HEALTH, SAFETY, ENVIRONMENTAL AND QUALITY MANAGEMENT MANUAL

TABLE OF CONTENTS

1. INTRODUCTION 5
1.1. Company Details 5
1.2. Health, Safety, Environmental and Quality Mission Statement 5
1.3. Relationship with Other Standards 6
2. PURPOSE 10
3. HSEQ MANAGEMENT MANUAL CONSTRAINTS 10
4. CONTEXT OF THE ORGANIZATION 11
4.1. Understanding the Organization and its Context 11
4.2. Understanding the Needs and Expectations of Workers and Other Interested Parties 11
4.3. Scope of the HSEQ Management System 13
4.4. HSEQ Management System and its Processes 14
5. LEADERSHIP 18
5.1. Leadership and Commitment 18
5.2. Policies 20
5.3. Organizational Roles, Responsibilities and Authorities 25
5.4. Consultation and Participation of Workers 26
6. PLANNING 27
6.1. Actions to Address Risks and Opportunities 27
6.2. HSEQ Objectives and Planning to Achieve Them 35
6.3. Planning for Changes 37
7. SUPPORT 38
7.1. Resources 38
7.2. Competence 44
7.3. Awareness 44
7.4. Communication 45
7.5. Documented Information 47
8. OPERATIONS 50
8.1. Operational Planning and Control 50
8.2. Emergency Preparedness and Response 55
8.3. Requirements for Products and Services 56
8.4. Design and Development for Products and Services 58
8.5. Control of Externally Provided Processes, Products and Services 61
8.6. Production and Service Provision 64
8.7. Release of Products and Services 67
8.8. Control of Non-Conforming Outputs 67
9. PERFORMANCE EVALUATION 68
9.1. Monitoring, Measurement, Analysis and Evaluation 68
9.2. Internal Audits 72
9.3. Management Review 73
10. IMPROVEMENT 75
10.1. General 75
10.2. Incident, Non-Conformity and Corrective Actions 75
10.3. Continual Improvement 77
11. DOCUMENT REGISTER 77
12. ENVIRONMENTAL MANAGEMENT SYSTEM PROCESS MAP 78

EXAMPLE

13. QUALITY MANAGEMENT SYSTEM PROCESS MAP..... 79
14. HEALTH AND SAFTY CORRELATION MATRIX..... 80
15. ENVIRONMENTAL CORRELATION MATRIX..... 83
16. QUALITY CORRELATION MATRIX..... 85
17. REFERENCES 87

EXAMPLE

DOCUMENT CONTROL

Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the HSEQ Management Manual and the revision details are to be recorded below.

Document Control			
Document:	HSEQ-MM-1 – Health, Safety, Environmental and Quality Management Manual		
Version:	1.0		
Released:	Insert Date		
Review Date:	+ 1 year		
Prepared By:	Insert Person	**Position:**	Insert Position
Reviewed By:	Insert Person	**Position:**	Insert Position
Approved By:	Insert Person	**Position:**	Insert Position

This manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below.

Amendment Record

Version	Date	Context	Section	Summary of Amendments
1.0	Insert Date	To outline and define HSEQ management processes.	All	Original

The latest revision of this manual is on Insert Your Company intranet site.

It is the responsibility of the individual to ensure that any hardcopy is the current revision.

A printed version of this manual is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.

Document Title:	Health, Safety, Environmental and Quality Management Manual			**Rev:**	1.0
Uncontrolled Copy:	✓		**Controlled Copy:**	✓	**Date:**	Insert Date

EXAMPLE

1. INTRODUCTION

Insert Your Company is a e.g. construction, design, manufacturing, electrical, gas, air conditioning, plumbing and servicing??? etc company operating from insert head office location.

We have developed and implemented an integrated health, safety, environmental and quality (HSEQ) management system that uses the following Standards as the framework for structuring our core business processes:

- *AS/NZS ISO 9001, Quality Management Systems – Requirements.*
- *AS/NZS ISO 14001, Environmental Management Systems - Requirements with Guidance for Use*.
- *AS/NZS ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use.*

This empowers our organization to document and improve our practices in order to better satisfy the needs and expectations of our customers, stakeholders and other interested parties.

The management and staff of Insert Your Company are committed to continually improving our products and services and the effectiveness of our HSEQ management system. The results of management reviews, customer feedback, audits, inspections and testing all contribute to our continual improvement process.

Consistent with *AS/NZS ISO 45001, AS/NZS ISO 9001,* and *AS/NZS ISO 14001,* our management system uses the **Plan-Do-Check-Act** approach to process planning.

Please refer to our health, safety, environmental and quality system maps in Appendices A, B and C for an overview of our management system processes and our application to the Plan-Do-Check-Act approach.

SAMPLE

1.1. Company Details

Company Name:	Insert details
ABN:	Insert details
Head Office Address:	Insert details
Postal Address:	Insert details
Phone:	Insert details
Fax:	Insert details
Email:	Insert details
Website:	Insert details

1.2. Health, Safety, Environmental and Quality Mission Statement

Insert Your Company is a stable, professional corporate business with family values. One of our central business objectives is to provide a high-level service which sets the benchmark for the industry in Australia, with the intention of being the industry leader in widgets and nick knacks.

Insert Your Company general health, safety, environmental and quality objectives include:

- Developing and implementing effective processes and procedures to systematically identify hazards, assess risks and eliminate or control risks to the lowest level reasonably practicable.
- Providing mechanisms for communication and consultation with workers.
- Developing and implementing systems of work that are safe and without risk or minimizing risk to a reasonably practicable level.
- Providing plant, equipment, chemicals and substances that are safe and without risk when properly used.
- Providing adequate information, instruction, training and supervision to workers and provide adequate facilities for the welfare of workers.
- Monitoring conditions at the workplace to prevent incidents, illness and injuries.
- Providing a prompt and professional service of a quality that consistently meets or exceeds our clients' expectations.
- Developing a strong culture of HSEQ across the organization, where key processes are measured and interested parties' needs and expectations are understood and achieved.
- Ensuring that the business is efficient, flexible and proactive.
- Ensuring, as far as practicable, a safe and rewarding working environment for all our personnel.
- Encouraging personnel to reach their potential.
- Proactively marketing our products and services to achieve year on year growth in turnover.
- Striving for continual improvement.
- Keeping accurate, centralized and consistent accounts to ensure owners receive fair returns on investment and creditors and personnel are paid when due.
- Enhancing environmental performance by preventing or mitigating adverse environmental impacts.
- Fulfilling environmental compliance obligations by mitigating any potential adverse effects of environmental conditions.
- Attaining environmental objectives by controlling the way our organization's products and services are designed, manufactured, distributed, consumed and disposed of.

EXAMPLE

1.3. Relationship with Other Standards

In addition to *AS/NZS ISO 45001, Occupational Health and Safety Management Systems*, *AS/NZS ISO 9001, Quality Management Systems* and *AS/NZS ISO 14001, Environmental Management Systems*, Insert Your Company may use other standards as guidance for its operations and the HSEQ management system.

These standards may include but, are not limited to the following:

- AS 1269 (All Parts) Occupational Noise Management.
- AS 4452 The Storage and Handling of Toxic Substances.
- AS/NZS ISO 9000, Quality Management Systems - Fundamentals and Vocabulary.
- AS/NZS ISO 9004, Quality Management - Quality of an Organization - Guidance to Achieve Sustained Success.

- AS/NZS 10001, Quality management - Customer Satisfaction - Guidelines for Codes of Conduct for Organizations.
- AS/NZS 10002, Quality Management - Customer Satisfaction - Guidelines for Complaints Handling In Organizations.
- ISO 10003, Quality Management - Customer Satisfaction - Guidelines for Dispute Resolution External to Organizations.
- ISO 10004, Quality Management - Customer Satisfaction - Guidelines for Monitoring and Measuring.
- AS ISO 10005, Quality Management - Guidelines for Quality Plans.
- ISO 10006, Quality Management - Guidelines for Quality Management in Projects.
- AS ISO 10007, Quality Management - Guidelines for Configuration Management.
- ISO 10008, Quality Management - Customer Satisfaction - Guidelines For Business-To-Consumer Electronic Commerce Transactions.
- AS/NZS ISO 10012, Measurement Management Systems - Requirements for Measurement Processes and Measuring Equipment.
- AS ISO 10013, Guidelines for Quality Management System Documentation.
- AS ISO 10014, Quality Management Systems - Guidelines for Realizing Financial and Economic Benefits.
- AS ISO 10019, Guidelines for the Selection of Quality Management System Consultants and Use of Their Services.
- AS ISO 14004 Environmental Management Systems - General Guidelines for Implementation.
- AS/NZS ISO 19011, Guidelines for Auditing Management Systems.
- AS ISO 31000, Risk Management – Guidelines.
- HB 139 Guidance on Integrating the Requirements of Quality, Environment, and Health and Safety Management System Standards
- HB 203 Managing Environment - Related Risk.
- ISO 37500, Guidance on Outsourcing.

Delete or add to the above as appliacle.

EXAMPLE

Terms and Definitions

Term	Definition
Audit	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluation to determine the extent of compliance.
Audit Evidence	Documentation, statements and records; may also include physical items.
Competent Person	Is a person who has acquired, through a combination of training, qualification or experience, the knowledge and skill necessary to undertake their work safely or discharge their functions in accordance with company expectations.

Term	Definition
Continual Improvement	A recurring activity to enhance performance.
Corrective Action	An action to eliminate and control the cause of an identified non-conformance to the HSEQ Management System.
Documented Information	Any document, record or other information which is necessary for the operation of processes or is required by the HSEQ Management System. It can include photographs, diagrams, videos, process maps, procedures and can be on any medium, i.e. paper or electronic.
Environment	Surroundings in which Insert Your Company operates, including air, water land, natural resources, flora, fauna and their inter-relationships.
Environmental Aspect	An element of Insert Your Company activities or products or services that interacts, or can interact with the environment.
Environmental Impact	A change to the environment whether adverse or beneficial, wholly or partially, resulting from Insert Your Company environmental aspects.
Hazard	Is anything or any action, substance or process in the work environment that has the potential to cause an injury, illness or harm.
Incident	Is an unplanned event resulting in, or having a potential for injury, ill health damage or other loss.
Inputs	Resources such as people, materials, energy, information or finance that are put into a system to seek a desired output.
Inspection and Test Report	A document detailing a systematic approach to inspecting and testing a system, service or product.
Interested Parties	Stakeholders who receive our products and services, or who may be impacted by them, or those parties who may otherwise have a significant interest in (or to) Insert Your Company.
Life Cycle	Consecutive and interlinked stages of a product or service system from raw material acquisition, or generation from natural resources to final disposal.
Manufacturer's Data Report (MDR)	A document outlining the process involved in manufacturing an item.
National Association of Testing Authorities (NATA)	Australia's national accreditation body for the accreditation of laboratories, inspection bodies, calibration services, producers of certified reference materials and proficiency testing scheme providers throughout Australia.
Non-Conformity	Non-fulfilment of a requirement.
Non-Conformance Report (NCR)	A report that documents the details of a non-conformance identified in an audit or other process review.

AMPLE

Term	Definition
Objective	The result to be achieved. Insert Your Company objectives must be S-M-A-R-T: Specific, Measurable, Achievable, Realistic and Timely.
Opportunity	A positive effect of uncertainty.
Organizational Knowledge	Knowledge specific to Insert Your Company. It is generally gained by experience and is information that is used and shared for the benefit of objectives.
Outputs	The result of a process.
Participation	Is the involvement in decision-making.
Plan-Do-Check-Act	A system to ensure that all actions are planned and checked before the action takes place.
Procedure	A specified way to carry out an activity or process.
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how Insert Your Company typically operates on a daily basis.
Products and Services	The outputs that Insert Your Company delivers to meet the customer's requirements. A product is a physical outcome of a process while a service is the movement or actions to meet the customer's requirements.
Quality Assurance	A part of quality management that is focused on providing confidence that quality requirements are fulfilled.
Quality Control	Operational techniques and activities which achieve and sustain the quality of products or services, and the use of these techniques and activities to satisfy given requirements.
Record	Document(s) stating results achieved or providing evidence of activities performed.
Risk	The likelihood of a negative effect.
Risk Assessment	The overall process of risk identification, risk analysis and risk evaluation.
Risk Based Thinking	Planning Insert Your Company's objectives and actions with consideration to the known risks and their potential effects. The ideal situation is to minimize the likelihood or impact of unwanted outcomes.
Risk Mitigation	A plan developed with the intent of addressing all known or possible risks and preventing their occurrence.
HSEQ	For the purpose of this manual HSEQ shall mean health, safety, environmental and quality.
Stakeholder	A person or group of people that has an interest in or is impacted by Insert Your Company policies or activities. Stakeholders may participate in and contribute to the decision-making process.

SAMPLE

Term	Definition
	Stakeholder may be used interchangeably with 'interested party'.
Supplier	An entity engaged by the Insert Your Company to supply products, services, plant, equipment, materials or other items.
Target	The specific performance requirements that need to be met in order to achieve objectives.
Uncertainty	A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)
Uncontrolled Document	An informal copy of a document for which no attempt is made to update it after distribution.
Worker	An employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labour hire company who has been assigned to work, an apprentice or trainee or a student gaining work experience. May also be referred to as 'personnel'.

For further clarification on terms and definitions, please refer to:

- *AS/NZS ISO 9000, Quality Management Systems - Fundamentals and Vocabulary.*
- *AS/NZS ISO 9001, Quality Management Systems – Requirements.*
- *AS/NZS ISO 14001, Environmental Management Systems - Requirements with Guidance for Use.*
- *AS/NZS ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use.*

EXAMPLE

2. PURPOSE

The purpose of this manual is to describe Insert Your Company health, safety, environmental and quality management system, define accountabilities and to provide procedures for the activities that impact on our processes, products and services.

This HSEQ manual was developed to guide Insert Your Company activities and to provide external parties (upon request) with information regarding our HSEQ management system.

3. HSEQ MANAGEMENT MANUAL CONSTRAINTS

This HSEQ management manual is constrained to the employees, contractors and other agents working for, or on behalf of, Insert Your Company and relies upon their consultation, cooperation and compliance for its full implementation to be feasible throughout the operational structure of the company.

Insert Your Company shall audit systems, employees, contractors and agents for compliance with the HSEQ management system at regular intervals, based on the risk of operational compliance.

4. CONTEXT OF THE ORGANIZATION

4.1. Understanding the Organization and its Context

Insert Your Company is committed to defining our position in the marketplace and understanding how relevant factors arising from internal and external issues influence our organizational context and the ability of our HSEQ management system to achieve its intended outcomes.

Understanding our organizational context requires an analysis of the internal and external parties and issues (refer to table below), and the risks and opportunities that are (or could be) of concern to Insert Your Company and our interested parties. The results of this analysis are identified in the *HSEQ-MF-01 - Organizational Context Register.*

Insert Your Company then monitors and reviews this information to ensure that a recurrent understanding of each (internal and external) group's requirements is maintained.

Additionally, to further facilitate the understanding of our context, Insert Your Company regularly considers internal and external issues that influence our organizational context during management review meetings. Outcomes are then conveyed via meeting minutes and business planning documents.

A Summary of Internal and External Parties and Issues

Internal	External
Roles and accountabilities	Customers
Workers	Markets and competition
Working conditions	Regulatory and statutory
Market share	Technological
Physical resources	Cultural and social
Performance	General public
Values and culture	Suppliers
Innovation and knowledge	Political influence
Wastes and energy use	Contractors

EXAMPLE

4.2. Understanding the Needs and Expectations of Workers and Other Interested Parties

Interested party management is critical to the success of Insert Your Company, as such, we shall take actions to actively understand and manage the positive, negative and changing influences from a range of interested parties.

Insert Your Company shall ensure that our personnel and management team are aware of the context in which our company interacts within the larger framework. To do this we will consider our aspects and impacts in a business context, examine the internal and external needs and expectations of interested parties and determine the most important processes to which our HSEQ management systems apply.

Insert Your Company will achieve effective interested party management by considering:

- The safety, environmental, quality policies and their implementation.
- Our HSEQ systems, strategic direction, objectives and targets.
- The effectiveness of our HSEQ systems to ensure that our products and services continually meet, or exceed the needs and expectations of internal and external parties.
- The consequences and implications (if any) of non-conformances within our responsibilities, against internal and external parties' requirements, needs and expectations.

4.2.1. Relevant Interested Parties

Insert Your Company recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time; such needs and expectations broadly include those shown in the table below.

Interested Parties	Needs and Expectations
Workers (including contractors and visitors	Shared safety values and security
Customers.	price, reliability and value.
Distributors and retailers.	Ethics, quality, price and logistics.
Owners/shareholders.	Profitability and growth.
Suppliers.	Ethics, beneficial relationships.
Regulatory and statutory bodies.	Compliance and reporting.
Workers' organizations (Unions)	Compliance ethics and values

To ensure that our products, services and processes meet all HSEQ requirements, we proactively identify and assess potential impacts and risks that may be otherwise be prompted from an interested party. We then adapt any new need or expectation into our HSEQ management system and continual improvement processes.

Needs and expectations of interested parties shall be listed in the *HSEQ-MF-01 - Organizational Context Register - Interested Parties Register*. This information is then used by management to assist with the company's strategic direction. Refer below and *HSEQ-MF-0 - Strategic Objectives and Direction*.

4.2.2. Our Strategic Objectives and Direction

Insert Your Company strategic objectives and direction are driven by both internal and external factors. Accordingly, senior management evaluate, plan and monitor these external and internal factors to develop strategies to improve our business processes and performance.

Senior management understand that issues can be either positive opportunities that the company can leverage from, or be risks for which the company requires plans to mitigate these risks to an acceptable level.

To understand the internal factors, the management team will monitor and consider issues coming from:

- The company's values.
- Incident and performance reporting.
- The company's culture and ways of operating.

EXAMPLE

- Intellectual property.
- The ongoing performance of the company against our plans, objectives and targets.

To understand the external factors, the management team will monitor and consider issues arising from:

- Legal and legislative requirements.
- Industry changes.
- Technology changes.
- Market competition.
- The cultural, social and the economic environment in which we operate.

Related Forms and Documents

ID	Forms and Documents
HSEQ-MF-0	Strategic Objectives and Direction
HSEQ-MF-1	Organizational Context Register
HSEQ-MF-3	Management Review Meeting Record

4.3. Scope of the HSEQ Management System

Insert Your Company has established the scope of our HSEQ management system based on the analysis of the issues and requirements discussed in sections 4.1 and 4.2, and assessed using *HSEQ-MF-01 – Organizational Context Register.*

The HSEQ management manual applies to the products and services offered by Insert Your Company, inclusive of:

- Add as applicable.

Where any process, product or service is outsourced, Insert Your Company shall determine the criteria and methods of control to ensure conformity to customer and regulatory (or other interested party) requirements.

In effect, the application of our HSEQ management system shall:

- Demonstrate our ability to consistently provide a high level of service through the compliance of applicable regulatory requirements.
- Provide interested party satisfaction by continuing to meet best practice levels through a commitment to the effective application of HSEQ management.
- Create a foundation for the achievement of Insert Your Company objectives and continual improvement.

Insert Your Company is able to exert authority at differing levels of control and influence over our activities, as they relate to our products and services.

The functional and organizational boundaries for the different physical locations (where applicable) and the level of control and influence are summarized below:

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence
Our facilities at the following address:	All activities performed and managed by our	Complete organizational	High degree of authority in order to

EXAMPLE

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control or Influence
	organization which result in product or service outputs	control over current activities	control or influence related processes
External processes performed by contractors and 3rd parties	Undertaking processes as per our agreements and specifications	Purchasing and contractual controls	3rd Parties are controlled and influenced through contractual agreements

In order for our HSEQ management system to be robust, all the activities, products and services undertaken by Insert Your Company identified at the above address are included within the scope of the management systems. In this way, we are able to control and influence all our activities, products and services.

The scope of our HSEQ management system has also been assessed utilizing an internal review and an audit methodology with the conformance requirements of:

- *AS/NZS ISO 9001, Quality Management System – Requirements.*
- *AS/NZS ISO 14001, Environmental Management Systems - Requirements with Guidance for Use.*
- *AS/NZS ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use.*

4.3.1. Exclusions

The following table identifies exclusions from *AS/NZS ISO 9001, Quality Management System - Requirements* that are not applicable to our organization, as well as providing a brief narrative to justify their omission from the scope of our HSEQ management system.

ISO 9001 Clause	Justification for Exclusion
8.3	We exclude design and development from our HSEQMS as we do not design or modify components.
	Will need to justify- e.g. Insert Your Company does not design or develop the equipment or service used in the calibration process, or the equipment that is calibrated. The equipment calibration is based on published and verifiable performance specifications and requirements of the equipment manufacturer and/or the customer. Therefore, clause 7.3 of the *AS/NZS ISO 9001, Quality Management System - Requirements* standard is not applicable. May also include something mitigated: e.g. *AS/NZS ISO 9001, Quality Management System - Requirements* clause 7.4 Purchasing.

4.4. HSEQ Management System and its Processes

EXAMPLE

Insert Your Company's HSEQ management system follows the layout and structure of the Standards listed in section 4.3, and its processes are designed around the principles of the **Plan-Do-Check-Act** methodology, as outlined below.

PLAN	Establish plans, objectives, targets and processes necessary to deliver the required outputs conforming to the interested parties' requirements and the organization's HSEQ policies.
DO	Implement the processes required to convert the inputs into the outputs, as planned.
CHECK	Monitor and measure processes, plans, objectives and targets against the HSEQ policies, objectives, requirements and report on the results.
ACT	Take action and develop corrective and preventative actions to improve the processes, so that the conversion of inputs to outputs are more effective and efficient.

The HSEQ management system is designed as an interrelated number of processes. The main processes of the system are grouped into the categories shown below, with further process details provided in the **Plan,-Do-Check-Act Flowcharts** in section 4.4.1.

- Leadership Processes.
- Planning Processes.
- Support Processes.
- Operational Processes.
- Performance Evaluation Processes.
- Improvement Processes.

Underpinning these processes is a robust document control system, including this HSEQ management manual, procedures, forms, other internal and external documents and data needed to manage, perform or verify work affecting our products and services.

The effectiveness of each process and its subsequent output is measured and evaluated through regular internal audits, inspections and data analysis.

Performance indicators that are linked to our objectives and other desired outputs are used, to control and monitor progress. Insert Your Company also undertakes assessments to determine the risks and opportunities that may be inherent to each.

Current standings for objectives and other desired outputs is recorded in *HSEQ-MF-1 – Organizational Context Register, HSEQ-MF-0 - Strategic Objectives and Direction, HSEQ-MF-48 - Objectives and Targets Register* and management review meeting records.

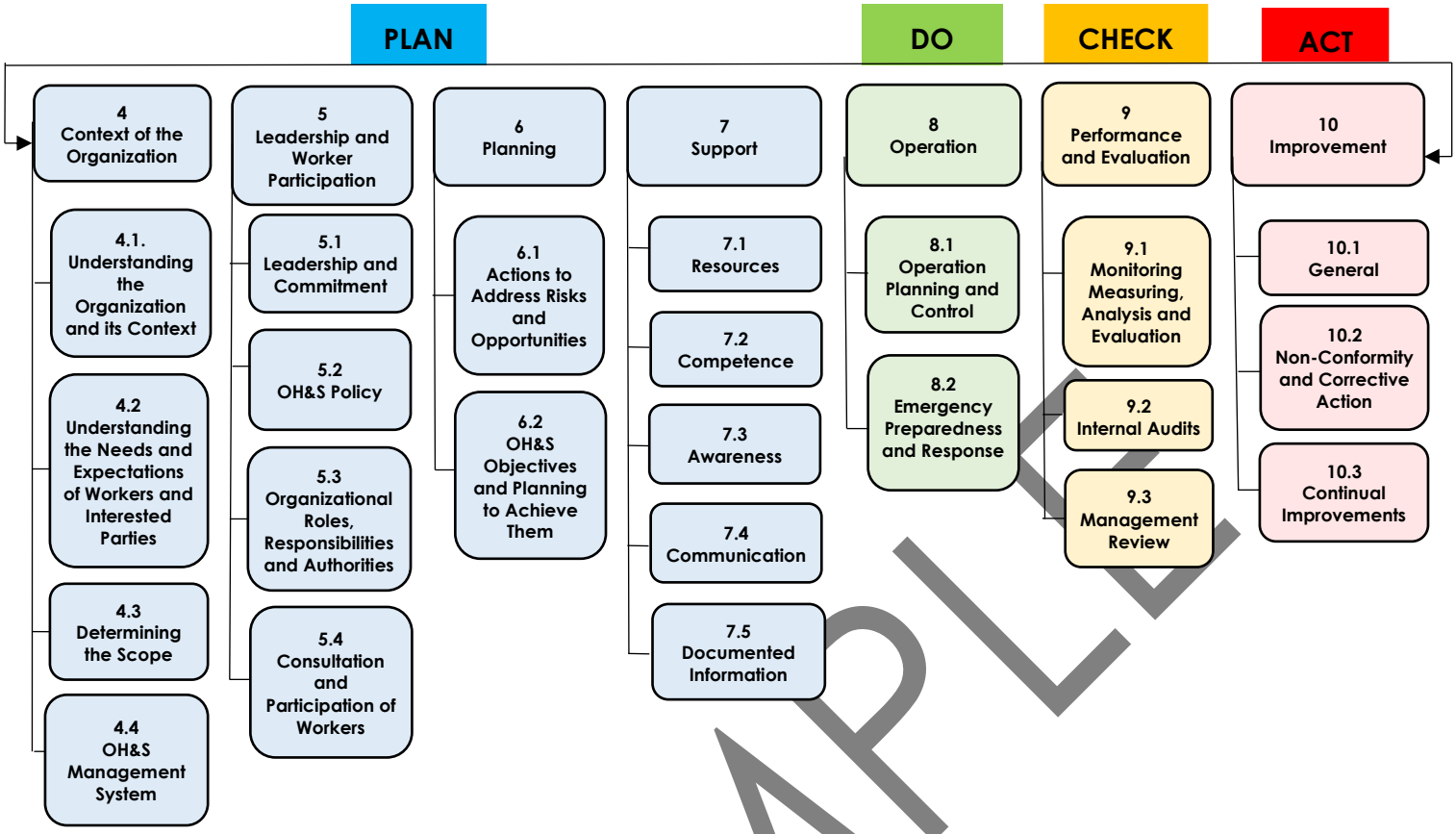
Related Forms and Documents

ID	Forms and Documents
HSEQ-MF-0	Strategic Objectives and Direction
HSEQ-MF-1	Organizational Context Register
HSEQ-MF-3	Management Review Meeting Record
HSEQ-MF-48	Objectives and Targets Register

4.4.1. Plan, -Do-Check-Act Flowcharts

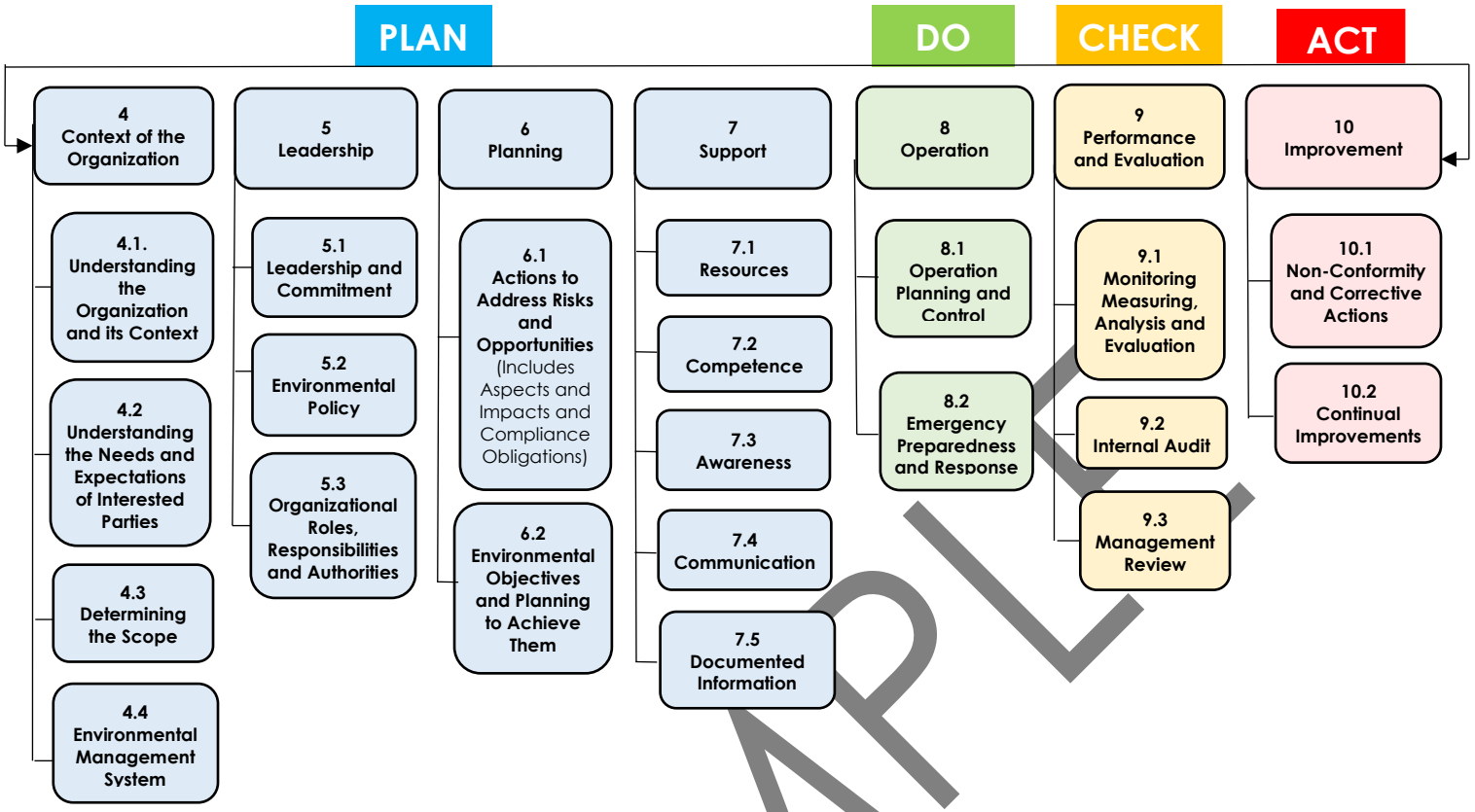
Health and Safety Plan-Do-Check-Act Flowchart

EXAMPLE


PLAN
DO
CHECK
ACT
4 Context of the Organization
4.1. Understanding the Organization and its Context
4.2 Understanding the Needs and Expectations of Workers and Interested Parties
4.3 Determining the Scope
4.4 OH&S Management System
5 Leadership and Worker Participation
5.1 Leadership and Commitment
5.2 OH&S Policy
5.3 Organizational Roles, Responsibilities and Authorities
5.4 Consultation and Participation of Workers
6 Planning
6.1 Actions to Address Risks and Opportunities
6.2 OH&S Objectives and Planning to Achieve Them
7 Support
7.1 Resources
7.2 Competence
7.3 Awareness
7.4 Communication
7.5 Documented Information
8 Operation
8.1 Operation Planning and Control
8.2 Emergency Preparedness and Response
9 Performance and Evaluation
9.1 Monitoring Measuring, Analysis and Evaluation
9.2 Internal Audits
9.3 Management Review
10 Improvement
10.1 General
10.2 Non-Conformity and Corrective Action
10.3 Continual Improvements

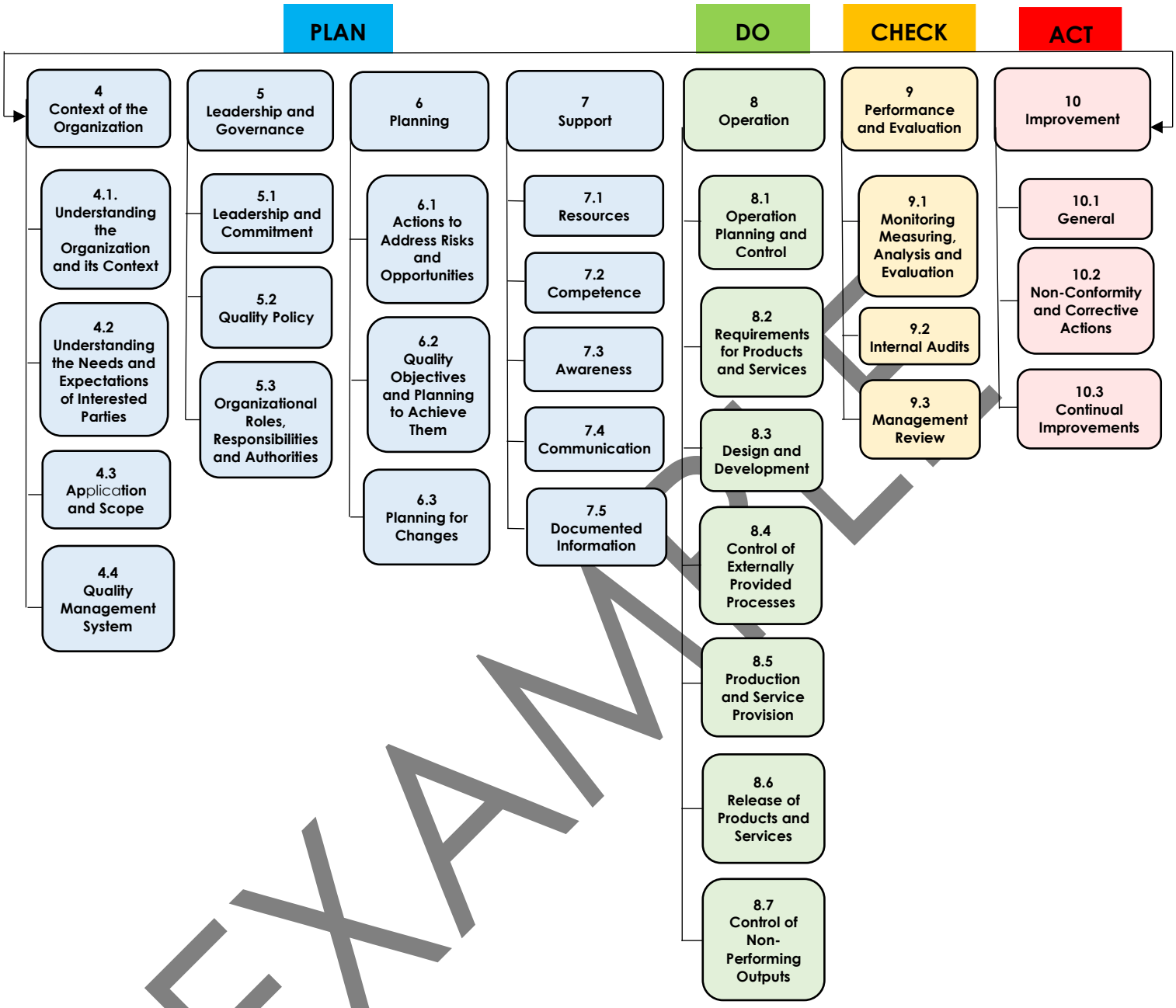
EXAMPLE

Environmental Plan-Do-Check-Act Flowchart



EXAMPLE

Quality Plan-Do-Check-Act Flowchart



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Please refer to the 'correlation matrices' to align the below Standards to this HSEQ Management Manual.

- AS/NZS ISO 9001, Quality Management Systems – Requirements.
- AS/NZS ISO 14001, Environmental Management Systems - Requirements with Guidance for Use.
- AS/NZS ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use

5. LEADERSHIP

5.1. Leadership and Commitment