 **NEXGEN Crushing and Screening**

Fred Holt

RMQ Safety Solutions

Work, Health, Safety Environment Quality (WHSEQ) Management Plan

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Change History

| Rev | Approval Date | Approved By | Change | Author  |
| --- | --- | --- | --- | --- |
| V1 | 25 May 2021 | General Manager | Develop Document  | Fred Holt  |
|  |  |  |  |  |

Responsibilities

| Responsible Manager(s) | General Manager |
| --- | --- |
| Document Administrator | WHSEQ Consultant  |
| Approving Body | General Manager  |

Definitions

| # | Word / Term | Definition |
| --- | --- | --- |
|  |  |  |
|  |  |  |

# OBJECTIVE

NEXGEN Crushing and Screening Contractors (NGC) has developed a management system which meets the regulatory framework required in Western Australia and for their clients as well as being adaptable to meet workplace conditions and strives for best practice for all appropriate aspects of Work, Health, Safety, Environment, and Quality (WHSEQ) areas.

This WHSEQ management plan outlines the specific requirements, processes, and improvement initiatives to be implemented at NGC facilities and work sites.

# Commitment to Safety

Our commitment is that no person will come to harm while working, studying or visiting (NGC) workplaces. NGC is committed to providing a safe work environment that promotes health and safety, is accessible, and contributes to the wellbeing of its workers and others to which NGC owes a duty of care to.

The following values form the basis of achieving NGC Work Health and Safety Plan and Policy objectives:

* We are committed to ensuring the health, safety and wellbeing of NGC community.
* Everyone acknowledges and engages in their safety responsibility and duty.
* Injuries can be prevented. Where hazards can’t be eliminated, they are controlled to provide a harm free working and learning environment.
* We engage to manage our risks effectively through a well-established safety and wellbeing culture, robust enough to ensure that if something does fail it ‘Fails Safe’.
* Communication and consultation are central to working together for a safer, healthier working and learning environment.

# PURPOSE

The purpose of NGC’s Work Health and Safety

Plan is to:

* Achieve systematic and sustainable improvement of health and safety for workers, contractors and visitors at NGC
* Respond to and meet our legal requirements
* Give direction to achieve the NGC Work Health and Safety Policy objectives
* Outline clear responsibilities to all relevant functions and levels at NGC
* Demonstrate NGC management’s commitment to health, safety and wellbeing

# Scope

This document applies to all workers, contractors and visitors to any NGC workplaces, or premises controlled by NGC. It also applies to NGC workers, contractors and visitors who work at premises controlled by other persons conducting a business or undertaking unless other agreements are in place that cover safety duty and responsibilities.

This document is designed to be continually reviewed and improved and will ensure that all persons, workers, and contractors employed by NGC take an active part in WHSEQ consultation and communication of systems of work.

Where required by customer a more detailed project scope of works accompanies this management plan.

# GOALS OF THE INTEGRATED MANAGEMENT PLAN

The Integrated Management Plan is designed to govern the operations of NEXGEN Crushing and Screening Contractors (NGC), to continually improve the organisation's effectiveness, and demonstrate compliance with the requirements of ISO 9001: 2015, ISO 45001:2018, and ISO 14001:2015 for Environmental management.

# MEETING GOALS OF THE IMP

 To do this NGC will:

* Identify business processes and describe how to apply them throughout the organisation
* Set the criteria and methods needed to carry out and control the processes effectively, safely with environmental awareness and control
* Determine the order in which the processes are carried out and how they affect each other
* Provide the resources and information needed to support and refine the processes
* Monitor, measure and analyse these processes
* Take remedial actions to achieve planned results and continually improve these processes
* Ensure all activities perform safely

# CONTEXT OF THE ORGANISATION

Established in 2019, NEXGEN Crushing and Screening Contractors provides, crushing, screening transport and logistics services to the mining, civil, oil and gas industries throughout Western Australia.

This Management System (MS) serves to formalise the policies, processes and operating standards that apply to the company’s workers, partners, and contractors, and has been designed to govern the operations of organisation, to continually improve the organisation's effectiveness, and demonstrate compliance with the appliable Legislation, codes, and the requirements ISO 9001, ISO 45001, and ISO 14001.

## 7.1 Legislation and Compliance

* Work Health Safety 2019
* Work Health Safety Regulations 2021
* Mines Inspection Regulations 2021
* Workers Compensation and Injury Management Act 1981 (WA).
* Environmental Protection Act 1986 (WA).
* Environmental Protection Regulations 1987 (WA), and various others in this suite or guidance material.
* ISO 45001:2018 Occupational Health and Safety Management Systems
* ISO 9001:2015 Quality Management Systems.
* ISO 14001:2015 Environmental Management Systems.
* Local government laws, permit requirements and other guidance such as total fire bans, vehicle movement band and restricted burning periods etc.

NGC will take all reasonable steps to remain current with updates and changes to their obligations and adjust and improve their systems to remain compliant.

**In addition to regulatory expectations, all relevant client-imposed requirements are to be complied with and all workers receive appropriate training in these.**

## 7.2 Systems Framework

The overall system framework is made up of the following key elements is constantly evolving and being updated in the interest of continuous improvement.



The system has been developed to capture and embody important elements of Australian and International standards to ensure it allows business excellence for an organisation of the size and scale of NGC. These include but are not limited to ISO 9001:2015 for Quality management, ISO 14001:2015 for Environmental management and AS/NZS 4801:2001/ISO 45001:2018 for Occupational health and safety management systems.

Further details of the specific WHSEQ related documents are found in appendix B.

## 7.3 Organisation

Established in 2019, NexGen Contractors is owned by General Manager Daniel Palmer. The organisation provides, crushing, screening transport and logistics services to the mining, civil, oil and gas industries throughout Western Australia.

INSERT ORG PLAN

# Commitment

## 8.1 Policy

NGC have a policy commitment statement that is appropriate for the purpose and context of the organisation, provides a framework for setting of WHSEQ objectives and promotes continuous improvement. See Appendix A for the WHSEQ Policy

## 9 Leadership and accountability

The General Manager is responsible for ensuring that the Health and Safety Strategic objectives and targets outlined in this Work, and Health and Safety plan are appropriately resourced and met.

NGC is commitments are:

* Top leadership is accountable for the effectiveness of the Management Systems.
* Communicating to the organisation the importance of meeting customer as well as statutory and regulatory requirements.
* Maintaining the Management System and Policies.
* Ensuring that objectives are established and maintained.
* Conducting management reviews and ensuring processes are compliant with client, legal and internal expectations.
* Ensuring the availability of the required resources that includes human, infrastructure, and work environment.
* Top leadership supports relevant management roles to their areas of responsibility.

## 9.1 Senior Management Accountabilities

* Preparing, updating, and implementing the HSEQ system, including all associated requirements to fulfil statutory and contractual requirements relating to health, safety, environmental and quality outcomes.
* All duties of an employer/person conducting a business or undertaking (PCBU).
* Promote consultation and cooperation between workers and leaders as well as any other key stakeholders.
* Investigate hazards and incident/nonconformance reports, ensuring that corrective and preventative actions are undertaken, reviewed, and approved for communication back to the reporting/involved personnel.
* Employment and leadership of the work force.
* Ensure all training and competency processes are in place and effective.
* Ensure that all risks are reduced so far as is reasonably practicable.
* Consider HSEQ risk in all aspects of planning and resourcing.
* Ensuring all injury management obligations are complied with and striving to return injured workers to the same job wherever practicable.
* Dispute resolution.

Some of the above may be delegated to other personnel, however given a duty cannot be delegated, ultimate accountability for ensuring that they are carried out lies with the General Manager.

Senior leadership team members will be reviewed against these accountabilities in the form of KPI’s, not less frequently than bi-annually.

## 9.2 Contractors – Accountabilities

 Contractors who are engaged by NGC or working under their control shall be accountable

 for:

* Fulfilling their duty of care for their own operations and any personnel under their control, whether employees, contractors, subcontractors, or visitors.
* Identifying all high-risk work associated with their activities and ensuring safe work method statements/risk assessments, processes and procedures are developed and implemented.
* Complying with the accountabilities, as listed under ‘workers’ (see below).
* Following all HSEQ systems of work, instructions, and rules.
* Complying with all components of the HSEQ system.
* Undertaking any area specific induction or other training before starting work and providing evidence of this prior to work commencing.
* Ensuring any workers engaged meet specific requirements.
* Ensuring they have the correct tools and equipment, and these are approved for site use, suitable and in a serviceable condition for the task.

## 9.3 Workers – Accountabilities

 All workers who are engaged by or under NGC control are responsible for:

* Taking reasonable care of their own health and safety and minimising potential impact to the environment while improving sustainability in accordance with environmental and quality obligations.
* Taking reasonable care that their conduct does not adversely affect others, up to and including refusing to conduct a task or activity until the hazard is managed appropriately.
* Complying with reasonable instruction, so far as they are reasonably able.
* Report hazards to the nominated supervisor using the appropriate systems provided (e.g. hazard report forms).
* Participating positively within the HSEQ systems in place.
* Cooperate with NGC, their representatives, and clients.
* Select, use, care for and maintain PPE and other equipment put in place to meet a WHSEQ function or to manage a risk.

# Risk management

 The principles of AS/NZS ISO 31000:2018 – Risk management are utilised to manage risk.

A documented management system standard NGC-WHSEQ-HRM-ST-01 Hazard and risk management details the hazard and risk management expectations and outlines how risk is to be managed. These processes are to meet all appropriate legislated expectations including Work Health and Safety Regulations Chapter 3 General Risk and Workplace Management.

Where there has been the potential of any form of harm, whether to personnel, the environment, heritage, community, public opinion, asset damage or otherwise, these are to be reported as hazards and investigated accordingly. Significant hazards or high potential near misses (or near hits) are also to be reported as incidents and investigated regardless of whether there was actual workplace harm.

An up-to-date risk register NGC-WHSEQ-HRM-REG-01 as well as other tools are used including but not limited to hazard report forms and registers, job hazard analysis forms and more that assist in effectively identifying hazards, assessing risks, and deciding on effective risk treatments.

# REsources and Support

Appropriate resourcing and support will be provided in accordance with NGC-WHSEQ-SC-ST-01 Supplier and contractor management to achieve HSEQ objectives and manage operational risk.

## 11.1 Human Resources

 General

Personnel performing work affecting conformity to product requirements, which can be affected directly or indirectly by personnel performing any task within the IMS, shall be competent on the basis of appropriate education, training, skills, and experience.

Competency and training records of all personnel shall be maintained by the Quality Representative, which include the person’s education, training, skill assessment, and experience and capability levels to perform the job role required.

As an ongoing management task, all Managers and Supervisors shall constantly monitor and verify that all personnel are competent as required, identify any gaps in skill levels, and provide additional training as necessary and evaluate the effectiveness of the actions taken.

## 11.2 Management Representative

Top management has appointed the QA Representative as the "Management Representative" who carries the defined responsibility and authority as stated in the JD that includes:

* Ensuring that the processes needed for the IMS are successfully established, implemented, and maintained.
* Reporting to top management on the performance of the IMS and any need for improvement,
* Coordinate the promotion of awareness of client requirements throughout NGC during inductions for new staff and regular awareness sessions for current staff.
* Liaising with external parties on matters relating to the IMS; and
* Responsible for the day-to-day running of the IMS with the assistance of the General Manager and appointed Officer/s.

## 11.3 Plant

To ensure all plant used complies with requirements, the organisation, its workers, and contractors will ensure:

All plant is fit for purpose and risk assessments are completed where necessary and in accordance with statutory requirements.

* Only use plant for the purpose for which it was designed.
* Employ and maintain all health and safety features and warning devices on plant.
* Follow all information, training and instruction provided.
* All plant is regularly maintained, inspected, and tested by a competent person.
* The plant has a warning device that will warn persons who may be at risk from the movement of the plant (e.g. reversing alarm, horn).
* All plant that lifts or suspends loads is designed to lift or suspend that load.

## 11.4 Personal Protective equipment (PPE)

Where a hazard cannot be eliminated, it may require workers to utilise PPE to be protected adequately. This will be communicated as required.

Provision of PPE is a duty of the PCBU, and the following PPE is mandatory for all personnel in the workplace:

* Eye protection, including safety glasses.
* High visibility shirt.
* Safety footwear (laced up, protective toe cap boots).
* Protective gloves are to be worn or available, subject to task.
* Head protection such as a helmet, or a hat for sun protection.
* Risk is to be the deciding factor for selection, use, care of, maintenance and availability of PPE and this is to be included in relevant documented risk assessments as required.
* The provision of PPE to Sub-contractors is a duty of their relevant PCBU.

## 11.5 Purchasing

The process for managing purchasing shall be carried out in accordance with internal processes, with all purchases being:

* Ordered to relevant specification.
* Received with supplier certification (where applicable).
* Inspected before acceptance.
* Stored securely until incorporated into the work.
* Inspected prior to incorporation into the works to ensure that no damage has occurred during storage and handling and any defects will be repaired/replaced as appropriate.

## 11.6 Contractor and Supplier Management

Contractors can perform critical functions or expert work that if done poorly, can have serious potential for harm. The management system standard NGC-HSEQ-SC-ST-01 Contractor and supplier management outlines expectations where the organisation utilises external suppliers and sub-contractors.

## 11.7 Approved Suppliers

Approved suppliers shall be used for materials or services where their quality will have a significant impact on the quality of the finished work.

Approved sub-contractors

Material supplies and services that NGC are unable to undertake and considers to be critical to the contract will be carried out by sub-contract. NGC will enter into a sub-contract agreement that will detail the:

* Description of what is to be done.
* Standards that are to be achieved.
* Planning (including WHSEQ) responsibilities.

All work undertaken by sub-contractors is subject to the same quality expectations as work undertaken by NGC with appropriate records kept. By using approved subcontractors NGC will ensure that the standards of services purchased are to the specified requirements.

## 11.8 IT Daily Backup Procedure

Current practice is to have continual backup in real time. Tapes are taken offsite for safekeeping daily.

# Training, Competency and Awareness

Capability to perform duties is paramount in recruitment and selection, this encompasses every team member from leaders to workers.

To ensure employees meet their job position requirements, staff may be given, but not limited to, formal training courses to internal programs such as mentoring.

All training is aimed with the view of developing staff to maintain and grow their capabilities which are relevant to their job role.

The management systems standard NGC-HSEQ-TC-ST-01 Training and competency outlines applicable processes for how WHSEQ risks are managed, and work is conducted by appropriately trained and competent personnel.

NGC will ensure all statutory obligations are met by ensuring work is only completed by personnel trained, competent and authorised for the activity.

Systems of work will be put in place to ensure competency verification, inductions, including the mandatory client inductions and other training is conducted effectively.

Maintaining competency alone is rarely adequate, so NGC will commit to developing and improving all personnel through ongoing performance reviews of staff to remove barriers, set goals and KPI’s, at least annually.

Fitness for work

The performance expectations around the fitness for work of NGC team members are outlined in the management systems standard NGC-WHSEQ-HRM-ST-02 Fitness for work.

Specific controls, such as pre-employment medicals, alcohol or drug screening are to be based on risk and utilised where it is important to ensure personnel are fit for their role.

# Consultation and Communication

Expectations for consultation and communication are outlined in the management systems standard NGC-WHSEQ-CC-ST-01 Consultation and communication.

## 13.1 Consultation

NGC strive to promote an open and consultative approach to managing WHSEQ processes. Consultation with the workforce, including applicable contractors on HSEQ issues is critical, especially regarding the HSEQ system. NGC will also consult with contractors and suppliers on WHSEQ issues associated with any products or services provided for the contract.

## 13.2 Communication

Workers and contractors are to be aware of WHSEQ requirements by providing them with the information in the WHSEQMP before commencing work.

Contractors are expected to make their workers aware of all WHSEQ requirements.

## 13.3 Meetings

All WHSEQ issues are to be discussed prior to tasks occurring and prior to any significant changes or events. All issues will be summarised, discussed, and documented using the NGC-WHSEQ-DRM-FM-01 Meeting record form or an approved equivalent where required.

# Incident and Nonconformance Management

Where there has been any form of harm, whether to personnel, the environment, heritage, community, public opinion, asset damage or otherwise, these are to be reported as incidents and investigated accordingly.

Significant hazards or high potential near misses (or near hits) are also to be reported and investigated regardless of whether there was actual harm.

NGC-WHSEQ-INC-ST-01 Incident and nonconformance management defines expectations with reporting, managing and correcting incidents, near misses and nonconformances.

Formal reporting requirements include relevant contractors, insurer’s, DMIRS (Worksafe WA), Workcover, industry body or organisation.

Formal reporting additionally may include specific time frames certain events are required to be reported and investigated by. All these appropriate requirements are to be complied with.

Serious potential events may require the involvement of an external investigator (e.g. ICAM), subject matter expert or other stakeholder to ensure adequacy and transparency

## 14.1 Injury Management and Workers Compensation

The management system standard NGC-WHSEQ-INC-ST-02 Injury management outlines the performance expectations, including but not limited to:

1. Prevention of injuries and reduction of severity of work-related injuries.
2. Support resourcing including medical follow up and management.
3. Workers compensation and return to work processes.

Specialist advice and support will also be sought where necessary to ensure workers receive the highest level of care expected.

# Quality management

The management system standard NGC-WHSEQ-QU-ST-01 Quality management outlines how to achieve a reliable and high-quality product and service delivery. The structure of ISO 9001:2015 Quality management systems is utilised to provide guidance and structure for quality management processes within the wider organisation.

## 15.1 Quality Nonconformance

Nonconformances shall be reported as determined by the General Manager, using NGC-WHSEQ-INC-FM-01 Incident and nonconformance report form.

Corrective and preventive action shall be determined by the manager for all changes relating to personnel or process adjustments in accordance with the management system standard NGC-WHSEQ-QU-ST-01 Quality management.

The report will ensure remedies are being actioned in a timely manner and that the issue has been closed out.

# Environmental and Sustainability Management

The management system standard NGC-WHSEQ-ES-ST-01 Environmental and Sustainability Management outlines how NGC will minimise environmental impacts and promote sustainability in work related activities. The structure of ISO 14001:2015 Environmental management systems is utilised to provide guidance and structure for these management processes within the wider organisation.

# Emergency Preparedness and Response

The management system standard NGC-WHSEQ-ECR-ST-01 Emergency Management and crisis recovery defines expectations with preparing for emergencies and prompt, effective recovery from these events should they occur.

To ensure that NGC is prepared for a work-based emergency, it is critical the following occurs:

1. Show all workers and sub-contractors the relevant emergency processes, key equipment, or locations critical for managing credible events. This is done as part of the induction – it is included in the induction checklist.
2. Display emergency procedures in the office or other visible location.
3. Check and mark fire extinguishers in accordance with relevant standards.

## 17.1 First Aid

All workers shall have access to a team member with a current first aid qualification.

In the event of an injury, an identified first aid trained person shall provide first aid in accordance with their level of training and assessment of the situation.

Where the injury is significant i.e. deep laceration, fracture, the person will be stabilized and made comfortable. An appropriate evacuation process will be initiated, an ambulance called, or other applicable advanced medical assistance sought if required.

## 17.2 Emergency Processes

Processes are to be in place to manage all credible emergency or crisis events. These include, but are not limited to, general emergency processes such as communications use and other critical items, injury/illness requiring intervention, fire, hazardous substances, vehicle incidents and animal strike.

These processes are to be appropriately communicated to stakeholders, such as team members or contractors that may require action in the event of an emergency.

This shall be documented and tracked in the competency register or other relevant system.

## 17.3 Emergency Drills

Periodic drills are to be completed on credible emergencies. This is to ensure systems required to manage them, are functioning, are well known, and going to be effective when used.

These drills may be done as a full-scale mock event or in small parts or critical response is fully tested no less frequently than annually.

Critical general response aspects such as radio use, or a first aid event should be drilled no less frequently than every six months.

# Document and Record Management

The management system standard NGC-WHSEQ-DR-ST-01 Document and record management defines expectations managing document generation, version control and record keeping.

In addition, documents are to be maintained, reviewed, updated and records made in accordance with legislative requirements.

## 18.1 Creating and Updating Documents

When creating and updating documented information, the organization shall ensure appropriate:

1. Identification and description (eg a title, date, author, or reference number;
2. Format (eg language, software, version, graphs, and media (eg paper, electronic)

c. Review and approval for suitability and adequacy

## 18.2 Document Control

Processes exist for the approval, issue, and change of controlled documents. The NGC-HSEQ-DR-GL-01 Document naming conventions and related processes apply to all controlled documents and related records.

All relevant documents shall be available for use when and where they are needed.

Any documented information should be retained as evidence of conformity and shall be protected from unintended alterations.

The leadership team will be responsible for any reviews and promoting any changes to documents, including those that form part of the WHSEQ system. Records of the originator are to be retained along with the applicable review schedule.

All WHSEQ documents are required to be reviewed periodically, or when necessary, no less frequently than annually in accordance with legal and customer and or other requirements.

## 18.3 Archiving of Records

Records archived are filed in the office area and shall remain legible, readily identifiable, traceable, and securely stored in a suitable medium and environment to minimise deterioration or damage and to prevent loss. Retention dates shall be as stated below, after which disposal can occur at the CEO’s option. When storage space in the Office area becomes critical, other storage medium will be processed and documented at the time, for example scanning the records and archiving electronically or storing hardcopy records off site.

Records that are confidential in nature, are to be treated as such and all appropriate controls need to be in place to prevent unauthorised access.

 Retention Table

|  |  |  |
| --- | --- | --- |
| Item | Retention (Office) | Archives |
| Accounting Records | 2 Years | 5 Years |
| Accounts Payable | 2 Years | 5 Years |
| Accounts Receivable | 2 Years | 5 Years |
| Tax Records | 2 Years | 5 Years |
| Audit and Inspections | 1 Year | 5 Years |
| Emergency Equipment Records | 1 Year | 5 Years |
| General OHS Records | 1 Year | 5 Years |
| General Environmental Records | 1 Year | 5 Years |
| Incident Reports | 1 Year | 5 Years |
| Maintenance and Service Records | Life of Item + 1 Year | 5 Years |
| Management System Documents | 1 Year | 5 Years |
| Meeting Minutes | 1 Year | 5 Years |
| Risk Assessments | Life of Item + 1 Year | 5 Years |
| Supplier / Contractor Documentation | Supplier Term + 1 Year | 5 Years |
| Training and Competency Records | Employee Term + 1 Year | 7 Years |
| Employee Personal Files | Employee Term + 1 Year | n/a |
| Workers Compensation Records | Employee Term + 1 Year | 7 Years |
| Contract / Job Documents | Contract Term + 1 Year | 5 Years |
| Quotes | 3 Years | 5 Years |
| Manual Docket Books | 1 Year | 5 Years |
| Consignment Notes | 1 Year | 5 Years |
| Inspection Reports | 1 Year | 5 Years |

# Perfomance Evaluation

## 19.1 Monitoring Measurement and Performance Evaluation

Every workplace, plant or equipment no matter how well it performs or, is maintained, requires checking and inspections. The management system standard **NGC-HSEQ-MMR-ST-01 Monitoring, measurement and review** defines expectations for reviewing performance and compliance against objectives.

The WHSEQ system is to be continually reviewed and improved to ensure that it keeps up with change and potential gaps are managed in a timely manner.

## 19.2 Sampling and testing

When there is a requirement for sampling, inspection, and testing. It will be carried out and approval gained from the NGC General manager before that specific stage of work commences.

The sampling, testing and inspection requirements will be detailed in an inspection and test plan, along with the work procedures for each item of work.

## 19.3 Monitoring and Measuring Quality

All necessary resources are assessed and provided. This is to ensure valid and reliable results are produced when monitoring or measuring is used to verify the quality of delivered services.

## 19.4 Evaluation of Compliance

Organization shall establish, implement, and maintain a process /s for evaluating compliance with legal and other requirements.

 The Organisation Shall:

* Determine the frequency and method/s for evaluating compliance
* Evaluate the compliance and take action if required.
* Maintain knowledge and understanding of its compliance status with legal requirements and other requirements
* Maintain documented information of the compliance evaluation result/s.

## 19.5 Internal Audit

General

Organization shall conduct internal audits at planned intervals to provide information on whether the WHSEQ management system Conforms to;

The organisations own requirements for its WHSEQ management system, including the OH&S Policy and WHSEQ objectives and is effective and maintained.

### Internal Audit Program

Organization shall Plan, establish, implement, and maintain and audit program, including the frequency, methods and responsibilities, consultation, planning and reporting, which shall take into consideration the importance of the process concerned and the results of previous audits.

* Define the audit criteria and scope of each audit
* Select the auditor/s and conduct the audits to ensure objectivity and impartiality of the audit process.
* Ensure the audit results and reported to the relevant officer and workers and other interested parties.
* Take action to address non-conformances and continually improve the WHSEQ system.

# Management Review

NGC management, via the Management Team with executive responsibility for the IMS, shall review the IMS at regular Management Review Meetings held as a minimum, Annually. In addition, the status of the IMS is reviewed as an agenda item at these Meetings.

The General Managers, IMS Representative and individual leaders shall review the IMS periodically to ensure its continuing suitability, adequacy, and effectiveness. The review shall include assessing opportunities for improvement and the determination for any changes required to the IMS, including the Policy Statement and Objectives as stated in this IMP.

This review of the IMS shall verify its continuing suitability, adequacy, effectiveness, and efficiency in satisfying and/or assessing the following that includes, but not limited to:

* Requirements of International Standards,
* A critical examination carried out by the Management Team members covering all policies, procedures, objectives, goals, and commitments affecting the activities of the company,
* Agreed customer requirements and specifications, and resultant satisfaction levels,
* Opportunities for improvement and any need for changes to the IMS, including the Policy Statements and Objectives.

Top Management shall attend the Management Review Meetings, chaired by QA representative to demonstrate management’s continuing commitment to the IMS, which are effectively used as platforms for the exchange of new ideas, with open discussions and evaluations of the review input information below, and resulting in review output decisions and actions below.

##  20.1 Review Input

Prior to the meeting, the Quality representative shall ensure all necessary information is prepared and tabled at the meeting.

For the above management review meetings, the standard Agenda shall include the following

items:

* Follow-up actions from previous management reviews.
* Reporting of IMS performance by the Quality Representative, including: -
* Review of continuing suitability of the Policies and Objectives,
* Results of internal and external audits,
* Safety and Environmental Performance,
* Customer feedback,
* Process performance and product conformity and Status of corrective and preventive actions, and
* Any changes that could affect the IMS and recommendations for improvements where possible.
* Review of various Key Performance Indicators (KPIs) and Targets achieved, including a comparison with industry standards if available.
* Review of current personnel competency levels and training requirements.
* Review of adequacy of current resources and future resource requirements.
* Supplier performance.
* New Processes, Technologies, and Statutory requirements if any
* New Business, and
* Matters to be considered at the next Meeting.

## 20.2 Review Output

The meeting shall follow the Agenda as indicated on the Management Review Minutes to produce the required output as stated therein.

The agenda shall be followed to produce any decisions and actions related to:

* Improvement of the effectiveness of the IMS and its processes,
* Improvement of product/service related to customer requirements,
* Customer Satisfaction/Dissatisfaction, and
* Resource rééquipements etc.

The Chairperson shall record the outcomes of the review in the Minutes of the Meeting, which identifies the date and scope of the review, participants, proceedings and actions and responsibilities, including target dates.

The outcomes shall be communicated to relevant staff members and the personnel nominated in the minutes shall action and implement the resultant decisions and outcomes.

The IMS Representative shall ensure actions and amendments if any to the IMS are followed through and documentation from the review is filed. The General Manager will authorise appropriate Corrective and Preventive Actions.

To ensure the actions identified are completed, monitored, and analyzed a Corrective Action Register is to be populated with issues raised and monitored accordingly.

Copies of the management review shall be distributed to those who attended the meeting. Completed Meeting Minutes shall be filed in the electronic folder Management Review Minutes, and/or hard copies filed, together with any data tabled, in the review folder maintained by the IMS Representative.

# Systems Improvements

## 21.1 Continual Improvement

NGC’s commitment to the continual improvements to the effectiveness of the IMS shall be planned, managed, and carried out through the stated policies, objectives, audit results, analysis of data, corrective, improvement and preventative actions, management reviews and activities in this IMP.

KPIs have been identified, measures produced, and targets set as above.

All NGC personnel are encouraged to improve their awareness and are expected to look for improvements in process and product quality, which are defined as customer requirements, and to forward any suggestion for improvements in process and products.

##  21.2 System Improvement Procedure (Corrective Actions)

The System Improvement Procedure establishes the processes that NGC employs to continuously improve the business.

The Procedure details the processes used at NGC to prevent system and process failures, identify, and investigate non-conformances and implement system improvements and controls.

APPENDIX A: Integrated Policy

# Appendix B: Reference documents

The following documents form parts of the WHSEQ management system for the project, most of which are referenced, and/or contained within the project site file. Note this list is not exhaustive given as continuous improvement will occur and these will be updated/added to.

## 22.1  Management System Standards

• NGC-HSEQ-HRM-ST-01 Hazard and risk management

• NGC-HSEQ-HRM-ST-02 Fitness for work

• NGC-HSEQ-CM-ST-01 Change management

• NGC-HSEQ-TC-ST-01 Training and competency

• NGC-HSEQ-SC-ST-01 Supplier and contractor management

• NGC-HSEQ-ECR-ST-01 Emergency management and crisis recovery

• NGC-HSEQ-CC-ST-01 Consultation and communication

• NGC-HSEQ-INC-ST-01 Incident and nonconformance management

• NGC-HSEQ-INC-ST-02 Injury management

• NGC-HSEQ-DR-ST-01 Document and record management

• NGC-HSEQ-MMR-ST-01 Monitoring, measurement and review

• NGC-HSEQ-ES-ST-01 Environment and sustainability management

• NGC-HSEQ-QU-ST-01 Quality management

## 22.2 Processes, procedures, and work instructions

• NGC-HSEQ-HRM-SWP-01 Prevention of falls

• NGC-HSEQ-HRM-SWP-02 Mobile plant and traffic management

• NGC-HSEQ-HRM-SWP-03 Excavations

• NGC-HSEQ-CC-WF-01 Communications workflow

• NGC-HSEQ-SC-WF-01 Supplier and contractor evaluation workflow

• NGC-HSEQ-INC-WF-01 Incident investigation (5 why) workflow

• NGC-HSEQ-ECR-WI-01 COVID-19 Risk management work instruction

## 22.3 Forms, registers, and records

• NGC-HSEQ-PL-REG-01 Asset register

• NGC-HSEQ-HRM-FM-01 Hazard report form

• NGC-HSEQ-HRM-FM-02 Safe work method statement form

• NGC-HSEQ-HRM-FM-03 Plant risk assessment

• NGC-HSEQ-HRM-REG-01 Risk register

• NGC-HSEQ-HRM-REG-02 Hazardous substances register

• NGC-HSEQ-DR-REG-01 Document register

• NGC-HSEQ-SC-REG-01 Approved subcontractor and supplier register

• NGC-HSEQ-MMR-REG-01 Action register

• NGC-HSEQ-TC-REG-01 Competency register and training needs analysis

• NGC-HSEQ-CC-REG-01 Site access register

• NGC-HSEQ-CC-FM-01 Meeting record form

• NGC-HSEQ-CC-FM-02 Prestart meeting form

• NGC-HSEQ-ECR-FM-01 Emergency drill record form

• NGC-HSEQ-TC-FM-01 VOC Mobile plant

• NGC-HSEQ-TC-FM-03 Induction theory assessment

• NGC-HSEQ-INC-FM-01 Incident and nonconformance report

APPENDIX C: Organisation chart