HEALTH AND SAFETY MANAGEMENT MANUAL

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Document Control

Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the health and safety management manual and the revision details are to be recorded below.

Document Control			
Document:	HS-MM-1 – Health and Safety Management Manual		
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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 health and safety 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 and Safety Management Manual		**Rev:**	1.0
Uncontrolled Copy:	✓	**Controlled Copy:**	✓ **Date:**	Insert Date

1. INTRODUCTION

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

We have developed and implemented a health and safety management system that uses AS/NZS ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use, as the framework for structuring our core business processes.

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 health and safety management system. The results of management reviews, audits, inspections, feedback, and testing, all contribute to our continual improvement process.

Consistent with *AS/NZS ISO 45001,* Occupational Health and Safety Management Systems, our health and safety management system use the **Plan-Do-Check-Act** approach to process planning.

1.1. Company Details

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

1.2. Health and Safety 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 and safety 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 etc 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, that consistently meets or exceeds our clients' expectations.
- Developing a strong culture of health and safety across the organization, where key processes are measured and interested parties' needs and expectations are understood and achieved.
- Striving for continual improvement with health and safety.
- Attaining health and safety objectives by controlling the way our organization's products and services are designed, manufactured, distributed, consumed and disposed of.

1.3. Relationship with Other Standards

In addition to *AS/NZS ISO 45001, Occupational Health and Safety Management Systems*, , Insert Your Company may use other standards as guidance for its operations and the health and safety 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 ISO 19011, Guidelines for Auditing Management Systems.
- AS ISO 31000, Risk Management – Guidelines.

In addition to the above, please refer to the 'References' section in our procedures.
Delete or add to the above as appliacle.

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.
Continual Improvement	A recurring activity to enhance performance.

Term	Definition
Corrective Action	An action to eliminate and control the cause of an identified non-conformance to the health and safety management system.
Documented Information	Any document, record or other information which is necessary for the operation of processes or is required by the health and safety management system. It can include photographs, diagrams, videos, process maps, procedures and can be on any medium, i.e. paper or electronic.
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.
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.
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.
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.

Term	Definition
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.
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.
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. Stakeholder may be used interchangeably with 'interested party'.
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 System - Fundamentals and Vocabulary.*
- *AS/NZS ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use.*

2.   PURPOSE

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

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

3. HEALTH AND SAFETY MANAGEMENT MANUAL CONSTRAINTS

This health and safety 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 health and safety 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 health and safety 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 *HS-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
Physical resources	Technological
Performance	Cultural and social
Values and culture	General public
Innovation and knowledge	Suppliers

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 health and safety management systems apply.

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

- The health and safety policy and its implementation.
- Our health and safety systems, strategic direction, objectives and targets.
- The effectiveness of our health and safety 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.

Insert Your Company recognizes that we have a unique set of interested parties and workers 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
Customers and clients	Ethics, values and safe systems
Distributors and retailers	Ethics and values
Owners/shareholders	Reputation, ethics and compliance
Suppliers	Ethics and values
Regulatory and statutory bodies	Compliance and reporting
Workers' organizations (Unions)	Compliance ethics and values

To ensure that our products, services and processes meet all health and safety 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 health and safety management system and continual improvement processes.

Needs and expectations of interested parties shall be listed in the *HS-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 *HS-MF-0 - Strategic Objectives and Direction*.

4.2.1. 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 health and safety 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 health and safety values.
- Assigned roles and accountabilities.
- Incident and performance reporting.
- The company's culture and ways of operating.
- The ongoing performance of the company against our health and safety plans, procedures, objectives and targets.

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

- Legal and legislative requirements.
- Industry drivers and changes.
- Perceptions and values of external parties.
- Technology changes and new innovations.
- Market competition.
- The cultural, social and the economic environment in which we operate.

Related Procedures, Forms and Documents

ID	Procedures
HS-MP-1	Context of the Organization
HS-MP-3	Management of Risks and Opportunities
ID	Forms and Documents
HS-MF-0	Strategic Objectives and Direction
HS-MF-1	Organizational Context Register
HS-MF-3	Safety Management Review Meeting Record

4.3. Scope of the Health and Safety Management System

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

This health and safety management manual applies to the personnel, activities, processes, products and services offered by Insert Your Company, inclusive of:

- Add your products and/or services 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 health and safety 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 health and safety management.
- Create a foundation for the achievement of Insert Your Company objectives, targets 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 organization which result in product or service outputs	Complete organizational control over current activities	High degree of authority in order to 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 health and safety 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 health and safety management system. In this way, we are able to control and influence all our activities, products and services.

The scope of our health and safety management system has also been assessed utilizing an internal review and an audit methodology with the conformance requirements of AS/NZS ISO 45001, Occupational Health and Safety Management Systems -Requirements with Guidance for Use.

4.4. Health and Safety Management System and its Processes

Insert Your Company's health and safety management system follows the layout and structure of the standard AS/NZS ISO 45001, Occupational Health and Safety Management Systems, and its processes are designed around the principles of the **Plan-Do-Check-Act** methodology, as outlined below.

PLAN	Determine and assess the health and safety risks, health and safety opportunities and other risks and other opportunities. Establish health and safety objectives and processes necessary to deliver results in accordance with the organization's health and safety policy.
DO	Implement the processes required to convert the inputs into the outputs, as planned.

CHECK	Monitor and measure activities and processes with regard to the health and safety policy and health and safety objectives and report the results.
ACT	Take actions to continually improve the health and safety performance to achieve the intended outcomes.

This health and safety 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 Flowchart**

- Leadership Processes.
- Planning Processes.
- Support Processes.

- Operational Processes.
- Performance Evaluation Processes.
- Improvement Processes.

Underpinning these processes is a robust document control system, including this health and safety management manual, procedures, forms, other internal and external documents and data needed to manage, perform or verify work affecting our products and services.
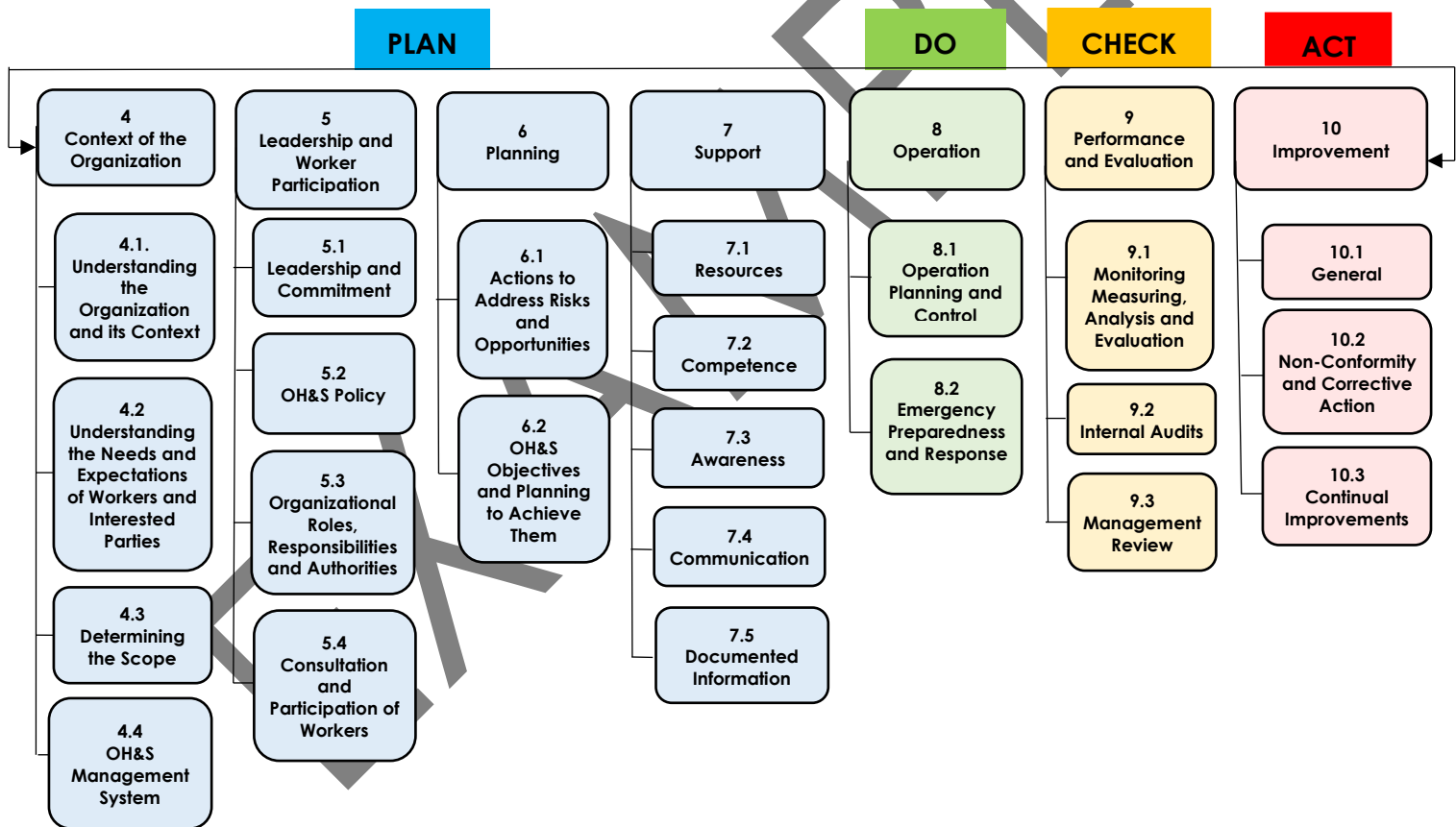
The effectiveness of each process and its subsequent output is measured and evaluated through regular internal audits, inspections and data analysis.

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 *HS-MF-1 – Organizational Context Register, HS-MF-0 - Strategic Objectives and Direction, HS-MF-66 - Objectives and Targets Register* and management review meeting records.