



INTEGRATED MANAGEMENT SYSTEM MANUAL

SAFETY, QUALITY & ENVIRONMENTAL

INTEGRATED MANAGEMENT SYSTEM		
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1. INTRODUCTION

Fletcher's Plumbing and Gas Fitting (FPGF) specialise in plumbing, drainage, and gas fitting in Katherine and the surrounding areas and provide friendly and prompt services.

FPGF has developed and implemented an Integrated Management System based on the ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 standard. This manual is an introduction to work practices which should be followed while at work, to protect everyone in and around FPGF.

FPGF is committed to providing quality services and ensuring a safe and healthy workplace. Quality and Safety are everybody's responsibility and all workers are expected to play their part in maintaining the HSEQ standards at any workplace FPGF workers 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
- Risk identification and control
- The QHSE considerations of recruitment, selection and engagement of workers
- Information, instruction, training and supervision
- Maintaining workplace equipment and tools
- Documented Information
- Environmental aspects and impacts
- Emergency Planning
- Responding to incidents in the workplace
- Monitoring and review of safety performance
- Internal Auditing

4. NORMATIVE REFERENCES

- ISO 31000:2018 Risk Management
- ISO 9001:2015 Quality Management Systems Requirements
- ISO 14001:2015 Environmental Management Systems Requirements
- ISO 45001:2018 Occupational Health and Safety Management Systems Requirements

5. CONTEXT OF THE ORGANISATION

5.1. Understanding the needs and expectations of interested parties

FPGF's IMS is driven by the aim to meet our client's current and future needs and ensuring there is a robust platform to deliver merging regulatory and procedural requirements which meet broader community standards.

5.2. Determining relevant interested parties

In determining which interested parties are relevant to the organisation Integrated Management System, FPGF considers interested parties that are internal and external to the organisation.



5.3. Determining needs and expectations of relevant interested parties

Needs and expectations of FPGF relevant interested parties constitute the input toward the design of our Integrated Management System. Consideration is given to those needs which are obligatory and stated, and also those which are generally implied or expected as normal. Interested parties and their expectations include;

Relationship	Interested party	Needs and expectations
By responsibility	<ul style="list-style-type: none"> • Clients • Customers 	<ul style="list-style-type: none"> • Expect FPGF to manage its risks and opportunities that can affect their operations
By proximity	<ul style="list-style-type: none"> • Community 	<ul style="list-style-type: none"> • The community expect socially acceptable performance, honesty and integrity
By dependency	<ul style="list-style-type: none"> • Employees • Joint venture partners 	<ul style="list-style-type: none"> • Expect to work in a safe and healthy environment and to feel valued by FPGF • Business expectations
By authority	<ul style="list-style-type: none"> • NTG • Regulatory or statutory agencies 	<ul style="list-style-type: none"> • Expect demonstration of legal compliance
<p>FPGF understands that Internal and external issues are dynamic in nature, and subject to change; therefore, our IMS is designed so we can monitor and review these changes.</p>		
Inputs		Outputs
Request for Quotes Customer Feedback Community Expectations Staff Meetings Non-Conformances Inspection Records, Audits reports		Management Review Meeting Records Actions Register

5.4. Internal Issues

Issue	Aspect
Governance & Structure	<ul style="list-style-type: none"> • Contracted services. • Roles and Responsibilities • Policies and objectives • Human Resources • Organisational style and culture • Understanding of capabilities • Performance monitoring of the IMS • Monitoring of customer satisfaction • Strengths and Weaknesses of the IMS
Legal Compliance	<ul style="list-style-type: none"> • Current status and future trends FPGF may need to comply with • Standards, guidelines and models adopted
Contractual obligations	<ul style="list-style-type: none"> • The form and extent of contractual obligation (outsourced activities)
Information Systems	<ul style="list-style-type: none"> • Information flow and decision-making process (formal and informal)
New Technologies	<ul style="list-style-type: none"> • Introduction of new products, materials, tools, software, premises and equipment
Our people	<ul style="list-style-type: none"> • Relationships with as well as perceptions and values of workers • Working time arrangements • Working conditions
Methods use to examine relevant internal factors	
<ul style="list-style-type: none"> • Staff Inductions 	<ul style="list-style-type: none"> • Staff Social events



<ul style="list-style-type: none"> • Performance reviews • Lessons Learned • Management Meetings 	<ul style="list-style-type: none"> • Interviews with personnel currently employed or subcontracted • Review of internal and external communication • Legislation Register
Inputs	
Customer Related Procedure Legal and Other Obligations Consultation & Communication	Outputs
	Management Review Meeting Records Actions Register

5.5. External issues

Issues	Aspects
Political	<ul style="list-style-type: none"> • Political interference in business development • Willingness of politicians to exercise power effectively
Economic and Supply Chain	<ul style="list-style-type: none"> • Availability of utilities, supplies and materials • Supplier availability, capacity and capability to meet our customers' requirements. • Current and future market trends
Financial	<ul style="list-style-type: none"> • Accessibility to financial resources
Competition	<ul style="list-style-type: none"> • Other organisations with similar purpose and concept which may adopt a competitive position; for example, sustainability, eco-design and eco-labelling.
Social	<ul style="list-style-type: none"> • Values • Gender issues • Bribery and Corruption • Availability of workforce with desired skills, knowledge and experience
Cultural	<ul style="list-style-type: none"> • Indigenous employment targets • Local content
External Sources of Information - knowledge	<ul style="list-style-type: none"> • Consultants • Local news media • Customers supplies and partners • Business Councils
Natural – current & future climatic and other conditions	<ul style="list-style-type: none"> • Climatic temperature changes – dry season / wet season this could affect working hours and working condition i.e. increase heat and humidity during the wet.
Environmental Events which can affect our activities	<ul style="list-style-type: none"> • Flooding following monsoonal rain (difficult or no access to work areas)
New Technologies	<ul style="list-style-type: none"> • Availability and access to relevant technologies.

Methods use to examine relevant External factors

<ul style="list-style-type: none"> • Industry associations • Management Meetings • Meteorological information • Historical disaster information 	<ul style="list-style-type: none"> • Environmental monitoring data. • Federal and Local Government Public Documents • Social Networks and Social Events
Inputs	Outputs
Industry Networks meetings HSEQ External Consultants Industry Capability Network – NT Social Networks Local & International News and Trends	Management Review Meeting Records Actions Register

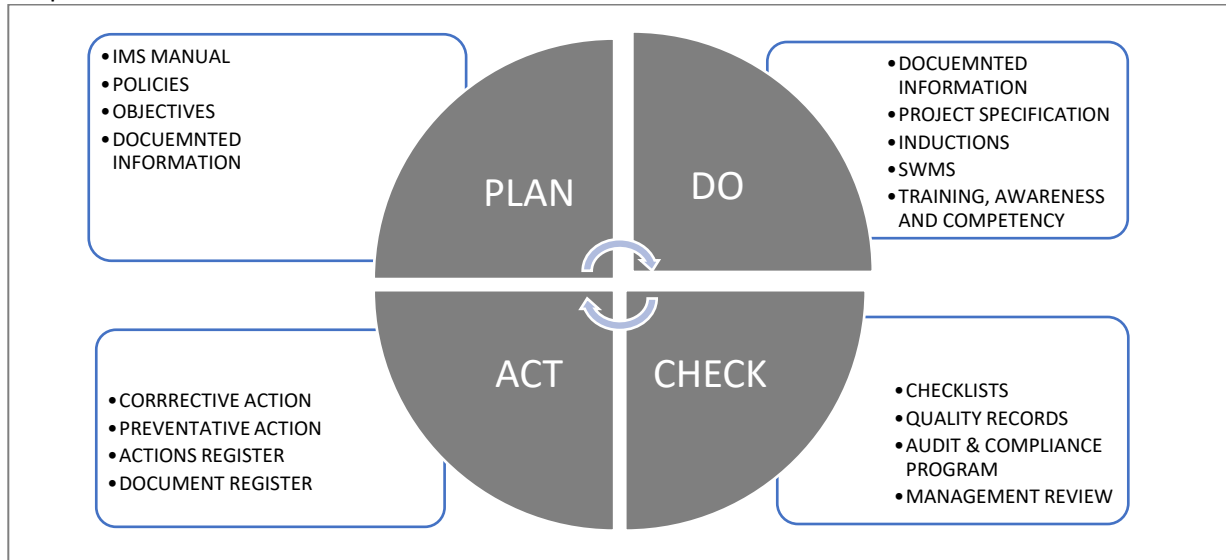


5.6. Scope of the IMS

The scope of IMS is project management, plumbing, drainage, and gas fitting.

5.7. The IMS and how it inter-relates

The IMS is made up of a manual, forms, registers and other documentation related to business inputs and outputs



6. LEADERSHIP

FPGF's top management provides leadership and commitment to the IMS through ensuring accountability. FPGF demonstrates its accountability with;

- Policy and objectives being compatible with the business context
- Integration of the IMS into our business systems
- Ensuring resources are available to establish, implement and improve the IMS
- Promotion of a risk-based approach within FPGF
- Communicating the IMS and its intent
- Ensuring the IMS achieves its intentions and
- Promoting continual improvement

FPGF has an ownership on customer focus.

Top management actively provides leadership by identifying and ensuring statutory and customer requirements are met, risks and opportunities that might affect the products and services are determined and addressed and customer satisfaction is enhanced.

6.1. Policies

The policies for the management system are regarded by management as appropriate for FPGF, are written with a commitment to meet our statutory and client requirements and continually improve, to set the framework for objectives (and IMS targets), are communicated in a manner to be understood, available as documented information and available to interested parties.



6.1.1. Quality Policy

Fletcher's Plumbing and Gas Fitting (FPGF) specialise in plumbing, drainage, and gas fitting in Katherine and the surrounding areas with the friendly prompt service. FPGF has developed and implemented an Integrated Management System based on the ISO 9001:2015, ISO14001:2015 and ISO 45001:2018 standard.

Fletcher's Plumbing & Gas Fitting will strive to achieve continuous quality improvement and will plan, monitor, review and continually improve 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 Framework

- Achieve and Maintain certification to ISO 9001:2015
- Provide a level of quality in all work that meets customer expectations or specifications.
- Ensure that all subcontractors and suppliers provide a similar level of quality in the provision of all goods and services.
- Provide systems for reporting and addressing defects in workmanship or materials or non-compliance with customer requirements.

Management Responsibilities

- The Director 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.
- All managers and 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.

6.1.2. Work Health and Safety Policy

OUR COMMITMENT

Fletcher's Plumbing & Gas Fitting Business and the Workers of Fletcher's Plumbing & Gas Fitting Business are committed in working together to provide and maintain a safe and healthy work place in so far as is reasonably practicable, in accordance with the *Work Health and Safety (National Uniform Legislation) Act 2011*.

OUR OBJECTIVES

SAFE WORKPLACE – we will provide and maintain safe premises free of injuries 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

Fletcher's Plumbing & Gas Fitting Business will so far as is reasonably practicable:

- Provide and maintain a working environment that is safe and without risks to health
- Provide and maintain safe systems of work
- Provide information for the safe use, handling, storage and transport of plant, structure and substances
- Provide and maintain adequate facilities for the welfare of workers
- Provide Workers with information, instruction, training or supervision to work safely and without risk to their health
- Provide monitoring of workplace conditions to prevent injury or illness
- Consult with Workers and take their views into account when making decisions about resolving, monitoring, elimination and management of health and safety issues
- Not discriminate against a worker because of their involvement in workplace health and safety
- Strive for an accident/injury free work place.

As a Worker with Fletcher's Plumbing & Gas Fitting Business you are required to as so far as is reasonably practicable:

- Take reasonable care for your own health and safety, and that of people who may be affected by your work
- Comply with this Health and Safety Policy
- Attend training as required
- Follow safe work instructions and processes as provided
- Follow information, for safe use handling and storage and transport of plant, structures and substances
- Use all Safety Equipment supplied in the manner it is designed for
- Consult with the Person Conducting Fletcher's Plumbing & Gas Fitting Business in relation to issues affecting your health and safety, this includes identifying hazards and assessing risks arising from your work
- Ensure Incident reports are completed for accidents and near misses



6.1.3. Environmental Management Policy

OUR COMMITMENT

As part of our compliance processes, Fletcher's Plumbing and Gas Fitting 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, Fletcher's Plumbing and Gas Fitting 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.

6.1.4. Alcohol & Other Drugs Policy

OUR COMMITMENT

Fletcher's Plumbing and Gas Fitting 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."

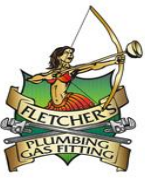
An employee under the influence of drugs (over the counter, prescription or prohibited) or alcohol may pose a substantial risk to themselves and other employees.

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 Fletcher's Plumbing and Gas Fitting 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.

6.1.5. Stop Work Policy

All Fletcher's Plumbing and Gas Fitting employees, affiliates, and contractors are responsible and encouraged to do so for stopping work activities considered to be an imminent danger. This policy applies to all activities conducted at Fletcher's Plumbing and Gas Fitting and to all off-site facilities operated by Fletcher's Plumbing and Gas Fitting personnel.

- An "imminent danger" is defined as any condition or practice that could reasonably be expected to cause death or serious injury, or environmental harm.
- Whenever an employee, affiliate, or contractor encounters conditions or practices that appear to constitute an imminent danger, such individuals have the authority and responsibility to:
 - ✓ Alert the affected worker(s) engaged in the unsafe work creating an imminent-danger condition and request that the work be stopped.
 - ✓ Notify the supervisor to report the incident. Notify the immediate supervisor and/or responsible sub-contractor.
- Resumption of work will not proceed until after the condition has been evaluated and the appropriate remedial actions have been taken.

6.1.6. Fatigue Management Policy

In order to maximise the opportunity for workers to recover from the effects or onset of Fatigue, Fletcher's Plumbing and Gas Fitting ensures rosters and workloads meet the industry standard requirements.

Night shift work and rotating or irregular shift patterns are risk factors for fatigue crashes Fletcher's Plumbing and Gas Fitting procedures documents how these risk factors are addressed. In doing so, Fletcher's Plumbing and Gas Fitting outlines and documents how night work is minimised and if it cannot be eliminated, how Fletcher's Plumbing and Gas Fitting manages fatigue related to night work.

When rostering the following factors are taken into consideration:

- Fletcher's Plumbing and Gas Fitting has early roster communication mechanism for workers.
- Fletcher's Plumbing and Gas Fitting plant operator is not permitted to exceed 168/11 hours of working time in any 14 day period.
- Total non-working time in any 72 hours is at least 27 hours.
- Fletcher's Plumbing and Gas Fitting operators/ drivers has at least one continuous 12-hour period of non-work time in any 24-hour period and preferably between 10pm and 8am.
- Continuous periods of work time do not exceed 5 hours before a break of at least 10 minutes is taken.
- Fletcher's Plumbing and Gas Fitting schedule must allow for an average of 20 minutes breaks from work/ driving for each 5 hours of work time for a vehicle driver, and a minimum break from work/ driving of at least 10 consecutive minutes at the end of 5 hour work time.
- Fletcher's Plumbing and Gas Fitting Maximises the opportunity for sleep and to prepare for a trip by minimizing very early departures.
- Fletcher's Plumbing and Gas Fitting commercial vehicle driver has at least two continuous period of 24 hours non-work time in 14 days.
- Minimise irregular or unfamiliar work rosters.
- Minimise schedules and rosters that depart from daytime operations when commercial vehicle drivers return from leave: commercial vehicle drivers returning from leave require time to adapt to working long hours especially at night.



- Ensure 24 continuous hours of non-work time between shift changes when commercial vehicle drivers work a continuous rotating shift system of 5 days or more.
- Time doing work that is incidental to the driving, such as servicing and maintaining the vehicle or operating mobile plant is counted as work time and needs to be taken into account when planning trips.

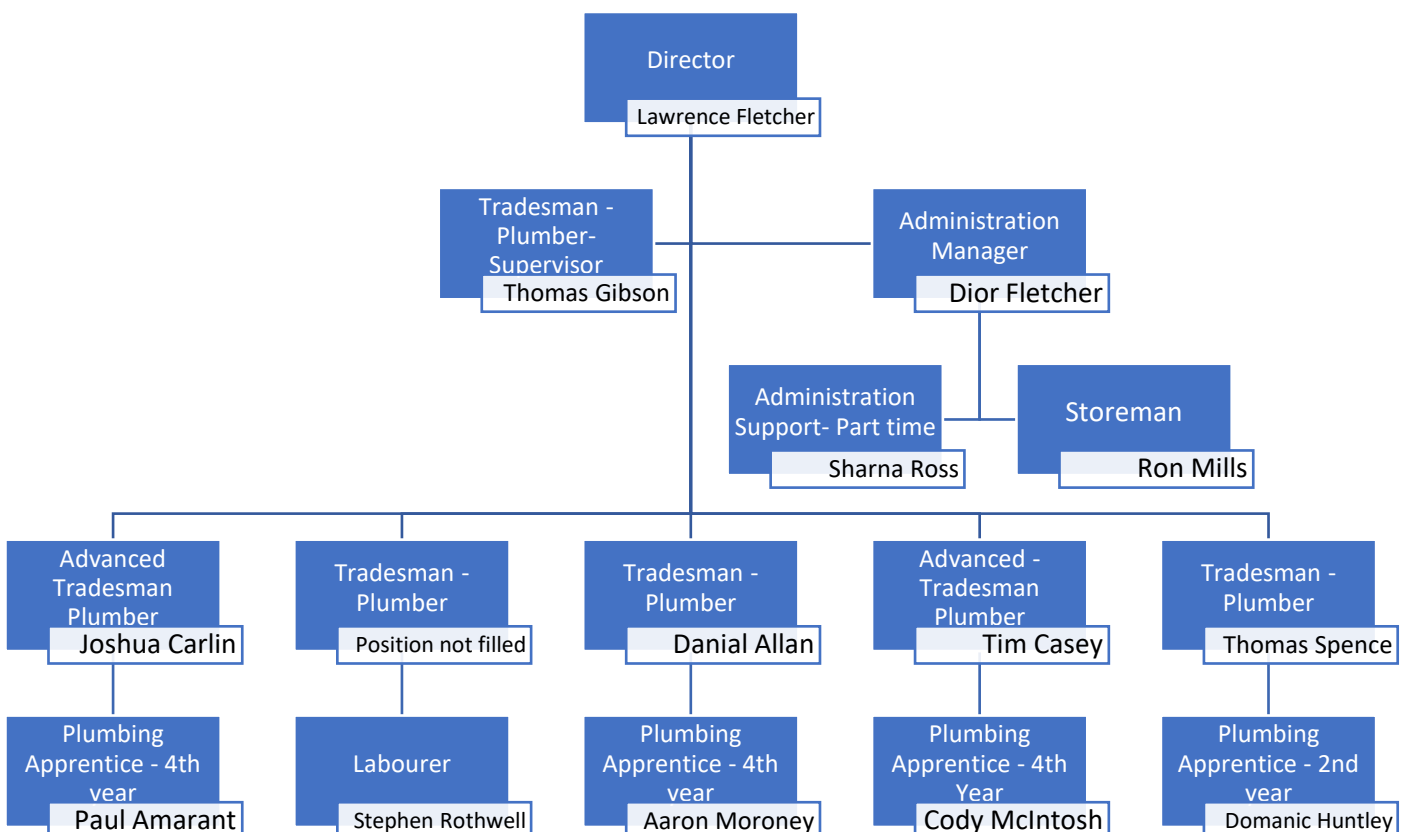
6.1.7. Injury Management Policy

Fletcher’s Plumbing and Gas Fitting makes the following commitments to injury management and the rehabilitation of all injured workers who suffer a work-related injury or illness.

Fletcher’s Plumbing and Gas Fitting will:

- Ensure that injured workers return to work as soon as practicable, and that returning to work is a normal practice and expectation.
- Inform staff of their responsibilities under the Workers Compensation Act 1987 and the Workplace Injury Management and Workers Compensation Act 1998 and the Workers Compensation Legislation Amendment Bill 2012.
- Commence Injury Management activities as soon as practicable following an injury, irrespective of an injured worker’s compensation claims status.
- Provide suitable duties/employment, where reasonably practicable, for injured workers as an integral part of the injury management process.
- Ensure that participation in the injury management program will not, of itself, jeopardise job security.
- Consult with injured workers and relevant stakeholders to ensure the program operates effectively.
- Maintain confidentiality of information relating to injured workers on rehabilitation (return to work) programs.
- Ensure that all employees are aware of their responsibilities, obligations and penalties under the Injury Management Program and that the requirements of the Program are properly communicated and understood.

6.2. Organisation Structure





6.3. Organisational Roles, Responsibilities and Authorities

Responsibilities and authorities regarding the IMS have been determined, assigned and communicated to the various roles within FPGF.

Responsibilities and authorities include;

- to ensure the IMS conforms to the standard,
- Reporting of the IMS to top management,
- Ensuring processes deliver their intended outputs, and
- Promotion of customer focus and the intent of the IMS throughout FPGF.

6.3.1. IMS Responsibilities

PERSON RESPONSIBLE					INTEGRATED MANAGEMENT SYSTEM RESPONSIBILITY
DIRECTOR	MANAGEMENT REPRESENTATIVE	SUPERVISORS/ MANAGERS	EXTERNAL AUDITORS AND CONSULTANTS	WORKERS & SUBCONTRACTORS	Establish Overall Direction (intended outcomes)
					Develop Safety, Environmental and Quality Policies
					Develop Safety, Environmental and Quality Objectives and Processes
					Consider Safety, Environmental and Quality aspects during the design process
					Monitor and Review the overall Safety, Environmental and Quality performance
					Ensure Fulfilment of compliance obligations
					Develop and maintain accountability processes
					Offer Senior Management IMS advice and contribute toward KPI's reporting
					Review the Operation of the IMS
					Conduct External IMS Audits
					Promote Continual Improvement
					Identify Customers expectations
					Identify requirements for suppliers and criteria for procurement
					Conform to IMS requirements

6.4. 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 Quality, WHS and Environment Objectives)

6.5. Consultation and Participation of Workers

To ensure workers or their health and safety representatives are consulted in the development of site safety procedures – as they related to their work; and to facilitate a process to communicate with other stakeholders FPGF has developed and implemented a **Consultation & Communication** procedure.

Following activities are carried out by Management Representative to ensure worker engagement and consultation:



- **JSA's and SWMS-** The management representative is responsible for the development of site safety procedures including JSAs/ SWMS. When subcontractors provide their own safety procedures, HSEMA are responsible for the review of such documents and approval for their use. The workers and subcontractors are inducted into site specific safety procedures and relevant SWMS at site induction.
HSEMA are consulted when the changes are proposed by workers or clients that may affect the health and safety of other workers, subcontractors or visitors. Changes during the project phase are reviewed by site management and HSEMA using the project risk assessment tool, assessed to determine the risk level and controlled in accordance with the hierarchy of controls. Any resulting WHS hazards and the methods employed to manage them are communicated to workers and subcontractors at pre-shift briefing and toolbox talks. Workers are encouraged to give inputs for improvement in the SWMS and JSA during the consultation session. Once the SWMS and JSAs are finalised, they are signed off by workers and subcontractors and are reviewed at least once a year or if a significant event occurs such as change in scope of work, incident, change in legislation etc.
- **Displays in Notice Boards**– FPGF Office and Project Sites shall provide dedicated Safety Noticeboards as required. These noticeboards must be erected in prominent locations throughout the workplace. Noticeboards must clearly display a 'Safety' section. Noticeboards must display Safety information and alerts, and must be kept neat, tidy, relevant and up to date at all times. Notices and alerts must be updated or removed at least monthly, and posters updated or removed every three months.
- **Daily Pre-start briefings** – Trigger by an occurrence, and held regularly, **Pre-shift Briefing form** is used to transmit and receive information as part of the daily discussions regarding HSEQ matters on site.
- **Regular Toolbox talks** – Trigger by an occurrence, and held regularly, **Toolbox Attendance form** is used to transmit and receive information quickly and act on it, transmit HSEQ related information, and capture workers feedback and concerns or suggestion, relevant points are entered into the **Actions Register**, which plays a fundamental role during management meetings.
- Monthly QHSE Compliance - as a minimum, Project Representative is to participate in a site walk/ inspection and they are to have inputs into this inspection and consultation process, **HSEQ Site Checklist**, relevant points are entered into the **Actions Register**, which plays a fundamental role during management meetings.
- **Emergency Procedures** - A summary of the site emergency procedures must be prominently displayed as a poster on prominent noticeboards in the workplace must be inspected and replaced if they are updated, damaged or defaced in any way. Review and inspection of notice boards must be included in the relevant workplace inspection. Emergency Drills are conducted Annually at head office and depot; whilst at project level are conducted every 6 months. **Emergency Drill**, relevant points are entered into the **Actions Register**, which plays a fundamental role during management meetings
- In case a worker is from non-English speaking background then we will use the services for NAATI certified translators to get all the instructions translated as per employees understanding accordingly.
- FPGF will have controls to ensure the workers have access to relevant resources for Training and worker access to information about the WHS systems and their Participation is encouraged and free of barriers

Output: Document reviews, Toolbox talks, meetings, SWMS, JSAs

6.6. Safe Work Method Statements

A Safe Work Method Statement (SWMS) is a document that:



- lists the types of high risk work being done
- states the health and safety hazards and risks arising from that work
- describes how the risks will be controlled, and
- describes how the risk control measures will be put in place.

The work must be done in accordance with the SWMS.

One SWMS can be prepared to cover a variety of tasks, if it takes into account the changing nature of the work environment. Alternatively, a separate SWMS can be prepared for each type of high risk work. In this case, consider situations where different types of high risk work impact on each other.

When a SWMS is being used for a site where there are multiple hazards, the SWMS needs to deal with the specific hazards and risks on the site, so, for this reason, a generic SWMS is unlikely to meet the requirements, unless it has first been reviewed in light of the hazards and risks on the specific site and amended as necessary.

A SWMS is required for all construction activities on FPGF’s work sites and must be reviewed against the set criterion and approved for use.

Compliance to the SWMS is performed by a member of the FPGF’s Management, Site Management or WHS team. The purpose of this process is verified the task is being performed as specified within the SWMS and to enforce the management system. The process includes;

- a check that the SWMS is onsite, accessible and signed onto,
- reflects the task being checked for compliance,
- an engagement with the workers involved in the task regarding their knowledge of the hazards and controls involved in the SWMS, and
- a observation of the task being performed.

7. PLANNING

7.1. Actions to Address Risks and Opportunities

FPGF has identified risk and opportunities through management review and review of the context of FPGF, compliance obligations, potential emergency situations, our interested parties, their needs and expectations. As a responsible organisation, risks and opportunities have been integrated into our IMS; business risk, environmental aspect management and WHS hazard elimination and risk reduction.

Training of the ‘actions to address risk’ methodology is provided to all staff (depending on their level of authority and responsibility within FPGF; induction is provided to all staff and other requirements are detailed within the Training Matrix along side of the specific job allocation.

Risk Matrix

The level of risk is determined through a matrix calculus as shown in table below.

The Impact score is multiplied by the likelihood score to determine the risk score and thus, the risk priority

SEVERITY		LIKELIHOOD				
		1	2	3	4	5
		Almost Certain	Very Likely	Possible	Unlikely	Rare
A	Extreme	A1	A2	A3	A4	A5
B	Major	B1	B2	B3	B4	B5
C	Moderate	C1	C2	C3	C4	C5
D	Minor	D1	D2	D3	D4	D5
E	Insignificant	E1	E2	E3	E4	E5

Severity Defined



Extreme	<p>Quality: Irreparable reputation damage / permanent damage to the brand</p> <p>Safety: Fatality/s / WHS conviction</p> <p>Environmental: Environmental conviction.</p>
Major	<p>Quality: Incorrect product/ service that results in large cancellation of project</p> <p>Safety: Permanent body (including mental) changing injury/ hospital admission. Reportable incident.</p> <p>Environmental: Large-scale environmental incident. Incident reportable to EPA.</p>
Moderate	<p>Quality: Nonconformance causes damage to customer requirements/ reputation damage (including media)</p> <p>Safety: First aid and professional medical assistance required; medical centre/ hospital outpatients</p> <p>Environmental: Environmental pollution incident/ affects client or adjacent areas</p>
Minor	<p>Quality: Nonconformance reported but quarantined to prevent product/ service damage</p> <p>Safety: First aid assistance required, but no medical professional</p> <p>Environmental: Localised environment incident. Does not require reporting external.</p>
Insignificant	<p>Quality: Internal issue only; does not need reporting external</p> <p>Safety: Accepted injury type; minimal first aid required (if any)</p> <p>Environmental: Localised spill, causing no pollution risk; localised spill clean-up</p>
Likelihood Defined	
Almost Certain	<p>Quality: Nonconformance to a process will most likely occur</p> <p>Safety: Incident will generally occur</p> <p>Environmental: Incident will generally occur</p>
Very Likely	<p>Quality: The chance of a nonconformance occurring is greater than 50%</p> <p>Safety: High chance of incident occurring; 50% or greater</p> <p>Environmental: High chance of incident occurring; 50% or greater</p>
Possible	<p>Quality: Generally, a nonconformance will not occur, but is still possible</p> <p>Safety: Generally, an incident will not occur; less than 20% chance</p> <p>Environmental: Generally, an incident will not occur; less than 20% chance</p>
Unlikely	<p>Quality: It is accepted that a nonconformance will not occur; less than 10% chance</p> <p>Safety: It is accepted that an WHS incident will not occur; less than 10% chance</p> <p>Environmental: It is accepted that an environmental incident will not occur; less than 10% chance</p>
Rare	<p>Quality: Less than once per year will this nonconformance occur</p> <p>Safety: Less than once per year will this WHS incident occur</p> <p>Environmental: Less than once per year will this WHS incident occur</p>
Acceptable Risk	Risk level determined by Risk Matrix to be C, D or E

Risk	Risk Level	Action By	Action
C	Catastrophic	Top Management	FPGF will not conduct this type of work/ activity
H	High	Top Management	Review and improve method to lower risk level to (M) Medium
M	Medium	All	Business/ activity to be performed in compliance with procedure only
L	Low	All	Business to be performed as usual

Risk Register

FPGF maintains a risk register that details where the risk lies within the IMS, the risk/hazard, the instruction/ or method of control and the level of risk the situation presents to FPGF.

The risk register is reviewed annually. This is the responsibility of top management.

PHASE	RISK / HAZARD	CONTROL / INSTRUCTION	RISK



Output: Risk Register, SWMS and documented information detailing risk and opportunity

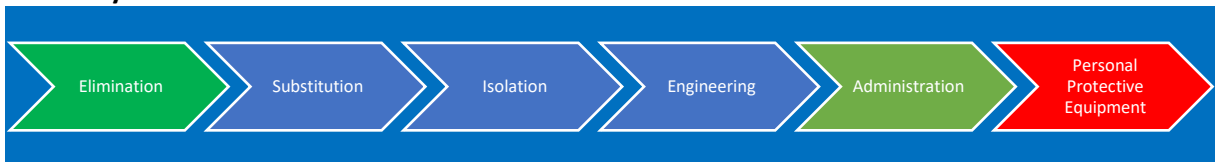
7.1.1. Hazard Identification and Assessment

FPGF conducts hazard identification through consideration of;

- Work organisation
- Routine and non-routine activities
- Physical conditions of the workplace, including equipment, substances and infrastructure
- How the work is performed
- Past incidents
- Potential emergency situations
- People involved
- Contractors involved
- Other workers and people adjacent to work area
- And changes; to the organisation and changed knowledge about hazards

Hazards have the potential to cause injury or ill health. They need to be identified before the risks associated with these hazards can be assessed and, if no controls exist or existing controls are inadequate, effective controls should be implemented according to the hierarchy of controls.

Hierarchy of controls



Elimination

E.g. Discontinue use of product, equipment, cease work process

Substitution

E.g. Replace with a similar item that does the same job but with a lower hazard level

Isolation

E.g. Put a barrier between the person and the hazard

Engineering controls

E.g. Change the process, equipment or tools so the risk is reduced

Administration controls

E.g. Guidelines, procedures, rosters, training etc to minimise the risk

Personal protective equipment

E.g. Equipment worn to provide a temporary barrier

Output: SWMS, Risk Register, emergency procedures and documented information associated with the task

7.1.2. Assessment of WHS Risks

FPGF has processes developed to assess WHS risks and to determine and assess other risks related to the operation of the WHS systems that contribute to FPGF's IMS.

The methods utilised includes;

- Application of the FPGF's risk matrix
- Safe work method statements development and review
- Risk register reviews
- Emergency procedure development and reviews
- Legislation register reviews
- Plant and equipment risk assessments and reviews



Information associated with the assessment of WHS risk is retained as documented information.

7.1.3. Assessment of Opportunities

FPGF considers opportunities that can realistically be acted upon, with priority given to those that are most likely to improve performance. Considered opportunities may include;

- Identification of hazards, how they are communicated, analysed and controlled;
- Enhancing the inspection and auditing functions;
- Introduction of job safety analysis and task-related assessments;
- Modification of working processes including the alleviation of monotonous and repetitive work;
- Implementation of permit-to-work processes;
- Incident or nonconformity investigations and corrective actions;
- Implementation of ergonomic and other injury prevention-related assessments;
- Integration of work health and safety considerations at the earliest stage in the design life cycle of plant and equipment;
- Integration of occupational health and safety considerations at the earliest stage in planning for facilities relocation, and/or process redesign;
- Introduction of new technology;
- Improvement of the occupational health and safety culture of the organization;
- Enhancing the visibility of top management’s support for the WHS management system;
- Enhancing the incident investigation process;
- Improving worker consultation and participation;
- Benchmarking of the organization’s WHS performance against that of other organizations;
- Collaborating in forums that review issues relating to occupational health and safety.

7.1.4. Environmental Aspects

When determining environmental aspects, FPGF considers lifecycle perspectives of our activities, products and services that we can control and influence. Stages in a life cycle include acquisition of materials, design, production, transportation/delivery, use, and end of life treatment and final disposal.

In addition, FPGF takes in to account the following:

- Change including planned and new developments, and new or modified activities, products and services
- Abnormal conditions and reasonably foreseeable emergency situations.

Environmental aspects, their 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
CHEMICAL HANDLING AND USE WELDING, CUTTING & GRINDING	Uncontrolled released during fire and explosion (emergency situation)	Air pollution. Pollution. Soil Contamination. Injury to humans.	Risks • Clean-up-cost • Fines • Detrimental publicity	Implement, monitor and review Emergency Management and Fire watch Procedures.
FLEET OPERATIONS	Fuel Use	Depletion of non-renewable fossil fuels.	Risks • Fuel availability • Higher fuel costs Opportunities • Use alternative fuel	Establish environmental objectives to reduce fuel use



INTEGRATED MANAGEMENT SYSTEM MANUAL V1.2

NEXT REVIEW BY OCT 2023

FPGF-DOC 01

ACTIVITY/PRODUCT /SERVICE	ENVIRONMENTAL ASPECT	ACTUAL AND POTENTIAL ENVIRONMENTAL IMPACTS	RISK AND OPPORTUNITIES THAT NEEDED TO BE ADDRESSED	PLANNING TO TAKE ACTION
			<ul style="list-style-type: none"> (CNG/LNG) Reduce fuel costs 	
	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
	Generation of waste oil	Soil Contamination. Injury to humans.	Risks <ul style="list-style-type: none"> Clean-up-cost Fines Detrimental publicity 	Manage oily waste in conformity with requirements
	Generation of noise	Discomfort or inconvenience to local residents.	Risks <ul style="list-style-type: none"> Detrimental publicity 	Provide operators with training Impose strict operation hours
EMERGING LEGAL REQUIREMENTS	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 & SPILLS	Uncontrolled release of chemicals	Air pollution. Pollution. Soil Contamination. Injury to humans.	Risk <ul style="list-style-type: none"> Climate change increases likelihood of extreme weather events. Business losses due to service disruptions Insurance concerns Regulatory Concerns Risk to Marine/ Wild life 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.



ACTIVITY/PRODUCT /SERVICE	ENVIRONMENTAL ASPECT	ACTUAL AND POTENTIAL ENVIRONMENTAL IMPACTS	RISK AND OPPORTUNITIES THAT NEEDED TO BE ADDRESSED	PLANNING TO TAKE ACTION
DECONTAMINATION OF MACHINERY	Cross Contamination	Contamination of preserved areas	Risk <ul style="list-style-type: none"> • Business losses due to service disruptions • Insurance concerns • Detrimental publicity 	Implement monitor and review Power & Water decontamination procedure
WEED – PEST CONTROL GAMBA GRASS	Impacts on native species	Long-term impact on Native tree cover by increasing fuel loads. Gamba grass have increased fire intensities by up to eight times higher than native grass, damaging and reducing native plants propagation	Risk <ul style="list-style-type: none"> • Increase risk of fire at the end of the wet season and begging of the dry. • Business losses due to service disruptions of fire. 	Implement monitor and review Power & Water weed control and management procedure

Output: Risk Register

7.1.5. Compliance, Legal and Other Obligations and Requirements

Compliance and legal obligations and other requirements associated with the IMS and the operations of FPGF are determined by top management at management review.

The Compliance and legal obligations and other requirements are managed within the Legal Register. The Legal Register is the responsibility of Top Management. It is reviewed quarterly for change and/ or additions, where an identified change prompts a review of all associated documented information.

All changes are communicated to staff and other associated interested parties by an internal meeting forum such as a toolbox talk and externally by email.

The Legal Register is the core ‘go-to’ tool to identify compliance, legal and other obligations. The Legal Register will be provided to all interested parties, if requested. Following is the list of applicable legislations more frequently used as reference during day to day working at FPGF.

NORTHERN TERRITORY LEGISLATION	ADMINISTERED BY
Work Health and Safety (National Uniform Legislation) Act 2011 Provides for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces	NT WorkSafe
Petroleum Act 2014 and associated Regulations and Schedule of Requirements 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.	Department of Mines and Energy
Heritage Act 2012 and associated Regulations 2012 <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 	Department of Lands, Planning and Environment



NORTHERN TERRITORY LEGISLATION	ADMINISTERED BY
<ul style="list-style-type: none"> • 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. 	
<p>Soil Conservation and Land Utilisation Act 2013 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 products that impact on or may impact on public and environmental health 	Department of Health
<p>Bushfires Act 2013 and associated Regulations</p> <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
<p>Waste Management and Pollution Control Act 2013 and associated Regulations</p> <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
<p>Water Act 2013</p> <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
<p>Weeds Management Act 2013</p> <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
<p>Dangerous Goods Act 2012 and Regulations</p> <ul style="list-style-type: none"> • Provides for the safe storage, handling and transport of certain dangerous goods 	NT WorkSafe

COMMONWEALTH LEGISLATION	ADMINISTERED BY
<p>Aboriginal and Torres Strait Island Heritage Protection Act, 1984</p> <ul style="list-style-type: none"> • Protection of areas and objects 	Department of the Attorney-General's; Department of Environment and Energy
<p>Australian Heritage Council Act 2003</p>	Department of Environment and Energy
<p>Environmental Protection and Biodiversity Conservation Act 1999</p> <ul style="list-style-type: none"> • Provides a legal framework to protect and manage nationally and 	Department of Environment and Energy



COMMONWEALTH LEGISLATION	ADMINISTERED BY
internationally important flora, fauna, ecological communities and heritage places defined in the Act as matters of national environmental significance.	
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

Output: Legal Register, Internal Audit for review, Management Review and all documented information associated with the IMS

7.1.6. Planning Action

FPGF acknowledges actions to address our identified risks and opportunities, legal obligations, significant environmental aspects and identified potential emergency situations often requires additional technological, financial and business requirements.

Actions and the planning for involves top management and the consultation of managerial and non-managerial staff.

Output: Meeting minutes, Risk Register and other documented information.

7.2. Objectives and Planning

Objectives

Quality	<ul style="list-style-type: none"> ➤ Achieve and Maintain certification to ISO9001 ➤ Provide a level of quality in all work that meets customer expectations or specifications. ➤ Ensure that all subcontractors and suppliers provide a similar level of quality in the provision of all goods and services. ➤ Provide systems for reporting and addressing defects in workmanship or materials or non-compliance with customer requirements.
Environmental	<ul style="list-style-type: none"> ➤ Comply with applicable laws and regulations relating to the environment. ➤ Cooperate with authorities and stakeholders in the development of standards aimed at further improving the protection of the environment. ➤ Work to prevent all incidents and harmful environmental emissions by a process of continual improvement involving consultation and cooperation with all employees, stakeholders and authorities.
WHS	<ul style="list-style-type: none"> ➤ SAFE PLANT & EQUIPMENT– we will provide and maintain safe plant and equipment ➤ 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

Targets/ Planning to Achieve Objectives Record (input to management review)

Objective Aligned To	What will be done	Resources required	Responsibility	Planned completion date	Measurement & evaluation
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8. Support

8.1. Resources

FPGF has implemented an IMS which enable its company to grow and meet all the customers' requirements. This implementation was achieved with management commitment and with sufficient resources for the implementation.

To effectively maintain and continually improve the system, management determines and provides necessary resources.

Management is responsible for providing an adequate infrastructure and work environment.

The required infrastructure and resources include:

- Work space
- Associated facilities
- Information Systems
- Communication
- Transport

Top management have the responsibility to ensure that the equipment, personnel and services required to perform job to specification, safely and in a manner that protects the environment are available.

Resource management is an agenda item discussed during Management Review.

8.1.1. Control of Monitoring and Measuring Equipment

Fletcher's Plumbing and Gas Fitting 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 Fletcher's Plumbing and Gas Fitting 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.

Fletcher's Plumbing and Gas Fitting will assess and record the validity of the previous measuring results when the equipment is not found to conform to requirements. The Fletcher's Plumbing and Gas Fitting will take appropriate action on the equipment and any product affected. Records of the results of calibration and verification shall be maintained by using **Plant and Equipment Register and Inspection & Servicing Schedule**.

8.1.2. Maintaining Workplace Equipment and Tools

FPGF 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, FPGF 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 FPGF administration personnel with the support of both on-site and head office management.

FPGF 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.

8.1.3. Personal Protective Equipment (PPE)

It is the policy of FPGF that all employees must use Personal protective equipment (PPE) – (for example hard hats, respiratory protection, gloves, earmuffs) as described in Job Hazard Analysis, SWMS, SOPs or as instructed during **Pre-shift Briefing**. PPEs 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.

Workers are trained to use the PPEs during induction and if necessary, relevant training is delivered.

FPGF always ensure that personnel on client/ project sites, wear High Vis, safety footwear, long trousers and long sleeve shirt as these are the minimum requirements for all workers and other PPE as required by JSA/SWMS/ SDS i.e. safety glasses, respirators, face masks etc.

8.2. Competence

FPGF ensures that all personnel are competent and adequately trained for the task they are performing.

All employees have the training and skills needed to meet their job requirements.

Personnel performing specific assigned tasks are qualified on the basis of appropriate education, training, observed skills and experience as required. All staff must be evaluated as fully competent before being allowed to work independently.

Training is provided either on or off the job internally or externally as appropriate. The ongoing effectiveness of training is periodically assessed by observation, proficiency testing or other appropriate means.

Top management provide mentoring and guidance for all staff including administration.

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

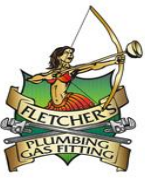
- Work activity induction—training in the hazards, risks and control measures associated with the work activity or task (e.g. Task Specific Safe Operating Procedures) and
- Sub-contractors/ Visitors specific induction—training in the hazards, risks and control measures specific to the warehouse (e.g.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

8.2.1. 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 Fletcher's Plumbing and Gas Fitting Safety Management System, they will be assessed internally, this assessment is done using the VOC process.

8.2.2. 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.



8.2.3. 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.

Output: Training and Competency Register

8.3. Awareness

Awareness of the IMS, the various policies, objectives and the implications of not conforming to the IMS is ensured by FPGF by;

- Company induction
- Toolbox talk training and engagement
- Promotion of the IMS
- Process auditing

8.4. Communication

Fletcher's Plumbing and Gas Fitting Communicates with workers and stakeholders using the following processes.

8.4.1. Internal Communication

Staff Inductions

The Operations 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.

8.4.2. 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.



8.4.3. Stakeholder Impact Assessment

FPGF 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.

8.4.4. External Communication

FPGF 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.

8.5. Documented Information

8.5.1. Document Control

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

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

All IMS documents are controlled according to the **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

8.5.2. 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 **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.

- IMS 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.

8.5.3. 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.
- Audit & Compliance Register – to record and manage the audits, site inspections, documents and management reviews, equipment inspections etc.

Responsibility - FPGF 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.

9. OPERATION

9.1. Operational Planning and Control

FPGF has identified that we require operational processes that are planned and controlled to ensure operation is achieved as intended;

- Determining the requirements for our services
- Acceptance of products and services
- Resource requirements
- Management of controls to be implemented
- Work process adapted to our workforce requirements
- Document and record management
- Changes and issue management
- Outsourced process control

9.1.1. Environmental life-cycle perspective consistency

FPGF endeavours to provide products and services consistent with a life cycle perspective by;

- Consideration of environmental requirements at design
- Consideration of environmental requirements at procurement
- Including external providers with environmental requirements
- Consideration of providing information about potential significant environmental aspects associated with the job requirements

9.1.2. Eliminating Hazards and Reducing WHS Risks

When selecting WHS controls to manage the WHS hazards/risks that are not able to be eliminated, FPGF applies the hierarchy of controls.

The controls applied will identify the control status (i.e. ADNIN)



9.1.3. Change Management

When FPGF needs to make changes to the IMS, it is planned with consideration of the purpose and potential consequences (including potential emergency situations), the integrity of the IMS, resource requirements, impact of changes to responsibilities and authorities, environmental aspects, compliance obligations and risk and opportunity.

Output: Change management records as documented information and may be recorded in one or various methods of recording (toolbox record, management review minutes, general meeting minutes, diary entry, etc.

The record is documented and contains a description of the proposed (or real) change and the considerations made.

- Change to legal requirements
- A process,
- Plant or equipment being used,
- Building sequence,
- Personnel, and
- The project site or adjacent areas

Should a significant change occur, work health and safety risk should be considered, and adequate controls introduced. This includes subcontracted works. The process for this is formal consideration of;

- whether the change introduces new hazards, or
- changes existing hazards on the project, and
- that the changes to hazards or controls are communicated to relevant workers

Legislative change requires a review of all related documented information and worker consultation.

Procedure FPGF-Pro 01 Document and Record Control Procedure is the process used to implement and control planned temporary or permanent changes that impact WHS performance at FPGF.

Changes to Management System documentation will be initiated by:

- Reviewing them as indicated on each document
- Legislative changes
- Relevant parties identifying changes to the process.

Any changes to the minimum requirement, process, equipment, responsibilities and/or underlying legislative requirements contained within a HSEQ document and associated records should initiate the review, approval, document control and implementation processes. All the changes to be carried out in the procedure can be controlled in two ways.

- i. Noting down the changes done in the document by updating Document and Version Control Register.
- ii. Filling a Document Change Proposal Form. Document Change Proposal Form is the tool used to effectively manage the document change process including SWMS and it also identifies which else documents are affected by the change.

Changes can be proposed by any employee to bring continual improvement however, they will be assessed, approved or rejected by mutual consultation of Management Representative, Director.

If changes are approved the documents' pages will be revised without issuing new version. In case of major changes, the document version will be changed and a new document will be issued. During modification all related documentation, which may be affected by the process, will also be reviewed and amended



accordingly which may include but not limited to procedures, forms, registers, risk assessments, SWMS, SOPs etc.

Consequences of unintended changes are reviewed using IMS Continuous Improvement Procedure and actions to mitigate any adverse effects are taken if required.

9.1.4. Procurement

WHS risk to FPGF include procurement (procurement of services and products, contractor activities and contractor WHS requirements).

9.1.5. Outsourcing

Outsourced functions include all subcontracted services to FPGF. When subcontracting these services, preferred contractors are utilised.

To be a preferred contractor, WHS management is required.

Section 8.4 of this manual details the preferred contractor process.

9.2. Requirements for Products and Services

Customer Communication

Customer communication is critical to FPGF to ensure customer – client trust and confidence. The communication includes enquiries, information relating to contracts and products and services, complaints, general feedback and other reasons relating to FPGF.

Customer communication is managed (sometimes delegated) by top management.

Determining Requirements Related to the Product/ Service

Products and services provided by FPGF sometimes have statutory and regulatory requirements. These requirements are determined and included within the quoting and production requirements (legal obligations are maintained within the Legislation Register)

All claims and statements we make associated with our products and service must be substantiated through project control records.

Review: Before FPGF can agree to supply our products and services, we ensure we can meet the requirements of the customer by considering;

- requirements specified by the customer
- requirements specified by FPGF
- requirements necessary for the product's intended use
- statutory and regulatory requirements
- contract requirements
- required timeliness of delivery
- documented information retention (inclusive of inspection and testing)

Changes of Requirements: When changes to the requirements of our products or services occur, the relevant personnel are made aware of such changes and their requirements.

9.3. Control of Externally provided Products and Services

FPGF depends on external provided products and services from time to time; when we require services provided directly to the customer on our behalf, when we need externally provided products and services incorporated into our range and a part of our process is provide externally. We ensure these products and services conform to specified requirements by establishing and applying a criterion that the supplier must meet for FPGF to consider using them; evaluation, selection, monitoring and re-evaluation.

- FPGF approach to managing Suppliers & Subcontractors will be such that they meet FPGF requirements. As such, FPGF will seek to engage only those Suppliers & Subcontractors who can demonstrate a commitment to FPGF quality focused principles and have effective health and safety and environmental management systems and practices.



- A systematic approach is established to integrate health and safety and environmental requirements into Subcontract management activities effectively and to fulfil obligations in relation to health and safety and environment.
- Subcontracted works are no different to other FPGF business activities in that they require planning, training, and supervision and care to minimise risks and achieve health and safety standards. FPGF managers must show due diligence in selecting and awarding Subcontracts by ensuring that competent Subcontractors are engaged and that the Subcontractor and their employees carry out the work in a safe manner.
- **Procedure of Subcontractors & Suppliers Management** which details the qualification, selection and management criteria of Subcontractors, incidents reporting, evaluation process, safety documentation, inductions, plant, equipment, consultative processes, job planning toolbox meetings etc.
- Subcontractor safety documentation is reviewed prior to arrival on site.
- All non-conforming items must be corrected before approval to come to site is given.
- Records are maintained within the Supplier Register.

Information to External Providers

- Processes, products and services to be provided
- Approvals required
- Competence of personnel required
- Required interactions with FPGF
- Control and monitoring we require
- Verification activities to be performed at their premises/ job-site

9.4. Production and Service Provision

FPGF controls the provision of production and service undertaken by ensuring conditions are controlled as applicable to the process;

- Documented information of the processes to be performed
- Monitoring and measurement required
- Infrastructure and environment
- The availability of suitable monitoring and measurement resources
- Competent personnel
- Actions to prevent errors
- Release, delivery and post-delivery activities

Identification and Traceability

FPGF utilises project management software and established filing systems to manage identification and traceability of our products and services;

- Outputs where it is necessary to ensure conformity
- Identification of status of outputs
- Unique identification of outputs where traceability is required
- Retention of documented information necessary to maintain traceability

Property Belonging to Customers and External Providers

Property belonging to customers and external providers can include electronic data, intellectual property, product specifications and methodologies, machinery, supplies and other items that are exposed to FPGF's operations.

To best exercise care with this property, FPGF;

- Identify, protect and safeguard the property of others



- When any of this property is lost or damaged, we report it to the provider and maintain documented information of what’s happened and ensuing actions

Preservation

Preservation of product and service outputs is treated very seriously by FPGF to maintain conformity to the requirements; identification, handling, packaging, storage, transmission or transportation and protection. Preservation of product and service is regarded as a phase of our product and service delivery and is controlled with similar documented information.

Post-delivery

Post-delivery includes warranty, contractual obligations, maintenance services, recycling and final disposal. FPGF provides products and services that require planning and consideration in this regard. We consider;

- Statutory and regulatory requirements
- Potential undesired consequences
- The nature, use and intended lifetime of our products
- Customer requirements and feedback

Control of Changes

- Records that changes made during the production demonstrating continuing conformity
- Documented information associated with changes, reviews, authorities and actions taken

9.5. Release of Products and Services

Products and services are controlled through the quote and ensuing contract; sometimes as a lump-sum and other times at agreed stages of completion (such as with projects of government contracts).

To ensure conformity to contract and requirements are met (to enable release) we;

- Retain evidence of completion before release
- Retain documented information demonstrating evidence of conformity
- Retain evidence of traceability to persons authorising release

9.6. Control of Nonconforming Outputs

FPGF ensure product that does not conform to requirements are identified and controlled to prevent unintended use or delivery. To achieve this, action is taken (as detailed in table below) in the form of correction, segregation, informing of the customer and obtaining authorisation for acceptance.

Records of all nonconforming product and the actions to control are retained within the Actions Register.

Control of Nonconforming Outputs Process

Process Step	Action	Responsibility
1. React to The Nonconformity	<ul style="list-style-type: none"> • Take immediate action to control and correct issue • Deal with the consequences in a manner that is doesn’t hide issues and doesn’t impede reputation of FPGF • Report to top management 	<ul style="list-style-type: none"> • All staff
2. Evaluate the Need for Action to Eliminate the Causes	<ul style="list-style-type: none"> • Review/ analyse issue • Determine cause/s • Determine if common nonconformities exist within FPGF or potentially could occur 	<ul style="list-style-type: none"> • Worker involved • Line Manager
3. Implement Action	<ul style="list-style-type: none"> • Plan determined action • Implement determined action 	<ul style="list-style-type: none"> • Worker involved • Line Manager
4. Track Effectiveness	<ul style="list-style-type: none"> • Monitor the effectiveness of the corrective action 	<ul style="list-style-type: none"> • Line Manager



- Report tracking to top management

5. Improve IMS

- Make all required improvements/ changes to IMS
- Top Management

9.7. Emergency Preparedness and Response

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)

Emergency preparedness and response is primarily associated with WHS and environmental incidents. Preparation includes identification and the development of a methodology for an adequate response. Response includes the methodology, the facilities and personnel required for the response.

WHS and environmental emergency situations that might arise as a result of FPGF's operations are identified during risk assessment, prompting emergency management plans to be developed, along with a review process;

- Risk assessment
- Introduce to risk register
- Development of emergency plans
- Emergency plans make up part of the site induction program
- Periodic review of emergency plans
- Emergency drills planned and carried out
- Emergency plans amended to correct issues identified

The objective of the emergency response procedures is to:

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

The procedures should not be regarded as rigid but rather as flexible guidelines to be used to address any unanticipated emergencies. The procedures should be used by workers, sub-contractors and visitors as a "living tool" to set out the following;

- The potential emergencies that are applicable to the site;
- 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.

Potential emergencies have been identified as follows:

- Environmental spill
- Environmental control failure



- General Medical Emergency – cuts, sprains, strains;
- Critical Medical Emergency – anaphylactic reactions, lacerations, falls from height;
- Fire or Explosion – general combustible wastes, fuels and oils;
- Gas leak – from a gas bottle or cylinder, mains gas line;
- Hazardous Material Spill – acids, herbicides, poisons;
- Bomb threat;
- Natural disaster

The above-mentioned threats may require one or more of the following responses:

- First Aid Treatment (Medical Emergency);
- Containment of Threat (Chemical spill, Fire, Gas Leak) and make site safe;
- Evacuation of the area, if required (Fire, Bomb Threat, Hazardous Material Spill, Power Failure and site lock-down)
- Clean up and appropriate disposal of waste products.

9.7.1. 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.

9.7.2. 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 FPGF emergency preparedness.

9.7.3. Emergency Training Requirements

Identifying site first aid equipment requirements and emergency equipment requirements must be trained in First Aid and Fire Warden and has completed the internal training modules of HIRAC and Emergency Preparedness and Response as a minimum.

All personnel normally working in any of the sites run by FPGF shall be inducted in the following emergency management information:

- The general information contained within this document;
- The key personnel roles and responsibilities;
- Emergency exit locations and paths;
- Assembly/Muster point locations;
- Fire Fighting equipment locations; and
- The written procedures applicable for the emergency or evacuation.



All staff will be asked, at the completion of the induction, to sign a statement advising that they have read the emergency evacuation procedures, understood the emergency evacuation procedures, had any questions they had answered adequately by the organisation/manager, and understand their responsibilities and role, in the event of an emergency.

9.7.4. Emergency Procedures

9.7.4.1. Evacuation

The Site manager will take the following issues into consideration when determining if and when to evacuate;

- The severity of the incident;
- The likelihood of escalation; and
- The incident becoming uncontrollable beyond the resources available.

The following emergency procedures shall be carried out in response to the specific emergencies of;

- Medical Emergency;
- Fire and Explosion;
- Hazardous Material Spill/Leak; and
- Bomb Threat.

9.7.4.2. Medical Emergency

Should a medical emergency occur, such as a heart attack, stroke, epileptic fit, seizure, burns etc.;

- The first staff member on the scene should assess the situation and if they do not have first aid training, immediately notify the Manager, Supervisor or Senior First Aid trained personnel;
- Notify Emergency Services on 000, and request an ambulance;
- Apply first aid as trained:
 - A staff member to meet the Ambulance at the entrance to the site, and take them to the medical emergency;
 - At least one staff member is to remain with the injured person until the Emergency Services personnel arrive and take control of the incident;
 - Complete an incident / accident report form.

9.7.4.3. Fire and Explosion

- Assess the situation and the potential for evacuation;
- Remove anyone in the immediate vicinity, if it is safe to do so;
- If trained in the use of fire extinguishers, and if fire or smoke is localised endeavour to extinguish the fire;
- Notify the Site Manager/Supervisor/Foreman;
- Site Manager/Supervisor/Foreman to assess situation, and commence evacuation if deemed necessary:
 - Notify all persons to leave the work area calmly and assemble at muster points;.
 - Notify emergency services via 000.
- If trained in the use of fire extinguishers, the Site Manager/ Supervisor/Foreman may endeavour to extinguish the fire, with the assistance of other staff under his or her direction, only if it is deemed safe to do so by the Chief Fire Warden;
- Staff to ensure that all persons are moved towards the assembly/ muster point/s;
- Ensure no person re-enter the site
- Wait for Emergency Services to arrive and assess;
- Wait for the "ok" from Emergency Services before re-entering the building/ site or allowing any person entry;
- Should any personal belongings of the persons be within the building/ site, (after the Emergency Services "ok" has been given) re-enter the building/ site and obtain personal belongings; and
- Complete an incident / accident report form.



9.7.4.4. Hazardous Material Spill / Leak

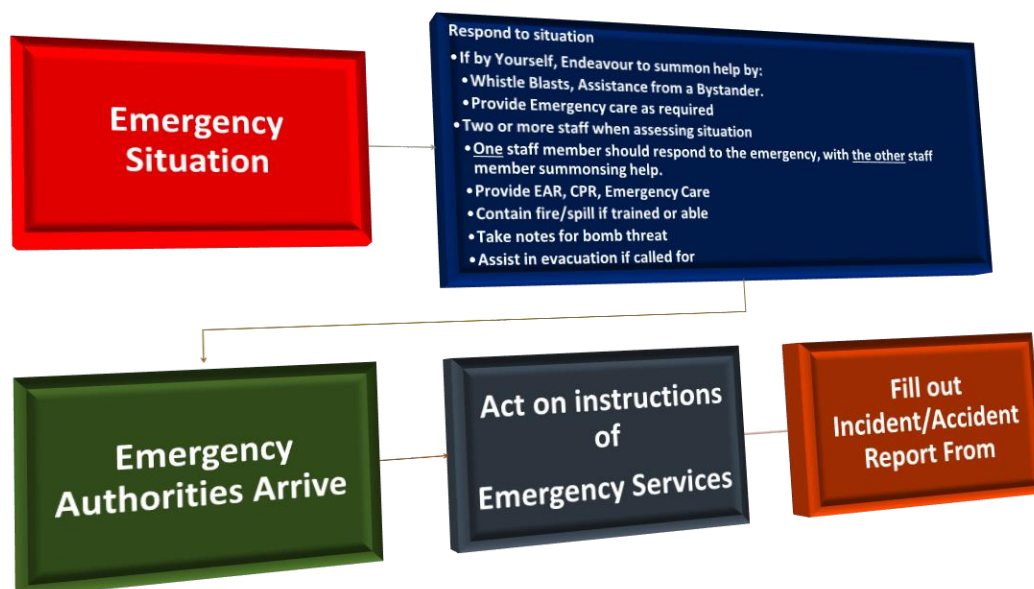
Hazardous Substances stored on site, or that may come onto site for periods of time, consist of but are not limited to the following:

- Oils (hydraulic, lubricants;
- Gas (oxygen; acetylene, refrigerants)
- Disinfectant/Sanitiser/Cleaning products; and
- Fuel (cars, generators, service vehicles)
- Paints/adhesives

The procedure to be carried out must be as follows:

- Staff member who finds such a spill, or is notified by any other person of such a spill is to notify the Manager/ Supervisor;
- At the direction of the Manager/Supervisor, evacuate the building, if the nature of the spill warrants such an evacuation;
- Identify the source and amount of any released materials and section off the area such that workers or the public can't gain entry;
- If necessary:
 - Notify Emergency Services;
 - Evacuation of part all of the site;
 - Stop any further spill;
 - Turn off electrical equipment/gas within the area of the spill; and
 - Soak up material using spill kit, mop or similar and contain spilled material for disposal to an appropriate landfill facility.
- Manager/Supervisor to complete an incident report.

9.7.4.5. Emergency Response Flowchart



9.8. Avoiding Heat Related Illnesses

Controls will be put in place to outline safe working practises and provide guidance to protect workers and subcontractors from the health and safety risks associated with heat stress while working in hot conditions in accordance with the Safety System for FPGF.



Tasks shall be assessed to identify possible work practices or environments, which have the potential to expose employees to health and safety risks due to heat stress.

Special consideration will be given to tasks carried out in the following environments and or conditions:

- Workspaces where there is direct exposure to solar radiation
- Restricted workspaces
- Hot and humid workspaces
- In the vicinity of artificial heat sources
- When demanding physical work is carried out in hot and humid weather
- Where protective clothing is required to be worn and
- Any situation where an employee has previously shown signs of heat related effects, such as dizziness, fainting or heat cramps.

i.Controls

PM shall ensure their exposure to heat sources is limited as far as is practicable by:

- Carrying out formal risk assessments of each workspace
- Isolating the sources of heat through shielding, containment and remote handling techniques if applicable
- Reducing heat loads with ventilation, fans or shade etc.
- Adopting safe work practices and procedures such as job rotation, work permits and acclimatization
- Wearing personal protective equipment such as appropriate clothing, hats, sunscreen; and
- Drinking water and resting at regular intervals.

ii.Personal and environmental factors contributing to Heat Stress

Thermal Load and the body's response to it are influenced by the following factors:

- Radiant heat
- Air temperature
- Air movement
- Humidity
- Intensity of physical work
- Clothing worn; and
- Individual acclimatization.

iii.Strategies to minimize the potential for Heat Stress

- Ensure appropriate water consumption - consume water before commencing work and at regular intervals.
- Heat Acclimatisation – through acclimatisation personnel can increase their tolerance to work in the heat. Generally, acclimatization takes 5 days with 50% of normal work activity per day.
- Good Physical Fitness – will reduce the likelihood of heat stress.
- Clothing – should be made from a fabric that “breathes” so as not to obstruct evaporation from the skin. Protective coverings such as hats and long-sleeved shirts will be recommended in normal circumstances.
- Scheduling of physical activity – avoiding the hottest part of the day.
- Work rates and physical activity – take regular rest periods, use air-conditioned retreats and drink cool water

iv.Other Factors

- Age – the older a person is the less capacity they have for coping in extreme heat.
- Obesity – is a factor in a person's ability to reduce body core temperature.
- Medical conditions and medications – can influence a person's ability to acclimatise and cope in hot conditions.

v.Effects of Heat Stress on the Body



Personnel shall seek First Aid Treatment for themselves and or any other worker, when any of the following symptoms are observed:

- Skin Problems e.g. prickly heat – caused by blockages of sweat ducts and associated inflammation of the skin.
- Heat Stress – characterised by a change in pulse, increase in body temperature, sweating, weakness, dizziness and nausea. Possible loss of concentration may also occur.
- Heat Exhaustion – characterised by pallor, profuse sweating, hypo-tension, rapid heart rate and possible alteration of consciousness.
- Heat Stroke – characterised by high temperature, hot and dry skin, the person may also have fits, become irritable, confused and apathetic. This can be a severe and life threatening condition.

10. PERFORMANCE EVALUATION

10.1. Monitoring, Measurement, Analysis and Evaluation

The IMS is monitored by FPGF to measure performance against achieving the intent of the policies and objectives.

Measurement refers to monitoring, measurement, and the analysis and evaluation process.

Top management determine (through objectives, trends and other methods) the IMS elements that will be monitored and measured, including who will monitor, the method of monitoring and measuring and how the results will be analysis and evaluation. All performance evaluation results are provided to top management at management review as a minimum.

10.1.1. Audit and Compliance Program

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

The audit and compliance program specifies the frequencies, evidences, reported outcomes and responsibility for conduct and planning of audits, inspections, emergency drills etc. The performance against audit and compliance is measured by using **HSEQ KPIs Performance** Report on annual basis with monthly updates.

QHSE PERFORMANCE MEASURE

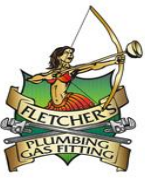
FPGF Management Representative is responsible to produce **IMS** Reports at determined intervals, this are provided directly to Management for review and for action if required. All actions are tracked through the company Actions Register. FPGF management determines **QHSE** objectives and targets at project level.



SITE AUDIT & COMPLIANCE PROGRAM	FREQ	WHO	RECORD/ EVIDENCE	OUTCOMES REPORTED TO	OUTCOMES RECORDED FOR ACTION IN
Internal Audit – IMS	12M	IMS Rep.	Internal Audit Report	FPGF management	Action Register
Review – Management Review Meeting	12M	IMS Rep.	MRM Minutes Form	FPGF management	Action Register
Review – Registers	3M	IMS Rep.	Registers	FPGF management	Action Register
Compliance – Site inspection	Monthly	IMS Rep.	Inspection record	FPGF management	Action Register
Worker Engagement – Toolbox talk	Trigger/Event	IMS Rep.	Toolbox record	FPGF management	Action Register
Emergency – Drill/Scenario conducted	3M	IMS Rep.	Emergency Drill Record	FPGF management	Action Register
Test and Tag – Electrical Equipment	3M/6M/12M	Electrician	Test and Tag Register	IMS Rep.	Action Register
Emergency – RCD Testing	Push Button Test – 6M Switching Time Test – 12M	Electrician	Certificate of Compliance	IMS Rep.	Action Register
Emergency – First aid kit inspection	6M	First Aid Officer	Inspection record	IMS Rep.	Action Register
Emergency – Fire extinguisher inspection	6M	Fire Warden	Inspection tag	IMS Rep.	Action Register
Review – QHSE System	12M	IMS Rep.	QHSE Review	FPGF 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)		

10.1.2. Customer Satisfaction

Customer satisfaction is monitored by FPGF through verbal and electronic feedback sources. Feedback such as complaints and comments that imply a less than satisfied ‘tone’ are acted upon by top management. FPGF is a ‘hands on’ organisation with top management having close relationships with our customers the general community. All customer feedback is reviewed at management review.



10.1.3. Evaluation of Compliance

Compliance with legal (and other) requirements is managed for FPGF through;

- Development of a Legislation and compliance register
- Planned register reviews
- Taking action when required
- Monitoring, measurement, analysis and evaluation
- Performance reports
- Management review

10.1.4. Analysis and Evaluation

Analysis and evaluation consider;

- Product conformity
- Customer feedback
- IMS performance
- External providers
- Effectiveness of actions

FPGF is a 'hands on' organisation where top management is involved with all projects, so analysis and evaluation can be informal or formal, with record format being diary entries, action register entries or other record methods.

10.1.5. Health Surveillance & Monitoring

The health surveillance & monitoring contributes to:

- The prevention and detection at an early stage of any adverse health effects from exposure to hazardous substances;
- Assessing whether any absorbed dose of the hazardous substance is acceptable compared to established occupational exposure standards;
- Assisting in the evaluation of risk control measures;
- Indicating biological effects requiring cessation or reduction of exposure; and
- General awareness of the adverse effects of exposure to hazardous materials and processes.

FPGF provides health surveillance for workers, who have been identified in workplace risk assessments as:

1. Having a significant risk to health from one of the hazardous substances listed in:
 - a) Schedule 10 Prohibited carcinogens, restricted carcinogens and restricted hazardous chemicals
 - b) Schedule 14 Requirements for health monitoring(Regulations 368, 370 and 406) Table 14.1 Hazardous chemicals (other than lead) requiring health monitoring of the Work Health and Safety Regulations;
 - c) Schedule 15 Hazardous chemicals at major hazard facilities or
2. Having a significant risk to health from any of the following:
 - a) Excessive occupational noise and/or vibration;
 - b) Working with allergens and irritants;
 - c) Working with Class 3B or 4 lasers;
 - d) Working in a confined space;
 - e) Using self-contained breathing apparatus;
 - f) Exposure to biological pathogens, including vaccinations;
 - g) Exposure to hazardous levels of non-ionizing radiation (e.g. ultraviolet light),
 - h) Absorption of radioactive materials; or
3. In the opinion of FPGF's Administration Manager, benefiting from screening for:



- a) Visually demanding tasks;
- b) Working at heights; and
- c) Manual handling competency/strength.

10.1.5.1. Health Surveillance Plan

Health surveillance is conducted prior to placement at FPGF and on a risk basis during employment. Health surveillance is conducted by a registered health practitioner by:

- physical examination;
- blood and/or urinary assessment;
- standard respiratory questionnaire to be completed;
- physical examination of the respiratory system and skin;
- standardised respiratory function tests including for example, FEV1, FVC and FEV1/FVC;
- chest X-ray full size PA view; and
- other specialised tests/assessments as required.

The Work Health Safety Regulations (the Regulations) requires employers to assess the health risks to workers who could be exposed to hazardous substances. The need for health surveillance should be determined during the assessment process.

Information that must be provided to registered medical practitioner

- a) the name and address of the person conducting the business or undertaking;
- b) the name and date of birth of the worker;
- c) the work that the worker is, or will be, carrying out that has triggered the requirement for health monitoring;
- d) if the worker has started that work – how long the worker has been carrying out that work.

The health surveillance report must include the following:

- a) the name and date of birth of the worker;
- b) the name and registration number of the registered medical practitioner;
- c) the name and address of the person conducting the business or undertaking who commissioned the health monitoring;
- d) the date of the health monitoring;
- e) any test results that indicate whether or not the worker has been exposed to a hazardous chemical;
- f) any advice that test results indicate that the worker may have contracted a disease, injury or illness as a result of carrying out the work that triggered the requirement for health monitoring;
- g) any recommendation that the person conducting the business or undertaking take remedial measures, including whether the worker can continue to carry out the type of work that triggered the requirement for health monitoring;
- h) whether medical counselling is required for the worker in relation to the work that triggered the requirement for health monitoring.

Performing Health Surveillance

Health surveillance must be performed under the supervision of a registered medical practitioner who is adequately trained in the tests or procedures necessary. However, an occupational health nurse or other suitably qualified person may carry out the health surveillance itself.

Charges related to health surveillance will be paid by FPGF.

Results of Health Surveillance

The results of health surveillance/ exposure to a substance or situation that has affected the health of a worker will be communicated to the worker in a suitable format; in person and in writing. The records will



also be forwarded to the worker by email so as to demonstrate the information has been provided to the worker and to assist with the worker's maintenance of his record. The details on the monitoring will be detailed and explained to the worker.

If the exposure requires a medical assessment, this expense is met by FPGF. Records are maintained by FPGF electronically with a server and in hard copy.

Health surveillance is not a substitute for providing and maintaining adequate control measures.

NOTE: Health surveillance requirements are only for persons exposed to the hazardous materials or hazard of the task, not all workers. See Schedule 10, 14 and 15 of the WHS Regulations for a full listing of substances requiring health surveillance.

10.1.5.2. Health Surveillance Records

Records to be kept by WHS team for:

Health surveillance results (confidential files)	30 years or indefinitely
Pre-employment medical records (confidential files)	30 years or indefinitely for successful applicants; 3 months for unsuccessful applicants

The informed consent of an worker must be obtained before any personal/health information obtained as a result of health surveillance is provided to another person.

In general, health surveillance records should only be used on a confidential basis or 'in aggregate' where group records do not identify individual workers.

10.2. Internal Audit

Internal audits are planned, scheduled and undertaken by FPGF on the basis of the status and importance of the activity to be audited; risk and priority approach.

The purpose of the internal audits is to monitor;

- conformance to our IMS,
- to check the IMS is effectively implemented and maintained, and
- to identify opportunity for improvement

An internal audit schedule is developed and maintained. The schedule will include internal audits, register reviews, scheduling of management review and other planned events associated with the monitoring on the IMS. The register is known as the Audit & compliance Register.

The audits are to be conducted objectively and impartially

The audits are conducted using an audit checklist, with records maintained on this checklist. All actions arising from audits are managed with the Actions Register that details the date, audit reference, the issue, the corrective action, person responsible for implementation, date to be implemented by and verification of implementation. The Actions register is an input of the management review.

10.3. HSEQ 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 IMS 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.

10.4. Management review

Top management review the IMS at planned intervals. The planned intervals are detailed within the Internal Audit and Compliance Register

Management review considers;

- the status of actions from previous management reviews
- changes in external and internal issues relevant to the IMS
- Changes in the needs and expectations of interested parties
- Changes of our risks and opportunities
- Changes of our significant environmental aspects
- Health surveillance
- Changes to legal and compliance requirements
- IMS performance, including trends in incidents
- information on the IMS including;
 - customer satisfaction and stakeholder feedback
 - objectives performance
 - product performance and conformity
 - non-conformance and corrective action
 - monitoring and measurement including audits
 - external providers
- process performance and conformity of products and services;
 - adequacy of resources
 - actions taken regarding risk and opportunity
 - improvement
- opportunities for improvement
- changes to the IMS
- resources

10.4.1. Inputs

- audit results
- register review results
- actions register
- policy
- objectives
- performance reports
- incidents
- emergency situations
- other inputs

10.4.2. Outputs

Outputs of the management review include;

- opportunities for improvement
- changes that are required for the IMS



- resource commitment

11.IMPROVEMENT

FPGF utilises the internal audit and management review process to identify opportunity for improvement; these opportunities can include;

- improving products and services
- correcting, preventing or reducing undesired effects that impact our IMS, and
- improvement of the performance of elements of the IMS

11.1. Nonconformity and Corrective Action

Nonconformity to FPGF’s IMS (inclusive of complaints, incident management and investigation) is managed by;

Nonconformity & Corrective Action Process

Process Step	Action	Responsibility
1. React to The Nonconformity	<ul style="list-style-type: none"> • Take immediate action to control and correct issue • Deal with the consequences in a manner that is doesn’t hide issues and doesn’t impede reputation of FPGF • Report to top management 	<ul style="list-style-type: none"> • All staff
2. Evaluate the Need for Action to Eliminate the Causes	<ul style="list-style-type: none"> • Review/ analyse issue • Determine cause/s • Determine if common nonconformities exist within FPGF or potentially could occur 	<ul style="list-style-type: none"> • Worker involved • Line Manager
3. Implement Action	<ul style="list-style-type: none"> • Plan determined action • Implement determined action 	<ul style="list-style-type: none"> • Worker involved • Line Manager
4. Track Effectiveness	<ul style="list-style-type: none"> • Monitor the effectiveness of the corrective action • Report tracking to top management 	<ul style="list-style-type: none"> • Line Manager
5. Improve IMS	<ul style="list-style-type: none"> • Make all required improvements/ changes to IMS 	<ul style="list-style-type: none"> • Top Management

Environmental Spill response

IDENTIFY & PREPARE



Read the SDS and understand the products you are using and ensure you understand the correct spill response.

CONTROL



Stop the leak – if safe to do so. Turn off the tap or pump, Remove the pressure.

CONTAIN



Prevent the product from spreading or entering the waterway.

ABSORB



Apply the contents of the spill kit to absorb as much of the product as possible, Or Use the absorbent pad to wipe product from all surfaces.



CLEAN UP



Collect and 'Bag or Bin' all contaminated soil, absorbent material and pads.

REPORT



Report all spills to the Supervisor or Manager.

11.2. Reporting Incidents and Nonconformances

Fletcher's Plumbing and Gas Fitting 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.

Under the Work Health and Safety Act (NT), Fletcher's Plumbing and Gas Fitting is required to notify NT WorkSafe immediately after becoming aware of a notifiable incident at their workplace. Fletcher's Plumbing and Gas Fitting 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