented a health and safety management system that uses AS/NZS ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use, as the framework for structuring our core business processes.

This empowers our organization to document and improve our processes 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 continuously improving our products and services and the effectiveness of our health and safety management system. The results of management reviews, inspections, employee feedback, and testing, all contribute to our continuous improvement processes.

Please refer to section 12. Health and Safety Commitment Statement for an overview of our management system processes and our application of AS/NZS ISO 45001. Also, refer to section 4.4. Health and Safety Management System and our 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
Website:	Insert details

Health and Safety Commitment Statement

Insert Your Company is a stable, professional corporate business with family values. Our business objectives is to provide a high-level service and product that is a 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's general health and safety 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 etc 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 injuries.
- Providing a prompt and professional service, that consistently meets or exceeds our clients' expectations.
- Developing a strong culture of health and safety across the organization, where key processes are measured and interested parties' needs and expectations are understood and achieved.
- Striving for continual improvement with health and safety.
- Attaining health and safety objectives by controlling the way our organization's products and services are **designed**, manufactured, distributed, consumed and disposed of.

1.3. Relationship with Other Standards

In addition to **AS/NZS ISO 45001, Occupational Health and Safety Management Systems**, **Insert Your Company** may use other standards as standards for operations and the health and safety management system.

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

- AS 1269 (All Parts) Occupational Health and Safety Management Systems.
- AS 4452 The Storage and Handling of Hazardous Substances.
- AS/NZS ISO 9000, Quality Management Systems - Fundamentals and Vocabulary.
- AS/NZS ISO 9004, Quality Management Systems - Guidance for Sustained Success.
- AS/NZS ISO 19011, Guidelines for Auditing Management Systems.
- AS ISO 31000 Risk Management - Guidelines.

In addition to the above, please refer to 'References' section in our procedures.

Insert Your Company add to the above as applicable.

Terms and Definitions

	Definition
Audit	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluation to determine the extent of compliance.
Auditor	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.
Continual Improvement	A recurring activity to enhance performance.

Term	Definition
Corrective Action	An action to eliminate and control the cause of an identified non-conformance to the health and safety management system.
Documented Information	Any document, record or other information which is necessary for the operation of processes or is required by the health and safety management system. It can include photographs, diagrams, videos, process maps, processes and can be on any medium, i.e. paper or electronic.
Hazard	Anything or any action, substance or process in the environment that has the potential to cause an injury, illness or harm.
Incident	An unplanned event resulting in or having the potential for injury, ill health damage or other loss.
Inputs	Resources such as people, materials, energy, information and finance that are put into a system to seek a desired output.
Interested Parties	Stakeholders who receive or provide an input or output or who may be impacted by an output or those who may otherwise have a significant interest in the organization. Insert Your Company.
National Association of Testing Authorities (NATA)	Australia's national accreditation body for the accreditation of laboratories, inspection bodies, calibration services, product certified reference materials and proficiency testing schemes throughout Australia.
Non-Conformity	Non-fulfilment of a requirement.
Non-Conformance Report (NCR)	A document that details the details of a non-conformance identified in a process or other process review.
Objective	The result to be achieved. Insert Your Company objectives must be SMART: Specific, Measurable, Achievable, Realistic and Timely.
Opportunity	A potential effect of uncertainty.
Organizational Knowledge	Knowledge specific to Insert Your Company . It is generally gained by experience and is information that is used and shared for the benefit of objectives.
Output	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 an activity or process.
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how Insert Your Company typically operates on a daily basis.

Term	Definition
Products and Services	The outputs that Insert Your Company delivers to meet the customer's requirements. A product is a physical outcome of a process while a service is the movement or actions to meet the customer's requirements.
Record	Document(s) stating results achieved or providing evidence of activities performed.
Risk	The likelihood of a negative effect.
Risk Assessment	The overall process of risk identification, risk analysis and evaluation.
Risk Based Thinking	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 of unwanted outcomes.
Risk Mitigation	A plan developed with the intent of addressing or reducing possible risks and preventing their occurrence.
Stakeholder	A person or group of persons that has a stake in or is impacted by Insert Your Company's policies and activities. Stakeholders may participate in the process of the decision-making process. Stakeholder may be used interchangeably with 'interested party'.
Target	The specific standards or elements that need to be met to achieve objectives.
Uncertainty	A deficiency of information related to understanding or knowledge of a process consequence, or likelihood. (Not to be confused with measurement uncertainty.)
Uncontrolled Document	A document for which no attempt is made to control it after distribution.
Worker	An owner, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labour company who has been assigned to work, an apprentice or trainee or a student gaining work experience. It also be referred to as 'personnel'.

For terms and definitions, please refer to:

- **Insert Your Company**, Quality Management System - Fundamentals and Vocabulary.
- **Insert Your Company** 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use.

2. PURPOSE

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

This health and safety manual was developed to guide **Insert Your Company** activities and to provide external parties (upon request) with information regarding our health and safety management system.

3. HEALTH AND SAFETY MANAGEMENT MANUAL CONSTRAINTS

This health and safety management manual is constrained to the employees, contractors and other agents 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 compliance with the health and safety 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 its position in the market and understanding how relevant factors arising from internal and external issues influence our organizational context and the health and safety management system to achieve its intended outcomes.

Understanding our organizational context requires analysis of the internal and external parties and issues (relevant to the following risks and opportunities that are (or could be) of consequence to **Insert Your Company** and our interested parties. The results of this analysis are recorded in the **Insert Your Company - Organizational Context Register**.

Insert Your Company uses this information to ensure that a recurrent understanding of each (internal and external) group's requirements is maintained.

Annually, to further our understanding of our context, **Insert Your Company** regularly considers internal and external issues that influence our organizational context during management review meetings. Outcomes are then conveyed to the relevant business planning documents.

A Summary of Internal and External Parties and Issues

Internal	External
Customers	Customers
Markets and competition	Markets and competition
Regulatory and statutory	Regulatory and statutory
Technological	Technological
Cultural and social	Cultural and social
General public	General public
Suppliers	Suppliers

Internal	External
Innovation and knowledge	Political influence
Wastes and energy use	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**, and such, we shall take actions to actively understand and manage the positive, negative and changing 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 wider world. To do this we will consider our aspects and impacts in a holistic way, examining internal and external needs and expectations of interested parties and systems, most important processes to which our health and safety management system applies.

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

- The health and safety policy and its implementation.
- Our health and safety systems, strategic objectives and targets.
- The effectiveness of our health and safety 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 (many) of our performances within our responsibilities, against the needs and expectations, requirements, needs and expectations.

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

Interested Parties	Needs and Expectations
Workers including contractors and visitors	Shared safety values and security
Customers	price, reliability and value.
Distributors	Ethics, quality, price and logistics.
Shareholders	Profitability and growth.
Regulatory bodies.	Ethics, beneficial relationships.
Regulatory bodies.	Compliance and reporting.
Workers' Organizations (Unions)	Compliance ethics and values

To ensure that our products, services and processes meet all health and safety requirements, we proactively identify and assess potential impacts and risks that may be otherwise be prompted by an interested party. We then adapt any new need or expectation into our health and safety management system and continual improvement processes.

Needs and expectations of interested parties shall be listed in the *HS-MF-01 - Organizational Context Register - Interested Parties Register*. This information is then

used by management to assist with the company's strategic direction. Refer to below and HS-MF-0 - *Strategic Objectives and Direction*.

4.2.1. Our Strategic Objectives and Direction

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

Senior management understands that issues can be either positive opportunities that the company can leverage from or be risks for which the company requires to mitigate these risks to an acceptable level.

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

- The company's health and safety values.
- Assigned roles and accountabilities.
- Incident and performance reporting.
- The company's culture and ways of operating.
- The ongoing performance of the company against our health and safety plans, procedures, objectives and targets.

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

- Legal and legislative requirements.
- Industry drivers and changes.
- Perceptions and values of stakeholders.
- Technology changes and innovation.
- Market competition.
- The cultural, political, economic environment in which we operate.

Related Procedures, Plans and Documents

	Procedure
HS-MP-1	Context of the Organization
HS-MP-3	Management of Risks and Opportunities

4.3. Safety Management System

Insert Your Company has established the scope of our health and safety management system based on the analysis of the issues and requirements discussed in section 4.2 and assessed using HS-MF-01 – *Organizational Context Register*.

This health and safety management manual applies to the personnel, activities, processes, products and services offered by **Insert Your Company**, inclusive of:

- Add your products and/or services as applicable.

Where any process, product or service is outsourced, **Insert Your Company** shall determine the criteria and methods of control to ensure conformity to customer and regulatory (or other interested party) requirements.

In effect, the application of our health and safety management system shall:

- Demonstrate our ability to consistently provide a high level of service through the compliance of applicable regulatory requirements.
- Provide interested party satisfaction by continuing to meet best practice levels through a commitment to the effective application of health and safety management.
- Create a foundation for the achievement of **Insert Your Company** goals, targets and continual improvement.

Insert Your Company can exert authority at differing levels of control and influence over our activities, as they relate to our products and services. The functional and organizational boundaries for the health and safety management system (where applicable) and the level of control and influence are summarized below:

Physical Boundary	Functional Boundary	Organizational Boundary	Authority and Influence
Our facilities are at the following address:	All activities performed and managed by our organization that result in product or service delivery	Complete control over all activities	A degree of authority to control and influence related processes
External processes performed by contractors and 3rd parties	Undertaking processes on our behalf through contractual agreements	Partial control and influence	3rd Parties are controlled and influenced through contractual agreements

In order for our health and safety management system to be robust, all the activities, products and services identified by **Insert Your Company** identified at the above address are included within the scope of the health and safety management system. In this way, we are able to exert control and influence all our activities, products and services.

The health and safety management system has also been assessed against the requirements of the standard AS/NZS ISO 45001, Occupational Health and Safety Management Systems with Guidance for Use.

4.4. Health and Safety Management System and its Processes

Insert Your Company's health and safety management system follows the layout and structure of the standard AS/NZS ISO 45001, Occupational Health and Safety Management Systems, and its processes are designed around the principles of the **Plan-Do-Check-Act** methodology, as outlined below.

PLAN	Determine and assess the health and safety risks, health and safety opportunities and other risks and other opportunities. Establish health and safety objectives and processes necessary to deliver results in accordance with the organization's health and safety policy.
DO	Implement the processes required to convert the inputs into the outputs, as planned.

CHECK	Monitor and measure activities and processes regarding the health and safety policy and health and safety objectives and report the results.
ACT	Take actions to continually improve the health and safety performance to achieve the intended outcomes.

This health and safety management system is designed as an interrelated number 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 Flowchart**.

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

Underpinning these processes is a robust documented information system, including this health and safety management manual, procedures, forms, other internal and external documents and data needed to manage performance and verify the effectiveness of our products and services.



The effectiveness of each process and its subsequent output is measured and evaluated through regular internal audits, inspections and data analysis.

Performance indicators that are linked to our objectives and other desired outputs are used, to control and monitor progress. **Insert Your Company** also undertakes assessments to determine the risks and opportunities that may be inherent to each.

Current standings for objectives and other desired outputs are recorded in *HS-MM-1 – Organizational Context Register*, *HS-MF-0 - Strategic Objectives and Direction*, *HS-MF-66 - Objectives and Targets Register* and management review meeting records.