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**Purpose and Scope**

The provision of xxxxx, from their site at .

**Exclusions**

The following clauses are not part of The Company's Quality System but if The Company enters into a contract where these procedures are needed the Company will address them accordingly.

- Design Procedures

**Company Details**

## Contacts

: Managing Director

: General Manager/Office Manager (Management Representative)

The Company is one of the leading providers of xxxxxx in xxxxxx and is committed to providing the best quality services to all its clients and to the continuous improvement of the Quality Management system.

To maintain and enhance our position in the market as a quality provider of plumbing and drainage services we will provide ongoing staff education and training and always undertake good work practices.

Signed by:

The management of the Company are committed to providing and maintaining a safe and healthy working environment for its employees, visitors, and all persons using the premises as a place of work.

The Company expects a shared commitment to Health and Safety management with all employees playing a vital and responsible role in Health and Safety.

To ensure a safe and healthy work environment, Management will develop, implement and maintain a Health and Safety Management System that will:

- Set health and safety objectives and performance criteria for all work areas
- Review health and safety objectives and performance annually
- Actively encourage the accurate and timely reporting and recording of all accidents, incidents and unsafe conditions
- Investigate all reported accidents, incidents and unsafe conditions, to ensure all contributing factors are identified and, where appropriate, plans are formulated to take corrective action
- Actively encourage the early reporting of any pain or discomfort by employees
- Participate in rehabilitation of Employees to ensure an early and safe return to work
- Identify existing and new hazards and take all practicable steps to eliminate, isolate or minimise the exposure by employees to any hazards
- Ensure that all employees are made aware of the hazards in their work area and are adequately trained to enable them to perform their duties in a safe manner
- Encourage employee consultation and participation in all matters relating to health and safety
- Promote a system of continuous improvement in Health and Safety practices
- Meet our obligations under the Health and Safety in Employment Act (1992), the Health and Safety in Employment Regulations (1995) and the Health and Safety in Employment (amendment) Act (2002), Codes of Practices and any relevant Standards or Guidelines
- Every manager, supervisor or foreman has a responsibility for the health and safety of those employees working under their direction

Every employee of the company is expected to share in the commitment to this policy.

All employees will play a vital and responsible role in maintaining a safe and healthy workplace through:

- Observing all safe work procedures, rules and instructions
- Reporting of any pain or discomfort
- Participate in the companies health and safety meetings and activities
- Taking an active role in the company's treatment and rehabilitation plan, to ensure an 'early and safe return to work'
- Ensuring that all accidents, incidents and unsafe conditions are reported to the appropriate person

Signed by

Position

**Purpose and Scope**

The purpose of this document shall define the responsibilities and authority of personnel, who by their position have an influence on the quality of goods and services provided by the company, and the levels of organisational responsibility within the company.

**Organisational overview**

Chart to be included

**Purpose and Scope**

The organisation will ensure that all management and employees are informed of their responsibilities and tasks with respect to health and safety.

**Associated Documents**

- 4.1 Annual Reviews
- 4.2 Objectives
- 4.3 Management Reviews
- 4.4 Health and Safety meeting
- 5.3 Tailgate Meetings

**Procedure**

All job descriptions are recorded in the Human Resources module.

A copy of the job description will be filed in the employee's personnel file.

All job descriptions will be reviewed annually by the Management Representative as part of 6.2 Training Review and Planning.

**Management Representative**

The General Manager/Office Manager has been appointed as the company's Management Representative and Health and Safety Coordinator for the system.

The Management Representative is part of the senior management.

The Management Representative is responsible for:

- reporting on the performance of the quality management system and any activities required to
- improve it to promote awareness of the customer requirements.
- facilitating meetings.

**Performance Reviews**

It is the policy of the organisation to perform an annual performance of management and supervisors against their responsibilities as stated in the following chart.

Health and Safety Responsibility Chart

Chart to be inserted



## Purpose and Scope

The purpose of this procedure is to demonstrate the responsibility, commitment, communication and consultation by the Company to the management and on-going continuous improvement of the company's systems.

## Responsibility

It is the responsibility of the Management Representative to:

- ensure that the review meetings and site meetings are held and that appointed management and employees attend and participate.
- ensure effective internal and external communication occurs in relation to but not limited to the Quality system and the Health and safety system

## Associated Documents

Management Review minutes  
Health and Safety minutes  
Site Audit Checklists  
Tailgate Forms

## Procedure

### 1. Three-monthly management meetings

Every 3 months a review of the management systems will occur to determine that the systems are effective, adequate and consistent.

All agreed actions will be recorded, actions will be time bound and assigned to an employee.

meeting 1: Quality System review

The management team will carry out an annual review of the previous year's quality activities and will set new direction.

The following agenda will be performed:

- Review of quality policies and procedures
- Review and setting of quality objectives
- Monthly site meetings
- Quality responsibilities understood
- Improvements to the system
- Audits / inspections findings
- Maintenance and calibration
- Customer satisfaction
- Training and resources
- Contractor performance
- Events management
- General business
- All agreed actions will be recorded, actions will be time bound and assigned to an employee.

meeting 2: Health and Safety review

The management team will carry out an annual review of the previous year's health safety activities and will set new direction

An input into this review will be the ACC WSMP self-assessment (the annual ACC WSMP health and safety review is set up in Mango as a scheduled event).

The following agenda will be conducted.

- ACC WSMP self-assessment
- Review of h&s policies and procedures
- Review and setting of h&s objectives
- Correspondence, new laws and legislative requirements
- Monthly site meetings
- Hazard Management
- Accident/incidents and Near misses data
- HS responsibilities understood
- Improvements to the system
- Audits / inspections findings
- Training and resources
- Contractor performance
- New equipment
- Events management
- Trial evacuation practices
- General business

meeting 3 and 4: General meetings - Monthly site meetings

The following agenda will be conducted:

- Improvements to the system
- Audits / inspections findings
- Maintenance and calibration

- Training and resources
- Events management
- Hazard Management
- Accident/incidents and Near misses data
- Contractor performance
- General business

## 2. Timesheets

On a daily basis employees will complete their timesheets.

The timesheets is the method by which daily action and events are recorded.

The timesheets will be reviewed by Management to identify any issues to be discussed further.

## 3. Tailgate Meeting

Tailgate Meetings will be performed if a contract or job will last more than 2 months. The tailgate forms will record the daily and weekly site specific hazards

Tailgate meeting and Tailgate Form is performed, prior to commencing the job and are undertaken weekly for the period of the contract or job.

Tailgate forms are forwarded to the General Manager/Office Manager.

## 4. Three-monthly employee meetings

The Company is committed to employees having the opportunity to be fully involved in the development, implementation and operation of safe workplace practices.

The employees will meet quarterly to discuss the following:

- Previous minutes and actions taken
- Correspondence, new laws and legislative requirements
- Accidents and incidents
- Hazards
- Training undertaken and training for next period.
- New equipment and new work processes (including hazards associated with new equipment or processes)
- Upcoming and overdue scheduled tasks and events
- General Business

The meetings will be recorded with action points clearly identified, showing responsibility assigned to employees with target date for completion. The minutes will be distributed on the noticeboard.

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**Purpose and Scope**

The purpose of this procedure is to outline the H+S and Quality objectives set at annual strategic plan.

**Responsibility**

It is the responsibility of the management representative to ensure that quality objectives are known to all staff and that the objectives are reviewed at the different meetings and report on their progress throughout the year.

**Associated Documents**

Strategic Plan

**Procedure**

Area	Objective	Plan	Timeline
Quality			
H&S			



**Purpose and Scope**

The purpose of the internal, external or site audit is to verify that our policies and procedures reflect current practices and comply with the requirements of ISO9001 and the ACC WSMP programmes.

**Responsibility**

The Management Representative will ensure that all audits are performed as scheduled and in a timely manner.

The Management Representative will ensure that the actions agreed upon are implemented and will report back to the management team on their status until completed.

The Management Representative will ensure the management team is available for both the opening and closing meetings (if required for external audits).

The Management Representative will forward clearances to the certification body and ensure sign off.

**Associated Documents**

Three monthly review meeting minutes.

Improvement procedure and module.

Daily Site Diary Sheet.

Site Inspection Checklist.

External audit reports.

**Audit Schedule**

All audits are programmed into Mango which will notify the auditor when a audit is due.

External audits are controlled by the outside agency. e.g Verification New Zealand Limited.

**Audit Results**

Site audits and any non conformances will be recorded on the Site Inspection Checklist.

All non-conformances will be control by the improvement process.

**Auditors**

All auditors performing the audit will be independent of the process or procedure they are auditing.

Auditors will be assigned by experience, responsibility or have been trained. All auditors will be approved by the Management Representative.

**Purpose and Scope**

The purpose of this procedure is to demonstrate the analysis of data to determine current performance levels, to identify trends and areas in which the Company can improve or have improved.

**Responsibility**

It is the responsibility of the Management Representative to review data to determine trend and areas of improvement.

**Associated Documents**

Accident and Incident Reports  
Remedial Work Data  
Customer Complaints  
Improvement Process  
Internal Auditing  
Quality Policy  
Objectives  
Variation  
Human Resources  
Management Review meeting agenda and minutes  
Tailgate Form

**Procedure**

The Management Representative prior to management review meeting will review IF's rework and remedial work data and training record data to identify any trends and areas of improvement.

Any trends or improvements identified will be reported at the management review meeting by the Management Representative.

A plan will be identified, tasks assigned and timeframes agreed. The plan will be reviewed at management review meetings to ensure that assigned tasks are being actioned

**Purpose and Scope**

The purpose of this procedure is to identify and control any improvements, suggestions or non-conformances, to agree upon suitable corrective and preventative actions and to ensure improvements or suggestions are actioned and reported.

**Responsibility**

It is the responsibility of all employees to use IF forms for the reporting of non conformances and improvements.

It is the responsibility of management and staff to agree upon corrective actions, and for the management representative to sign off actions as complete.

It is the responsibility of the management representative to collate IF's and report findings in the report to be discussed at the management review meeting.

It is the responsibility of the employees attending the management review meeting to identify any trends and agree upon individual or trend Preventative Actions.

**Associated Documents**

Tailgate Form  
Improvement Module  
Management review minutes

**Procedure**

Corrective Action = Action to eliminate the cause of detected non conformity  
Preventive Action = Action to eliminate the cause of a potential non conformity  
Improvement Report's can originate from the following, but not limited to.

- Audit findings (Internal and External) product recalls
- output from management review meetings
- external sources including customer complaints, sub standard
- findings staff suggestions
- hazards identified by verification procedures
- non-conforming inwards goods
- procedure errors.

**Purpose and Scope**

The purpose of this procedure is to demonstrate the steps taken when a inspection or service does not meet the desired level of quality.

**Responsibility**

It is the responsibility of all employees, once a non conformance is found, to place the product or service on hold and to ensure that the product or service does not continue to be produced or delivered.

**Associated Documents**

Purchase Order  
Improvement Process  
Timesheet

**Procedure**Inspection of Purchased Product

All product will be inspected on arrival on to the site or into a store against the delivery documentation.

They will inspect the following criteria:

- Does the delivery documentation clear state a Company Job/Order Number
- Does the written description match the physcal description
- Is the delivery details correct
- Is the quantity correct
- Is the condition of the product acceptable.

If the product is deemed to be unacceptable the following must be followed:

- Contact the Office and inform the Office Manager of the non conformance.
- If the product can not be returned immediately the non conforming product will be placed and/or marked in an appropriate manner so that it will not be to used on the job.
- The Office Manager will raise a IF or it will be noted on the back of the timesheet of the employee reporting it.
- The Office Manager or employee will arrange for new, or replacement product, or approval to use the non conforming product.
- Once the immediate corrective actions are in place the non-conformance will be controlled through the improvement procedure.

Service Delivered

If a customer complaint is received a IF is raised by the General Manager/Office Manager and action taken to correct and prevent the poor service.



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**Purpose and Scope**

The purpose of this procedure is to ensure all new employees and sub-contractors are inducted into the company's quality, health and safety and environmental programmes before commencing work.

**Responsibility**

It is the responsibility of the Office Manager to ensure that all new employees and sub-contractors are formally inducted into the company's procedures and policies.

**Associated Documents**

Safety Induction Pack for Employees and Sub-contractors (including)  
Induction Checklist  
PPE issue form  
Agreement with Sub-contractors  
Company policy and procedures

**Induction Procedure**

New staff and sub-contractors will be inducted into the company's quality, health and safety and environmental procedures using the Safety Induction Pack for Employees and Sub-contractors. All signed copies of the Employee and Sub-Contractor Induction checklist will be filed

Additional Sub-contractors requirements

Sub-contractors need to advise the company or have a process of informing all employees of any new hazards they introduce.

All major works or works that have a high degree of health and safety risk will have a contract written covering the following (this is over and above the Agreements with contractors and sub-contractors Forms).

- health and safety reviews and frequency
- certification and certificates are current
- staff competency site inspections
- induction training requirements
- current sub/contractor health and safety plan.

Visitor Control

All practicable steps are taken to ensure that a safe environment is provided for all visitors. All visitors will be escorted whilst on the site. Children are required to stay inside vehicles at all times.

It is the responsibility of all Site Supervisors to escort a visitor.

Visitors will be supplied with the appropriate PPE for the areas they are visiting and have the site and daily hazards explained to them.

Visitors will be recorded entering and exiting major site on the Tailgate Form.

## **Purpose and Scope**

The purpose of this procedure is to ensure employees are competent to perform work that affects quality of product and service. They must have knowledge of the quality, health and safety and environmental management system requirements.

## **Responsibility**

It is the responsibility of the Manager to ensure that training is identified and arranged where applicable. The General Manager is responsible for ensuring the personnel files are kept up to date.

## **Associated Documents**

Application Form  
Curriculum Vitae (CV)  
Signed Employee and sub-contractor Induction Checklist  
Employee Driver Licence Details  
Skills Report  
Training Records

## **Procedure**

### Training setup

All new employees will be set up in MANGO as follows:

- Click Human Resources in Main Screen.
- Enter employee details into "Employee".
- Assign the correct position, if a new position, one will need to be set up.
- After reviewing the new employee's qualifications and experience the competency of each skill will require updating.
- Any new skill that the employee has will be added to the skills module and assigned to the employee's skill.
- Any skills that the employee is deemed not competent in will be added to the employees training programme under supervision.

### Supervision

All new employees on commencement of employment are under the direct control of the Site Forman or Supervisor. On their first day onsite they will be formally introduced to their Supervisor or Manager.

The new employee will be assigned a buddy to accompany the new employee until the Supervisor, Foreman, Office Manager feel confident that the new employee is unable to perform a task or activity by themselves.

### Review of training

The Manager will ensure that a review of training is performed annually or when the event management module requests the review to be done.

The Manager will print out a skill report for each employee being reviewed.

The Manager will seek feedback from the site supervisor or foreman as part of the review process.

Once the review has been completed the HR module is updated.

Hard copy records of training will be filed in each employee's individual personnel file.

All training activities, skills and certified tasks that require a scheduled review will be recorded in Mango.

### Competency Criteria

Not Trained: Unable to perform work unless under supervision at all times.

In Training: Can do basic work once instructed all work must be checked by a supervisor.

Trained: Good/Proficient/Attended Course Can do work but work may require checking by a supervisor.

Train Others: Can do work to a high standard and instruct others.

### External Training

Where training is required, and no person within the organisation has the qualifications or skills, external specialists will be sought and list other approved trainers/organisation will be found in Mango (approved sub-contractors).

When external specialists are contracted to provide training, a post training completion and assessment form will be completed by attending employees, results will be reviewed by management to determine if additional training is required and the effectiveness of the training supplied.

### External trainer competency criteria

All External trainers will be deemed competent by:

- Length of time in the industry
- Experience
- Hold appropriately training certificates
- Safeguard
- Part of an ITO
- Member of a association

### Internal Training

Only use trained and experienced staff to deliver training. All trainers will be identified and recorded in MANGO. The trainer will always be formally introduced to all staff being trained.

All training activities, skills and certified tasks that require a scheduled review or retest will be recorded in the Mango system. Throughout training the new employee will be appropriately supervised.

Internal trainer competency criteria

All internal trainers will be deemed competent by:

- Length of employment,
- Experience
- Appropriately Training.

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**Purpose and Scope**

To demonstrate the methods used to control documentation critical to the system and process.

**Responsibility**

It is the responsibility of the management representative to ensure this procedure is followed.

**Associated Documents**

Documents module

**Procedure**

All company procedures are controlled by the manual and forms module.

The process of ensuring the system is up to date is as follows

1. Change required or new procedure identified
2. Procedure discussed by Management Representative and management
3. Procedure checked and approved
4. Management Representative will note any changes in the note section of the procedure when editing.
5. Management Representative adds or edits procedure in documents module performs document control requirement in edit box.
6. Save to approve and issue.

The Management Representative is the only person within the company with a password that gives access to the editing functions of the manual and forms module.

Uncontrolled copies

Personnel can print a copy of a procedure or policy for the purpose of review or auditing directly off the computer. These printouts will be deemed uncontrolled and cannot be used for presentation or cannot leave the company.

Access to manual

There is no restriction on who can view the manuals within the company and the system will be deemed open. All procedures and policies viewed over the computer system are the most up to date procedure or policy.

Request for changes

Any person within the company can request a change to a procedure. All requests to change or add a procedure must be forwarded to the management representative.

Notification of a change to procedures

When a change has been made to a procedure, staff are notified by email that a change has been made and the details of that change. It is the responsibility of Managers to ensure staff are aware of changes to the procedures. They will inform the Management Representative by email once all staff have been informed of the updates.

Forms

All forms will be displayed in the document module are the latest and can be downloaded to the user's computer. It is the responsibility of computer users to update forms from the document module when instructed.

Reference Material

The management representative will maintain a list of reference material in the document module.

Client Supplied Product (including data)

The client-supplied data will be treated as CONFIDENTIAL and cannot be released or supplied to a third party unless written permission is supplied to Maxwell Plumbing Co Limited to release that information.

Computer Backup

The Office Manager will perform a backup of information daily. The ISO/HS system is backed up automatically by the MANGO application.

Web Site

The Office Manager will approve any changes and improvements to the webpage.



**Purpose and Scope**

To identify the location, responsibility and retention times of company records.

**Responsibilities**

It is the responsibility of the Management Representative to ensure the list is up to date.

**Records List**

To be inserted

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**Purpose and Scope**

The purpose of this procedure is to demonstrate how drawings are controlled. This procedure includes client supplied data.

**Responsibility**

It is the responsibility of the Management Representative and employees who have control over drawing follows to this procedure.

**Associated Documents**

Drawings  
Contract files  
Correspondence and drawing control register  
Variation procedure  
Eye Book

**Procedure**Drawing Control

Drawings issued by a client to the Company will be filed in the contract file.

When an alteration or change has been approved to a drawing, the following will

happen: Drawing Control Sheet

At the commencement of a contract a Drawing Control Register will be set up in the Contract File.

The purpose of the Drawing Control Register is to track all alterations and variations made to drawings, and associated correspondence relating to the drawings.

The Drawing Control Register will clearly show the current drawings including issue number and dates. The Drawing Control Register will act as a chronological time line for all drawing changes.

Major Changes

A new set of drawings will be requested or supplied and distributed to relevant personnel.

The office copy will be marked obsolete and filed in the contract file. All other recalled drawings will be destroyed. The new set of drawings will be inspected to check the alteration and issue numbers are correct.

Small Changes (Hand Made)

Small changes can be made to drawings once the Main Office/Site Management has agreed on them. (This can be done by cell phone). Once approved, changes can be shown on the drawings in pen but must be signed and dated.

The Office Copy requires these changes to be made within 1 month of the change, or the office copy to be replaced with Formans site copy. Old/Expired Drawings

Once a job has been completed, drawings may be filed or destroyed if not needed.

Filed copies must be clearly marked as "Reference Material Only" and only used for reference purposes.

**Purpose and Scope**

The purpose of this procedure is to demonstrate how CQP's are controlled.

**Responsibility**

It is the responsibility of the Management Representative and employees to ensure that a contract quality plan is raised for all major contracts or when a client requests a plan to be produced.

**Associated Documents**

Contract Quality Plan (CQP)

**Procedure**

The General Manager and MD will produce a CQP for the purposes of the tendering process, if successful the General Manager/Office Manager and MD will complete a full CQP and submit a copy to the Client if required.

A copy of the CQP will be held at the office.

If changes occur to a contract that effects the CQP, all copies of the CQP will be updated by the Management Representative.



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**Purpose and Scope**

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

**Responsibility**

It is the responsibility of staff authorised to purchase product and services to follow this procedure.

**Associated Documents**

Appointment of suppliers, contractors and sub-contractors.  
Suppliers module.

**Procedure**

Critical product and services will only be purchased from companies found in Suppliers module.

Purchases are raised on the company's purchase order form.

NB: Main suppliers will hold a Company purchase order book at their premises. The supplier will fax a copy of the signed purchase order to the Company's office.

All purchase orders must record the following:

- full details of the product or
- service job number or stock
- price
- signature of a Company employee.

On receipt of an invoice administration will collate purchase order, packing slip and invoice together checking that the documentation is correct and that the procedure has been followed.

If administration find that the procedure has not been followed they will raise a IF detailing the issues and will forward it to the management representative.

**Health and Safety Purchasing considerations**

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

- What hazard will this product or service create?
- Does the company have existing resources and expertise to handle the hazard?
- Will extra resource need to be purchased?
- Does the new product or service come with resources to enable the Company to control the hazard?
- Is training supplied?
- Will the product or service be acceptable to the Company's clients?
- Is there another product or service available that does not have these hazards?
- Will special storage or protection be required
- Are there any special regulation covering the storage or use of the product or service
- What support will the manufacture or agent supply with the product or service.

**Major projects/contracts**

A timetable(timeline) of objectives will be set between the Company and the supplier, contractor and sub-contractor. The timetable of objectives must clearly state the following:

- highlight critical points
- regular health and safety reviews
- representation at health and safety meeting for the duration of the
- contract documented sign off of stages
- signed declaration that all staff have the appropriate training and are competent to perform their tasks and that all relevant certificates and permits will be made available
- post contract evaluation

**Purpose and Scope**

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

**Responsibility**

It is the responsibility of the management team to review and approve suppliers, contractors and sub-contractors prior to them being engaged in supply of goods and services to the Company.

**Associated Documents**

Management review meeting and minutes  
Review and assessment of approved suppliers and sub-contractors  
Supplier and Sub/contractor review

**Procedure**

Criteria for selection of new suppliers, contractors and sub-contractors is as follows but is not limited to:

- Quality of product or
- services delivery on time
- IF raised
- price
- produce to a Industry Standard
- qualifications and experience within the scope they have been
- contracted for hold licenses and permits required by the Company
- have the appropriate PPE
- participate where required in health and safety committees
- can supply a documented health and safety system.

Approved supplier and sub-contractors list

Once the review and rating of a new suppliers, contractors and sub-contractors has been completed they are then added to the MANGO Approved suppliers, contractors and sub-contractors module.

A = main supplier  
B = secondary supplier  
C = withdrawn

### **Purpose and Scope**

The purpose of this procedure is to describe the process of reviewing and assessing suppliers and sub/contractors.

### **Responsibility**

It is the responsibility of the management representative to ensure that a review and assessment of suppliers and sub/contractors is performed on an annual basis against the documented criteria

### **Associated Documents**

Appointment of approved suppliers and sub/contractors  
Management review meeting  
Management review meeting minutes

### **Procedure**

Approved suppliers, contractors and sub-contractors will be reviewed against but not limited to the following:

- Quality of product and services
- supplied time frames met
- delivery of product and
- service technical abilities
- paperwork
- work in a safe manner
- wearing and supply of PPE
- accidents and incidents (including involvement, reporting, recording and correct notification) supplied correct health and safety documentation includes licenses
- follow the Company's documented procedures.

The review will be conducted as part of the internal audit, results of the review will be recorded on a IF form.

Once the review has been completed the management representative will update the MANGO Approved suppliers and sub-contractors module.

If a supplier, contractor and sub-contractor has a unsatisfactory outcome the management representative will discuss the findings and will if necessary assist the supplier, contractor or sub-contractor to over come the issues that caused their omission from the list.

### Verification of suppliers and sub/contractors premises

The Company may visit a supplier, contractor and sub-contractor site to verify their claims

**Purpose and Scope**

To describe the steps that the Company follow when storing materials and products and how they treat customer supplied product.

**Responsibility**

It is the responsibility of the Management Representative to ensure this procedure is followed.

It is the responsibility of the Management Representative to ensure storage of customer supplied materials meet the customer's requirements. Customer requirement must be clearly understood by all employees.

**Associated Documents**

Contract  
Delivery documentation  
Customers Product Details and Documents

**Procedure**Product

The Company will treat all customer-supplied product in the same fashion as any other product under the control of the Company unless the customer highlights special handling and storage conditions.

The Company can only accept and control products that they are legally permitted to.

Documentation

All customer supplied documentation will be treated as confidential and cannot be given to any person outside of the Company without the written permission of the customer.

Storage of Material (owner risk).

Customer product stored at the Company will be stored at owners risk and will be positioned and stored so that damage is minimized. The product will only be identified if a similar product is stored in the same facility.

Storage of Material (under contract).

Customer product stored at the Company stored under contract will be positioned and stored so that damage is minimized and can be identified at all times.

**Purpose and Scope**

To ensure all equipment have appropriate maintenance and servicing performed at regular interval.

**Responsibility**

It is the responsibility of the Management Representative to ensure all equipment requiring regular maintenance and servicing are recorded in the MANGO event management module.

It is the responsibility of the Management Representative to ensure maintenance and servicing is performed in line with the event management module and emails received.

It is the responsibility of the Management Representative to ensure any piece of equipment that fails maintenance or servicing is either removed or repaired.

**Associated Documents**

MANGO Emails  
Maintenance records  
Event management module  
External workshop maintenance forms

**Procedure**Vehicle WOF/COF, maintenance and servicing

MANGO will automatically email the office when a WOF/COF is due any maintenance or servicing will be performed at this time.

The Office will notified the employee who has the equipment under their control and arrange for the scheduled maintenance, servicing or WOF/COF to occur.

Internally

6 monthly MANGO will automatically email the office when servicing to drainage equipment is due. The Office will notified the employee who has the equipment under their control and arrange for maintenance to occur.

Repairs

It is the responsibility of the driver/operator to report any equipment defect to the office manager once identified.

It is the responsibility of the General Manager/Office Manager to arrange for work to be completed and that the vehicle will remain safe to operate.

**Purpose and Scope**

The purpose of this procedure is to ensure that measuring devices critical to the process are inspected, tested or checked against a reference standard, test method or to manufacturers specifications.

**Responsibility**

It is the responsibility of the Management Representative to ensure that equipment listed in the event module is calibrated when due.

**Associated Documents**

Calibration records  
Approved suppliers and sub-contractors module.

**Calibration**

All external calibration will be carried out by an approved organisation to a standard or test method that appears in the approved suppliers and sub/contractors module.

All internal calibration checks will be performed by the Foreman and recorded results on a event email and returned to the management representative to review and sign off.

All equipment under the control of the Company will be logged into the event management module which will automatically send a email to the nominated person to arrange for the equipment to be calibrated.

Once the equipment has been calibrated the results will be sent to the management representative who will review, file results and sign off the event in the event management module.

**Non conforming equipment**

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

Details about the equipment non conformance will be recorded in the improvement module. (6.2 Improvement and 6.3 Control of nonconforming product)

**Purpose and Scope**

The purpose of this procedure is to describe the steps taken when receiving an enquiry.

**Responsibility**

It is the responsibility of the management representative to ensure that this procedure is followed.

**Associated Documents**

Flowchart

**Procedure**

To be inserted

**Purpose and Scope**

The purpose of this procedure is to demonstrate the process for the identification, assessment and control of hazards.

**Responsibilities**

Managers

It is the responsibility of managers to ensure that:

Employees undertaking hazard analysis are competent to assess hazards

All personnel are advised of significant hazards and how to eliminate, or if this is not practicable, to isolate, or again, if this is not practicable, to minimise the hazard.

Employee

It is the responsibility of all employees to:

Check daily the hazards in their area and report any new or changed hazard to a Supervisor/Manager.

Health and Safety Meeting

It is the responsibility of the Health and Safety Meeting to:

- Notify all employees of any new hazard
- Ensure a hazard analysis on all new equipment or modifications to existing equipment is performed and recommendations are given to Management.
- Discuss site hazards
- Where the performance of a task by an employee, is likely to result in ill health, injury or damage , the employee has the right to refuse that task, subject to the proviso that it must be reported immediately to Manager, to enable an investigation and remedial action to be implemented.

**Associated Documents**

Mango Hazard Register  
 Site audit checklist  
 Definition

**Significant Hazard**

“Significant hazards” means a hazard that is an actual or potential cause or source of

- a) Serious harm; or
- b) 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
- c) Harm that does not usually occur, or usually is not easily detectable, until a significant time after exposure to the hazard.

**Procedure**

Hazard Registers

A generic register will be maintained for all hazards found for the types of work performed.

For major sites or contracts a site specific register will be setup and held on site for the duration of the work

Identification

On identification of a new hazard it will be recorded on the timesheet.

Assessment and Control

After hazards have been identified, they are entered into the hazard management module. The Hazard maintenance module ensures that each hazard is reviewed and rated before being associated with a hazard register.

Specialist Advice and Services

If required specialise advice, information, setting of special controls or training will be sought.

Providers Service/ Skill	Phone
ACC Injury & Claims reporting	0800 101996
St John Ambulance Ambulance Service Emergencies	111





Fire Department Fire Emergencies	111
Department of Labour Occupational Safety & Health	06 359 1919
Police Emergency Service Emergencies	111
Poisons and Hazardous Chemicals Poisonings & hazardous advice	0800 764766

#### Personnel Protection Equipment (PPE)

All areas where PPE should be worn will be displayed with signage. Any PPE is issued to new employees at the commencement of employment. If PPE is lost, damaged or out of date the company will replace it. Issue of any PPE will be recorded on the Induction Form and filed in personnel files.

#### Review and Monitoring of Hazards

The generic hazards register will be reviewed annually.  
Site or contract registers will be monitored monthly throughout the work.

#### Reference and Library materials

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 will be found.

#### Health Monitoring

The organisation have reviewed all hazards and determined that no hazards require health monitoring. Should the organisation enter into a contract where staff is placed in an environment where the health of staff may be affected, health monitoring will be introduced as required.

In the event of a sub-optimal result being identified the employee will firstly be notified with consideration to their individual medical and vocational needs.

A corrective action plan will be put in place to ensure future exposure is minimised by using appropriate protective equipment or change to the work place practices and will feedback into the hazard process.

If a critical event occurs then health monitoring will be conducted.

Exit testing may occur when required.

## Purpose and Scope

The Company have an active reporting, recording and investigation system that ensures all incidents and accidents are reported, recorded and investigated and a timely manner, and the appropriate corrective action is identified and taken.

## Responsibility

It is the responsibility of all employees to ensure that this procedure is followed and any corrective action/s that may be identified during the investigation process are undertaken.

## Associated Document

Timesheet  
Tailgate Form  
Accident and incident module

## Definitions

Incident means a situation, which had the potential to cause harm, injury or damage to person/s or property. (Near misses/Near hit).

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:

- 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.
- Amputation of body part.
- Burns requiring referral to a specialist registered medical practitioner or specialist outpatient clinic.
- Loss of consciousness from lack of oxygen.
- Loss of consciousness, or acute illness requiring treatment by a registered medical practitioner, from absorption, inhalation or ingestion of any substance.
- 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.
- Not causing serious harm means all other injuries not covered by "serious harm".

## Procedure

### Incident and Accident Recording and Reporting

It is the policy of the company that all accidents, incidents or near miss events will be reported, recorded and investigated. This may involve staff and appropriate experts.

All accident and incidents (including near misses) will be recorded in the Accident / Incident module.

All minor cuts requiring a band-aid will be recorded in the minor injury notebook found in the first aid cabinet. The minor injury notebook will be reviewed at the Health and Safety meeting.

### Accident Investigation Process

1. Who should investigate? Only people with the appropriate skills and experience should investigate accidents.
2. Gather all the facts; all investigations will be initially recorded on an Accident / Incident Form.
  - a. What happened? Interview witnesses and describe events in detail, using any photos, diagrams or other exhibits that may be appropriate.
  - b. Have the prescribed agencies, been informed?
  - c. Be sure that you understand the sequence of events fully before any analysis takes place.
  - d. 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?
  - e. 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 Committee 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.

### 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. Annually, an analysis of data will be posted on the notice boards



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## Purpose and Scope

The purpose of this procedure is to describe the systems for managing emergency situations.

## Associated Documents

Trial Evacuation Checklist  
Site Emergency Plan  
Site Emergency Plans

Each large site (over 2 months duration) will have a Site Emergency Plan. The Site Emergency Plan will form part of the company's induction procedure.

For each small site (usually a single worker) the assembly point will be the vehicle. The worker(s) will ensure in each situation they have adequate exits if an emergency would occur.

## Wardens

For large sites the names of the wardens are recorded on the Site Emergency Plan. In their absence the longest serving employee on site will act as Warden.

## Drills

An emergency drill will occur twice a year at each site. This applies to all people on site including temps, visitors, contractors and sub contractors.

The results of the evacuation drills will be discussed and any issue identified will be addressed. Action will be recorded on the Trial Evacuation Checklist.

During the evacuation Wardens will be appropriately identified..

## First Aiders

A list of all current First Aiders (holders of valid certificate) are recorded on Site Emergency Plan or the Noticeboard.

The first aid cabinet shall be positioned in all vehicles, office and will be appropriately stocked for the type of work.

## Emergency Situations

### Fire

In the event of discovering a fire:

- If the fire is small, isolated and can be dealt with immediately (no chance of escalating) then extinguish it, with the aid of a fire extinguisher.
- Use only CO<sub>2</sub> or powder extinguishers on electrical fires. Tell your supervisor.
- Otherwise; ring the Fire Brigade.
- Initiate Evacuation Procedure by telling your supervisor or a warden immediately.

All Fire Alarms (including drills) must be heeded by following the Evacuation Procedure:

1. Turn off any machinery, if possible
2. Leave the building through the nearest exit
3. Go to the assembly area

Remember: Do not go back inside, until instructed to.

All company vehicles will house a Fire Extinguisher that can be used in small fires. NB: use only CO<sub>2</sub> or powder extinguishers on electrical fires.

### Earthquake, Bomb threat, Tidal wave, Flooding, Explosions, Fumes

In the event of other emergencies like earthquake, bomb threat, tidal wave, flooding, explosions, fumes, or any other emergency, which requires evacuation, the following procedures must be followed.

Where possible, fire alarms will be sounded and the same procedure as for fire evacuation will be followed.

Where all personnel on site will report to the assembly area. Wardens will carry out their normal emergency duties where possible.

Personnel are to wait at the assembly area if it is safe to do so until a clearance is given or any other instruction from their warden.

### Spills

In the event of spills there are Spill kits in vehicle that have diesel storage.

