

HSEQ

INTEGRATED

MANAGEMENT SYSTEM



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	10
4.1. Understanding the Organization and its Context.....	10
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	36
6.3. Planning for Changes	38
7. SUPPORT	39
7.1. Resources	39
7.2. Competence.....	45
7.3. Awareness.....	45
7.4. Communication	46
7.5. Documented Information.....	48
8. OPERATIONS	51
8.1. Operational Planning and Control	51
8.2. Emergency Preparedness and Response	56
8.3. Requirements for Products and Services.....	57
8.4. Design and Development for Products and Services	60
8.5. Control of Externally Provided Processes, Products and Services	63
8.6. Production and Service Provision.....	65
8.7. Release of Products and Services.....	69
8.8. Control of Non-Conforming Outputs	69
9. PERFORMANCE EVALUATION	70
9.1. Monitoring, Measurement, Analysis and Evaluation	70
9.2. Internal Audits	75
9.3. Management Review	76
10. IMPROVEMENT	77
10.1. General.....	77
10.2. Incident, Non-Conformity and Corrective Actions	78
10.3. Continual Improvement	80
11. DOCUMENT REGISTER	81
12. HEALTH AND SAFETY CORRELATION MATRIX	81

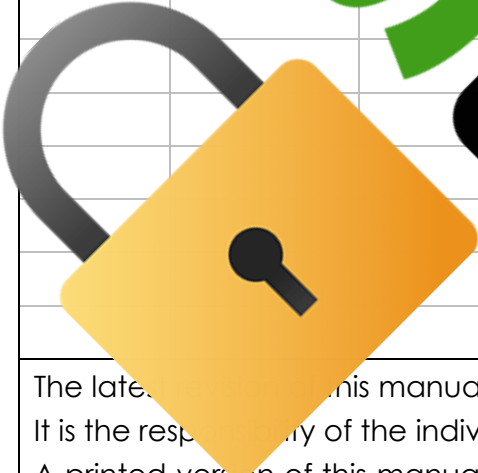
13. ENVIRONMENTAL CORRELATION MATRIX..... 83
14. QUALITY CORRELATION MATRIX..... 85
15. REFERENCES 87



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		
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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 processes that it describes. A record of contextual additions or omissions giving effect to the above is maintained.			
Amendment Record			
Version	Date	Comments	Summary of Amendments
1.0	Insert Date	To outline the HSEQ management system.	Original
The latest version 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:	<input checked="" type="checkbox"/>	Controlled Copy:	<input checked="" type="checkbox"/> Date: Insert Date



1. INTRODUCTION

Insert Your Company is a insert the details of what your company does here company operating from insert head office.

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:

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

This empowers our organization to document and manage our processes to 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 management system. The results of management reviews, internal audits, inspections and testing all contribute to our continual improvement process.

Please refer to our health, safety, environmental and quality integration matrices for an overview of our management system processes and application to the ISO Standards. Also, refer to section 4.4. Health, Safety, Environmental and Quality Management System and its Processes to review our Plan-Do-Check-Act process.

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
	Insert details
	Insert details

1.2. Health, Safety, Environmental and Quality Mission Statement

Insert Your Company is a stable, professional corporate business with family values (provide a good description of your business here). One of our central business objectives is to provide a high-level service and product which sets the benchmark for the industry in (insert your location) with the intention of being the industry leader in insert your business's services and/or products.

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 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 accidents, illnesses and injuries.
- Providing a prompt and professional service of a quality that is at least equal to or exceeds our clients' expectations.
- Developing a strong culture of HSEQ across the organization. Key processes are measured and interested parties' needs and expectations are understood and achieved.
- Ensuring that the business is efficient, financially and productively successful.
- Ensuring, as far as practicable, a safe and sound working environment for all our personnel.
- Encouraging personnel to reach their full potential.
- Proactively marketing our products and services to achieve year on year growth in turnover.
- Striving for continual improvement.
- Keeping accurate, controlled and up to date financial accounts to ensure owners receive fair returns on investment. Suppliers and personnel are paid when due.
- Enhancing environmental performance by preventing or mitigating adverse environmental impacts.
- Fulfilling environmental and social 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



1 Environmental Standards

ISO 9001, ISO 14001, Occupational Health and Safety Management Systems, ISO 9001, Environmental Management Systems and ISO 14001, Environmental Management Systems. **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:

- ISO 9000, Quality Management Systems - Fundamentals and Vocabulary.
- ISO 9004, Quality Management - Quality of an Organization - Guidance to Achieve Sustained Success.
- ISO10001, Quality management - Customer Satisfaction - Guidelines for Codes of Conduct for Organizations.

- ISO 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.
- ISO 10005, Quality Management - Guidelines for Quality Plans.
- ISO 10006, Quality Management - Guidelines for Quality Management in Projects.
- ISO 10007, Quality Management - Guidelines for Configuration Management.
- ISO 10008, Quality Management - Customer Satisfaction - Guidelines for Business-To-Consumer Electronic Commerce Transactions.
- ISO 10012, Measurement Management Systems - Requirements for Measurement Processes and Measuring Equipment.
- ISO 10013, Guidelines for Quality Management System Documentation.
- ISO 10014, Quality Management System - Guidelines for Realizing Financial and Economic Benefits.
- ISO 10019, Guidelines for the Selection, Use and Evaluation of Quality Management System Consultants and Use of Their Services.
- ISO 14004 Environmental Management Systems - Guidelines for Implementation.
- ISO 19011, Guidelines for Auditing Management Systems.
- ISO 31000, Risk Management - Guidelines.
- ISO 37500, Guidance on Measuring.

Delete or add to the above as applicable

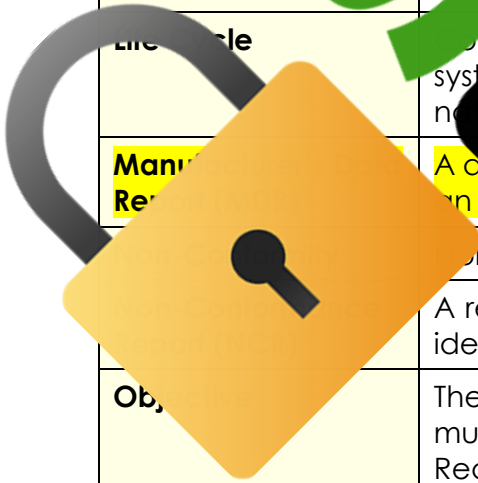
Terms and Definitions

Term	Definition
Audit	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluating it to determine the extent of compliance.
Documented Information	Information and its representation, such as 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.
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

Term	Definition
	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 and fauna and their inter-relationships.
Environmental Aspect	An element of Insert Your Company activities or processes or services that interacts or can interact with the environment.
Environmental Impact	A change to the environment whether wholly or partially, resulting from Insert Your Company environmental aspects.
Hazard	Is anything or any action, process or procedure in the work environment that has the potential to cause injury, illness or harm.
Incident	Is an unplanned event or situation, which has the potential for injury, illness or loss.
Inputs	Resources such as people, materials, energy, information or financial that are used to create a desired output.
Inspection and Test Report	A document detailing a systematic approach to inspecting and testing a system or product.
Interested Parties	Stakeholders who use our products and services, or who may be impacted by them, or those parties who may have a significant interest in (or to) Insert Your Company .
Life Cycle	Consists of interlinked stages of a product or service system, from raw material acquisition, or generation from natural resources to final disposal.
Manufacturing Requirements	A document outlining the process involved in manufacturing an item.
	Non-fulfillment of a requirement.
	A report that documents the details of a non-conformance identified in an audit or other process review.
Objectives	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.

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Term	Definition
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 transform 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 output 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 focuses on providing confidence that quality requirements will be fulfilled.
Quality Control	Operational techniques and activities which monitor and sustain the quality of products or services. The use of these techniques and activities helps to satisfy requirements.
Record	Document(s) stating results achieved and providing evidence of activities.
Risk	The likelihood of a negative effect.
Risk Assessment	The process of risk identification, risk analysis and risk evaluation.
Risk Based Thinking	Planning Insert Your Company's objectives and actions with consideration to the risks and their potential effects. The identified situations minimize the likelihood or impact of unwanted outcomes.
Risk Mitigation	Actions designed with the intent of addressing all known or possible risks, 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. Stakeholders 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 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.)

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Term	Definition
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 labor-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:

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

2. PURPOSE

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

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

3. HSEQ MANAGEMENT SYSTEM CONSTRAINTS

This HSEQ management system is constrained to the employees, contractors and other agencies working for, on behalf of, **Insert Your Company** and relies upon their consultation and cooperation for its full implementation to be feasible through the organizational structure of the company.

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

4. COVERAGE 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.

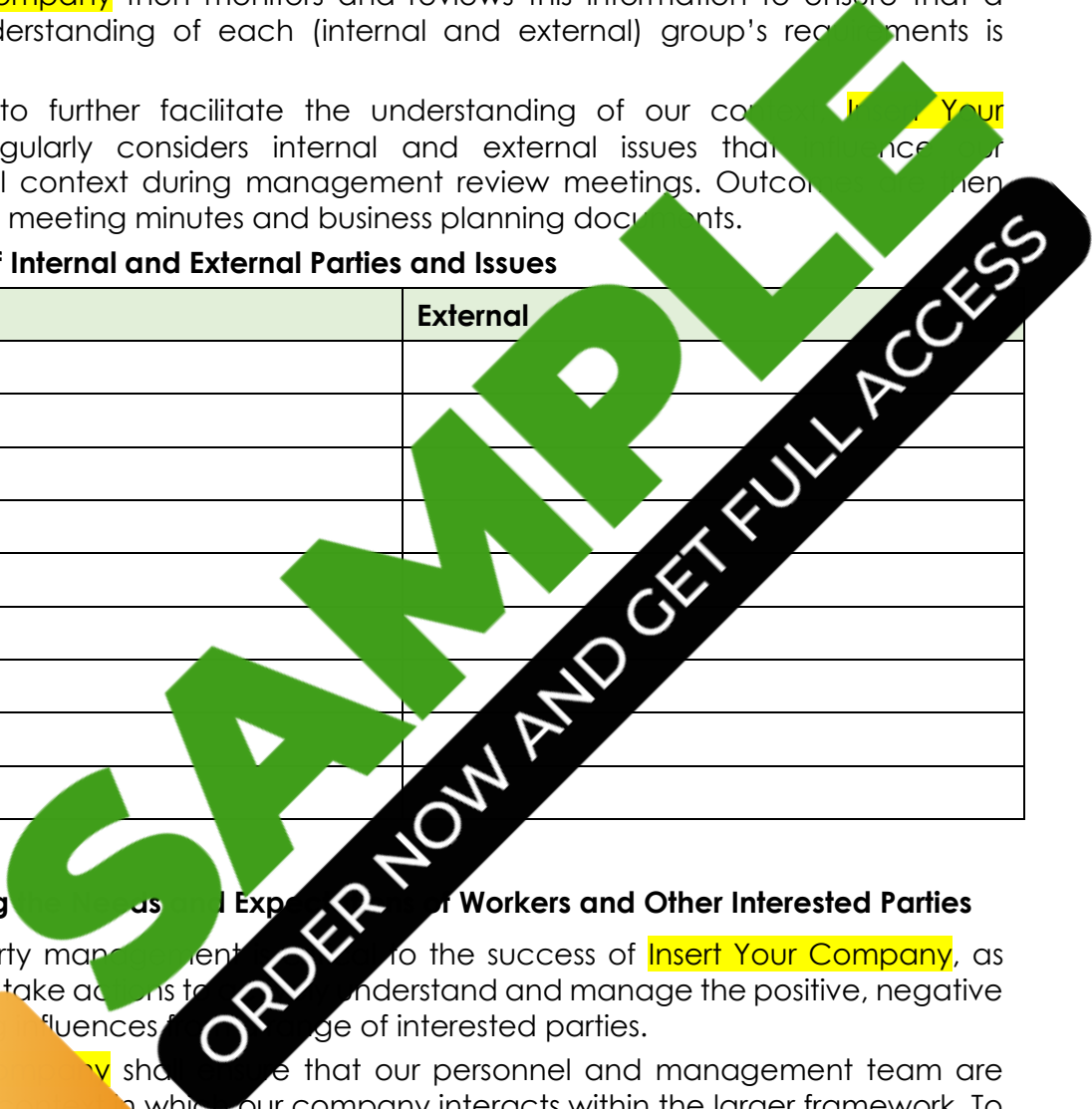
Understanding our organizational context requires an analysis of the internal and external parties and issues (refer to the table below), and the risks and opportunities that are (or could be) of concern to **Insert Your Company** and our interested parties. The results of this analysis are identified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



4.2. Understanding our Business and Environmental Exposure to Workers and Other Interested Parties

Interested party management is critical to the success of **Insert Your Company**, as such, we shall take actions to understand and manage the positive, negative and changing influences of 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 shall, in our aspects and impacts in a business context, examine the needs and expectations of interested parties and determine the HSEQ systems to which our HSEQ management systems apply.

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

- Our HSEQ, 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

To ensure that our products, services and processes meet all HSEQ requirements, we proactively identify and assess potential impacts and risks that may otherwise be prompted by an interested party. We then consider any relevant needs and expectations into our HSEQ management system and continuous improvement process. Needs and expectations of interested parties shall be captured 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 Objectives.

4.2.2. Our Strategic Objectives and Objectives

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

Management understands that external issues can be either positive opportunities that the company can leverage or risks for which the company requires plans to mitigate risks to an acceptable level.

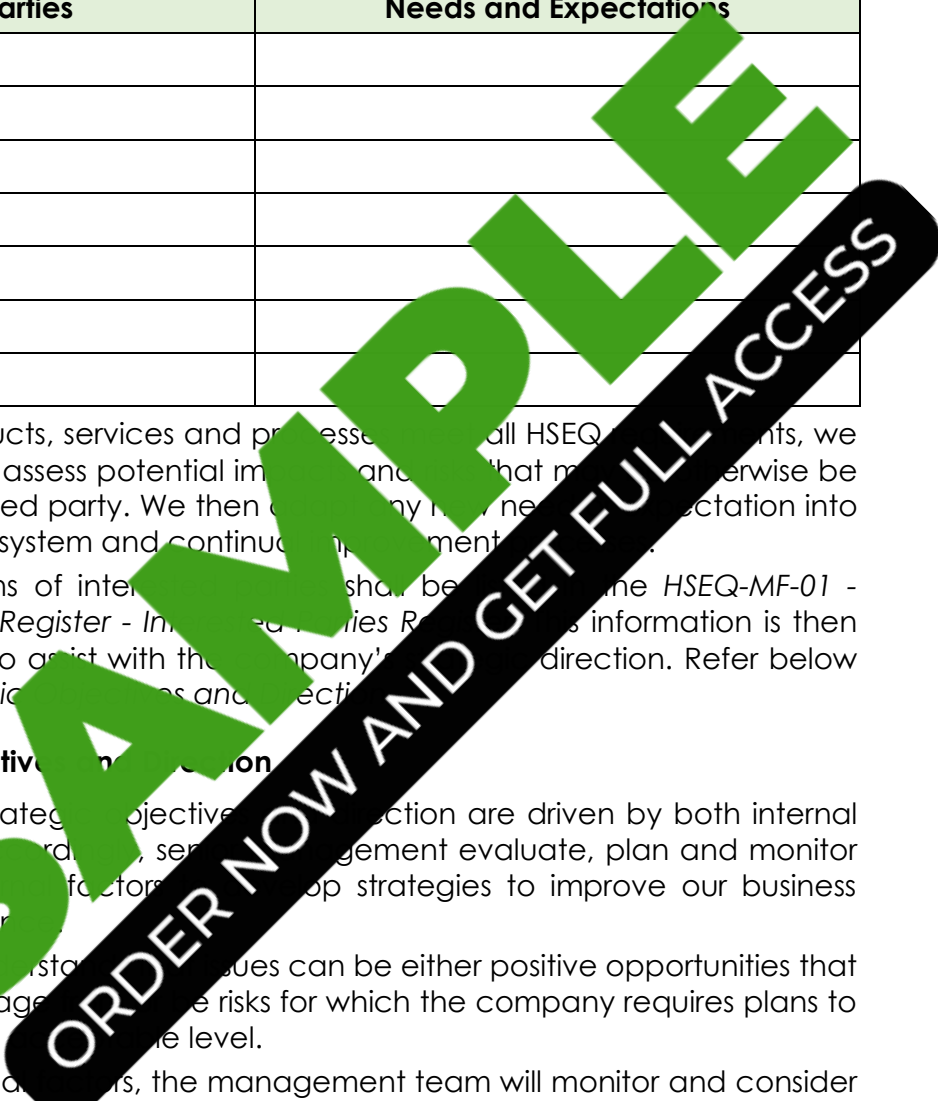
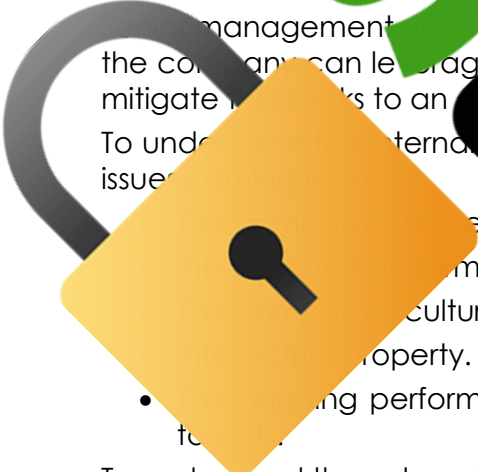
To understand external issues, the management team will monitor and consider issues arising from:

- Regulatory changes.
- Performance reporting.
- Company culture and ways of operating.
- Intellectual property.

- Monitoring 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 Procedures, Forms and Documents

ID	Procedures
HSEQ-MP-1	Context of the Organization
HSEQ-MP-3	Management of Risks and Opportunities
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 the HSEQ management system based on the analysis of the issues and requirements assessed in section 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 standards of control to ensure conformity to customer and regulatory (or other interested party) requirements.

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

- Demonstrate capability to consistently provide a high level of service through the compliance with applicable regulatory requirements.
- Provide information for satisfaction, continuing to meet best practice levels through a commitment to the application of HSEQ management.

To create a foundation for the achievement of Insert Your Company objectives and continual improvement.

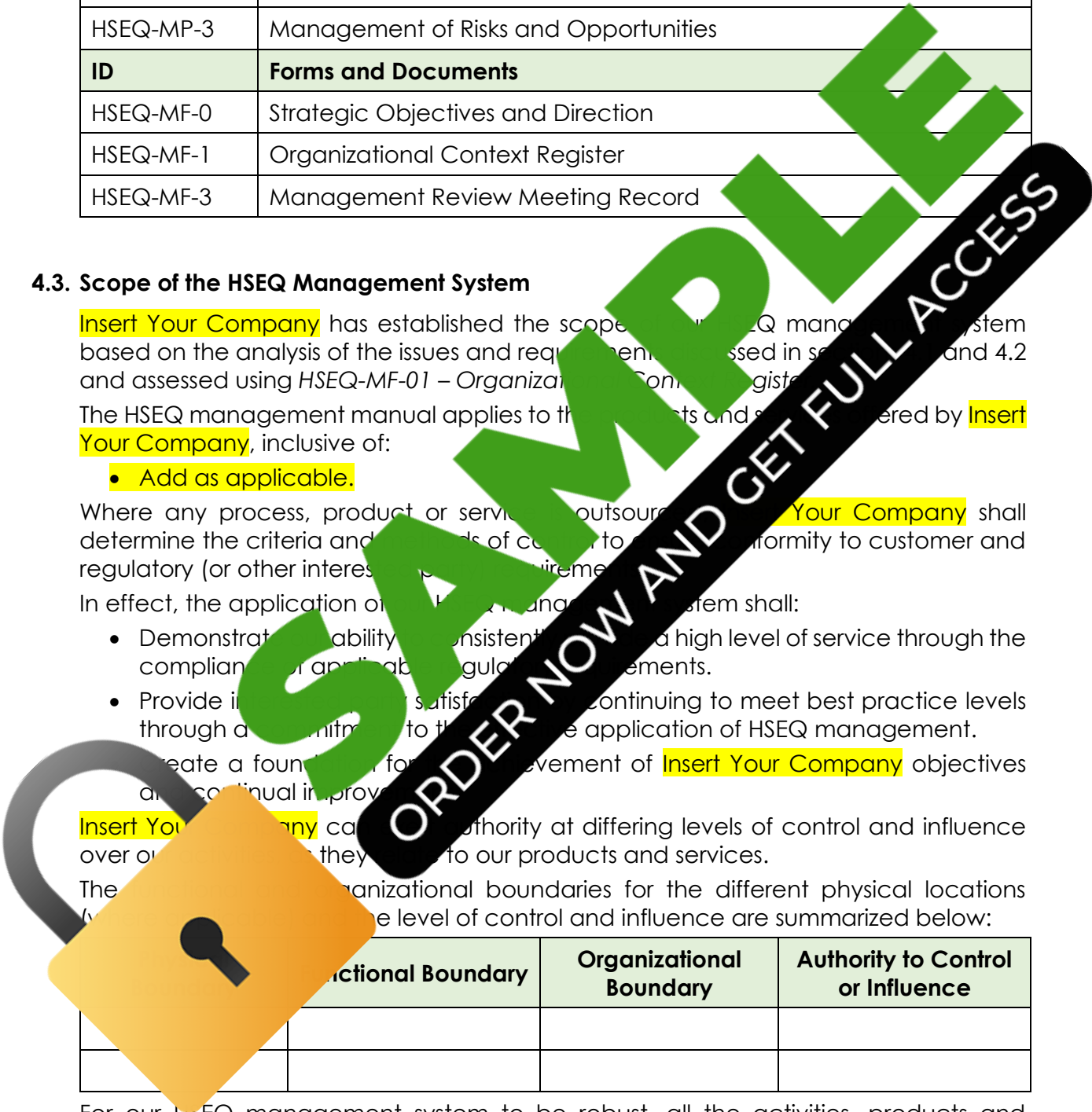
Insert Your Company can exercise authority at differing levels of control and influence over our products and services to our products and services.

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

Functional Boundary	Organizational Boundary	Authority to Control or Influence

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 can 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:



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

4.3.1. Exclusions

The following table identifies exclusions from 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 HSEQ management system as we do not design or modify components.
	Will need to justify- e.g. Insert Your Company does not develop the equipment used for service used in the calibration process. The equipment that is calibrated. The equipment calibration is based on a standard and verifiable performance specifications and performance of the equipment manufacturer and/or the customer. Therefore, clause 7.3 of the ISO 9001, Quality Management System - Requirements standard is not applicable. May also include something related to ISO 9001, Quality Management System - Requirements.

4.4. HSEQ Management System and Process

Insert Your Company HSEQ management system follows the layout and structure of the Standards in section 4.3.1. The processes are designed around the principles of the Plan-Do-Check-Act methodology, as outlined below.

PLAN	Establish plans, processes, targets and processes necessary to deliver requirements conforming to the interested parties' requirements and the organization's HSEQ policies.
DO	Execute the processes required to convert the inputs into the outputs as planned.
CHECK	Monitor and measure processes, plans, objectives and targets against HSEQ policies, objectives, requirements and report on the results.
ACT	Identify 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.
- Operational Processes.

- Planning Processes.
- Support 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 uses risk assessments to determine the risks and opportunities that may be inherent in.

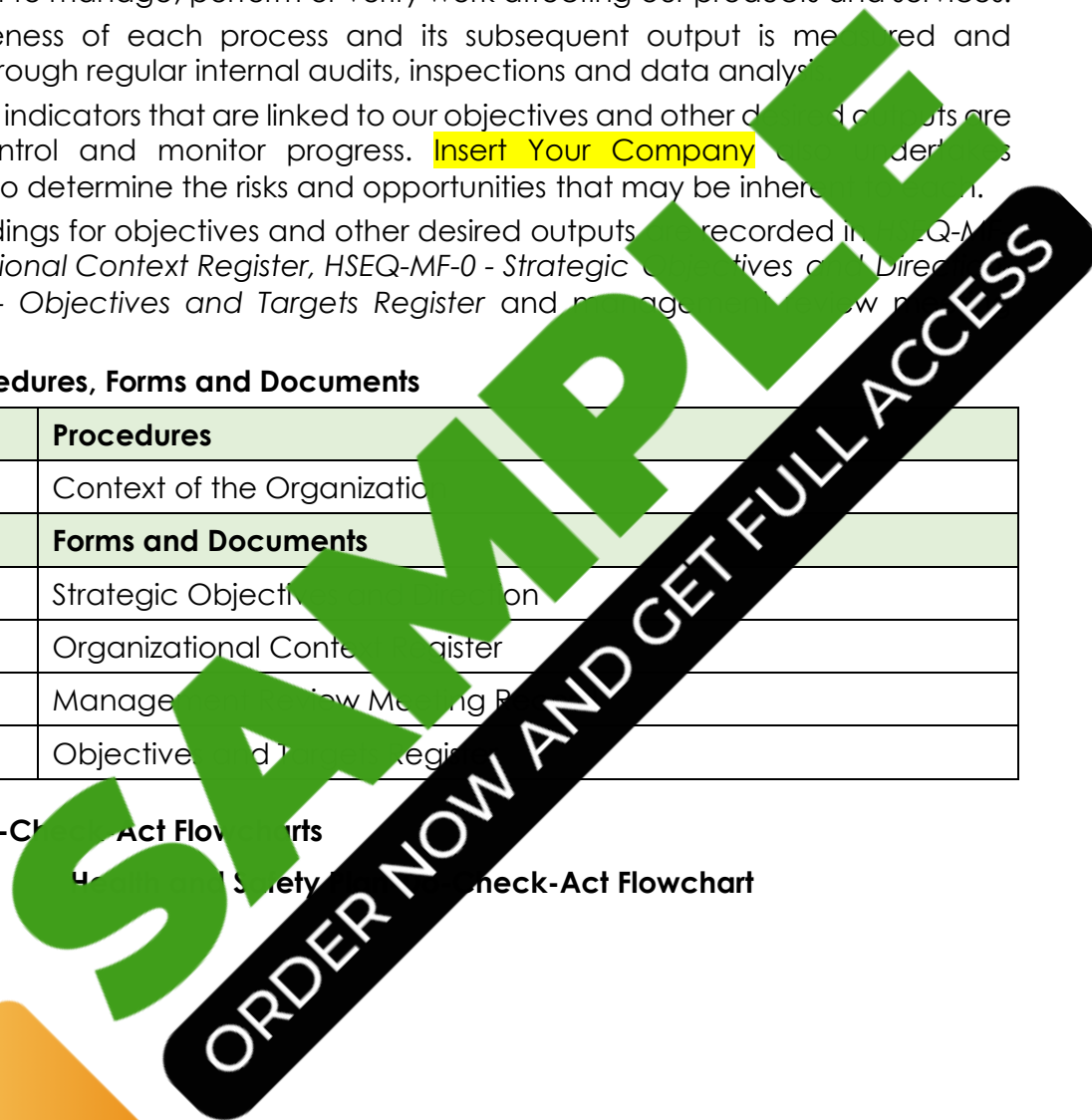
Current standings for objectives and other desired outputs are recorded in HSEQ-MF-1 – Organizational Context Register, HSEQ-MF-0 - Strategic Objectives and Directives, HSEQ-MF-48 - Objectives and Targets Register and management review minutes records.

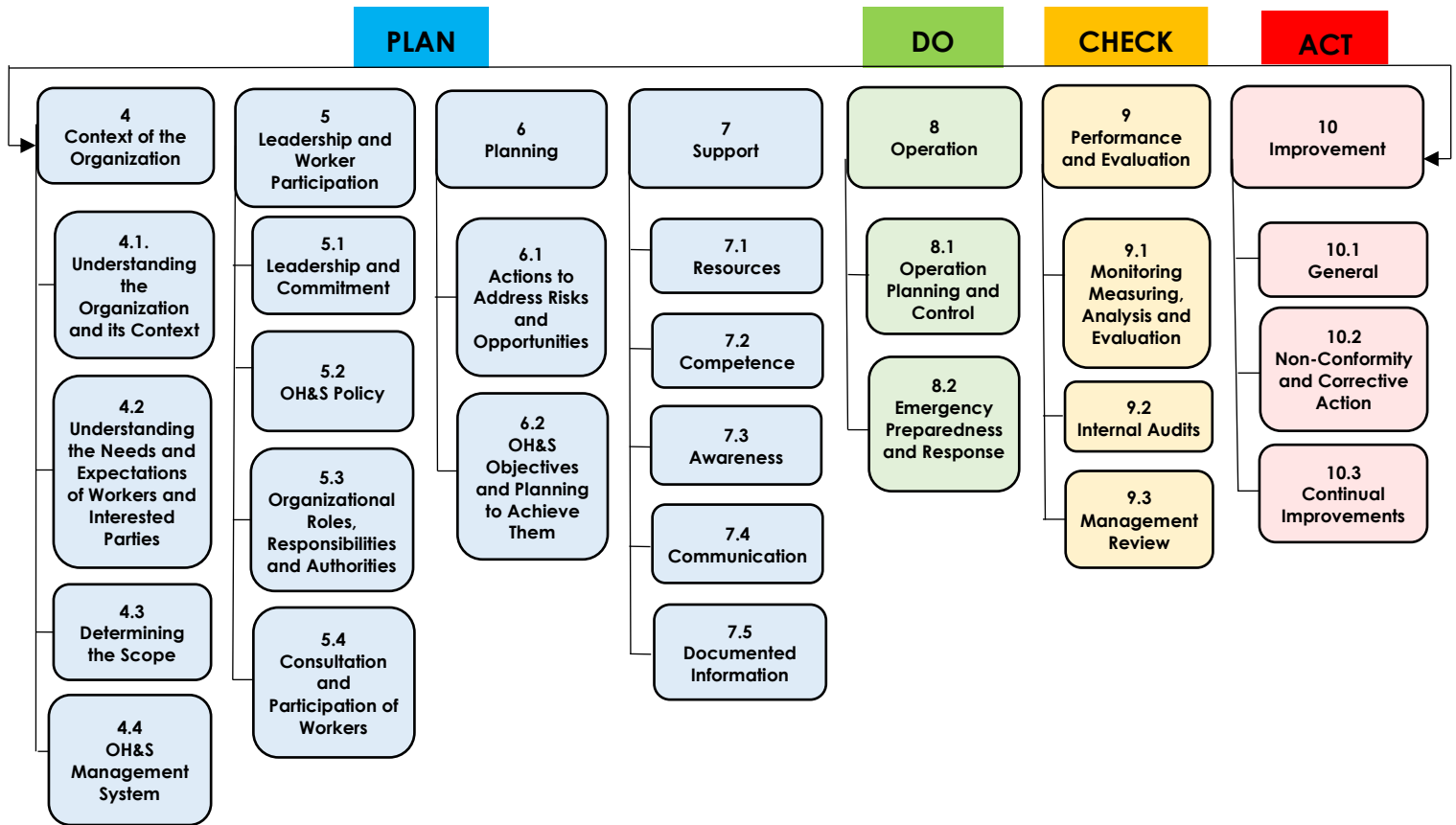
Related Procedures, Forms and Documents

ID	Procedures
HSEQ-MP-1	Context of the Organization
ID	Forms and Documents
HSEQ-MF-0	Strategic Objectives and Directives
HSEQ-MF-1	Organizational Context Register
HSEQ-MF-3	Management Review Meeting Report
HSEQ-MF-48	Objectives and Targets Register

4.4.1. Plan, -Do-Check-Act Flowcharts

HSEQ-MF-1 Organizational Context Register - Check-Act Flowchart





Environmental Plan-Do-Check-Act Flowchart



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