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**Purpose and Scope**

The purpose of this is to briefly describe the organisation, and the context it operates in

**Associated Documents**

Integrated Manual

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
4.1				
4.2.2a	4.1			4.1

**Procedure**

Background

The organisation was formed in xxxx. It provides the following products and services;

- Xxxxx
- Xxxxx
- Xxxxx
- Xxxxx

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**Purpose and Scope**

The purpose of this is to briefly describe the scope of the integrated management system and outline any exclusions.

**Associated Documents**

Integrated Management Systems (IMS) Manual

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
4.1 4.2.2a	4.1			4.1

**Procedure**

**Scope of Operation:**

The provision of xxxxxxxxxxxxxxxxxxxx from their address at xxxxxxxx.

**Exclusions:**

The following sections are to be excluded due to .....

- 

Justification for this is that .....

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PCBU: Person conducting a business or undertaking (proposed new definition replacing the term principal in the current HSE Act 1992)

**Due diligence** is defined as taking reasonable steps:

- to acquire and keep up-to-date knowledge of work health and safety matters; and
- to gain an understanding of the nature of the operations of the business and generally of the hazards and risks associated with those operations; and
- to ensure that the PCBU has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety; and
- to ensure that the PCBU has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information; and
- to ensure that the PCBU has, and implements, processes for complying with any duty or obligation; and to verify the provision and use of necessary resources and processes

**Preventative Action:** preventive actions are the steps taken to identify both known and potential issues that may affect the company.

Visitor: Any person who visits the offices or work sites (Excludes employees, contractor or sub-contractor).

Hazard;

- a. means a situation or thing that has the potential to cause death, injury, or illness to a person; and
- b. includes a person's behaviour where that behaviour has the potential to cause death, injury, or illness to a person (whether or not that behaviour results from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person's behaviour)

**Risk:** means the possibility that death, injury, or illness might occur when a person is exposed to a hazard.

Reasonably practicable, in relation to a duty to ensure health and safety, means that which is, or was, at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters, including—

#### Health and Safety Reform Bill Part 1 cl 18

- a. the likelihood of the hazard or the risk concerned occurring; and
- b. the degree of harm that might result from the hazard or risk; and
- c. what the person concerned knows, or ought reasonably to know, about—
  - i. the hazard or risk; and
  - ii. ways of eliminating or minimising the risk; and
- d. the availability and suitability of ways to eliminate or minimise the risk; and
- e. after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

**Significant hazard-** a hazard that is an actual or potential cause of serious harm; or harm (being harm that is more than trivial) the severity of whose effects on any person depend (entirely or among other things) on the extent or frequency of the person's exposure to the hazard; or harm that does not usually occur or is not easily detectable until a significant time after exposure to the hazard (e.g. asbestosis, solvent neurotoxicity)

**Serious harm** means death, or harm of a kind or description declared by the Governor-General by Order in Council to be serious for the purposes of the Act; and "seriously harmed" has a corresponding meaning.

Until such an Order in Council is made, the following types of harm are defined in Schedule 1 as "serious harm" for the purposes of the Act:

1. Any of the following conditions that amounts to or results in permanent loss of bodily function, or temporary severe loss of bodily function: respiratory disease, noise-induced hearing loss, neurological disease, cancer, dermatological disease, communicable disease, musculoskeletal disease, illness caused by exposure to infected material, decompression sickness, poisoning, vision impairment, chemical or hot-metal burn of eye, penetrating wound of eye, bone fracture, laceration, crushing.
2. Amputation of body part.
3. Burns requiring referral to a specialist registered medical practitioner or specialist outpatient clinic.
4. Loss of consciousness from lack of oxygen.
5. Loss of consciousness, or acute illness requiring treatment by a registered medical practitioner, from absorption, inhalation or ingestion of any substance.
6. Any harm that causes the person harmed to be hospitalised for a period of 48 hours or more commencing within 7 days of the harm's occurrence.

**``Notifiable work'' means**

- a. Any restricted work, as that term is defined in regulation 2(1) of the Health and Safety in Employment (Asbestos) Regulations 1998:
- b. Any logging operation or tree-felling operation, being an operation that is undertaken for commercial purposes
- c. Any construction work of one or more of the following kinds
  - i. Work in which a risk arises that any person may fall 5 metres or more, other than
    - a. Work in connection with a residential building up to and including 2 full storeys
    - b. Work on overhead telecommunications lines and overhead electric power lines
    - c. Work carried out from a ladder only
    - d. Maintenance and repair work of a minor or routine nature
  - ii. The erection or dismantling of scaffolding from which any person may fall 5 metres or more:
  - iii. Work using a lifting appliance where the appliance has to lift a mass of 500 kilograms or more a vertical distance of 5 metres or more, other than work using an excavator, a fork-lift, or a self-propelled mobile crane:
  - iv. Work in any pit, shaft, trench, or other excavation in which any person is required to work in a space more than 1.5 metres deep and having a depth greater than the horizontal width at the top:
  - v. Work in any drive, excavation, or heading in which any person is required to work with a ground cover overhead
  - vi. Work in any excavation in which any face has a vertical height of more than 5 metres and an average slope steeper than a ratio of 1 horizontal to 2 vertical:
  - vii. Work in which any explosive is used or in which any explosive is kept on the site for the purpose of being used
  - viii. Work in which any person breathes air that is or has been compressed or a respiratory medium other than air

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**Purpose:**

The purpose of this process is to define how the organisation demonstrates leadership and commitment to its Integrated Management System.

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
5.1	4.2			4.2
5.2	4.4.1			4.4.1
5.3				
5.5.1				
5.5.2				

**Associated Documents**

Nil

**Mango Process**

Mango HR Module

**Leadership & Commitment Process:**

Top Management will take ultimate responsibility for the Integrated Management System and will demonstrate commitment to the Integrated Management System by:

1. Providing sufficient resources to establish, implement, maintain and improve the Integrated Management System.
2. Defining roles, allocating responsibilities and accountabilities, and delegating authorities, to facilitate effective Integrated Management System management; roles, responsibilities, accountabilities, and authorities shall be documented and communicated. (Job Descriptions; Integrated Management System Procedures; Appointments Letters)
3. Communicate the importance of meeting customer as well as regulatory requirements through the Integrated Management System Induction
4. Establish Integrated Management System Objectives, targets and programs (Integrated Management System Management Plan)
5. Conduct ongoing management reviews of the Integrated Management System to ensure its continuing suitability, adequacy and effectiveness (Management Review Process)

Top management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction by

1. Receiving and reviewing Customer Request for quotations; specifications, samples information etc.
2. Providing proposals for products and services, which must be approved prior to work commencing
3. Ensuring the products and services are rendered as per the customer requirement

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

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**Purpose and Scope**

The purpose of this procedure describes the responsibilities and authorities for the organisation’s systems.

**Associated Documents**

Position descriptions  
Access Rights sub-module

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
5.5.1	4.4.1	4.4.4		
5.5.2				

Mango Process

Documents Module  
Human Resources module hold the positions descriptions

**Procedure**

**Senior Management Team** has the authority to:

Risk	<ul style="list-style-type: none"> <li>•</li> <li>• The overall implementation of a risk management system and culture.</li> <li>• Continuously review the management system for suitability, adequacy and effectiveness To ensure that resources are provided for the establishment, implementation and maintenance of the Integrated Management System.</li> </ul>
Quality	<ul style="list-style-type: none"> <li>•</li> <li>• The overall implementation of the quality management system.</li> <li>• Identify all Integrated Management System indicators</li> <li>• Continuously review the quality management system for suitability, adequacy and effectiveness. Appointing a Management Representative.</li> <li>Support the day-to-day management and administration of the quality management system</li> <li>• and provide adequate resources to ensure conformance to the quality management system.</li> <li>Ensure all employees are aware of their responsibilities and are held accountable to their performance within the framework of the quality management system.</li> <li>• Provide employees an opportunity to suggest improvements to the quality management system.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>•</li> <li>• Provide leadership and policy that sets the direction for health and safety management Assigning a member of the Management Team or a suitable external company on contract to undertake the role of Health and Safety Co-ordinator</li> <li>• The overall implementation of the health and safety management system.</li> <li>• Support the day-to-day management and administration of the health and safety management system Provide adequate resources to ensure conformance to the management system.</li> <li>Ensure all employees are aware of their responsibilities and are held accountable to their performance within the framework of the health and safety management system. Maintaining knowledge of matters and operations associated with the business Verify that the company complies with all relevant health &amp; safety legislation, regulation and other legislation that apply to the business</li> <li>• Completing staff appraisals on an annual basis</li> <li>• Ensures health and safety consideration when purchasing equipment and work practices Leads the investigation of accidents</li> <li>Ensures that health and safety objectives are reported, reviewed and completed as stated on an annual basis</li> <li>• Undertakes a performance review of management positions against designated health and safety roles</li> </ul>



Environmental Management	<ul style="list-style-type: none"> <li>•</li> <li>• The overall implementation of the environmental management system.</li> <li>• Support the day-to-day management and administration of the environmental management system</li> <li>• Provide adequate resources to ensure conformance to the management system.</li> <li>• Ensure all employees are aware of their responsibilities and are held accountable to their performance within the framework of the environmental management system.</li> <li>• Ensure aspects and their impacts are identified and controlled</li> <li>• Environmental aspects are communicated both internally and externally</li> </ul> <p>That business and environmental risks are monitored regularly and controls are updated appropriately.</p>
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**Management Representative** has authority and responsibility for:

Risk	<ul style="list-style-type: none"> <li>•</li> <li>• Providing the necessary guidance to the Top Management Team.</li> <li>• Establishing, implementing and maintaining management systems documentation</li> <li>• Maintaining the list of records</li> </ul> <p>Ensure that regular audits are entered into the events module in Mango, and that the audit schedule is followed</p>
Quality Management	<ul style="list-style-type: none"> <li>•</li> <li>• Providing the necessary guidance to the Top Management Team. Gather and represent the Integrated Management System indicators</li> <li>• Establishing, implementing and maintaining management systems documentation. Manage the Management Review meeting to ensure the quality management system remains consistent, adequate and effective.</li> <li>• Ensure the internal audit programme is operational and findings reported in a report and non-conformances managed in Mango.</li> <li>• Ensure promotion and awareness of customer's requirements through the organisation</li> </ul> <p><del>To drive the implementation and review of the infrastructure and work environment process</del></p>
Health and Safety	<ul style="list-style-type: none"> <li>•</li> <li>• Providing the necessary guidance to the Top Management Team.</li> <li>• Maintaining an awareness of national, regional, local and other applicable health and safety laws and regulations to determine whether they affect the organisation.</li> <li>• Establishing, implementing and maintaining the manual.</li> <li>• Ensure the management systems are reviewed/audited so that the systems remain consistent, adequate and effective.</li> <li>• Ensure the hazard management programme is well managed.</li> <li>• Ensures the company complies with all relevant health &amp; safety legislation, regulation and other legislation that apply to the business</li> <li>• Ensures health and safety consideration when purchasing equipment and work practices</li> <li>• Ensures that health and safety objectives are being monitored and met.</li> <li>• Notify relevant authorities as appropriate within the required timeframes</li> </ul> <p>Ensure relevant procedures implemented to manage emergency situations</p>
Environmental Management	<ul style="list-style-type: none"> <li>•</li> <li>• Providing the necessary guidance to the Top Management Team.</li> <li>• Establishing, implementing and maintaining management systems documentation.</li> <li>• Manage the Management Review meeting to ensure the environmental management system remains consistent, adequate and effective.</li> </ul> <p>Ensure the internal audit programme is operational and findings reported in a report and non-conformances managed in Mango.</p>

**Supervisors and Line Managers** are responsible for:

Risk	<ul style="list-style-type: none"> <li>•</li> </ul> <p>To minimise risk to the business is part of all business decisions</p>
Quality Management	<ul style="list-style-type: none"> <li>•</li> <li>• Holding employees accountable to their responsibilities and assignments relative to the quality management system.</li> <li>• Providing employees an opportunity to suggest improvements to the quality management system in the Improvement module in Mango</li> </ul>



Health and Safety	<ul style="list-style-type: none"> <li>• Ensures all work tasks and activities are performed in a safe manner Providing adequate resources for health and safety on specific jobs and sites they are responsible for</li> <li>• Ensures the company complies with all relevant health &amp; safety legislation, regulation and other legislation that apply to the business</li> <li>• Ensures health and safety consideration when purchasing equipment and work practices Lead the hazard management system</li> <li>• Accurately reports, records and investigates all accidents and incidents and implementing corrective actions to prevent reoccurrences</li> <li>• Induction and training of employees</li> <li>• Undertakes emergency training and practice drills</li> <li>• Performs housekeeping and work place inspections</li> <li>• Fostering and promoting health and safety with their employees. Conducting audits and inspections</li> </ul>
Environmental Management	<ul style="list-style-type: none"> <li>• Follows the environmental management system's processes and procedures in Mango. Reporting any environmental management system's issues, conflicts or opportunities for improvement to their immediate supervisor.</li> </ul>

All employees are responsible for:

Risk	<ul style="list-style-type: none"> <li>• To minimise risk to the business is part of all business decisions</li> </ul>
Quality Management	<ul style="list-style-type: none"> <li>• Following the quality management system's processes and procedures in Mango. Reporting any quality management system's issues, conflicts or opportunities for improvement to the organisation.</li> <li>• Reporting any quality management system's issues, conflicts or opportunities for improvement to their immediate supervisor.</li> <li>• Using infrastructure properly (as instructed), report breakdowns and unsafe work environments as soon as possible.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Involved in hazard identification</li> <li>• Accurately reports and records all accidents/incidents and near hits</li> <li>• Undertakes emergency training and practice drills</li> <li>• Performs housekeeping and work place inspections</li> <li>• Participates at health and safety meetings Undertakes emergency training and practice drills</li> <li>• Ensures compliance with health and safety procedures</li> <li>• Undertakes work tasks and activities are performed in a safe manner Taking reasonable care of their own health and safety - Ensure that no act or omission affects others</li> </ul>
Environmental Management	<ul style="list-style-type: none"> <li>• Follows the environmental management system's processes and procedures in Mango. Reporting any environmental management system's issues, conflicts or opportunities for improvement to their immediate supervisor.</li> </ul>

Contractors, Sub-contractors and Visitors are responsible for:

Risk	<p>To minimise risk to the organisation and ensure risk has been considered when supplying goods and services.</p>
Quality Management	<ul style="list-style-type: none"> <li>• Complying with the organisation's quality management system at all times.</li> </ul>



Health and Safety	<ul style="list-style-type: none"> <li>• Ensures compliance with health and safety procedures</li> <li>• Ensures all work tasks and activities are performed in a safe manner</li> <li>• Involved in hazard identification</li> <li>• Accurately reports and records accidents and incidents</li> <li>• Participates at health and safety meetings if requested</li> </ul>
Environmental Management	<ul style="list-style-type: none"> <li>• Follows the environmental management system's processes and procedures in Mango. Reporting any environmental management system's issues, conflicts or opportunities for improvement to their immediate supervisor.</li> </ul>

**Health and Safety Representatives** are responsible for:

New Zealand	<p>Attending scheduled meetings                  Representing employees interests and needs at meetings                  Investigate and enquire where necessary                  Promote H &amp; S within the workplace                  Complete inspections as required by the committee chair                  Provide feedback to employees                  Under the proposed law in NZ they may also</p> <ul style="list-style-type: none"> <li>• Inspect areas within the workplace</li> <li>• Direct an employee to stop work</li> </ul> <p>Issue an improvement notice to the PCBU</p>
Australia	<ul style="list-style-type: none"> <li>•</li> </ul>
South Africa	<ul style="list-style-type: none"> <li>•</li> </ul>

**Mango Administrator** has the authority to:

Ensure access rights in Mango, for individuals, are in-line with their levels of authorities and responsibility in the organisation.

**Mango Co-ordinators** have authority and responsibilities to:

Assign improvements to individual's in-line with their levels of authorities and responsibility in the organisation.

Note: specific authorities and responsibilities are also documented in policies and procedures.

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					





The organisation is committed to providing the quality products and services to all of our customers.

The organisation is committed to focusing on our customer's needs and developing products and services which will exceed the customer's expectations.

The organisation will establish policies, programmes and practices to reduce risk to the organisation and conduct business activities in an effective manner, while meeting statutory and regulatory requirements.

The organisation is committed to the continuous improvement of all of its processes in the Quality Management System.

The organisation has determined that:

- Through communication it can find innovative tools to improve the service to its customers.
- Through training and assessment of our employee's skills, and provision of appropriate resources, it will meet the customer's needs and ensure it remains customer focused.
- The organisation will review the performance and effectiveness of its systems through robust management review and internal audit processes.

**References**

<b>ISO9001</b>	<b>ISO14001</b>	<b>AS/NZS 4801</b>	<b>WSMP</b>	<b>OHSAS 18001</b>
4.2.1				
5.1a,b,e				
5.3b,e				

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The management of xxxxxxxxxxxxxx is committed to a safe and healthy working environment for everyone using the premises as a place of work or visiting on business.

**Management will:**

- Set health and safety objectives and performance criteria for all managers and work areas
- Annually review health and safety objectives and managers' performance
- Encourage accurate and timely reporting and recording of all incidents and injuries
- Investigate all reported incidents and injuries to identify all contributing factors and, where appropriate, formulate plans for corrective action
- Actively encourage the early reporting of any pain or discomfort
- Provide treatment and rehabilitation plans that ensure a safe, early and durable return to work
- Identify all existing and new hazards and take all practicable steps to eliminate, isolate or minimise the exposure to any significant hazards
- Ensure that all employees are made aware of the hazards in their work areas and are adequately trained so they can carry out their duties in a safe manner
- Encourage employee consultation and participation in all health and safety matters
- Enable employees to elect health and safety representatives
- Ensure that all contractors and subcontractors are actively managing health and safety for themselves and their employees
- Promote a system of continuous improvement, including annual reviews of policies and procedures
- Meet our legal obligations as specified in the legislation, codes of practice and any relevant standards or guidelines.

**Every employee is expected to share in the commitment to health and safety.**

- Every manager, supervisor or foreperson is accountable to the employer for the health and safety of employees working under their direction.
- Each employee is expected to help maintain a safe and healthy workplace through:
  - Following all safe work procedures, rules and instructions
  - Properly using all safety equipment and clothing provided
  - Reporting early any pain or discomfort
  - Taking an active role in the company's treatment and rehabilitation plan, for their 'early and durable return to work'
  - Reporting all incidents, injuries and hazards to the appropriate person.

The Health and Safety Committee includes representatives from senior management and union and elected health and safety representatives. The Committee is responsible for implementing, monitoring, reviewing and planning health and safety policies, systems and practices.

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
4.2.1		4.2		4.2

- Ensuring vehicles, equipment, properties and work sites are designed, operated and maintained in a safe condition. Clearly defining employee and employer responsibilities. (refer section 1.2)

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The organisation has identified environmental management as one of its highest corporate priorities.

The organisation will establish policies, programmes and practices to reduce risk to the environment and the organisation and conduct business activities in an environmentally sound manner.

The organisation is committed to environmental management and will:

- integrate its environmental policies and procedures fully into all business activities as a critical element,
- comply with all environmental legislation, standards and contract requirements that are applicable to the company’s operation,
- continually improve its environmental performance and prevention of environment impact and taking into account current best practice, technological advances, current scientific understanding, customer and community needs, educate, train and promote employees to work in an environmentally responsible manner,
- complete environmental assessments for aspects and impacts of all new activities that the company may undertake, promote, develop and design services, facilities, equipment and work practices that have the least environmental impact, taking into account the efficient use of energy and materials, the sustainable use of renewable resources and the responsible disposal of waste, thereby minimising any serious or irreversible environmental degradation,
- promote and encourage the adoption of these principals by suppliers and contractors acting on behalf of the organisation,
- develop, implement and maintain emergency preparedness plans,
- foster openness and dialogue with both employees and the public, encouraging them to respond with their concerns or improvement ideas within the scope of the organisation’s operations and maintain a set of environmental objectives and targets that are monitored through the management review process to ensure effectiveness.

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
4.2.1	4.2 4.4.4			

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**Purpose and Scope**

The purpose of this procedure is to demonstrate the actions taken by the organisation to address risks and opportunities

**Associated Documents**

Risk Register

**References:**

<b>ISO9001</b>	<b>ISO14001</b>	<b>AS/NZS 4801</b>	<b>WSMP</b>	<b>OHSAS 18001</b>

**Mango Process**

Risk Management Module  
 Supplier Module  
 Human Resources Module  
 Event Module

**Procedure**

The organisation will take the following steps to address risks

- Manage Quality Risks through Business Risk identification procedure.
- Manage Safety Risks through Hazard Identification and Management procedure
- Manage Environmental Aspects through Aspects Identification and Management procedure
- Management of Contractors, Sub-contractors and suppliers
- Training of employees so that they are competent to
- perform tasks Monitoring of .....

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

<b>No</b>	<b>Record name</b>	<b>Record Owner</b>	<b>Location</b>	<b>Retention period</b>	<b>Method of Destruction</b>
1					
2					
3					

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## Purpose and Scope

The purpose of this procedure is to outline the review the performance and set objectives for the organisation.

## Associated Documents

Management Review minutes  
Annual plans  
Mango Data

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
4.2.1a	4.3.3	4.3.3		
5.1e	4.3.4	4.3.4		
5.4.2a				

## Mango Process

An event in the manage Events module will notify when the performance review is due. When review is completed, the event will be signed off and relevant evidence attached. Objectives set will be kept in the Files / Lists module.

Regular review of the integrated management system will allow for further planning with the output of establish objectives via Event module.

## Procedure

1. On an annual basis the Compliance Co-ordinator will complete a review and develop a plan for the coming year.
2. The review and objective plan will consider components of the Integrated Management System POLicies and procedures including any changes made to policy, any policies requiring changing or reviewing.
3. Employees will be given the opportunity for participation and input. This is typically done by advising employees at a staff talk or Senior Managers by email that the review is being completed and any input, comments or improvements are welcome.
4. The plan will contain objectives for the company or branch. Objectives will be SMART (specific, measurable, achievable, realistic and time bound).
5. The plan will be forwarded to the Managing Director and other relevant representatives for input and agreement.

## Quality Action Plan

When developing the quality action plan consider the followin inputs:

- The requirements of the standard.
- Legislative compliance including new legal requirements or industry codes.
- Achievement of objectives for the previous year.
- Staff responsibilities and managment positions against performance.
- Proposed training plan for the coming year.
- Performance, trends and initiatives.
- Document control system.
- Risk identification process to ensure it is effective and is implemented as per the procedure.

## Health and Safety Action Plan

When developing the health and safety action plan consider the following inputs:

- Review against the ACC WSMP when the company is active within this audit process.
- Legislative compliance including new legal requirements or industry codes e.g. HSE Act 1992, regulations, codes of practice and standards.
- Achievement of objectives for the previous year.
- Proposed objectives for the coming year
- Staff responsibilities and management positions against performance.
- The effectiveness of the hazard reporting / management system
- Training undertaken and a proposed training plan for the coming year.
- Performance, trends and initiatives.
- Reports and investigations received during the past year.
- Document control system including the availability of legislation and codes of practice.
- Risk identification process to ensure it is effective and is implemented as per the procedure. • Critical events that have occurred since the last safety plan



**Environmental Action Plan**

When developing the environmental action plan consider the following inputs:

- The requirements of the standard
- Legislative compliance including new legal requirements or industry codes, codes of practice and standards.
- Achievement of objectives for the previous year.
- Staff responsibilities and management positions against performance.
- Training undertaken and a proposed training plan for the coming year.
- Performance, trends and initiatives.
- Reports and investigations received during the past year.
- Document control system including the availability of legislation and codes of practice.
- Risk identification process to ensure it is effective and is implemented as per the procedure.
- Critical events that have occurred since the last safety plan

Note: a review of the risk register is completed independently of this review but significant risks that are not adequately controlled will be covered in the recommendations or objectives.

**Objective**

Target

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Quality Action Plan				
2	Health and Safety Action Plan / Annual Plan				
3	Environmental Action Plan				

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

**Purpose:**

The purpose of this process is to ensure:

- Sufficient resources for the establishment, implementation and maintenance of the Integrated Management System (IMS).
- The maintenance and availability of infrastructure for product and service provision.
- That monitoring & measuring devices (where utilized and calibrated or verified) to ensure accurate results
- A work environment that is safe, healthy and conducive to product and service provision

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
6.1	4.4.6			4.4.6
6.3	4.5.1			4.5.1
6.4				

**Mango Process**Resources and Infrastructure:

All infrastructure requiring maintenance will be identified and loaded into the Mango – Plant & Equipment Module. An event will be set for each item based on the required frequency of maintenance. Evidence of maintenance (where required) will be uploaded into Mango. Breakdowns of infrastructure will be logged as improvements and investigated.

Reports on infrastructure maintenance can be pulled annually in order to track trends and respond appropriately

Monitoring & measuring devices:

All equipment requiring calibration or verification is entered into the Event Management module. This includes: ID/name of equipment, frequency of calibration, next due date and who is responsible for ensuring equipment is calibrated. Mango will send a reminder notification by email when equipment due. The person responsible will arrange the calibration.

When calibrated upload the evidence into Mango when signing off the event.

Non-conforming equipment:

Once a piece of equipment is found to be out of calibration all tests produced on the equipment must be placed on HOLD until its condition or acceptance can be ascertained.

The non-conformance will be logged into the Improvement module for investigation.

Where appropriate, equipment should be safeguarded from adjustments that would invalidate measurements, and be protected from damage and deterioration during handling, maintenance and storage.

**Procedure****Provision of Resources and Infrastructure Process:**

1. The Senior Management Team reviews the company products and services, existing and future projects and ensures that sufficient resources (Human & Infrastructure) are provided and maintained to ensure we comply with the provisions of our Integrated Management System Policy
2. Breakdowns of infrastructure will be logged and investigated
3. Reports on infrastructure maintenance can be pulled annually in order to track trends and respond appropriately.

**Work Environment Process:**

1. The Senior Management Team will identify all work environments over which we have control of influence.
2. The Senior Management Team will ensure that the work environments are safe, health and without risk (as far as is reasonably practicable). This will be achieved through:
  - Occupational Hygiene assessments (where required)
  - Inspections of the work environment to ensure ongoing safe and healthy condition
3. Works at various clients' premises and be undertaken to the best of our ability to ensure a safe, healthy and comfortable working environment.
4. Improvements can be logged by any employee in order to report unsafe working environments

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction





1	Occupational Hygiene Surveys				
2	SHE Rep Inspections				
3	Improvements				
4	Calibration records				

Created by: Peter Rogers on Tuesday, 16/12/2014  
Approved by: Peter Rogers on Tuesday, 16/12/2014  
Published by: Peter Rogers on Tuesday, 16/12/2014



## Purpose and Scope

The purpose of this procedure is to ensure all new employees are inducted into the management system and to ensure that employees are trained and competent to perform work. The organisation will regularly assess the competency of employees and provide the necessary training.

## Associated Documents

Position Descriptions  
Human Resource module  
Event Management module  
Induction Checklist

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
6.2.1	4.4.2	4.4.2		
6.2.2				

## Procedure

### Induction

1. New staff will be inducted into the organisation's management system using the induction checklist by their Manager/Line Supervisor. (The companies supporting induction information will be used and may include company handbook, slide presentation, videos)
2. New employees will sign the induction checklist to indicate that the rules and procedures outlined in the handbook and manual have been demonstrated, discussed and understood and that they will abide by them
3. To ensure the new employee understands the induction training they will be supervised for a period of time or asked questions about the training.
4. During the induction any training needs will be identified.
5. Once completed the induction checklist must be signed and dated by both the employee and employer.
6. Evidence of the induction will be retained in Mango.

### Employee setup in Mango

1. Employee details are entered into the Human Resources module of Mango.
2. Select the position for which the employee was employed for. The Mango system will automatically attach the required skill set to the employee.

## Training

Training is to be provided by persons with appropriate knowledge skills and experience Initial employee assessment

1. The employer assesses the employee's competency against the skill set.
2. The employer and the employee agree competency and future training.
3. The employer is to ensure that training identified is undertaken, and whilst under training the employee is appropriately supervised.
4. All employees must:
  - a. Be trained in the specific operation or task by the Supervisor or foreman/employee responsible for overseeing their work. The employee must be able to work safely alone OR
  - b. Be directly supervised by a suitably trained employee.

Note: Under NO circumstances is an untrained or unsupervised new employee to be left alone.

5. Specific on the job training will outline the potential hazards and personal protective equipment to be worn.
6. Training/ competency should be linked to a hazard register, task analysis (TA) or Job Safety Analysis (JSA) for all work that is completed.
7. Quality of workmanship and any environmental issues should also be covered in the training.
8. To ensure the new employee understands the training they will be:
  1. Asked some appropriate questions or
  2. Asked to demonstrate an aspect about the training they have been given.
9. The effectiveness of training will also be reviewed during the site inspections and staff discussions that have occurred.

Details of formal training that employees have completed are recorded on the induction and training form at initial employment.

Training records are maintained in a staff training database which records dates of expiry for certifications

## Assessment of employee competency and training needs

1. On notification by Mango the employer will conduct an assessment of the employee.
2. The employer and employee will :

- a. Agree and reset competency level in Mango
- b. Review training undertaken during the previous year and evaluate the effectiveness of it. Document training to be undertaken for the next 12 months.
- c. Date and sign the assessment report
- 3. Set up the next assessment date in the Event Management module. This will email a notification that the employee competency assessment and training needs is due.
- 4. On an annual basis the training plan is reviewed and a proposal is documented in the Annual plans.

**Procedure for the Specific Site Inductions**

- 1. These are determined by the client or contract.
- 2. Specific site or client inductions will be conducted.

**Competency of Trainers (Internal and External)**

- 1. Internal trainers - the training record will record the competency of employees to train others. This competency is determined by Managers or Supervisors and is recorded on the training record e.g. competency level 4.
- 2. External trainers will provide evidence of their competency and this will be retained on file by the Health and Safety Co-ordinator.
- 3. Selection criteria for external trainers may include:
  - a. reputable company
  - b. qualifications
  - c. experience
  - d. practical knowledge

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Occupational Hygiene Surveys				
2	SHE Rep Inspections				
3	Improvements				
4	Calibration Records				
5	Induction checklists				
6	Employee training records				
7	Skill matrix				

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

**Purpose:**

The purpose of this process is to ensure that employees have an awareness of their impact on the organisation and of the Integrated Management System

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
6.2.1	4.2.2			4.2.2
6.2.2				

**Associated Documents:**

Integrated Management System Induction

**Procedure**

Employees will receive training in a method that is applicable to the employee receiving the training.

Training and training material will be appropriate to the employee being trained, this could include different languages, company or industry videos, webinars and a record of the type of training will be recorded and held on file.

1. Awareness will be generated through induction. The relevance and importance of their activities and how they contribute to the achievement of the objectives will be discussed.
2. Ongoing awareness will be generated through the training and competency assessments against the following topics:
  - a. the OH&S consequences, actual or potential, of their work activities, their behaviour, and the OH&S benefits of improved personal performance;
  - b. their roles and responsibilities and importance in achieving conformity to the OH&S policy and procedures and to the requirements of the OH&S management system, including emergency preparedness and response requirements (see 4.4.7);
  - c. the potential consequences of departure from specified procedures.
  - d. their roles and responsibilities in achieving conformity with the requirements of the quality and environmental management system, and
  - e. the potential consequences of departure from specified procedures

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

**Purpose:**

The purpose of this process is to define how THE COMPANY Communicates, consults and fosters participation both internally, externally on Integrated Management System related issues

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
5.5.3	4.43			4.4.3
7.2.3				

**Associated Documents:**

**Mango Process**

An event in the Manage Events module will notify the owner when the communication meetings are due.

When completed, the event will be signed off and relevant evidence attached.

**Procedure**

The organisation will use the following methods to communicate the effectiveness of the Integrated Management System to relevant personnel

- Compliance based meetings
- Staff newsletters
- Internal email
  - Face to face meetings
  - Mobile & landline connectivity
  - Skype
  - Safety toolbox meetings
  - Company H & S meeting minutes

Internal and external communication is defined in the Internal & External Communication matrices.

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
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## Purpose and Scope

The purpose of this procedure is to demonstrate the methods used to add, edit, delete, and approve documentation critical to the management system.

## Associated Documents

### References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
4.2.3	4.3.2	4.3.2		
7.5.4	4.4.4	4.4.4		
4.2.4	4.4.5	4.4.5		
5.4.2b	4.5.3	4.5.4		

## Mango Process

To add, edit, delete and approve management system documents (policies, procedures, forms, checklists or templates) in Mango the following procedure is performed:

1. Change identified or new document to be added.
2. Report the change or addition in Report an Improvement module.
3. Policy or procedure is then drafted
4. Policies and procedures are drafted in the Manage Documents module.
5. Forms, Checklists, Templates are drafted in the Manage Files module.
6. Policy or procedure is then reviewed by the Management Representative and changes made.
7. When the policy or procedure is acceptable the associated improvement is then "closed" in the Improvement module by the Management Representative. This signifies the policy or procedure has been approved.
8. When a change has been made or new policy or procedure added, employees are notified by email of that change.

### Note:

The history of the approval process is automatically captured at the bottom of each Policy or procedure document. Obsolete documents are accessible through the history button in the Documents module. Changes to documents are identified in the comments field.

Employees may print copies of procedures or policies from Mango, but these printouts will be deemed "uncontrolled".

Documents of External Origin / Reference and Library Materials are kept in the Manage Files module in Mango

Health and safety legislation, regulations and codes of practice will be held in the office and a copy of Material Safety Data Sheets (MSDS) will be located in the area where the chemical is found.

## Contract Drawings

Drawings issued by a client to the organisation will be filed in the contract file. When an alteration or change has been approved to a drawing, the following will occur:

1. At the commencement of a contract a contract specific "Drawing Register" will be set up in Mango.
2. The drawing register is to track all alterations and variations made to drawings, and associated correspondence relating to the drawings.
3. The drawing register will clearly show the current drawings including issue number and dates.
4. The drawing register will act as a chronological time line for all drawing changes.
5. For major changes a new set of drawings will be supplied and distributed to relevant personnel.
6. The old drawing office copy will be marked obsolete and filed in the contract file. All other recalled drawings will be destroyed.
7. The new set of drawings will be inspected to check the alteration and issue numbers are correct.
8. Small changes can be made to drawings once the Main Office/Site Management has agreed on them.
9. Once approved, changes can be shown on the drawings in pen but must be signed and dated.
10. Once a job has been completed, drawings may be filed or destroyed if not needed.
11. Filed copies must be clearly marked as "Reference Material Only" and only used for reference purposes.

The Management Representative will perform a backup of information daily. The management system as documented on Mango is backed up automatically by the application.



**Drawing control**

At the commencement of a contract a contract specific “Drawing Register” will be set up in Mango.

**Procedure**

1. A request is made to amend or add a document
2. Make changes to document(s)
3. Advise Managers, Supervisors and employees of relevant updates to policy and procedures.
4. Ensure that all manuals in circulation are updated or instructions on how to update the manual will be given to person in charge of the manual.
5. Maintain a circulation list of manuals and controlled documents.
6. Make available to employees information e.g. via electronic intranet or hard copy manuals.
7. Review annually the circulation of documents and that they are maintained in a good condition and relevant updates have been completed
8. All controlled documents will be dated, page numbered, referenced and indexed.

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
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 Published by: Peter Rogers on Tuesday, 16/12/2014

**Purpose:**

The purpose is to define how Integrated Management System monitors, measures, analyses and evaluates indicators in order to identify and take suitable action in order to ensure continual improvement.

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
8.1	4.5.2			4.5.1
8.2.1				
8.2.3				
8.2.4				

**Associated Documents:**

**Procedure**

1. The Management Rep will identify all Integrated Management System indicators that are required to be monitored, measured, analysed and evaluated. This will be represented in the Integrated Management System Reportables Matrix.
2. The Management Rep will ensure that Integrated Management System Indicators are identified for all processes:
  - Both leading and lagging indicators Qualitative and quantitative
  - Monitor the level to which objectives are met
  - Monitor the effectiveness of controls
3. Monitoring requirements are identified
4. Consider customer satisfaction, environmental monitoring, health monitoring etc
5. The person responsible will arrange the monitoring
6. When monitoring is complete, evidence is retained

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
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 Published by: Peter Rogers on Tuesday, 16/12/2014

**Purpose**

The purpose of an audit is to verify the implementation and effectiveness of the policy and procedures by annual independent audits. The audits will review procedures to ensure their continued suitability and effectiveness in achieving defined objectives and to meet the organisations requirements.

**Associated Documents**

Internal Audit Reports  
 External Audit Reports  
 Management Review Meeting Minutes  
 Improvement Module

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
5.4.2	4.5.2	4.4.3.3a		
8.2.2	4.5.5	4.5.1.1		
		4.5.4		

**Mango Process**

1. Audits will be performed as per the audit schedule in the Mango Event Management module based on the Risk to the organisation.
2. When a scheduled audit is due, the Mango Event Management module will email a reminder to the person responsible to perform the audit.
3. Results will be recorded in the Audit / Inspection module, or on the internal audit form
4. Any non-conformances identified are logged into the Mango Improvement module to control both the non-conformance and the investigation.

Auditors experience and competency will be recorded in Mango Human Resources module

**Procedure**

1. Audits will be performed as per the audit schedule based on the Risk to the organisation
2. When a scheduled audit is due, a reminder is sent to the person responsible to perform the audit.
3. Results will be recorded on the internal audit report form.
4. Any non-conformances identified are logged to control both the non-conformance and the investigation.
5. Action taken to address audit findings
6. Audit findings communicated to Management and reviewed

Auditors will be appointed based on attending an appropriate auditing course or if their experience in the area and authority is appropriate.

Auditors experience and competency will be recorded in the personnel file. Auditors should,

where possible, be independent to the processes they are auditing.

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

## Purpose

The purpose of this procedure is to review the Integrated Management System for effectiveness, adequacy and consistency. The review will assess whether the systems are continually being improved.

## Associated Documents

Management Review meeting minutes  
Event Management Module  
Data from Mango

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
5.1	4.6	4.4.3.3		
5.3		4.6		
5.6				
8.2.1				
8.4				

## Mango Process

An event in the Manage Events module will notify when the meeting is due.

When meeting is completed, the event will be signed off and relevant evidence attached.

## Procedure

Management reviews are scheduled at planned intervals .

Meetings will be conducted and documented using a standard agenda which includes the following: General

1. Achieving Objectives
2. Resources
3. Training
4. Audits
5. Improvements raised, reviewed and monitored
6. Calibration and maintenance requirements
7. Changes to the management system
8. Customer feedback
9. Risks

## Quality

1. Non-conforming products / services
2. Corrective actions
3. Customer complaints

## Health & Safety

1. Hazard Identification and review
2. Hazard Management effectiveness
3. Accidents/incidents
4. Emergency Preparedness

## Environmental

1. Aspects and Impacts
2. Environmental incidents
3. Monitoring
4. Emergency preparedness

## Records:

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction

1	Audit Report				
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
Approved by: Peter Rogers on Tuesday, 16/12/2014  
Published by: Peter Rogers on Tuesday, 16/12/2014



**Purpose and Scope**

The purpose of this procedure is to outline how excellence is recognised and celebrated.

**Associated Documents**

Health and safety Committee meeting minutes

**References:**

<b>ISO9001</b>	<b>ISO14001</b>	<b>AS/NZS 4801</b>	<b>WSMP</b>	<b>OHSAS 18001</b>
			1.8.3	

**Procedure**

On a regular basis the organisation's Management will discuss whether there is the need to present an excellence award for Health and Safety, Quality or Environmental performance or initiatives.

The criteria for the award are

- A staff member who makes an effective contribution.
- A staff member who regularly displays outstanding workmanship in the area of risk identification and control or training.
- A staff member who sets an excellent example in the area of compliance or has acted in a professional manner during an emergency or adverse event.

This award may typically be nominated and decided

- At regular compliance / health and safety meetings
- At management meetings
- By senior managers

The excellence award may consist of the following

- Mention in meeting minutes
- A gift of value determined by the relevant Senior Manager
- Recognition in the company newsletter

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Audit Report				
2	H & S meeting minutes				
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

## Purpose

The purpose of this procedure is to ensure that non-conformities and improvements are reported, recorded and investigated. Appropriate corrective and preventive action will then be performed and that the company reviews data and activities to identify possible trends that may lead to non-conformances.

## Associated Documents

Improvement module  
Manufacturing data  
Risk Management

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
8.5.1	4.5.3	4.4.3.3		
8.5.2		4.5.2		
8.5.3				

## Mango Process

1. When an improvement or non-conforming product or service is identified, an improvement will be raised in the Improvement module in Mango.
2. Improvement is assigned to investigator(s).
3. The workflow in the Improvement module, as setup in Mango, then ensures the non-conforming product or service has corrective action assigned.
4. All actions are recorded in Mango

## Procedure

1. When an improvement to the management system is reported it is then recorded. Examples of improvements include:
  - Quality
  - Health and Safety
  - Staff suggestions
  - Customer Complaints
  - Findings from audits
  - Recommendations from audits
  - Improvement projects
  - Document Change requests
  - Environmental incidents
  - Accident investigation findings
  - H&S Committee meetings actions
2. Improvements are assigned and investigated.
3. Corrective actions and preventive actions are assigned and recorded
4. Preventive actions are verified in the Management review meeting as being effective

## Non-conforming product or service Procedure

1. When a non-conforming product or service is reported, a non-conformance report . Examples of non-conforming product or service include:
  - Customer complaints
  - Rework
  - Credits
  - Excessive Waste
2. Label or isolate so product cannot be used. Remove from site and store in a designated area awaiting further action.
3. The non-conforming product or service has corrective action assigned.
4. Handle the product or service using the methods in the table below :
5. The preventive actions are verified in the Management review meeting to ensure they are effective.

Typical disposal systems include:



Use As Is	The product or service is still functional and will still meet client requirements there for can be used as is.
Rework	Where rework of an item is recommended or requested the remedial action will be recorded. Instructions, materials required, estimated time to complete the remedial work and expected completion date should all be noted.
	Prior to and after any rework has been carried out the service or product should be inspected to ensure the full Inspections understanding of what is required to remedy the non-conformance and ensure that these requirements have been met upon completion of the remedial work.
Scrap	Products which are not able to be used due to damage or deficiency should be labelled as scrap if possible and the supplier should be instructed to remove the product from the work site as soon as practicable.
Return to Supplier	Where a purchased product is found to be damaged or not be meeting specification and is not acceptable to the company it shall be returned to the supplier.

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
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 Published by: Peter Rogers on Tuesday, 16/12/2014



**Purpose**

The purpose of this procedure is to describe the process and the method by which suppliers, contractors are selected.

**Associated Documents**

Supplier module  
 Agreement with Contractor/Sub-contractors

**Contractors are responsible for**

- Conditions outlined in the contract Observing site
- rules, policies and procedures Completing the
- necessary site inductions Wearing suitable
- protective equipment
- Working to the necessary legal standards or codes of practice that apply to the work they will be
- doing Taking all practicable steps to ensure their own safety and the safety of others while on site.
- If a significant hazard arises from their work then the appropriate eliminate, isolate or minimise controls shall be applied
- Reporting of Notifiable events and hazardous work to the regulator

If an emergency arises while the contractor is on site then they shall follow the emergency procedures or take instructions from the Insert company name employee in charge

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
7.4.1	4.4.6	4.4.6.2	Element 8	

**Mango Process**

1. The employer will evaluate the supplier, contractor and/or sub-contractor against the selection criteria. Relevant information and qualifications for the supplier will be captured in the Supplier Module
2. The supplier will be added to the Supplier module in Mango
3. An event within the Supplier Module will prompt the supplier / contractor review When completed, the event is signed off and Findings attached as evidence

**Procedure**

Selection Criteria:

- Qualifications and experience within the scope they are contracted for.
- Quality of product or service
- Delivery performance
- Produce to an Industry Standard
- Cost of product or service
- Has a documented Quality / Health and Safety / Environmental system
  - Hazard identification
  - Reporting systems
  - Emergency plans
  - Training process and may provide evidence of training
  - External compliance recognition
- Health and safety record
  - Serious Harm
  - MTI
  - LTI
- Infringement or improvement notices and fines by the regulator
- Environmental record

The employer will evaluate the supplier, contractor and/or sub-contractor against the selection criteria. The following rating system will be used:

A = Approved  
 B = Backup  
 C = Consumables only

Evidence of the evaluation will be recorded in the Supplier Module.

Agreements

If the supplier, contractor and/or sub-contractor is visiting the organisation’s site and before commencing a contract, an

"Agreement with Contractor/Sub-contractors" will be given to the Supplier, Contractor or Sub-contractor to read.

Once read and any questions answered, the Contractor/Sub-contractor will date and sign off the agreement. Copies of the Agreements with Contractor/Sub-contractors will be held in Mango.

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Contractor induction				
2	Contract documents				
3	Contractor reviews				
4	Contractor post contract reviews				

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

## Purpose

The purpose of this procedure is to describe the process and the method by which suppliers, contractors and/or sub-contractors are inducted and re-evaluated.

## Associated Documents

Supplier module

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
7.4.1	4.4.6	4.4.6.2		

## Mango Process

Induction information add to Supplier Management module

## Procedure

Induction

1. Prior to commencement of work the suppliers, contractors and/or sub-contractors will be advised of any potential hazards environmental aspects of which the organisation is aware, together with information about emergency procedures.
2. All suppliers, contractors and/or sub-contractors need to advise the company of any new hazards or environmental aspects they introduce.
3. A copy of the manual will be made available to the Contractor/Sub-contractor prior to commencement of work.

Suppliers, Contractors and/or Sub-contractors Reviews

1. All suppliers, contractors and/or sub-contractors HSE performance will be evaluated annually during the annual strategic review meeting.
2. All major work that has a high degree of risk will have a contract written covering the following (this is over and above the Contractor/Sub-contractor Agreement):
  - HSE performance reviews and frequency
  - Current certification and certificates
  - Staff competency
  - Site inspections
  - Induction training requirements
  - Current Sub/Contractor HSE Plan.

## Review criteria

Sub contractors/ suppliers will be reviewed on a defined frequency established within the supplier module of Mango.

The review criteria may consist of the following

- External compliance audits
- Complaints received
- Infringement, improvement notices or fines from regulatory body
- Accident performance eg LTI, MTI, serious harm, Notifiable events
- Compliance audits completed on sites or systems
- Completed questionnaire relating to KPI met for certain periods
- Post contract review from previous contracts

## Formal contracts and Post contract review

Where formal contracts for critical contracts are established health and safety criteria will be established and documented in the contract documents.

The documented contract criteria may include:

- Responsibilities
- H & S resource criteria
- Establishment of SSSP
- Regular reporting needs
- Expected KPI for the contract



- Other specific contract details based on the hazards the project has

The post contract review will be conducted in a timely manner and may include the following aspects:

- a. Contract conditions
- b. Responsibilities
- c. Performance
  - H & S – incidents, accidents, serious harm
  - Quality
  - Environmental
- d. Complaints
- e. Results of inspections and audits
- f. Behaviours and attitudes.

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

## Purpose

The purpose of this procedure is to describe the process of ordering products and services.

## Associated Documents

Purchase Order

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
7.4.1	4.4.6	4.4.6.2	Element 3.7.1	
7.4.2				
7.4.3				

## Procedure

1. Purchase Orders must be raised on organisations Purchase Order system.
2. The purchase order must be completed based on established specifications, with full details of the product or service being purchased.
3. Each purchase order must be approved by the employee's in-line with the organisation approval levels.
4. Copies of purchase orders will be circulated to appropriate departments.
5. All purchases of critical products and services will be made from the approved suppliers listed in the Suppliers module.

## HSE Requirements

When purchasing a product or service for the first time the following information must be ascertained prior to raising the purchase order.

1. What hazard will this product or service create?
2. Does the company have existing resources and expertise to handle the hazard?
3. Will extra resource need to be purchased?
4. Does the new product or service come with resources to enable the organisation to control the hazard?
5. Is training supplied?
6. Will the product or service be acceptable to the organisation's clients?
7. Is there another product or service available that does not have these hazards?
8. Will special storage or protection be required?
9. Are there any special regulations covering the storage or use of the product or service?
10. What support will the manufacture or agent supply with the product or service?

When purchasing a major product or service additional requirements will need to be addressed prior to the commencement. A timetable/timeline of objectives set between the organisation and the Contractor/Sub-contractor. This must clearly state the following.

- Critical points highlighted
- Regular HSE reviews
- Representation at HSE Meetings for the duration of
- the contract Documented signoff of stages
- Signed declaration that all staff have the appropriate training and competence to perform their tasks and that all relevant certificates and permits will be made available
- Post contract evaluation
- Pre commissioning HSE audit of plant or equipment.

## Verification of Purchased product

Upon receipt of ordered product, inspection or other activity deemed necessary, will be undertaken to ensure that the purchased product meets the specified purchase requirements

## Records:

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Capex forms				
2	Supplier module data				
3	Purchase Order				





Created by: Peter Rogers on Tuesday, 16/12/2014  
Approved by: Peter Rogers on Tuesday, 16/12/2014  
Published by: Peter Rogers on Tuesday, 16/12/2014

## Purpose

To ensure that visitors are not harmed or exposed to unnecessary hazards while they are onsite.

This procedure applies to all visitors who wish to enter the site (refer to definition below). Note that contractors and sub-contractors are covered under section 7.1 of this manual.

### Associated documents:

Contractor control  
Emergency Plan  
Visitor Sign in Book / Electronic System

### References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
7.4.1	4.4.6	4.4.6.2		

## Procedure

No visitor may enter the site until they have completed an HSE briefing. It is the responsibility of all employees to escort a visitor or sub-contractor onto the site on their first visit.

### Visitors reporting to reception.

- Any visitor wishing to access the offices will report to the reception. The visitors must be shown:
  - Potential hazards and environmental aspects,
  - Nearest fire exit
  - Assembly point in case of an evacuation.
- The visitor will be accompanied during time at the offices.
- Any sign in requirements of the main building occupier will be enforced.
- In the case of an emergency the visitor will be instructed what to do. Visitors will be supplied with appropriate Personal Protective Equipment for the areas they are visiting or moving through whilst on the premises.

Visitors will be supplied with appropriate Personal Protective Equipment for the areas they are visiting or moving through whilst on the premises.

### Visitors reporting to construction sites:

- Visitor shall sign the "visitor register".
- A site induction will be completed by the main contractor that covers PPE to be worn, significant hazards and emergency plans
- The visitor must be accompanied at all times and kept safe.
- The visitor must also have suitable protective clothing for the site e.g. construction sites usually require a Hi vis vest, hard hat, safety shoes.
- In the case of an emergency, the person accompanying them will instruct them of what to do and escort them to the assembly point.

### Records:

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Visitor Sign in Book / Electronic System				
2	Site Rules				
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
Approved by: Peter Rogers on Tuesday, 16/12/2014  
Published by: Peter Rogers on Tuesday, 16/12/2014

## Purpose

The purpose of this procedure is to effectively and systematically identify, document, review and control actual and potential business risks.

## Associated Documents

Risk Management Module

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001

## Mango Process

1. Risk Identification - On identification of a new risk it will be entered into the Risk Management module along with the potential impact that the risk is likely to cause.
2. Risk Analysis - The module will step you through the process of assessing and developing appropriate controls based on significance.
3. Once the risk has been entered and controls set, attach the new risk to the appropriate register. Once attached, print off the updated register and circulate to the appropriate employees or areas.
4. Register Review - Mango will notify the organisation when a register is due for review. The organisation will review any changes that have a bearing on the risks to the business to ensure that procedures can be updated or training arranged.
5. Monitoring of Risks - Mango will notify the organisation when any risk monitoring is due

## Procedure

1. Risks are be identified
2. Risks will be assessed for significance
3. Risk assessment matrix and risk scores will be recorded for all new risks reported and will also be recorded in risk registers.
4. Risks that are significant are documented in the company business risk register and controls applied
5. Review of business risks will completed
6. Critical events are recorded on an improvement form. The investigation and actions are recorded and these events are tabled at safety meeting for review. New risks arising from critical events will be reviewed at meetings and actions recorded.

## Records:

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

**Purpose**

The purpose of this document is to chart out the production process from receipt of orders to the completion of the job for despatch. It identifies the important quality checks performed at each stage and the evidence filed to show the process in action.

**Associated Documents**

Quality checks

**Procedure**

The process map describes the overall steps from order receipt to dispatch:

[Process map here](#)

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Thursday, 18/12/2014  
Approved by: Peter Rogers on Thursday, 18/12/2014  
Published by: Peter Rogers on Thursday, 18/12/2014

**Purpose**

The purpose of this procedure is to manage the design, development, verification and validation of the development of products.

**Associated Documents**

Improvement module

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
7.3				

**Procedure**

1. Plan the development by determining:
  - design and development stages;
  - what review, verification & validation is
  - appropriate; the responsibilities and authorities.
2. Identify the inputs that are required including:
  - performance requirements;
  - applicable statutory and regulatory requirements;
  - relevant information from previous similar
  - designs; any other essential requirements
3. Produce outputs from design and development to check that:
  - Input requirements have been met;
  - Appropriate information is available for other functions such as purchasing,
  - production & servicing; Product acceptance criteria are referenced;
  - Specify any characteristics that are essential the it's safe and proper use.
4. Review to evaluate ability to meet requirements, and identify any problems experienced
5. Verify to ensure design and development requirements have been met.
6. Validate to ensure that the resulting product is capable of meeting the requirements for the application or intended use

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

**Purpose**

The purpose of this procedure is to manage the business continuity processes in the case of an emergency.

**Associated Documents**

Business Continuity Plan

**References:**

<b>ISO9001</b>	<b>ISO14001</b>	<b>AS/NZS 4801</b>	<b>WSMP</b>	<b>OHSAS 18001</b>

**Mango Process**

1. Create an event to review and test plans.
2. Raise improvements for failures identify.
3. Sign off Event once completed.

**Procedure**

1. Create a business continuity plan.
2. Approved by Management.
3. Test the plan on a regular basis.

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

<b>No</b>	<b>Record name</b>	<b>Record Owner</b>	<b>Location</b>	<b>Retention period</b>	<b>Method of Destruction</b>
1	Business Continuity Plan				
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

## Purpose

The purpose of this procedure is to effectively and systematically identify, document review and control actual and potential hazards onsite.

## Associated Documents

Risk Management Module  
Health and Safety in Employment Act 1992, sections 7- 10

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
	4.4.4	4.3.1 4.4.3.3c 4.4.6.1-5 4.5.1	Element 3	

## Mango Process

1. Hazard Identification - On identification of a new hazard it will be entered into the Risk Management module along with the potential harm that the hazard is likely to cause.
2. Risk Analysis - The module will step you through the process of assessing and developing appropriate controls based on significance.
3. Once the hazard has been entered and controls set, attach the new hazard to the appropriate register.
4. Once attached, print off the updated register and circulate to the appropriate employees or areas.
5. Register Review - Mango will notify the organisation when a register is due for review. The organisation will review any changes that have a bearing on the health and safety of employees to ensure that procedures can be updated or training arranged.
6. Monitoring of Hazards - Mango will notify the organisation when any hazard monitoring is due. examples of this include noise monitoring, atmospheric monitoring

## Identification

1. Hazards may be identified by the following methods
  - a. Initial and routine plant inspections of the workplace.
  - b. employee may raise the hazard concern at a meeting
  - c. Hazard is drawn to the attention of the Safety rep, Supervisor or Manager.
  - d. Accident and incident or critical event identifies a new hazard.
  - e. new equipment and tasks will be subject to a hazard review before use

## Assessment of the hazard

2. Hazards will be assessed for significance/ risk.
3. Risk assessment matrix and risk scores will be recorded for all new hazards reported and will also be recorded in hazard registers.

## Documentation and registers

4. Hazards that are significant are documented in the company hazard register
5. Task analysis (TA), Job safety analysis (JSA), Safe Work Statement Methods (SWMS) or Site Specific Safety Plans (SSSP) may also be used to identify hazards and document the associated controls.

## Application of controls

6. Hazards that are significant will be controlled by applying all reasonably practicable steps. Controls will be applied in the following order
  - a. Eliminated,
  - b. Isolated (Note: this will be deleted when H & S Reform Bill is enacted)
  - c. Minimised.

## Induction and training of staff in relation to hazards

7. All new staff will be inducted and sign an induction record
8. The hazard reporting process will be explained
9. The expected work methods, standards and controls will be covered at induction

## Induction of visitors, suppliers and sub contractors



10. Visitors, suppliers and sub contractors will typically sign in at reception and be inducted on site. The induction content typically relates to the hazards they will be exposed to during their visit as a minimum general hazards and emergency procedures are covered.

#### Reviews

11. Review of hazards onsite will be completed as follows:
- On a determined frequency (annual as a minimum) the hazard register is reviewed and updated if necessary. Review is documented in the annual safety plan or event module in Mango.
  - Work sites are reviewed and records held
  - Vehicles are checked and records held
  - Workshops and offices are checked and records held

#### Critical events

12. Critical events are recorded on an accident, incident or near miss form. The investigation and actions are recorded and these events are tabled at the safety meeting for review. The need for health monitoring may arise from a critical event and this monitoring will be completed and results supplied to the employee.

#### Purchasing policy and associated reviews of new equipment and processes

13. The company shall assess and record at pre purchase and upon arrival or commissioning stage the relevant H & S aspects of the plant, process or substances. Refer to purchasing procedure.

#### Specialist advisors and external audits

- Hazards that require specific specialist advice or monitoring then the Managing Director or H & S Co-ordinator may authorise these services to be sought.
- A list of specialist advisors is held in the Mango library or documented list
- External audits may be commissioned as requested by the Managing Director

#### Legal compliance and access to relevant information

- The annual safety plan includes a review of compliance with relevant and new legislation or industry guidelines, this review is documented and contained in the annual safety report
- The access to relevant information and codes of practice can be sources from the following:
  - Mango documents folder
  - Legislation – [www.legislation.govt.nz](http://www.legislation.govt.nz)
  - Worksafe NZ – Industry guidelines and approved codes – [www.business.govt.nz/worksafe/](http://www.business.govt.nz/worksafe/)
  - Industry publications: (add relevant standards or industry publications)
  - Other web sites – Chemwatch - <http://www.chemwatch.net/>
  - Consultants – Safe and Sound Solutions – [www.safesound.co.nz](http://www.safesound.co.nz)

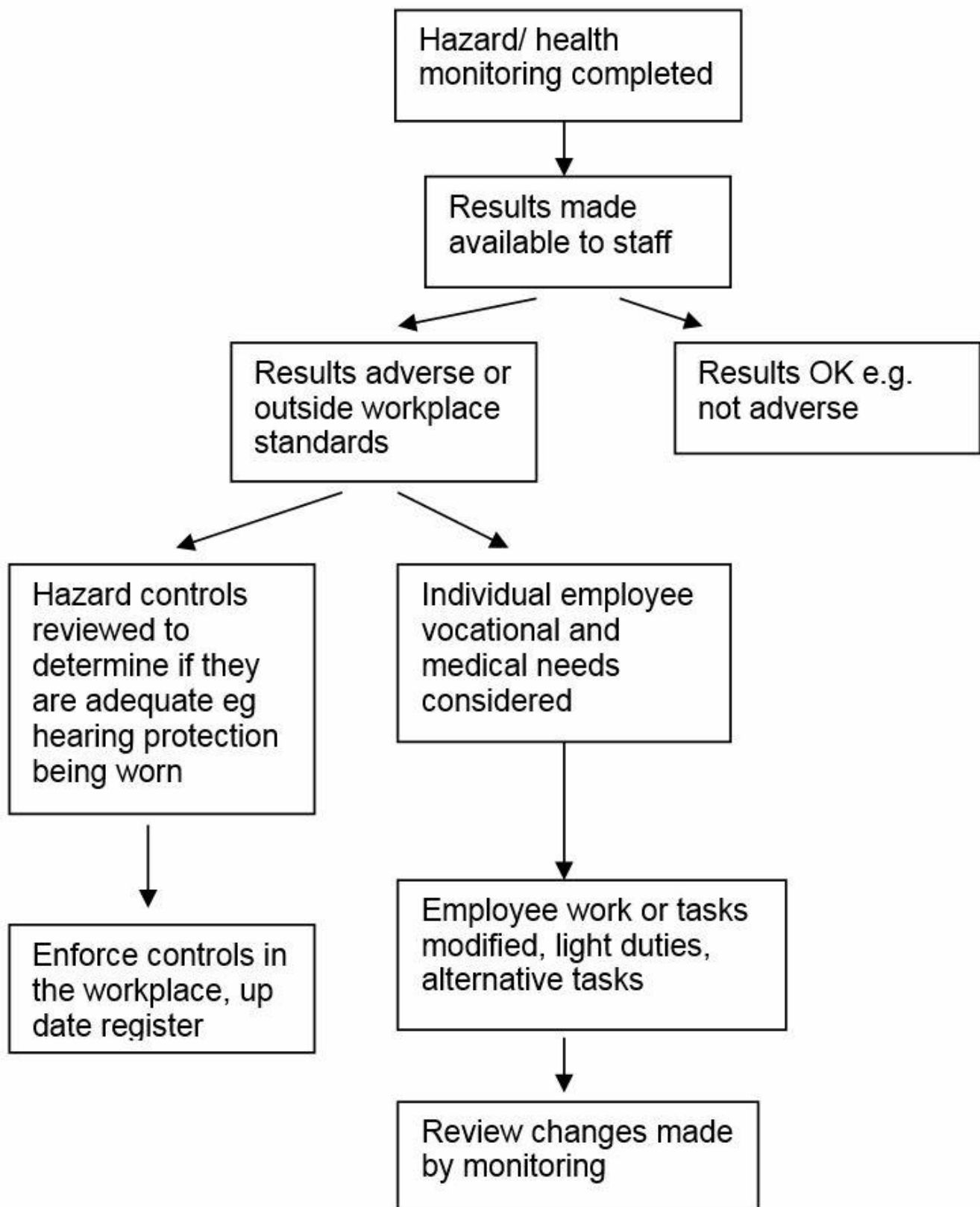
#### Health monitoring

- The control of hazards may involve the regular monitoring of employees or the workplace e.g. noise levels and audiometry. The frequency and type of monitoring (including exit testing) is detailed in the table below and typically established as an event within Mango.
- Employees will be required to provide written and signed consent to the health monitoring provider.
- The health monitoring provider may release relevant health information to employer (PCBU) so the employer can execute their duties under the Act and ensure that hazards are adequately controlled to protect workers from harm.

#### Health Monitoring and hazard review timetable

Hazard	Review frequency	Completed by
Noise monitoring	5 yearly or if significant plant changes	External contractor
Audiometry	Annual for employees exposed to excessive noise. Pre-employment. Exit test.	External contractor
Vision (near, distant and colour)	Pre-employment	External contractor
Dust, fumes, asbestos, electric shock effects e.g. arc eye, ECG	Post critical event only	External contractor (Employee Doctor)

- Results for monitoring - Results for monitoring in the workplace will be made available to employees.
- Sub optimal or adverse results from monitoring will be reviewed and necessary controls applied and employee's medical and vocational needs will be considered. See process flow below.



### Personal Protective Equipment

1. The company name will provide
  - a. All PPE required to protect employees from hazards while at work.
  - b. The necessary PPE if worn out or expired and parts for basic maintenance.
  - c. The necessary training in respect to the wearing or operation of the PPE
2. The PPE provided will comply with all relevant standards
3. PPE issued is recorded on the
  - a. Induction record
  - b. And/ or Mango HR module
4. An employee may provide PPE for their own use. This will be noted on the PPE issued record and signed. If the PPE supplied by the employee is not of the required standard or worn out the employee will be requested to replace it.
5. The hazard register or task analysis/ SWMS will detail the necessary tasks/ machinery hazards that require PPE to be

worn.

6. The company will take all practicable steps to ensure employees wear PPE. Employees failing to wear PPE as instructed may be subject to the companies' disciplinary procedure.
7. Visitors will be issued PPE necessary for the hazards and area they will be visiting.
8. Contractors and subcontractors will provide and wear PPE appropriate to the task they are completing.
9. A list of the standard issue of PPE is held in Mango lists

**Material Safety Data Sheets**

1. Health and Safety Co-ordinator will obtain Material Safety Data Sheets from the relevant suppliers.
2. Controls outlined in the MSDS will be incorporated into training, documentation and site procedures where necessary.
3. Employees will be suitably trained.
4. Material Safety Data Sheets will be filed in an appropriate documents folder in Mango
5. Where requested by the SSSP (Site Specific Safety Plan), site owner or main contractor, copies will be held on sites for reference.

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Employee induction				
2	Hazard inspections / reviews				
3	New equipment reviews				
4	Health monitoring records				
5	Workplace monitoring eg air, noise, fumes				

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

## Purpose

The organisation will ensure an active reporting, recording and investigating all incidents and accidents.

## Associated Documents

Accident / Incident Module

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
	4.4.3.3b 4.5.2		Element 3	

## Mango Process

1. All accidents, incidents or near miss events will be promptly reported in the Accident / Incident Module in Mango
2. All incidents, accidents and near misses will be recorded as soon as practicable and investigator(s) assigned to an investigator
3. All incidents will be attended to promptly and results of investigations recorded Corrective actions and preventive actions are assigned and recorded.
4. Preventive actions are verified in the Health and Safety meetings as to their effectiveness.

## Accident reporting and recording

1. All accidents, incidents or near misses (involving injury, illness, persistent or unusual pain) will be reported early and promptly on the accident report form. (refer to process flow next page)
2. If necessary the trained first aiders on site will attend to the accident.
3. The employee will forward all ACC and Medical documents to the H & S Co-ordinator who will action and file these as required.
4. All serious harm accidents/ Notifiable events (refer to definition) need to be advised to the H & S Co-ordinator as soon as practical who will arrange for the notification to WorkSafe NZ via phone 0800 030040 or online from WorkSafe NZ website. The prescribed "serious harm accident" form website notification must be completed within 7 days.
5. The accident scene of a "serious harm accident" or "Notifiable event" is not to be interfered with or disturbed until WorkSafe NZ give a clearance.
6. An accident investigation may be required (refer to process below)
7. Rehabilitation plans will be established as outlined in the rehab procedure.

## Procedure for near miss / Notifiable incident / critical event not involving injury:

1. Record on incident/ near miss form OR in Mango.
2. Report to Worksafe NZ if the event falls into reportable incident definition (proposed law change April 2015)
3. Investigate as required.
4. Actions including health monitoring of those exposed to serious health risks will be completed, recorded and results given to employees.
5. Hazard register and controls reviewed.

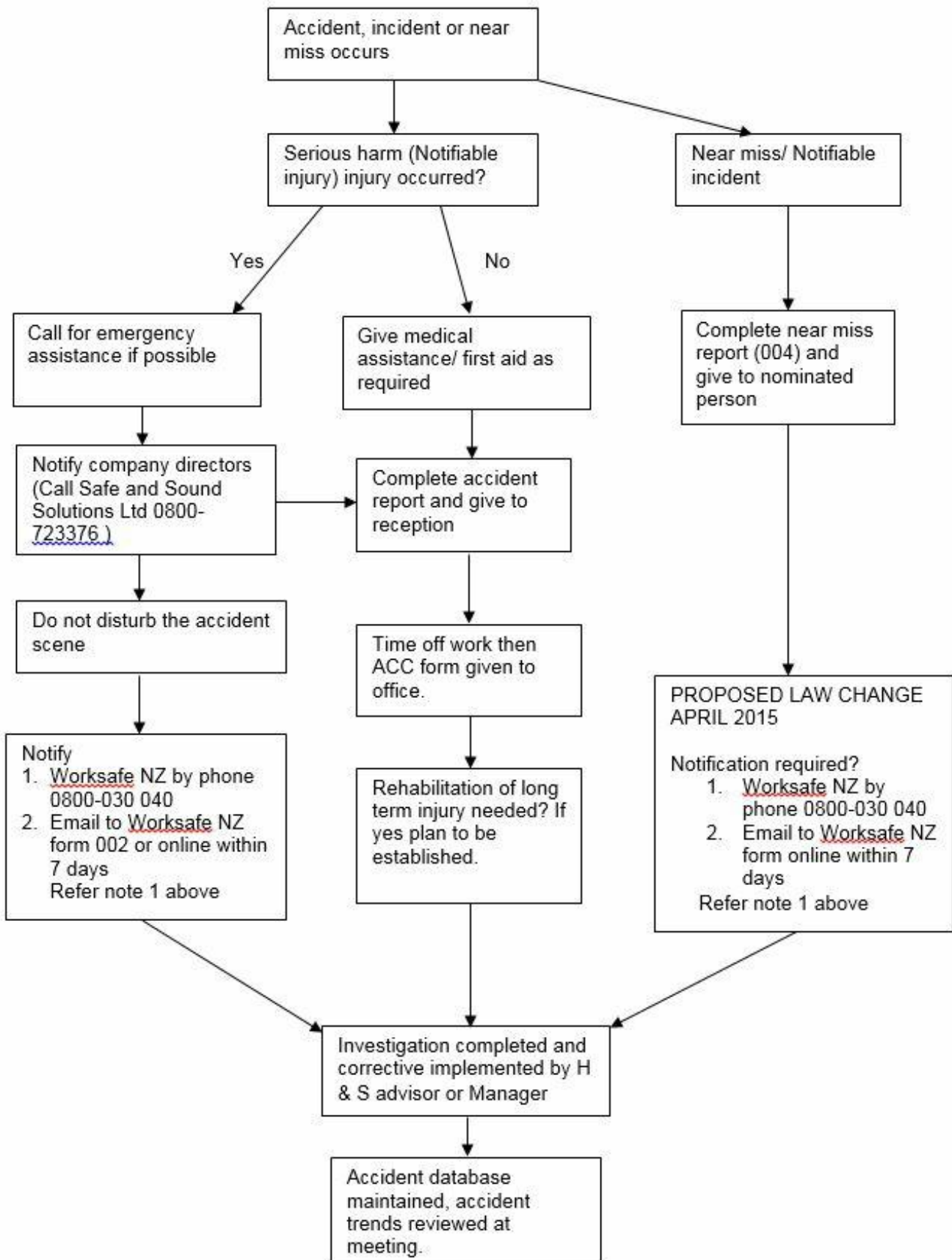
## Accident Investigation

1. Only people with the appropriate skills and experience should investigate accidents. Records of those who hold relevant investigation skills are recorded in Mango training or Mango list module.
2. Gather all the facts; all investigations will be initially recorded on an Accident / Incident Form.
  - What happened? Interview witnesses and describe events in detail, using any photos, diagrams or other exhibits that may be appropriate.
  - Have the prescribed agencies, been informed?
  - Be sure that you understand the sequence of events fully before any analysis takes place.
  - Identify all the hazards involved. Consider: equipment, materials, work practices and procedures, work environment, health issues, are hazards significant, i.e. likely to cause serious harm?
  - Assess the Hazard Controls in place. What controls were in place, and why didn't they work? What is needed? Is there a need to train or inform employees?
3. Decide on Future Action. Describe fully what needs to be done to prevent further accidents or incidents. Who should do what and by when?
4. Inform all those affected. Inform everyone who needs to know, not only those directly involved. Health and Safety meeting agenda will include the results of any findings and actions to be undertaken.
5. Follow up. There must be checks to ensure that recommended changes have been made and results achieved.
6. The Manager or Supervisor will implement any corrective actions or improvements that arise from the accident investigation. Actions must be signed off as they are completed.

**Analysis of Health and Safety data**

The Health and Safety meeting will review data held Mango to identify trends in order to commence injury prevention initiatives.

On a 6 monthly frequency an analysis of data will be circulated or posted on the notice boards.



**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Mango accident register				
2	Accident report forms				
3	Investigation reports				
4	Rehabilitation plans				

Created by: Peter Rogers on Tuesday, 16/12/2014  
Approved by: Peter Rogers on Tuesday, 16/12/2014  
Published by: Peter Rogers on Tuesday, 16/12/2014

## AccidPurpose

The organisation will ensure that employees have the opportunity to be fully involved in the development, implementation and operation of safe workplace practices. The organisation actively encourages employees to be involved in the Health and Safety meetings.

## Associated Documents

Health and Safety Meeting Minutes.

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
4.4.3.1			Element 6	

## Mango Process

The Health and Safety meetings are scheduled in the Event Management module in Mango. When completed, the event will be signed off and the minutes attached.

## Procedure

The following events may be used to facilitate participation:

### Toolbox Meeting

1. The site foreman will chair and take minutes of site toolbox meetings.
2. The frequency of toolbox meetings is determined by the:
  - Main Contractor/ Principal
  - Site contract requirements
  - Company directive
3. All employees and contractors on the site at the time of the meeting **MUST** attend unless excused by the foreman for an extraordinary reason.
4. Site foreman will record
  - Names of all attendees
  - Concerns or hazards raised
  - Accident reported
  - Concerns raised
  - A brief summary of specific topics covered or instructions given
5. Completed site safety toolbox minutes shall be held with other contract/ site files.

## Health and Safety Meeting

1. The Health and Safety Meeting is made up of representatives from all levels within the organisation. The meeting can be a committee or it can be a full company meeting.
2. The meetings will be minuted with action points clearly identifying responsibility with target date for completion.
  - The following items will be discussed:
    - Previous minutes and actions taken
    - Reviews of policies
    - Correspondence, i.e. new laws and legislative requirements
    - Objectives achieved
    - Hazards/risk
      - New equipment and new work processes (including hazards associated with new equipment or processes)
      - Training undertaken and training for next period
      - Accidents and incidents
      - Upcoming and overdue events from Mango
      - Changes that affect workplace safety
    - General business ◦

Excellence

## Appointment of Employee Health and Safety Representatives

If required annual nominations will be asked from employees for representatives to be elected. If more nominations are received for the positions available, an election will be held by ballot. Trained representatives have the following duties as outlined in the responsibilities section.

## Records:





Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Toolbox meeting minutes				
2	H & S meeting minutes				
3					

Created by: Peter Rogers on Thursday, 18/12/2014  
Approved by: Peter Rogers on Thursday, 18/12/2014  
Published by: Peter Rogers on Thursday, 18/12/2014

## Purpose

The purpose is to ensure that the organisation has an emergency plan to manage and test all types of potential emergencies.

## Associated Documents

Emergency Plans  
List Module  
Event management Module

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
8.3		4.4.7		4.4.7

## Mango Process

Trial Emergencies will be scheduled in the Manage Events module in Mango. When completed, the event will be signed off and the evidence attached.

A list of Wardens and First Aid personnel will be in the List Module.

## Procedure

All wardens will undertake in house training every 12 months in their role and the emergency plan and procedures. Training will be recorded on the individuals training record.  
Warden training shall cover the following

- What to do if a fire is discovered and what to do if warned or alarm raised
- Prevention of fires, speed of spread, fire safety features in the building
- Location of exits, location of safe places and assembly point
- How and when to call Fire Service
- How to evacuate and importance of moving quickly and calmly
- Location of hand held fire fighting equipment, when and how to use fire fighting equipment

## Emergency Plans

A copy of the emergency plan will be in a readily accessible location for all staff to refer to. The emergency plan will incorporate all of the potential emergency situations that can affect the site that the plan has been developed for, and how to respond to them.

## Evacuation drills

Following an actual emergency or drill a review (form 014) will be completed and filed. Any corrective actions or improvements will be recorded and implemented.

Evacuation drills will be conducted every 6 months.

## Review

Following each drill the Chief Warden will review the drill and implement any actions identified with the other wardens.

## Records:

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Evacuation plans				
2	NZFS approval correspondence				
3	Warden training				
4	Evacuation drills				



## Purpose

The purpose of this procedure is to effectively manage and support the safe and early return to work and employee rehabilitation following in injury

## Associated Documents

Return to work plans  
Medical documentation

## References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001

## Mango Process

### Procedure

1. ACC documents and medical certificates are received. They will be filed as necessary.
2. Employee has been given more than 5 days off and/or the injury would benefit from rehabilitation.
3. Signed consent form is required by the employee to authorise the release of information from the doctor. (form 006)
4. Consult doctor or treatment provider as to possible duties the injured employee could undertake. (form 007)
5. Employee, Employees Manager/ Supervisor and H & S Co-ordinator meet and discuss possible options and formalise the options in a rehabilitation plan, (form 008). The employee may have a Union or support person present.
6. Insert company name may use a Third party rehabilitation provider to assist with the plan and monitoring of progress.
7. Rehabilitation plan and set milestones are monitored as agreed.
8. If rehabilitation milestones or the rehabilitation plan are not proceeding as agreed an occupational health specialist or physician may be involved.

Typical transitional duties include

- Admin/ paper work e.g. electrical compliance certificates.
- Non lifting site work
- Reduced hours per day
- Motor vehicle driving/ deliveries

Supporting safe and early return to work

Early intervention with a rehab programme is the best option. Remember that an employee has a fitness level and muscle toning from the type of work they have been doing and the longer they are out of the workforce the longer it will take them to get back to full fitness.

The threat of re-injury is also a serious possibility if the rehabilitation is not designed and handled correctly. Remember an employee may feel threatened by the meeting format and the desire for the company to get them back to work earlier than they may be happy with.

Always offer the employee the option of having a support person or H & S rep present.

It is good policy to clearly explain to the employee that the companies aim is the smooth reintroduction back into the workforce.

Remember that high achievers and very active people can also overdo their return to work and reinjure themselves.

## Records:

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
Approved by: Peter Rogers on Tuesday, 16/12/2014  
Published by: Peter Rogers on Tuesday, 16/12/2014

**Purpose:**

To ensure all work that falls into the definition of “notifiable” under Regulation 26 of the Health and Safety in Employment Regulations 1995 (see below) is notified to the district office of WorkSafe NZ.

**References: (NZ Only)**

Health and Safety in Employment Regulations 1995, Regulation 26

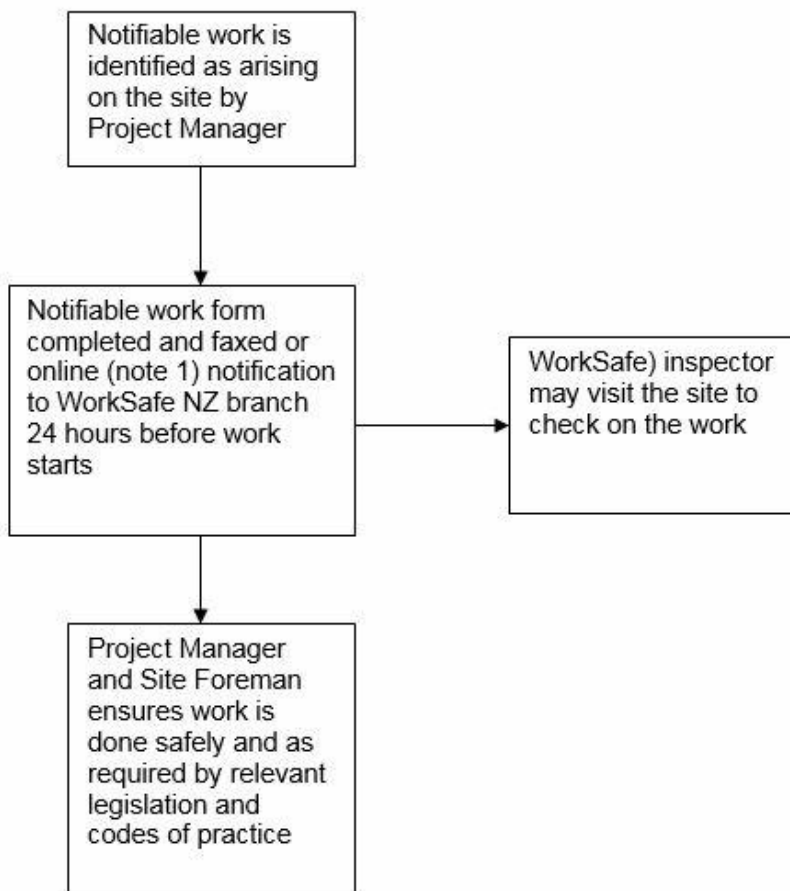
WorkSafe NZ: <http://www.business.govt.nz/worksafe/notifications-forms/particular-hazardous-work>

<b>ISO9001</b>	<b>ISO14001</b>	<b>AS/NZS 4801</b>	<b>WSMP</b>	<b>OHSAS 18001</b>

**Mango Process**

Procedure for the notification of hazardous work *Note 1* -

<http://www.business.govt.nz/healthandsafetygroup/notifications-forms/particular-hazardous-work>



**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1	Notification records				
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Tuesday, 16/12/2014  
 Published by: Peter Rogers on Tuesday, 16/12/2014

### Purpose and Scope

The purpose is to describe the procedures for identifying, assessing and controlling the environmental aspects and impacts.

### Associated Documents

Environmental Aspects and Impacts Register

### References:

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
	4.3.1 4.3.2 4.5			

### Mango Process

#### Aspects and Impacts Identification

1. Ascertain the area(s) of the organization to be evaluated.
2. Identify environmental aspects via interviews, site reconnaissance, and document review for the area or function defined.
3. Consider waste streams generated (air, water, solid waste), energy exchange (energy used and energy released), resource consumption, community and interested stakeholder input, and human and ecosystem toxicity.
4. Identify those aspects that are significant
5. Identify all resource consents.
6. Record the identified aspects in Mango.

#### Assessment and Control

1. The module will step you through the process of assessing and developing appropriate controls.
2. Once the aspect and impact has been entered and controls set, attach the new aspects to the appropriate register.
3. Once attached, print off the updated register and circulate to the appropriate employees or areas.

#### Review and Monitoring

Mango will notify the organisation when a review is due. This may be from a contractual requirement (for example: resource consent) or an operational site review.

#### Records:

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

No	Record name	Record Owner	Location	Retention period	Method of Destruction
1					
2					
3					

Created by: Peter Rogers on Tuesday, 16/12/2014  
 Approved by: Peter Rogers on Thursday, 18/12/2014  
 Published by: Peter Rogers on Thursday, 18/12/2014

**Purpose**

The purpose of this procedure is to ensure that environmental incidents are reported, recorded, investigated and appropriate corrective and preventive action is performed.

**Associated Documents**

Improvement module

**References:**

<b>ISO9001</b>	<b>ISO14001</b>	<b>AS/NZS 4801</b>	<b>WSMP</b>	<b>OHSAS 18001</b>
	4.5.3			

**Mango Process**

1. When an environmental incident is reported, an improvement will be raised in the Improvement module in Mango
2. The workflow in the Improvement module, as setup in Mango then ensures the environmental incidents has corrective action assigned.
3. All actions will be recorded in Mango.

**Procedure**

1. When an environmental incident is reported, an improvement will be raised in the register. Examples of environmental incidents include:
  - Discharge to air
  - Discharge to land
  - Discharge to water
2. Follow the emergency response plan and contain the environmental incident and prevent or minimise the risk of further environmental harm. Contact the appropriate Environmental Protection Agency.
3. The environmental incidents has corrective action assigned.
4. All actions will be recorded
5. The preventive actions are verified in the Management review meeting to ensure they are effective

**Records:**

Records (statutory, mandatory and voluntary) will be identified for each document created and noted in the table format below.

<b>No</b>	<b>Record name</b>	<b>Record Owner</b>	<b>Location</b>	<b>Retention period</b>	<b>Method of Destruction</b>
1					
2					
3					

Created by: Peter Rogers on Thursday, 18/12/2014  
 Approved by: Peter Rogers on Thursday, 18/12/2014  
 Published by: Peter Rogers on Thursday, 18/12/2014

**Purpose**

The purpose is to ensure that the organisation has an emergency plan to manage and test all types of potential emergencies.

**Associated Documents**

Emergency Plans  
 Event Management Module

**References:**

ISO9001	ISO14001	AS/NZS 4801	WSMP	OHSAS 18001
8.3	4.4.7			

**Mango Process**

Trial Emergencies will be scheduled in the Manage Events module in Mango When completed, the event will be signed off and the evidence attached.

**Procedure**

Environmental Emergency Plans

A copy of the environmental emergency plans will be in a readily accessible location for all staff to refer to. The emergency plan will incorporate all of the potential emergency situations that can affect the site that the plan has been developed for, and how to respond to them.

Emergency drills

Following an actual emergency or drill a review will be completed and filed.

Any corrective actions or improvements will be recorded and implemented.

Evacuation drills will be conducted every 6 months.

Created by: Peter Rogers on Thursday, 18/12/2014  
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 Published by: Peter Rogers on Thursday, 18/12/2014



