

HSEQ

INTEGRATED

MANAGEMENT SYSTEM

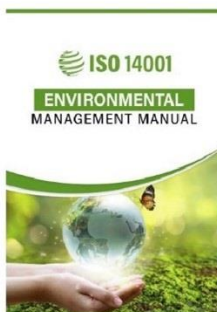


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1. INTRODUCTION

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 - Requirements with Guidance for Use.

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

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

Please refer to our health, safety, environmental and quality control matrices for an overview of our management systems and our conformance to the ISO Standards and refer to section 4.4. HSEQ Management System 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
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 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, achieving year on 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 obligations by mitigating any potential adverse effects on the environment.
- Minimizing environmental impacts by controlling the way our organization's products and services are designed, manufactured, distributed, consumed and disposed.

1.1.1 Relationship to Standards

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 applicable to its operations and the HSEQ management system.

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

- AS/NZS 45001 (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 Systems - 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 Systems - General Guidelines for Implementation.
- AS/NZS ISO 19011, Guidelines for Auditing Management Systems.
- AS ISO 31000, Risk Management - Guidelines.
- HB 139 Guidance on Integrating the Elements of Quality, Environment, and Health and Safety Management Standards.
- HB 203 Managing Environmental Risk.
- ISO 4500, Guidance on Occupational Safety and Health.

Delete or remove the above as applicable.

Terms and Definitions

	Definition
Audit Evidence	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, procedures, diagrams, videos, process maps, procedures and controls in any medium, i.e. paper or electronic.
Environment	Surroundings in which Insert Your Company operates, including air, water, land, natural resources, fauna and flora 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 activities or services.
Hazard	Is anything or a situation, substance or process in the work environment that has the potential to cause an injury, illness or harm.
Incident	Is an occurrence, event or situation, or having a potential for injury, illness or damage or loss.
Inputs	Resources such as materials, energy, information or equipment that are used in a system to seek a desired output.
Inspection and Testing	A documented systematic approach to inspecting and testing a system, service or product.
Interested Parties	Stakeholders who receive our products and services, or who may be impacted by them, or those parties who may otherwise have a significant interest in (or to) Insert Your Company.
Manufacturing Process	The executive 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 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 conduct a process or procedure.
Process	A set of interrelated or interacting activities which transform inputs to deliver outputs. Processes are typically operated on a continuous basis.
Products and Services	The outputs of a process. Products are the physical outcome of a process while a service is the result of an action or actions to meet the requirements.
Quality Assurance	A part of an organization's management system that is focused on providing confidence that quality requirements are fulfilled.
Quality Control	Operational techniques and activities which achieve and maintain the quality of products or services, and the use of statistical techniques and activities to satisfy given requirements.
Risk	The possibility of a negative effect.
Risk Assessment	The overall process of risk identification, risk analysis and risk evaluation.
Risk Management	Managing 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.
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, a member of a contractor or sub-contractor and an employee of a hire company who has been assigned to perform work, an apprentice or trainee or a student performing work. May also be referred to as personnel.

For further clarification on terms and definitions, please 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 ensure 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 Management Manual was developed to guide Insert Your Company activities and to provide information (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 that a recurrent understanding of each (internal and external) party's requirements is 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 review meetings. Outcomes are then conveyed via meeting minutes and business plan commitments.

A Summary of Internal and External Parties and Issues

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

4.2. Understanding the Expectations of Workers and Other Interested Parties

Interested parties are critical to the success of Insert Your Company, as such, we must actively understand and manage the positive, negative and changing expectations 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 needs and expectations broadly include those shown in the table below.

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

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

Needs and expectations of interested parties shall be listed in the HSEQ-MF-01 - Organizational Context Register - Interested Parties Register. This information is then used by management to assist in the company's strategic direction. Refer below and HSEQ-MF-01 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. Regularly, senior management evaluate, plan and monitor the internal factors to develop strategies to improve our business performance.

Senior management 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 risks 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 Procedures, Forms and Documents

ID	Procedures
HSEQ-MP-1	Context of the Organization
HSEQ-MP-3	Management of Risks and Opportunities
ID	Forms and Documents
HSEQ-MF-0	Strategic Objectives and Direction
HSEQ-MF-1	Organizational Context Register
HSEQ-MF-3	Management Review Meeting Record

4.3. Scope of the HSEQ Management System

Insert Your Company has established the scope of the 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-01 - Organizational Context Register.

The HSEQ management system applies to products and services offered by Insert Your Company, including those of its subsidiaries (where applicable).

Where any process, product or service is outsourced, Insert Your Company shall determine the control and monitoring control to ensure conformity to customer and regulatory (where applicable) requirements.

In effect, the scope of our HSEQ management system shall:

- Enable Insert Your Company to consistently provide a high level of service through the applicable regulatory requirements.
- Enhance customer and stakeholder satisfaction by continuing to meet best practice levels of performance.
- Commitment to the effective application of HSEQ management.
- Create a foundation for the achievement of Insert Your Company objectives and continual improvement.

Insert Your Company is able to 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 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 organization which result in product or service outputs	Complete organizational control over current activities	High degree of authority to control 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 by contractual agreements

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

The scope of our HSEQ management system is assessed annually through an internal review and an audit methodology with the following elements of:

- AS/NZS ISO 9001, Quality Management System - Requirements with Guidance for Use.
- AS/NZS ISO 14001, Environmental Management System - 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 AS/NZS ISO 9001, Quality Management System - Requirements that are not applicable to our organization, as well as providing a brief narrative of the justification for the exclusion from the scope of our HSEQ management system.

ISO 9001 Clause	Justification for Exclusion
8.3	Design and development from our HSEQMS as we do not modify components.
7.3	<p>Calibration - Insert Your Company does not design or develop the equipment or the equipment that is used in the calibration process, or the equipment that is used to calibrate the equipment. The equipment calibration is based on published and available performance specifications and requirements of the equipment manufacturer and/or the customer. Therefore, clause 7.3 of the AS/NZS ISO 9001, Quality Management System - Requirements standard is not applicable.</p> <p>May 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	To take action and develop corrective and preventive actions to improve the processes, so that the conversion of inputs into outputs is more effective and efficient.

The HSEQ management system is designed as an integrated number of processes. The main processes of the system are grouped into four categories shown with further process details provided in the **Plan-Do-Check-Act Flowchart** in section 4.4.1.

- Leadership Processes.
- Planning Processes.
- Support Processes.
- Operational Processes.
- Information Management Processes.
- Improvement Processes.

Underpinning these processes is the documented management system, including this HSEQ management manual, processes, procedures, internal and external documents and data needed to manage, perform, verify and improve our products and services. The effectiveness of each process and the subsequent output is measured and evaluated through regular internal audits, inspections and data analysis.

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

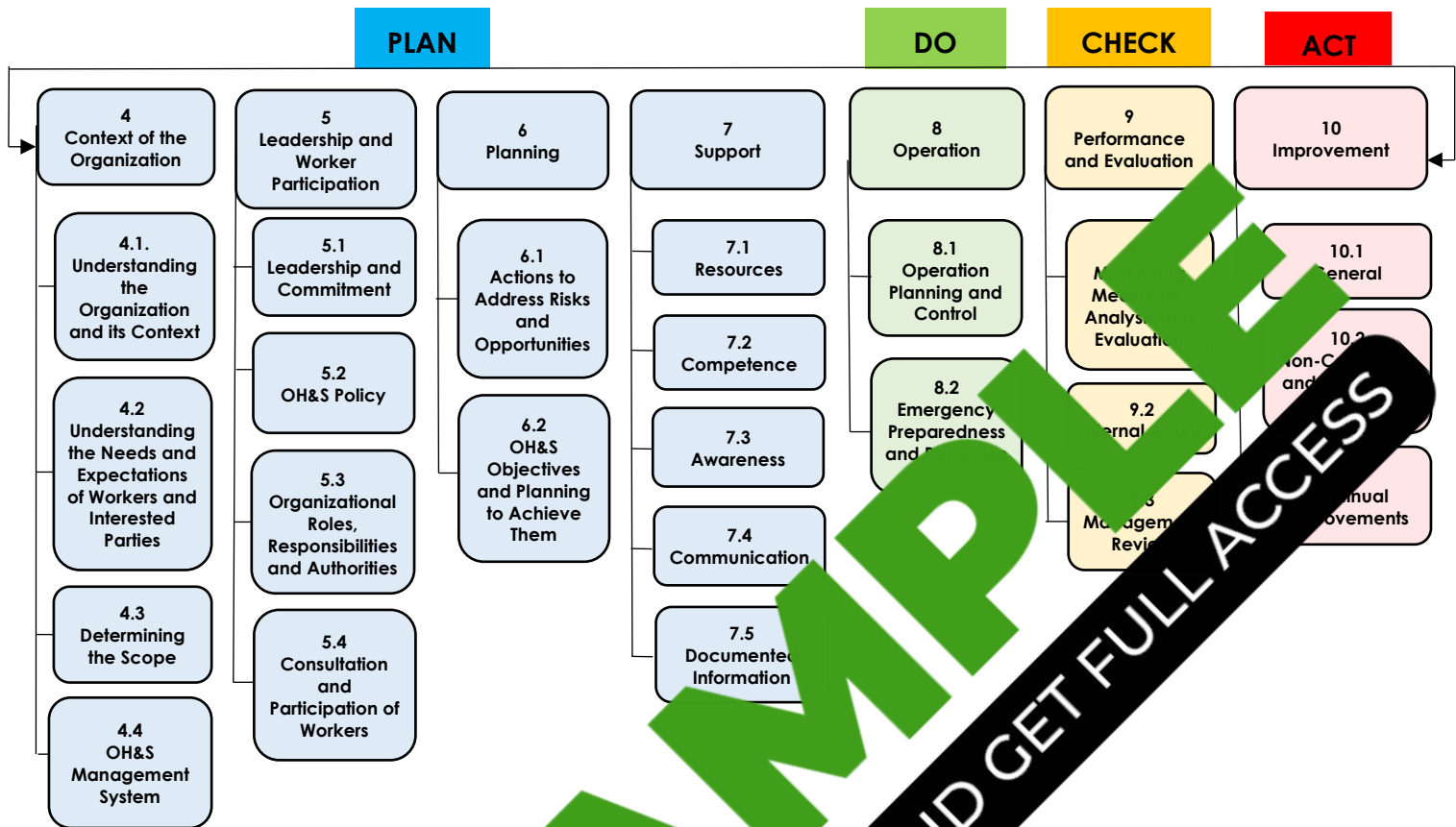
Current status for objectives and other desired outputs are recorded in HSEQ-MF-1 – Organizational Context Register, HSEQ-MF-0 - Strategic Objectives and Direction, HSEQ-MF-3 – Management Review Meeting Record and management review meeting records.

4.4.1. HSEQ Management System and Documents

HSEQ Management System and Documents	
HSEQ-MF-0 - Strategic Objectives and Direction	
HSEQ-MF-1 – Organizational Context Register	
HSEQ-MF-3 – 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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