

INTEGRATED MANAGEMENT SYSTEM MANUAL



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1. INTRODUCTION

Altus Logistics (Altus) is leading provider of innovative integrated logistic solution for industrial, mining and oil & gas sector with an Integrated Management System based on the ISO 9001:2015, ISO14001:2015 and ISO 45001:2018 standard. This manual is an introduction to work practices which should be followed while at work, to protect everyone in around Altus. Altus is committed to ensuring a safe and healthy workplace. Safety is everybody’s responsibility and you are expected to play your part in maintaining the health and safety standards at any workplace you go to.

2. DEFINITIONS

For all intents and purposes definitions used throughout this document hold the meaning and purpose of those found under s. 5 of the *Work Health and Safety Regulations 2012* (NT).

3. SCOPE

Topics covered in this manual are:

- QHSE responsibilities
- Consultation and communication
- Demonstrating management commitment
- Health and Safety Representatives (HSRs) and Safety Committees
- Risk identification and control
- The QHSE considerations of recruitment, selection and engagement of workers
- Information, instruction, training and supervision
- Maintaining workplace equipment and tools
- Emergency Planning
- Responding to incidents in the workplace
- Monitoring and review of safety performance

4. ORGANISATIONAL CONTEXT

Altus Logistics provides integrated and customise logistics services by managing and optimising supply chains for leading oil and gas industries. This includes:

- Supply Base Management
- Marine Services
- Supply Chain Management
- Oilfield Support Services

4.1 MEETING stakeholders’ needs and expectations

Altus Environmental Management System is driven by the aim to meet our client’s current and future needs and ensuring there is a robust platform to deliver merging environmental regulatory and procedural requirements which meet broader community standards.

Table 1 Interested parties needs and expectations

RELATIONSHIP	INTERESTED PARTY	NEEDS AND EXPECTATIONS
By responsibility	Investors	Expect the organization to manage its risks and opportunities that can affect an investment

By influence	Non-governmental organizations (NGOs)	Need the organization's cooperation to achieve the NGO's environmental goals
By proximity	Neighbors	the community Expect socially acceptable performance, honesty and integrity
By dependency	Employees	Expect to work in a safe and healthy environment
By representation	Industry membership organization	Need collaboration on environmental issues
By authority	Regulatory or statutory agencies	Expect demonstration of legal compliance

4.2 Compliance obligations

Table 2. Legislations

NORTHERN TERRITORY LEGISLATION	ADMINISTERED BY
<p>Petroleum Act 2014 and associated Regulations and Schedule of Requirements</p> <p>Regulates the exploration for, and production of petroleum, including environmental protection measures which should be employed during exploration and production activities, including protection of parks and reserves and rehabilitation.</p>	Department of Mines and Energy
<p>Northern Territory Aboriginal Sacred Sites Act 2013 and associated Regulations</p> <p>Provides for the protection of sacred sites, through establishing procedures for entering such sites and procedures for avoidance of such sites when developing and using land. Generally refers to land other than Aboriginal land.</p>	Aboriginal Areas Protection Authority (AAPA)
<p>Heritage Act 2012 and associated Regulations 2012</p> <ul style="list-style-type: none"> • Protects both natural and cultural heritage. The Act: • Establishes the Heritage Council (consisting of eleven members) • Establishes the NT Heritage Register • Sets the process by which places become heritage places • Allows for interim protection of places • Sets out the process for getting permission to do work to heritage places • Allows for fines and imprisonment for offences against the Act. 	Department of Lands, Planning and Environment
<p>Soil Conservation and Land Utilisation Act 2013</p> <p>Provides for the prevention of soil erosion and for the conservation and reclamation of soil</p>	Soil Branch - Department of Land Resource Management
<p>Environmental Assessment Act 2013 and associated Regulations</p> <ul style="list-style-type: none"> • Provides for the assessment of the environmental effects of development proposals and for the protection of the environment • Defines environment as being “all aspects of the surroundings of man including the physical, biological, economic, cultural and social aspects 	Northern Territory Environmental Protection Authority
<p>Public and Environment Health Act 2013 and associated Regulations</p> <ul style="list-style-type: none"> • This Act provides a framework for regulations to be prescribed for all public health matters. • This Act also provides to monitor, assess and control environmental conditions, factors and agents, facilities and equipment and activities, services and 	Department of Health

NORTHERN TERRITORY LEGISLATION	ADMINISTERED BY
products that impact on or may impact on public and environmental health	
Bushfires Act 2013 and associated Regulations <ul style="list-style-type: none"> This Act outlines regulations and established penalties for certain acts relating to lighting fires 	Bushfires NT, Department of Land Resource Management
Territory Parks and Wildlife Conservation Act 2013 and associated Regulations <ul style="list-style-type: none"> Provides for the protection, conservation and sustainable utilisation of wildlife Flora and Fauna Division of the Department of Land 	Flora and Fauna Division-Department of Land Resource Management
Waste Management and Pollution Control Act 2013 and associated Regulations <ul style="list-style-type: none"> This Act protects and where practicable restores and enhances the quality of the NT environment. It encourages ecologically sustainable development and facilitates the implementation of National Environment Protection Measures established by the National Environment Protection Council 	Northern Territory Environmental Protection Authority
Water Act 2013 <ul style="list-style-type: none"> Provides for the investigation, allocation, use, control, protection, management and administration of water resources, including extraction of groundwater, waste management and water pollution 	Water Resources Division, Department of Land Resource Management
Weeds Management Act 2013 <ul style="list-style-type: none"> Identifies declared weeds (those which must be controlled) and provides a framework for weed management 	Weed Management Branch, Department of Land Resource Management
Dangerous Goods Act 2012 and Regulations <ul style="list-style-type: none"> Provides for the safe storage, handling and transport of certain dangerous goods 	NT WorkSafe
Work Health and Safety (National Uniform Legislation) Act 2011 <ul style="list-style-type: none"> Provides for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces 	NT WorkSafe

COMMONWEALTH LEGISLATION	ADMINISTERED BY
Aboriginal and Torres Strait Island Heritage Protection Act, 1984 <ul style="list-style-type: none"> Protection of areas and objects 	Department of the Attorney-General's; Department of Environment and Energy
Australian Heritage Council Act 2003	Department of Environment and Energy
Environmental Protection and Biodiversity Conservation Act 1999 <ul style="list-style-type: none"> Provides a legal framework to protect and manage nationally and internationally important flora, fauna, ecological communities and heritage places defined in the Act as matters of national environmental significance. 	Department of Environment and Energy
Natural Heritage Trust of Australia Act 1997	Department of Environment and Energy
Ozone Protection and Synthetic Greenhouse Gas Management Act 1989	Department of Environment and Energy

5. LEADERSHIP

IMS is one of Altus highest priority, Altus is committed to operate in a manner that provide a safe working conditions for workers, ensure the quality of services being provided to customers and protects environment by minimising environmental disturbance and complies with all the statutory requirements.

5.1 Quality Policy

OUR COMMITMENT

At ALTUS we strive to achieve continuous improvement; and will plan, implement, monitor, review the quality of our services to understand and meet the needs and expectations of our customers. Appropriate systems will be implemented throughout the organisation to provide evidence of these objectives.

OBJECTIVES

CAPTURE CUSTOMER FEEDBACK – using meeting record forms

MARKET SHARE ANALYSIS – Management meeting record (annually)

MONITOR WARRANTIES – Certificate of completion – tenders jobs completed folder.

TRACKING - All Invoice Queries are tracked and recorded

RECORD - All Corrective Actions are recorded; an action plan is identified, and their implementation effectiveness is reviewed.

MANAGEMENT RESPONSIBILITIES

The Country Manager will ensure that systems are in place to implement this policy the systems manager is responsible for the establishment and maintenance of the Quality Management System, for providing appropriate resources and advice.

Supervisors will ensure that all workers, subcontractors and suppliers are made aware of this policy and the systems that are available to help them provide improved services.

EMPLOYEE RESPONSIBILITIES

All employees are required to report any activities, materials or equipment that does not comply with this policy or client requirements.

Kirrilie Ronnfeldt

Key Account and Operations Manager NT

5.2 Work Health and Safety Policy

OUR COMMITMENT

Altus Logistics provides integrated customized logistics services by managing and optimizing supply chains for lading oil and gas companies. With a strong focus on compliance, quality, health, safety and the environment, we pride ourselves in attaining excellence in these areas. Our people, their-knowhow and commitment to excellence are vital ingredients in not only designing solutions but in executing them. Altus Logistics will make every effort to provide a safe and healthy workplace and eliminate the possibility of injury and illness. We acknowledge the importance of conducting our business in an environmentally responsible manner by continuously striving to improve our WHS standards, meet our legislative obligations, and demonstrate WHS leadership.

OUR GOAL

"A healthy workplace, free of injuries"

OUR OBJECTIVES

SAFE WORKPLACE – we will provide and maintain safe premises with safe means of entry, exit and access.

SAFE PLANT & EQUIPMENT– we will provide and maintain safe plant and equipment.

SAFE SUBSTANCES – we will ensure all substances on site are safely used, handled, stored, transported and/or disposed of.

SAFE SYSTEMS - we will develop and implement a systematic approach to identifying, reporting, assessing and controlling WHS hazards and potential incidents.

SAFE PEOPLE – we will train our people so they have the right knowledge, skills and attitude to perform their work correctly and without harm to themselves or others.

LEGISLATION – we will identify and implement the WHS legislative standards and codes of practice relevant to our business and operations.

CONSULTATION – we will adopt a team approach to improving our WHS standards through open and regular consultation of health and safety matters.

MONITOR AND MEASURE – we will conduct regular workplace assessments to ensure we are complying with the standards, objectives and targets we set ourselves.

EMERGENCY RESPONSE – we will develop and test emergency plans to ensure their effectiveness

REHABILITATION – in the regrettable instance of an employee being injured we will provide effective first aid, rehabilitation and support to ensure a speedy recovery.

OUR RESPONSIBILITIES

The COUNTRY MANAGER has ultimate responsibility for WHS and providing, resourcing, and supporting safe systems work and WHS programs.

SUPERVISORS are accountable for implementing and enforcing WHS policies, procedures, instructions and standards.

EMPLOYEES, CONTRACTORS AND VISITORS are responsible for complying with WHS policy, procedures, instructions and standards.

Kirrilie Ronnfeldt

Key Account and Operations Manager NT



5.3 Environmental Management Policy

OUR COMMITMENT

As part of our compliance processes, ALTUS Logistics is absolutely committed to the Prevention of Pollution and Management of the Environment in accordance with:

- the requirements of ISO 14001:2015
- our legislative, regulatory and other obligations

Throughout all of our activities, Altus Logistics will:

- Identify our legislative, regulatory and other obligations
- Create systems and processes which control our environmental obligations
- Set and review environmental Objectives and Targets at relevant functions and levels
- Continually improve our environmental performance
- Communicate with stakeholders regarding our environmental obligations and our environmental performance
- Engage with our customers to meet their environmental requirements and expectations.

Kirrilie Ronnfeldt

Key Account and Operations Manager NT

5.4 Alcohol & Other Drugs Policy

OUR COMMITMENT

ALTUS believes that the health and safety of our employees, contractors or others who may be exposed to our operational activities is fundamental to the success of our business.

In keeping with our obligation to provide and maintain a safe and healthy place of work, this policy sets out the responsibilities of all employees and contractors working on our sites, to be fit for duty.

“No employee or contractor is to be under the influence of Alcohol or Drugs whilst at work site.”

An employee under the influence of drugs (over the counter, prescription or prohibited) or alcohol may pose a substantial risk to themselves and other employees.

The decision on a person's ability to work safely and their fitness for duty will be determined by the employee's direct supervisor. While there is no simple or reliable way to assess a person's impairment, the consumption or use of alcohol, drugs or any other substances that may affect a person's ability to work safely or efficiently is not permitted.

Note: People taking prescription or over-the-counter medications that may impair performance are to advise their supervisor. Such advice will be treated confidentially.

Employees who are observed to be in breach of this Policy and their workplace agreement will be subject to ALTUS performance management procedures and depending on the circumstances; their behaviour may be treated as serious misconduct.

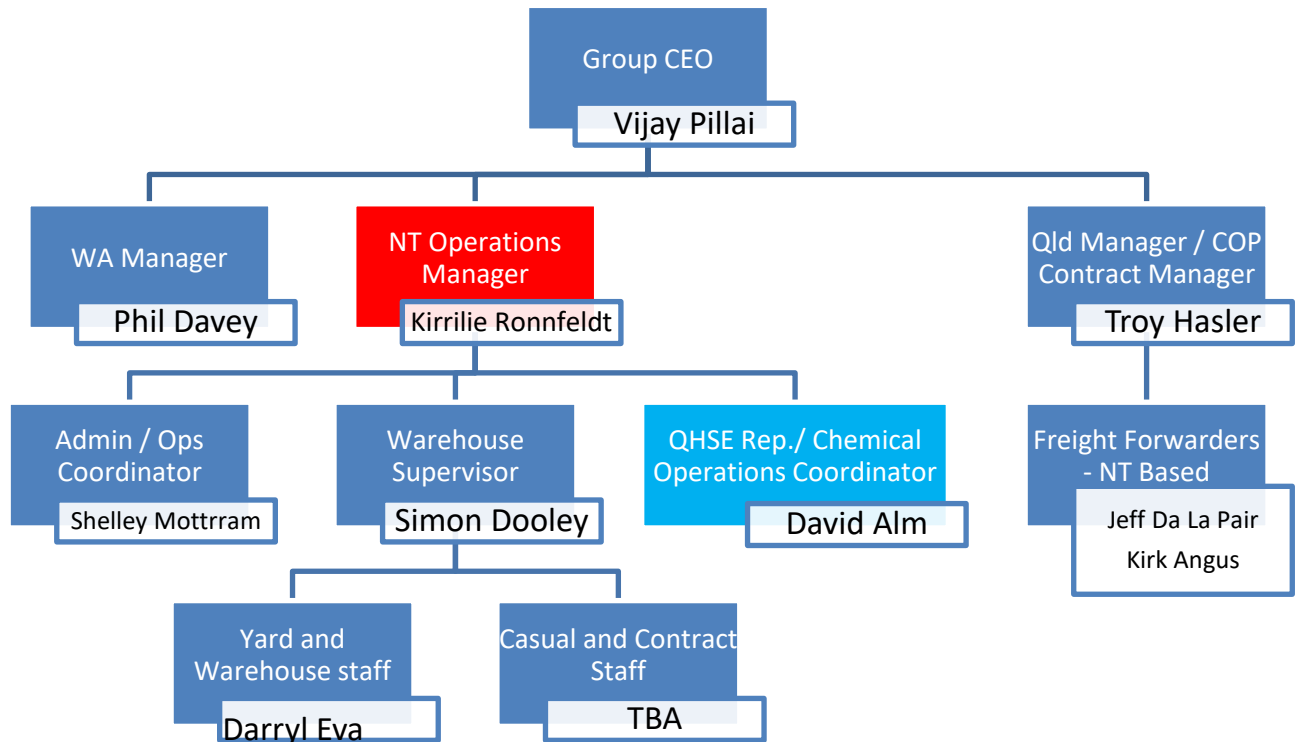
Affected employees who are observed to be in breach of this Policy will be cautioned and removed from the workplace immediately. Personal leave or leave without pay may be negotiated to enable rehabilitation and counselling. No one will be disadvantaged in the workplace as a result of an employee undertaking a counselling and rehabilitation program.

TESTING - All employees are subject to random testing processes to ensure the above conditions are met. A positive result will result in stand down without pay and may result in termination of employment.

Kirrilie Ronnfeldt

Key Account and Operations Manager NT

5.5 Organisation Structure



5.5.1 Group CEO

- The CEO is ultimately responsible for the overall Quality, Work Health, Safety, Environment and Work standards.
- Allocates management responsibilities for systems development, maintenance and implementation.

5.5.2 NT Operations Manager (Manager)

- Ensures that all works are conducted without risk to workers.
- Participates in the planning and risk assessments and management.
- Identifies QHSE training requirements; including emergency response training.
- Ensures workers undertake prescribed QHSE training.
- Communicates and consults with workers.
- Reviews and assesses QHSE Performance Reports as part of Management Reviews.

5.5.3 Administration / Operations Coordinator

- Ensures management adheres to the Risk Management process (HIRAC).
- Ensures management adheres to the Records Management process.
- Reviews Control Mechanisms within the QHSE systems to ensure they are implemented at all times.

5.5.4 QHSE/ Management Representative

- Assists in preparing, updating and implementing the QHSE Management Plan, including all associated procedures.
- Assists in identifying and monitoring compliance of all legal QHSE obligations.
- Monitors work practices and standards on site and provide a report of those standards to the Project Manager and Supervisor.
- Coordinates risk assessments.
- Develops emergency procedures, organises and conducts training of procedures and drills.
- Trains the Emergency Coordinator with site specific emergency procedures.
- Identifies QHSE training requirements for an activity.
- Provides QHSE training as required.
- Coordinates and assists during incident investigations.
- Conducts auditing of QHSE Plans and procedures to monitor their effectiveness.
- Conducts site inspections and surveillance observations.
- Management of SDS and Plant and Equipment registers.

5.6 List of Altus Processes

PROCESS Company		Process	Process Owner
Management Process		General Management	Operations Manager
		Continual Improvement	Operations Manager
		Customer Focus	Operations Manager
Core Process	Contract Acquisition	Contract, Legal, and Commercial	Accounts Manager
	Operation	Supply Bases & Integrated Logistics	
		Shipping Agency	
		Vessel Chartering	
		Forwarding Services	
		Procurement Services	Operations Manager
		Vehicle Safety Inspection	Yard Supervisor
		Carrying Cargo Unit Services	
		Manpower Supply	Operations Manager
Support Process		Human Resources	
		Finance, Accounting, Tax	
		General Affairs	
		Information Technology	
		Vendor Management	
		Quality, Health, Safety & Environment	

5.7 Quality, WHS and Environment Objectives

Quality, WHS and Environment objectives are established to support our organisation's efforts in achieving our quality policy and reviewed annually for suitability. Objectives have been established, measurable and reviewed against performance goals at each management review meeting.

(Refer to AL-Doc 002 Quality, WHS and Environment Objectives)

6. MANAGEMENT REVIEW

6.1 General

Senior Management of Altus Logistics will review its IMS at planned intervals (at least annually) to ensure continuing suitability, adequacy and effectiveness. This review will evaluate the need for changes to the IMS, including Altus Logistics Quality, WHS, Environment Policies and Quality, WHS, Environment Objectives.

(Refer to AL-For 11 Management Review Agenda, AL-For 11E Management Review Environmental)

6.2 Review Input

Assessment and review of the IMS will be based on information inputs such as:

- audit results / findings
- follow-up actions from previous management reviews
- customer feedback
- corrective and prevention actions
- opportunities for improvement
- legislative changes
- product changes

6.3 Review Output

Decisions and actions from management review of the IMS will be used to:

- improve the effectiveness of the IMS and its processes;
- improve product and service related to customers and their requirements; and
- identify resource requirements.

7. DOCUMENTATION REQUIREMENTS

7.1 Document Control

The structure of the QHSE Management System is closely linked and takes the form of:

- QHSE Policies and Objectives
- IMS Manual
- Management Procedure
- Standard Operating Procedures

All IMS documents are controlled according to the **AL-Pro 01 Document and Record Control**. This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that documents of external origin are identified and their distribution controlled, and
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose

7.2 Control of Records

IMS records are maintained to provide evidence of conformity to requirements and of the effective operation of the IMS. The records are maintained according to the **AL-Pro 01 Document and Record Control**. This procedure requires that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

- QHSE records and data include but are not limited to completed copies of;
- Forms.
- Checklists.
- Risk assessments, and
- Externally produced documentation such as but not limited to;
- Material safety data sheets.
- Health surveillance records, or
- Workplace monitoring reports.

7.3 Management Systems – Registers

Purpose- Register of data and information;

- Action Register – to record and track actions that have arisen from a hazard, incident or non-compliance. The Actions Register is used to identify trends associated with the management system and as a result, systems adequacy and effectiveness.
- Documents Control Register – to record document name, number within the system and review status.
- Plant and Equipment Service and Maintenance Register – to record and manage plant and large equipment managed by the organisation; plant identifier, scheduled services, maintenance and repair, alterations and procurement.
- SDS Register – to record, enable ready access, and to manage SDS version status.
- Training Register – to identify training, licensing requirements and competency needs associated with an organisational position, duty or task.
- Risk Register – to record items associated with the management system that require Risk Management.

Responsibility - Altus Safety Representative is responsible for the establishment, maintenance and review of the management system registers. Specific administrative content shall at times be delegated to others; however, the Safety Representative is responsible to monitor the delegation.

8. CONSULTATION

Altus will consult with workers through regular staff meetings and will (where requested) nominate a health and safety representatives (HSRs), which will represent the designated workgroup for each department. This will be determined at the first toolbox meeting. The requirement for HSRs will be determined through a consultative forum and elected by vote. Training of HSRs will be provided by Altus.

HSE Management Australia (the contracted QHSE Managers of Altus) can be put forward by Altus to fill this role if 100% of workers agree during the toolbox talk.

The duties of an elected safety representative is to facilitate the flow of information about health and safety between Altus and the workers, monitoring of health and safety actions and investigate when the health and safety of the workers they represent might be compromised.

The Health and Safety Representative, in no way removes the obligation on management to ensure the health and safety of employees, contractors, clients or visitors to the workplace.

The role of the health and safety representative is to form a joint management/team consultative group, with the aim of identifying and resolving occupational health and safety issues, as well as working towards improved standards in health and safety and continuous improvement within the QHSE Management System.

They will meet regularly with management and employees. Copies of the meeting's minutes shall be made accessible to employees. The employees within the department (designated workgroup) shall have access to discuss health and safety issues with the Health and Safety Representative, when required.

Health and safety issues may be raised according to the Health and Safety Communication Process with their Manager or Health and Safety Representative.

(Refer to AL-Pro 05 Consultation & Communication)

8.1 Communication

Altus Logistics Communicates with workers and stakeholders using the following processes.

8.1.1 Internal Communication

Staff Inductions

The Manager is responsible for conducting inductions, ensuring all personnel are informed on matters such as:

- WH&S issues – especially emergency procedure, hazardous materials, dangerous goods, Job Safety Analysis requirements
- Job Environmental Analysis requirements and emergency response issues
- Reporting requirements in cases of issues relating to safety, environmental and quality concerns & incidents, Defects and Suggestions or non-conformances
- Amenities and site house keeping
- Customer focus and service delivery, etc. with regards to the site.

Pre-shift briefings

Pre-shift briefings take place in person, by phone or email. The briefings will be conducted by Management, Site Management or the Site Supervisor and will address production, safety and environmental issues. All persons are briefed.

Safety Meetings (called to deal with specific issue or change)

Safety Meetings are conducted to ensure all change management issues are dealt with and the outcomes communicated.

Management Meetings

Job coordination as well as general site coordination matters, safety issues shall be discussed in all management meetings when specific safety meetings are not conducted. Safety issues may include site statistics; review of accidents and incidents; identification of training needs; shortcomings in the safety management system, outstanding hazard items, reports etc. These meetings will be conducted as required. Attendance will be on an 'as required' basis.

8.1.2 Communicating Training & Competency

Upon commencement all workers will be inducted, the inductions process includes familiarization with the Organisation Structure, reporting procedures, issue resolution process, and emergency procedures. All staff will attend annual fire and emergency procedures training.

8.1.3 Stakeholder Impact Assessment

Altus engages with Clients at regular intervals prior, during and following the Project Implementation Phase.

An impact assessment is conducted to identify additional stakeholders and to determine the effect that a particular project may have on them. If hazards are identified, controls are agreed upon and become part of the day-to-day operational controls, induction, site rules, procedures, emergency protocols and traffic management process.

8.1.4 External Communication

Altus implements channels of communication to address the following:

- Services or Products Information
- General enquiries, contracts or order handling and
- General Feedback (including complaints).

Methods used include, email, telephone, instructions, alerts, pamphlets, advertising media, and other suitable means.

9. PLANNING

9.1 Addressing risk and opportunities (Environment)

Altus is committed to identifying risk to the environment and to controls those risks, by monitoring the effectiveness of those controls and by reviewing the way in which they perform.

Altus recognises the environment in which operates, and the effects and impacts associated with climate change, as they relate to its activities. Altus is committed to the protection of the environment, our practical measures include:

PROTECTION OF THE ENVIRONMENT	<ul style="list-style-type: none"> • Improving efficiency in the use of natural resources, by reducing the use, re-using and recycling all natural resources relative to our business. • Protection of biodiversity, habitats and ecosystems by protection of biodiversity, through direct on-site conservation, or indirectly through procurement decisions, such as buying materials from verified sustainable sources (when available). • Climate change mitigation through avoiding or reducing emissions of greenhouse gases, and adopting policies to meet carbon neutrality, to reduce its net contribution to climate change. • Improvement in air and water quality through avoidance, substitution or reduction.
PREVENTION OF POLLUTION	<ul style="list-style-type: none"> • Source reduction or elimination (including environmentally conscious design and development, material). • Substitution, process, product or technology changes, and conservation of energy and material resources. • Reuse or recycling of materials within the process or facility; • Offsite reuse or recycling of materials; • Recovery and treatment (recovery from waste streams on or offsite, treatment of emissions, and releases of wastes on or offsite to reduce their environmental impacts. • Control mechanisms, such as incineration or controlled disposal, where permissible, however, the organization should use these methods only after other options have been considered.

Altus will provide appropriate training and information to all employees (and any subcontractors) to ensure that they can meet the expectations of both Altus and the Client, with regard to Environmental Management.

9.2 Identifying activities, products and service that can result in significant environmental impacts

Table 4. Environmental impacts and assessment

ACTIVITY/PRODUCT /SERVICE	ENVIRONMENTAL ASPECT	ACTUAL AND POTENTIAL ENVIRONMENTAL IMPACTS	RISK AND OPPORTUNITIES THAT NEEDED TO BE ADDRESSED	PLANNING TO TAKE ACTION
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Chemical handling and use	Uncontrolled released during fire and explosion (emergency situation)	Air pollution Pollution Soil Contamination Injury to humans	Risks <ul style="list-style-type: none"> • Clean-up-cost • Fines • Detrimental publicity 	Implement, monitor and review Emergency Management Procedures.
Fleet Operations	Fuel Use	Depletion of non-renewable fossil fuels	Risks <ul style="list-style-type: none"> • Fuel availability • Higher fuel costs Opportunities <ul style="list-style-type: none"> • Use alternative fuel (CNG/LNG) • Reduce fuel costs 	Establish environmental objectives to reduce fuel use
	Emission of nitrogen oxides	Air pollution Global Warming and Climate Change	Risk <ul style="list-style-type: none"> • Introduction of stricter fuel emission standards 	Research methods to reduce emissions
Emerging legal requirement	Legislative framework	Improve Environmental Management	Risks <ul style="list-style-type: none"> • Failure to identify and comply with new or changing compliance obligations can damage the organization's reputation and can lead to fines 	Develop control processes to ensure that the monitoring of the regulatory landscape is effective to improve the identification of emerging requirements
Extreme weather events	Uncontrolled release of chemicals	Air pollution Pollution Soil Contamination Injury to humans	Risk <ul style="list-style-type: none"> • Climate change increases like-hood of extreme weather events. • Business losses due to service disruptions • Insurance concerns Opportunities <ul style="list-style-type: none"> • Apply Business Continuity Management to ensure business survivability post extreme weather 	Implement, monitor and review Emergency Management Procedures. Develop a cyclone management plan

9.3 Addressing risk and opportunities (Work Health and Safety)

Altus utilises the HIRAC (Hazard identification, Risk Assessment and Control) process to ensure Safe Work Procedures are implemented and to manage risks to health and safety. This method is use to:

- Identify hazards and assessing the risks involved.
- Determine the level of risk - understanding the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening.
- Implement controls that will eliminate and/or minimise those risk so far as reasonably practical.
- Minimising the likelihood of the occurrence and where possible reduce the consequence, when it is not reasonably practicable to eliminate a hazard the following control measures are considered;

Substitution – replace a hazardous process or material with one that is less hazardous to reduce the risk. (Using pre-cast panels rather than constructing a masonry wall or using pre-finished materials in preference to on-site finishing.

Isolation – separate the hazard or hazardous work practice from people, for example designing the layout of a building so that noisy machinery is isolated from workstations.

Engineering controls – use engineering control measures to minimise the risk, for example, including adequate ventilation and lighting in the design, designing and positioning permanent anchorage and hoisting points into buildings where maintenance needs to be undertaken at height.

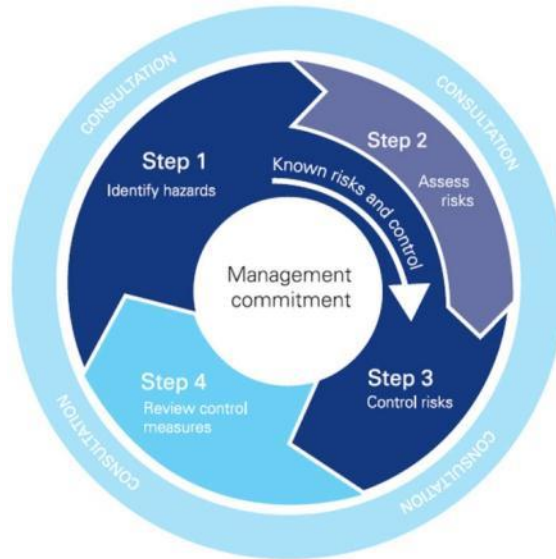
Administrative controls – If engineering controls cannot reduce the risk sufficiently, then administrative controls should be used, for example using warning signs or exclusion zones where a hazardous activity is carried out.

Personal protective equipment – (for example hard hats, respiratory protection, gloves, ear muffs) should be used to protect the worker from any residual risk. It is the least effective control measure as it relies on the worker’s behaviour and therefore requires thorough training and a high level of supervision to be effective.

In many cases a combination of control measures will be required to minimise the risks to health and safety.

- Maintenance, Evaluation and Review of the effectiveness of the implemented controls.

Hazard	<i>Situation or a thing that can cause harm (noisy machinery, mobile plant equipment, chemicals, electricity, working at heights, a repetitive job, etc.)</i>
Risk	<i>Is the possibility that harm (death, injury or illness) might occur when exposed to specific hazards</i>
Assessing Risk	<i>Involves considering what could happen if someone is exposed to a hazard and the likelihood of it happening. Carrying out a risk assessment can help you evaluate the potential risks that may be involved in an activity or undertaking.</i>
Controlling Risk	<i>Is implementing the most effective control measure that is reasonably practicable in the circumstances</i>
Risk Management	<i>Is a proactive process that helps respond to change and facilitates continuous improvement in Business. It should be planned, systematic and cover all reasonably foreseeable hazards and associated risks</i>
Residual Risk	<i>Is the resulting low risk after risk control mechanisms are designed and implemented.</i>



THE RISK MANAGEMENT PROCESS

SEVERITY		POTENTIAL	LIKELIHOOD				
			1	2	3	4	5
			Almost Certain	Very Likely	Possible	Unlikely	Rare
A	Extreme	Fatality, or multiple fatalities	A1	A2	A3	A4	A5
B	Major	Permanent loss of body function, amputation or hospitalisation	B1	B2	B3	B4	B5
C	Moderate	Significant injury resulting in greater than one day from work; including stress	C1	C2	C3	C4	C5
D	Minor	Medical treatment – not hospitalized and less than one shift away from work	D1	D2	D3	D4	D5
E	Insignificant	First aid or insignificant injury only	E1	E2	E3	E4	E5
Action by		Risk Level	Action			Communication Process	
All		Catastrophic	Shut down job until process put in place to lower risk score			Management Instruction	
Project Manager		High	Project Manager authorisation required for work to proceed			Site Safety Meeting & Toolbox	
Site Supervisor		Medium	Job may continue under constant site supervision			Toolbox/Pre-start briefing	
Workers		Low	Worker to adhere to QHSE methods			Toolbox/Pre-start briefing	

Step 1

Determine the Consequence – using the table above, the organisation identifies consequences for each potential risk.

Step 2

Determine the Likelihood – the organization identifies the likelihood for each potential risk,

- Step 3 *Determine the Action(s) – the organisation determines what action(s) are required to avoid, substitute or mitigate the risk.*
- Step 4 *Determine the Control(s) – the organisation ensures control(s) in place are effective and reviews them at set intervals.*



The way of controlling risk is ranked from the highest level of protection and reliability to the lowest; this is known as the hierarchy of control.

(Refer to AL-Pro 07 Risk Management Procedure)

9.3.1 Development and Implementation (Responsibilities of implementation)

Management

To provide the resources required to develop, implement and maintain the procedures and to nurture the culture within the organisation to drive positive change.

Warehouse supervisor:

To implement the QHSE Management mechanisms.

Workers:

To comply with the QHSE Procedures.

Subcontractors:

To comply with all procedures.

9.3.2 Workers Involvement in development safe working procedures

Communication and consultation regarding QHSE information with all workers onsite includes; Familiarization and training regarding the hazard reporting system; the selection of health and safety representatives who will represent them on QHSE matters; a program to ensure regular meetings with minutes of the meetings available to all workers.

During day-to-day operations, workers onsite are able to capture and record concerns or suggestions regarding safe work procedures by raising issues during Pre-shift meetings, completing a Hazard report form, Toolbox discussions, and by articulating concerns directly upon occurrence.

The general process mapping illustrates the overall manner in which the Company operates and the relations between processes.

10. INFORMING, TRAINING AND SUPERVISING OUR WORKERS

Altus provides mandatory information and training for their workers, there are two main types of training utilised:

- Work activity induction—training in the hazards, risks and control measures associated with the work activity or task (e.g. Task Specific Safe Operating Procedures) and
- Sub-contractors/ Visitors specific induction—training in the hazards, risks and control measures specific to the warehouse (e.g. site rules, emergency evacuation and first aid procedures, and environmental controls).

10.1 Verification of Competency (VOC)

Where workers are required to operate mobile plant (e.g. forklift, heavy vehicles), perform a task that requires a High Risk License, perform a system or work that has a safety element associated, or manage elements of Altus Logistics Safety Management System, they will be assessed internally, this assessment is done using the VOC process.

10.2 High Risk Licence and External Courses

Workers are required to produce current licences and Certificates i.e. First Aid Course for training and competencies gain externally.

10.3 Supervision

Under the guidance of the Manager, the Warehouse Supervisor monitors work practices and standards on site, delivers Pre-shift briefings as a consultative instruction forum, this includes procedural instructions and any safety, environmental or associated arrangements.

11. REPORTING INCIDENTS AND NONCONFORMANCES

Altus Logistics ensures that products provided which does not meet requirements are identified, controlled where possible to prevent unintended use or delivery to the customer, and corrected if it has been delivered.

The controls and related responsibilities and authorities for dealing with nonconforming product are defined in the **AL-Pro 02 Non-compliance and Incident Reporting Procedure**.

Under the Work Health and Safety Act (NT), Altus Logistics is required to notify NT WorkSafe immediately after becoming aware of a notifiable incident at their workplace. Altus Logistics is also responsible to implement procedures to ensure work health and safety incidents are promptly brought to the relevant individual's attention, for example a manager and then notified to the Regulator, if required.

All workers / Subcontractors are required to report incidents to their immediate supervisor or manager at the first opportunity. An **Incident Report Form** is to be completed immediately upon becoming aware of the incident, notifiable incidents include:

- A death of a person
- A serious injury or illness of a person), or
- A dangerous incident

Notification must be done by the fastest possible means by either calling **1800 019 115**, or completing the appropriate 'incident notification form', and faxing it to **8999 5141**, or emailing it to **ntworksafe@nt.gov.au**.

Following the initial notification by phone, 'Incident notification form' will be submitted to NT WorkSafe within 48 hours from the time they notified the incident by phone as required by the WHS regulations

(Refer to AL-Pro 02 Non-compliance and Incident Reporting Procedure)

12. Emergency Preparedness and Response

Altus is a service and supply based organisation. Emergency procedures/plans are developed based on potential emergency situations identified through the Risk Assessment Process. The Risk Register is also developed based on this process. The objective of the emergency response procedures is to:

- Decrease the level of risk to life and property.
- Control an incident and minimise its effect.
- Provide the basis for training people who may be involved in a workplace emergency.

Emergency Procedures are dynamic by nature, and have well defined mechanism to continually review, monitor and update documents, with clear channels for communicating a change. Some of these documents may include the following;

- The potential emergencies that are applicable to the worksite.
- The written procedures developed in response to the potential emergencies.
- The person/s responsible for particular actions in an Emergency situation; and
- The ongoing training proposed as part of the overall strategy.

(Refer to Emergency Procedure AL-Pro 10)

12.1 Emergency Equipment

An assessment is conducted by Safety Personnel in consultation with Management/Emergency Controller using the Emergency Equipment Assessment Form to identify specific needs; suitability, location and accessibility of emergency equipment and emergency response arrangements.

12.2 Emergency Response Arrangements

When planning and preparing responses to an emergency situation, Altus considers the initial and secondary environmental impacts that could occur resulting from such response.

Altus is prepared to respond to the following types of situations:

- Fire and Smoke Emergency (AL-SOP Emergency Response)
- Evacuation Procedure (AL-SOP Emergency Response)
- Internal / External Emergencies (AL-SOP Emergency Response)
- Medical Emergencies (AL-SOP Emergency Response)
- Significant Chemical Spill (AL-SOP Emergency Response)
- Suspicions or Unidentifiable Objects (AL-SOP Emergency Response)
- Various Operational Controls for Altus activities (Altus Standard Operation Procedures)

All environmental incidents and emergencies will be managed in accordance with the Emergency Response Standard Operating Procedure. The Accident and Incident Investigation form (AL-FOR-01) and Hazard Report (AL-FOR-02) will be used to record all environment incidents.

Upon consultation with the Environmental Protection Authority (EPA) Manager, and NT Fire Rescue and Emergency Services, each relevant authority will be notified immediately via the appropriate telephone number should a pollution incident occur that causes or threatens material harm to the environment.

The relevant authorities to be notified are:

- The EPA - NT
- NT WorkSafe
- Palmerston City Council, and
- Fire and Rescue NT

Following the incident, Altus will conduct an internal investigation and a report will detail the purpose, outcome and actions pertaining to the incident, copies of this report will be made available to the relevant authorities as required.

12.4 Emergency Drill

Records of the drill are maintained on the Emergency Drill Form. Any actions resulting are entered into the Actions Register to ensure completion and tracking. This ensures the effectiveness of the emergency preparedness is evaluated and corrective actions taken where necessary. This program also ensures emergency equipment, exit signs; paths of travel and alarm systems are inspected, tested and maintained at regular intervals.

12.5 Emergency Personnel Responsibilities

Designated emergency personnel are appointed (e.g. wardens, emergency coordinators etc.) to receive additional training in emergency procedures appropriate to their allocated emergency response responsibilities and the degree of risk.

Responsibilities

Management –

Ensure that emergency procedures are in place to cover those emergency situations that may be reasonably expected to occur. Provide training and instruction for emergency procedures through induction to all workers, sub-contractors and any other person who may be at risk, to ensure in any incident, all persons have sufficient knowledge to be able to respond appropriately.

Workers/ Subcontractors/ Visitors

Follow all reasonable instructions given during any emergency incident. Provide information and assistance if qualified to support management during any emergency incident, actively participate in emergency drills and provide proactive feedback with a view to improve Altus emergency preparedness.

12.6 First Aid Requirements

Are assessed by a competent person (must have completed first aid and fire warden training and have been working in a management role or WHS for a minimum of two years) this assessment considers Site Specific and Organisational Risks. Site First Aiders are highlighted through posters and personally introduced to all workers.

13. Control of Monitoring and Measuring Equipment

Altus Logistics will determine the monitoring and measurement devices to be undertaken and the monitoring and measure devices needed to provide evidence of conformity of product to determined requirements Altus Logistics will establish processes to ensure monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment will be:

- Calibrated and verified at specific intervals, or prior to use, against measurement standards traceable to international or national standards; where no such standard exists, the basis used for calibration or verification shall be recorded;
- Adjusted and re-adjusted as necessary;
- Identified to enable the calibration status to be determined;
- Safeguarded from adjustments that would invalidate the measurement result;
- Protected from damage and deterioration during handling, maintenance and storage.

Altus Logistics will assess and record the validity of the previous measuring results when the equipment is not found to conform to requirements. The Altus Logistics will take appropriate action on the equipment and any product affected. Records of the results of calibration and verification shall be maintained by using **(Refer to AL-REG-08 Plant and Equipment Register and Inspection & Servicing Schedule.)**

14. MAINTAINING WORKPLACE EQUIPMENT AND TOOLS

Altus makes sure that a safe system of work is in place to manage mobile plant that takes into account the manufacturers' operational requirements, issues identified in the plant risk assessment, and risks associated with the nature of the plant and its operation on the project.

In addition, Altus conducts regular inspections of all mobile plant in accordance with regulatory requirements and the original equipment manufacturer (OEM). This includes the conduct of quarterly and annual inspections by a competent person and 10-yearly major inspections

Plant and Equipment Register serve as tools to ensure that all services are identified. If required, asset owner requirements are adhered to, including encroachment distances, permits and training. Upkeep of these registers shall be conducted by Altus administration personnel with the support of both on-site and head office management.

Altus also identifies and carries out all required inspection and maintenance of rigging and lifting equipment, ensuring the scheduling is carried out in accordance with the manufacturers' guidelines, legislation, codes of practice and Australian standards. This aspect of the system is managed through the preventative maintenance program.

14.1 Records and Outputs

- Risk Assessment – determines site specific maintenance needs.
- Manufacturers' Manuals – outlines manufacturer's guidelines requirements.
- Mobile Plant procedure – addresses specific needs for the safe operation on-site.
- Site Induction – contains information on plant/equipment that must be understood and acknowledge by all workers.
- Inspection schedule – for all plant and equipment i.e. test & tag.

15. Control of Externally Provided Products and Services

External service providers are utilised from time to time. These services are managed through contract, purchase order or quote.

Specified requirements for products and services required are agreed upon at acceptance of quote. Conformity to the requirements is required to ensure payment is received. Conformity may be test result, or checklist.

(Refer to Subcontractors and Suppliers Management Procedure)

16. SAFETY CHECKS - Inspections

Workplace inspections are a systematic process of visually checking the workplace to identify or revised hazard/ risks, in order to reduce the risk of injury. Inspections are to be conducted regularly by the supervisor with participation of management and workers (including subcontractor's representatives).

Workplace inspections are conducted using checklists to help prompt the person(s) conducting the inspection to find hazard/ risks. Checklists can and should be modified to suit the risks and conditions associated with the area being inspected.

Workplace inspection requirements are determined, based on risk and managed through Safety Procedures and the Audit and Compliance Program.

Inspection, analysis and evaluation can include inspection of:

- Potentially hazardous processes to ensure that controls have been effective.
- Plant e.g. pressure vessels to ensure conformity with regulatory requirements.
- Work areas to ensure that specific site safety rules are followed; and
- Work sites to ensure that controls are effective and to demonstrate the commitment of management. Monitoring and testing requirements for specific hazards can include the following forms:
 - Environmental, e.g. flammable gases.
 - Personal, e.g. noise dosimetry.

QHSE PERFORMANCE MEASURE					
Altus QHSE Representative is responsible to produce QHSE Reports at determined intervals, this are provided directly to Management for review and for action if required. All actions are tracked through the company Actions Register. Altus management determines QHSE objectives and targets at project level.					
SITE AUDIT & COMPLIANCE PROGRAM	FREQ	WHO	RECORD/ EVIDENCE	OUTCOMES REPORTED TO	OUTCOMES RECORDED FOR ACTION IN
Compliance – Site inspection	Monthly	Altus	Inspection record	QHSE Rep.	Action Register
Worker Engagement – Toolbox talk	Trigger/Event	Altus	Toolbox record	QHSE Rep.	Action Register
Compliance – High risk work inspection	Monthly	Safety	Applicable checklist	Altus management	Action Register
Senior Management – compliance audit	Monthly	Altus	Inspection form	Safety/Altus management	Action Register
Emergency – Drill/Scenario conducted	3M	Safety	Emergency Drill Record	QHSE Rep.	Action Register
Emergency – First aid kit inspection	6M	Safety	Inspection record	QHSE Rep.	Action Register

Emergency – Fire extinguisher inspection	6M	Safety	Inspection tag	QHSE Rep.	Action Register
Review – QHSE System	12M	Safety	QHSE Review	Altus management	Action Register
STATISTICS					
MAN HOURS			FATALITIES (Death)		
WORKSAFE NOTICES			LOST TIME INJURIES (loss of whole shift or more)		
INCIDENTS (injuries & near misses)			MEDICAL TREATMENT INJURIES (treated by medical professional)		
REPORTABLE INCIDENTS (MUST be reported to the regulator)			FIRST AID INJURIES (treated by first aider only)		

17. Monitoring and Measurement

17.1 Customer Satisfaction

Altus Logistics' goal is to give excellent products and services to our customers. Customer satisfaction and/or dissatisfaction is a measurement of the performance of our IMS. We recognise that things can occasionally go wrong and aim to resolve all of our customers' problems fairly, promptly and efficiently. Customer satisfaction is monitored through complaints and positive feedback which may be obtained through customer feedback forms and are reviewed and reported upon at Management Review Meetings.

17.2 Internal Audit

Internal quality audits are planned, scheduled and undertaken every year by the QHSE Representative on the basis of the status and importance of the activity to be audited.

The results of internal audits are documented and brought to the attention of key personnel having responsibility for the area audited. Operational Management responsible for the area must take timely corrective action on the deficiencies found during the audit.

Follow-up activities verify and record the implementation of the corrective action, report the verification results, and close out the audit. Subsequent audits verify the effectiveness of the corrective actions taken. Results of internal audits and the corrective action are submitted for management review and analysed to identify possible emerging trends and to determine effective preventative actions.

17.3 Monitoring and Measurement of Processes

Altus Logistics applies suitable methods for measurement and monitoring of processes necessary to meet customer requirements. Methods are determined by Management and the QHSE Representative to confirm the ability of each process and its intended purpose and are determined by process control checks, feedback, and other methods.

17.4 Monitoring and Measurement of Product

Altus Logistics has established and maintains records that provide evidence that equipment has been inspected and/or tested and calibrated. These records show clearly whether the equipment has passed or failed according to defined acceptance criteria. Where the equipment fails to pass any inspection, the process defined in the Monitoring and Measurement Procedure is followed.

Altus Logistics does not proceed with product release and service delivery until satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

Where any service or product does not comply with specifications it shall be identified as non-conforming and isolated for rework or disposal. Corrective actions shall be documented and undergo reinspection after completion.

Products are monitored and measured to verify that requirements are met. This verification is carried out at appropriate stages in the product realisation process in accordance with the planned arrangements.

18. Analysis of Data

Altus Logistics collects and analyses appropriate data to determine the suitability and effectiveness of the IMS and to identify improvements that can be made.

The data is analysed to provide information on:

- customer satisfaction and/or dissatisfaction;
- conformance to customer requirements;
- characteristics of processes, product and their trends;
- performance of suppliers.

Data relating to customer satisfaction, product conformance, process conformance and supplier performance are analysed during Management Review meetings, and, where opportunities arise, preventative actions are formulated and implemented.

18.1 Continual Improvement

Altus Logistics has established and maintains documented Corrective Action and Preventive Action procedures for eliminating causes of nonconformity to prevent recurrence (**AL-Pro 02 Non-compliance and Incident Reporting Procedure**). Altus Logistics facilitates the continual improvement of the IMS through the use of the quality policy, objectives, audit results, analysis of data, corrective and preventive action and management review.