ISO 45001

HEALTH AND SAFETY
MANAGEMENT MANUAL

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Document Control

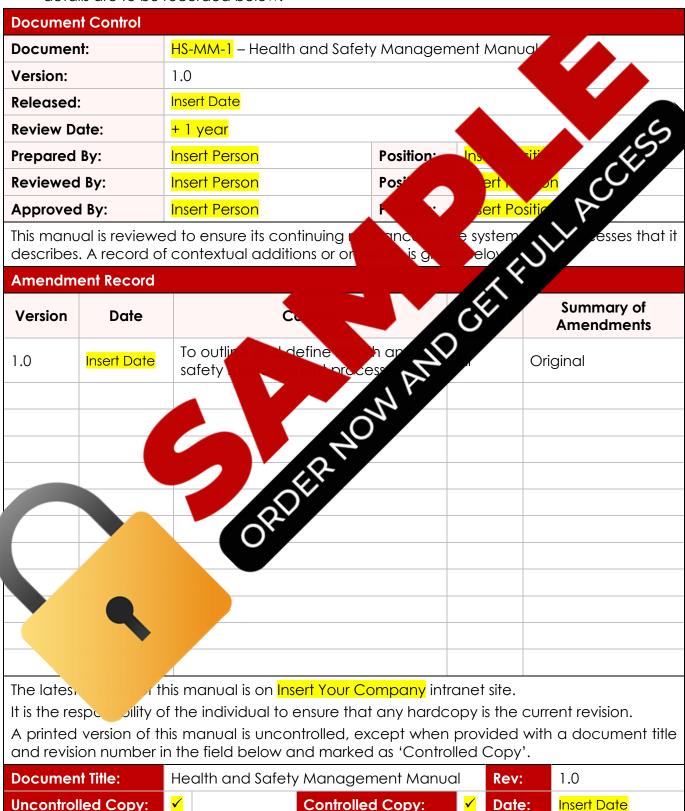Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the health and safety management manual and the revision details are to be recorded below.

Document Control			
Document:	HS-MM-1 – Health and Safety Management Manual		
Version:	1.0		
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Approved By:	Insert Person	**Position:**	Insert Position

This manual is reviewed to ensure its continuing relevance to the systems and processes that it describes. A record of contextual additions or omissions is given below.

Amendment Record			
Version	**Date**	**Change**	**Summary of Amendments**
1.0	Insert Date	To outline and define health and safety management processes	Original

The latest version of this manual is on Insert Your Company intranet site.

It is the responsibility of the individual to ensure that any hardcopy is the current revision.

A printed version of this manual is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.

Document Title:	Health and Safety Management Manual		Rev:	1.0
Uncontrolled Copy:	✓	Controlled Copy:	✓ Date:	Insert Date

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 practices 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 the health and safety management system. The results of management reviews, audits, inspections, feedback, and testing, all contribute to our continual improvement process.

Please refer to section *12. Health and Safety Compliance Manual* for an overview of our management system processes and our application of ISO 45001:2018. Also, refer to section *4.4. Health and Safety 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	
Postal Address:	Insert details	
Phone:	Insert details	
Fax:	Insert details	
Email:	Insert details	
Website:	Insert details	

Health and Safety Mission Statement

Insert a reputable, professional corporate business with family values. One of our business objectives is to provide a high-level service and product benchmark for the industry in Australia, with the intention of being the industry leader of 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 organisation, 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 guidance 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 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 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 or add to the above as appropriate.

Terms and Definitions

	Definition
	... systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluation to determine the extent of compliance.
Audit	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, procedures and can be on any medium, i.e. paper or electronic.
Hazard	Anything or any action, substance or process in the work 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 or finance that are put into a system to seek a desired output.
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 our Insert Your Company.
National Association of Testing Authorities (NATA)	Australia's national accreditation authority 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.
Objective	The result to be achieved. Insert Your Company objectives must be SMAR-T: Specific, Measurable, Achievable, Realistic, Timely.
Opportunity	A positive effect of uncertainty.
Organisational 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 effect. The ideal situation is to minimise the likelihood/impact of unwanted outcomes.
Risk Mitigation	A plan developed with the intent of addressing any or possible risks and preventing their occurrence.
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. Stakeholder may be used interchangeably with 'interested party'.
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. (Not to be confused with measurement uncertainty.)
Controlled Document	Information or a document for which no attempt is made to update it after distribution.
Worker	An employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labour hire company who has been assigned to work, an apprentice or trainee or a student gaining work experience. May also be referred to as 'personnel'.

For more information terms and definitions, please refer to:

- *ISO 9000, Quality Management System - Fundamentals and Vocabulary.*
- *AS/NZS 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 others' 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 marketplace and understanding how relevant factors arising from internal and external issues influence our organizational context and the company's health and safety management system to achieve its intended outcomes.

Understanding our organizational context requires analysis of the internal and external parties and issues (refer to table below) including risks and opportunities that are (or could be) of concern to Insert Your Company and our interested parties. The results of this analysis are recorded in the HS-1 - *Organizational Context Register*.

Insert Your Company then analyses and uses this information to ensure that a recurrent understanding of each (internal or external) group'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 through meeting minutes and business planning documents.

A Summary of Internal and External Parties and Issues

Internal	External
	Customers
W	Markets and competition
Working conditions	Regulatory and statutory
Market share	Technological
Physical resources	Cultural and social
Performance	General public
Values and culture	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 framework. To do this we will consider our aspects and impacts in a business context, examining internal and external needs and expectations of interested parties and determine the most important processes to which our health and safety management system apply.

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 direction, 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 (if any) of nonconformances within our responsibilities, against internal and external legal requirements, needs and expectations.

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

Interested Party	Needs and Expectations
Workers including contractors and visitors	Shared safety values and security
Customers	price, reliability and value.
Distributors	Ethics, quality, price and logistics.
	Profitability and growth.
	Ethics, beneficial relationships.
Regulatory and statutory bodies.	Compliance and reporting.
Worker 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 require ssss mitigate these risks to an acceptable level.

To understand the internal factors, the management team will nitor 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 oper
- The ongoing performance of the company ist our ealth y plans, procedures, objectives and targets

To understand the external factors, the t team w and consider issues arising from:

- Legal and legislative requi ents.
- Industry drivers and char
- Perceptions and values o er es.
- Technology cha s and novati
- Market comp on.
- The cultural, econo ment in which we operate.

Related Procedures, s d ocu

	Procedu
HS-MP-1	ext of th tion
HS-MP-3	ment s and Opportunities
ID	**ocuments**
H	ctives and Direction
	onal Context Register
HS-	Management Review Meeting Record

4.3. Scope of the Health and 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 sections 4.1 and 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 objectives, 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 relevant physical location (where applicable) and the level of control and influence are summarized below.

Physical Boundary	Functional Boundary	Organizational Boundary	Authority Control Influence
Our facilities are at the following address:	All activities performed and managed by our organization that result in product or service delivery	Complete operational control over current activities	Degree of authority to control and influence related processes
External processes performed by contractors and 3rd parties	Undertaking processes outside our agreements and obligations	Purchase and control	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 undertaken 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 control and influence all our activities, products and services.

The scope of the health and safety management system has also been assessed against the requirements and an audit methodology with the conformance to 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.

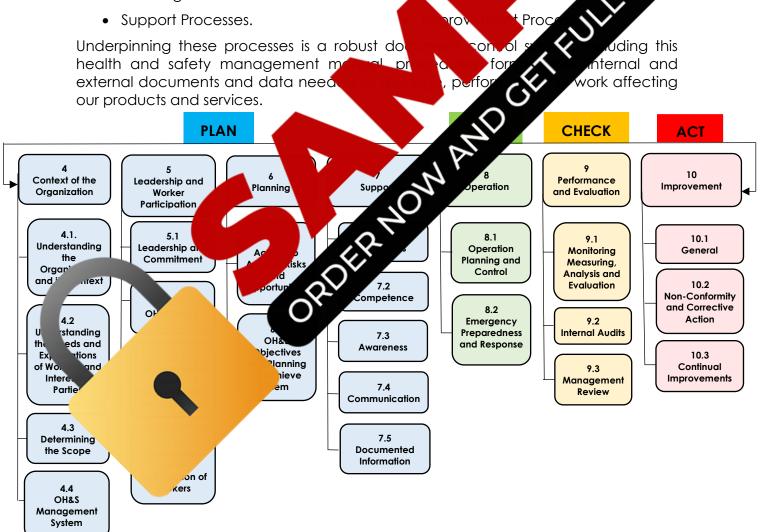| PLAN	Determine and assess the health and safety risks, health and safety opportunities and other risks and other opportunities.

	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 six 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 document control system, including this health and safety management manual, procedures, forms, and internal and external documents and data needed to plan, perform, and work affecting 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.