HSEQ
INTEGRATED
MANAGEMENT SYSTEM

TABLE OF CONTENTS

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 processes that it describes. A record of contextual additions or omissions is given below:

Amendment Record			
Version	**Date**	**Context**	**Summary of Amendments**
1.0	Insert Date	To outline the HSEQ management process	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
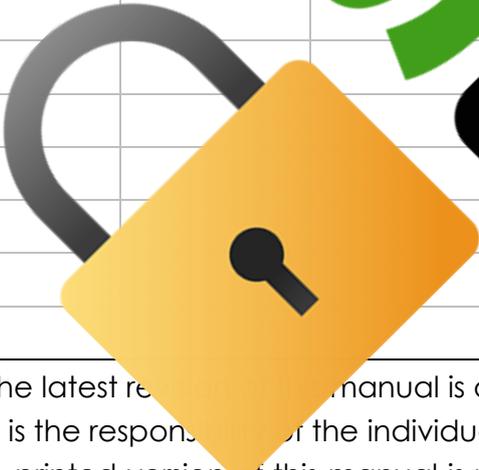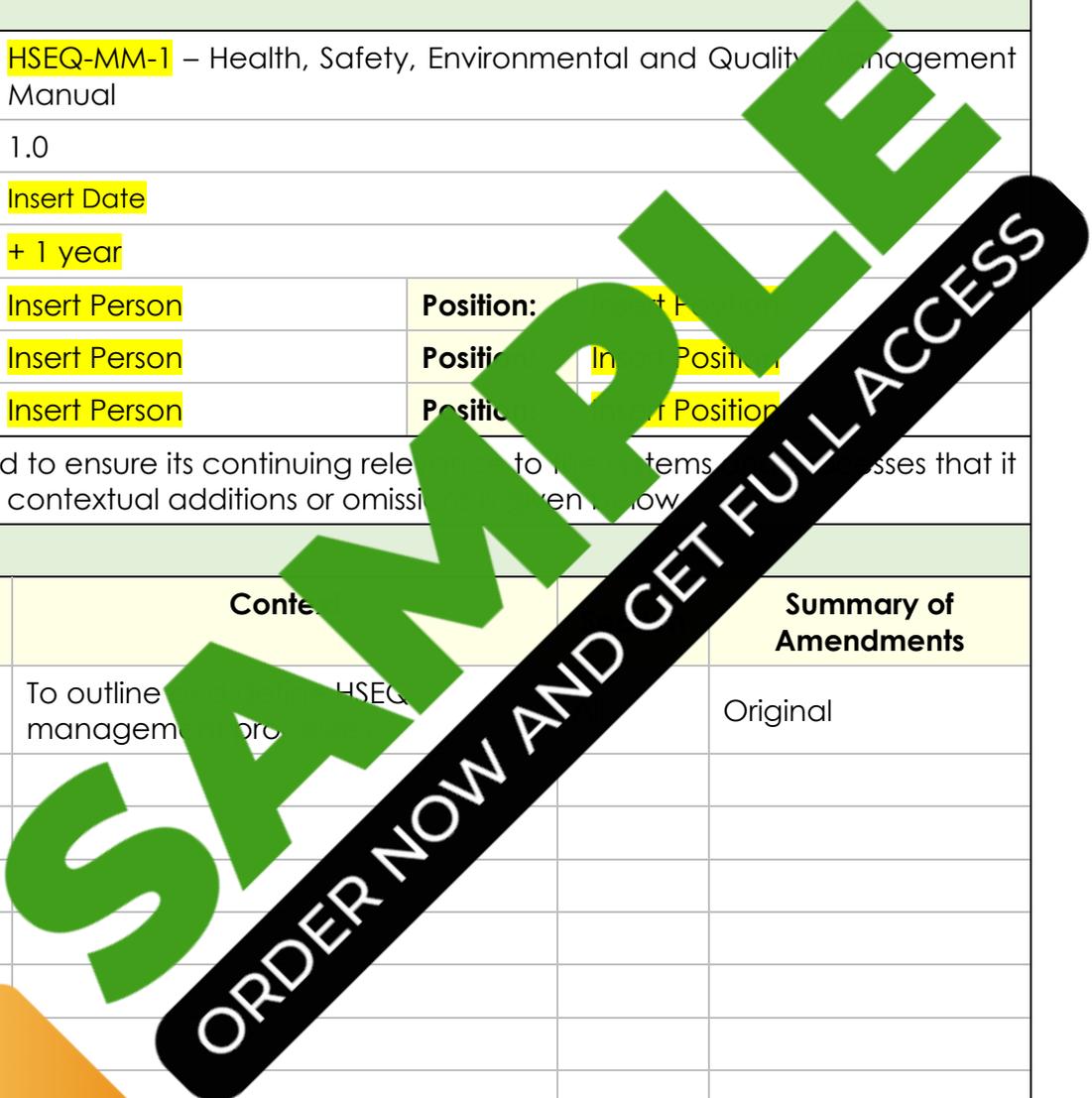
1. INTRODUCTION

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 Systems - Requirements with Guidance for Use.*

This empowers our organization to document and improve our practices to better satisfy the needs and expectations of our customers, stakeholders and 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.

Please refer to our health, safety, environmental and quality compliance matrices for an overview of our management system processes and our relation to the ISO Standards. Also, refer to section *4.4. HSEQ Management System and its Processes* to review our **Plan-Do-Check-Act** approach.

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	
	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 providing adequate facilities for the welfare of workers.
- Monitoring conditions at the workplace to prevent incidents, illnesses and injuries.
- Providing a prompt and professional service of a quality that continually meets or exceeds our clients' expectations.
- Developing a strong culture of HSEQ across the organization, where 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 reliable working environment for all our personnel.
- Encouraging personnel to reach their potential.
- Proactively marketing our products and services to ensure year on year growth in turnover.
- Striving for continual improvement.
- Keeping accurate, centralized and consistent accounts to ensure owners receive fair return on investment and owners 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.

1.3. Relevant Other Standards

In addition to ISO, Occupational Health and Safety Management Systems, ISO 9001, Quality Management Systems and 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:

- 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 M_____ in Projects.*
- *ISO 10007, Quality Management - Guidelines for Configuration Manag___*
- *ISO 10008, Quality Management - Customer Satisf____ - Guideli___ For Business-To-Consumer Electronic Commerce Transactions*
- *ISO 10012, Measurement Management Sys____ _____ ___ent ___ Measurement Processes and Measuring Equipm___*
- *ISO 10013, Guidelines for Quality Managem___ ___em ___umentati__*
- *ISO 10014, Quality Management Systems ___ide___ ___ Realizin___ ___ and Economic Benefits.*
- *ISO 10019, Guidelines for the Selectio__ __ Quali__ Ma___ __t System Consultants and Use of Their Serv___*
- *ISO 14004 Environmental Manag_____ ___ - Gen___ ___ lines for Implementation.*
- *ISO 19011, Guidelines for __diting Ma___ ___ment*
- *ISO 31000, Risk Manage___ ___lines.*
- *ISO 37500, Guidance on ___ __sou___*

<mark>Delete or add to t__ __bove __ __plicable</mark>

Terms and D_____io__

__rm	Definition
Audit	A sy___ independent and documented process for obta___ ___idence of conformity to a set of standards and __valua__on to determine the extent of compliance.
__d__	__cumentation, statements and records; may also include __ical items.
	__ 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

Insert Your Company Logo

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, 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 environment that has the potential to cause an injury or harm.
Incident	Is an unplanned event resulting in, or having capacity for injury, ill health damage or loss.
Inputs	Resources such as people, materials, energy, information or finance that are put into a system to support 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 goods 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 the initial acquisition, or generation from natural resources to final disposal.
Manufacturers Data Report (MDR)	A document detailing the process involved in manufacturing an item.
Non-Conformance	Non-fulfillment of a requirement.
Non-Conformance Report	A document 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.
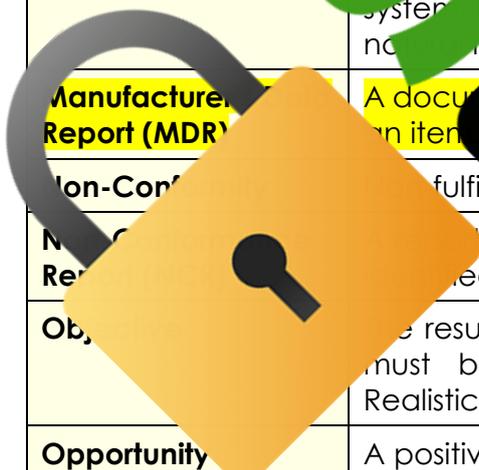
Term	Definition
Plan-Do-Check-Act	A system to ensure that all actions are planned and checked before the action takes place.
Procedure	A specified way to carry out an activity or process.
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how Insert Your Company typically operates on a daily basis.
Products and Services	The outputs that Insert Your Company deliver to meet the customer's requirements. A product is a physical outcome of a process while a service is the movement or action to meet the customer's requirements.
Quality Assurance	A part of quality management that is focused on providing confidence that quality requirements are met.
Quality Control	Operational techniques and activities which achieve and sustain the quality of product or services, and the use of these techniques and activities at any given requirements.
Record	Document(s) stating results achieved or providing evidence of activities performed.
Risk	The likelihood to reach the effect.
Risk Assessment	The overall process on the identification, analysis and risk evaluation.
Risk Based Thinking	Planning Insert Your Company objectives and actions with consideration to known risks and their potential effects. The idea of the action is to reduce the likelihood or impact of unwanted outcomes.
Risk Mitigation	Plans developed with the intent of addressing all known or possible risks preventing their occurrence.
	For this manual HSEQ shall mean health, safety, environment 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. 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 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.)
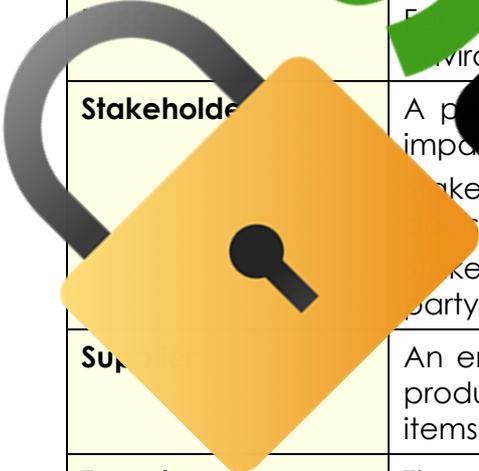
Term	Definition
Uncontrolled Document	An informal copy of a document for which no attempt is made to update it after distribution.
Worker	An employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labor-hire company who has been assigned to work, an apprentice 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 with Guidance for Use.*
- *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, safety, environmental and quality management system, define the responsibilities and to provide procedures for the activities that impact on our services, products and services.

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

3. HSEQ MANAGEMENT AND CONSTRAINTS

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

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 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 impact our organizational context during management review meetings. Outcomes are the conveyed via meeting minutes and business planning documents.

A Summary of Internal and External Parties and Issues

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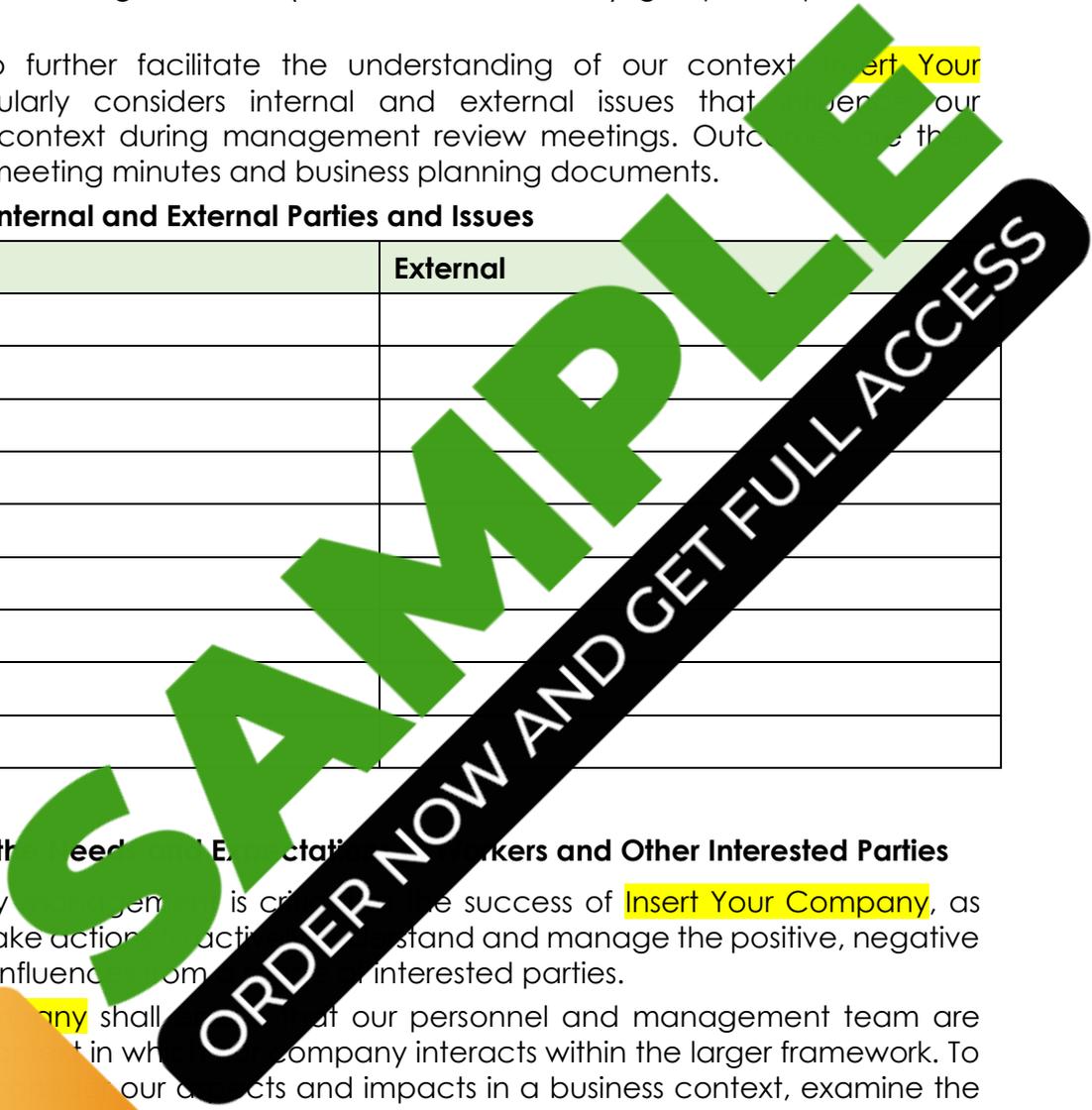
4.2. Understanding the Needs and Expectations of Workers and Other Interested Parties

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 challenging influences from our interested parties.

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

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

- environmental, and quality policies and their implementation.
- Our 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.
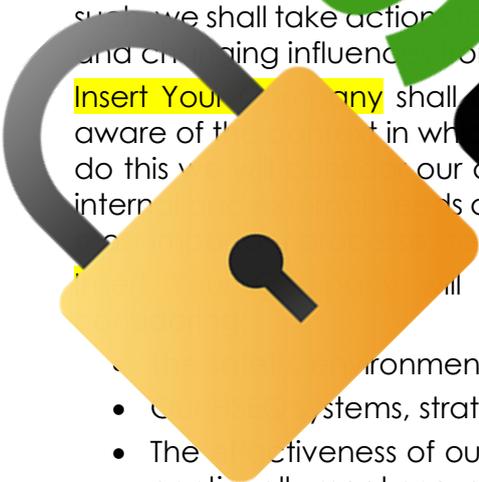
4.2.1. Relevant Interested Parties

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 m___ HSEQ ___ ___ proactively identify and assess potential impacts ___ risks ___ m___ oth___ prompted by an interested party. We then adapt ___ ___ ___ or exp___ ___ ___ our HSEQ management system and continual i___rov___ ___ processes ___

Needs and expectations of interested parti___ ___ll be ___ ___ d in t___ ___ MF-01 - *Organizational Context Register - Interested P___ ___ ___ister*. Thi___ ___ion is then used by management to assist with th___ ___ompa___'s ___ ___egi___ ___ ___. Refer below and *HSEQ-MF-0 - Strategic Objectives ___ ___ ___p.*

4.2.2. Our Strategic Objectives and Directi___

Insert Your Company strateg___ ___ ___s an___ dire___ ___ driven by both internal and external factors. Accord___ ___y, s___ ___ ___ang___ ___ ___ ___valuate, plan and monitor these external and int___nal f___ ___ devel___ ___gies to improve our business processes and perf___ ___ ___ce.

Senior managem___ ___ und___ ___ ___ t iss___ ___ ___ either positive opportunities that the company co___ ___ ___ge ___m or h___ ___ which the company requires plans to mitigate these risks ___ ___an ac___ ___tab___

___ ___ ___ ___ and the inter___ ___ facto___ ___ ___nagement team will monitor and consider issues con___ ___ f___ ___:

- The co___ ___ ___ ___ values ___
- Inci___ ___ ___ ___ ___rman___ ___porting.
- T___ ___ ___ ___e and ways of operating.

___ ___ ___ ___nance of the company against our plans, objectives and

To u___ ___ ___ ___xternal factors, the management team will monitor and consider issues a___ ___ ___ ___:

- Lega___ ___ ___d 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 legal 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 and continuing towards best practice levels through a commitment to the effective application of HSEQ management.
- Create a foundation for achievement of Insert Your Company objectives and continual improvement.

Insert Your Company can exert authority at various 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

For our management system to be robust, all the activities, products and services of Insert Your Company identified at the above address are within the scope of the management systems. In this way, we can control all those activities, products and services.

The scope of our HSEQ management system has also been assessed utilizing an internal design 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 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 recommendation of equipment manufacturer and/or the customer. Therefore, clause the *ISO 9001, Quality Management System - Requirements* stating not applicable.
	May also include something mitigated: e.g. *ISO 9001, Quality Management System - Requirements* clause – Purchasing.

4.4. HSEQ Management System and its Processes

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

PLAN	Establish plans, objectives, targets and processes necessary to deliver the desired outputs consistent 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 our HSEQ policies, objectives, requirements and report on the results.
ACT	Plan and apply corrective and preventative actions to improve 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 processes that make up the system are grouped into the categories shown below, with further details provided in the **Plan-Do-Check-Act Flowcharts** in section 4.4.1.

- Leadership Processes.
- Operational Processes.
- Planning Processes.
- Performance Evaluation Processes.
- Support 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 are 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 Records
HSEQ-MF-48	Objectives and Targets Register

4.4.1. Plan, -Do-Check-Act Flowcharts

Health and Safety Plan-Do-Check-Act Flowchart
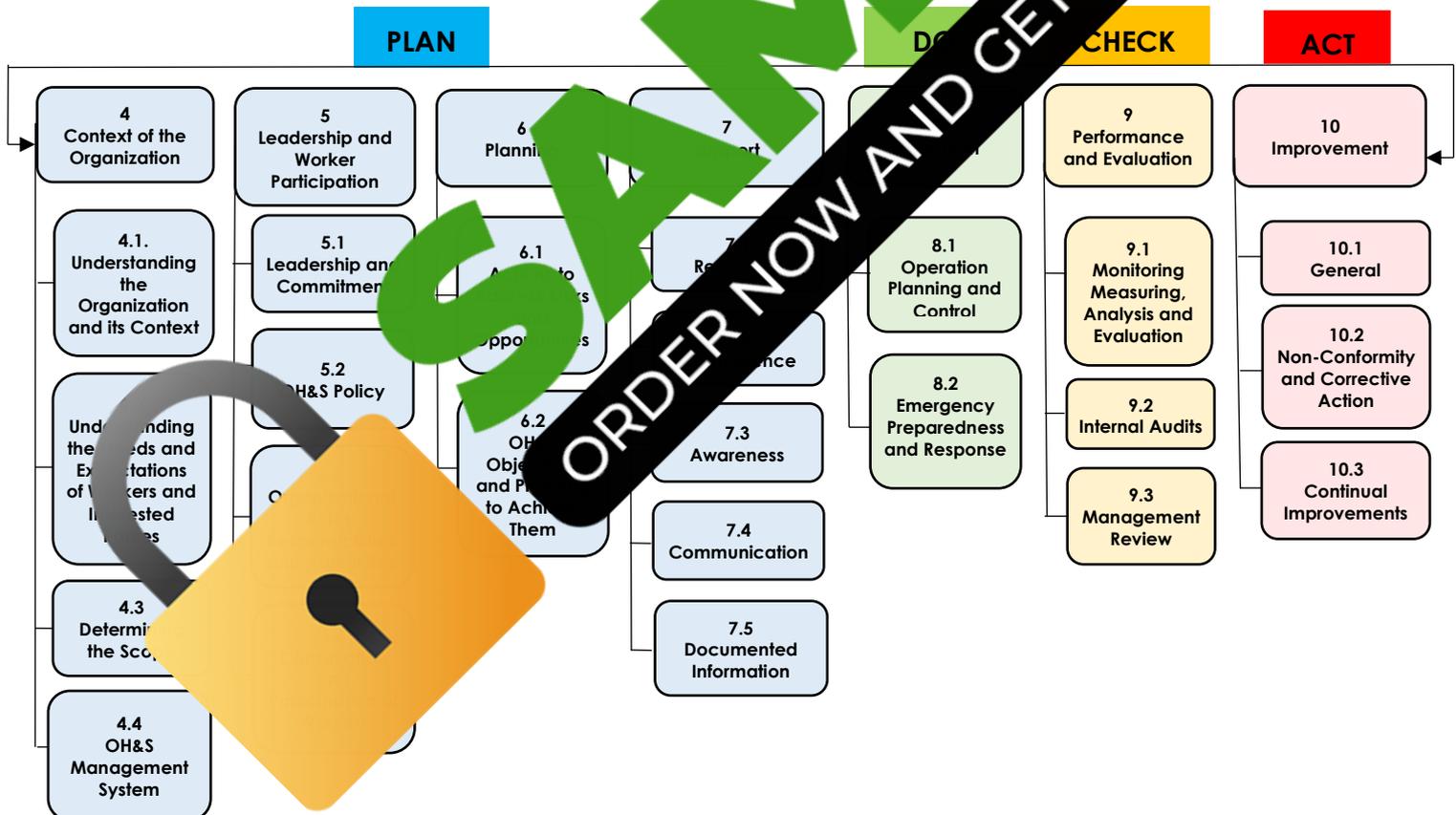
Environmental Plan-Do-Check-Act Flowchart

PLAN				DO	CHECK	ACT

4 Context of the Organization	5 Leadership	6 Planning	7 Support	8 Operation	9 Performance and Evaluation	10 Improvement
4.1. Understanding the Organization and its Context	5.1 Leadership and Commitment	6.1 Actions to Address Risks and Opportunities (Includes Aspects and Impacts and Compliance Obligations)	7.1 Resources	8.1 Operation Planning and Control	9.1 Monitoring Measuring, Analysis and Evaluation	10.1 Non-Conformity and Corrective Actions
4.2 Understanding the Needs and Expectations of Interested Parties	5.2 Environmental Policy		7.2 Competence	8.2 Emergency Preparedness and Response	9.2 Internal Audit	10.2 Continual Improvements
4.3 Determining the Scope	5.3 Organizational Roles, Responsibilities and Authorities	6.2 Environmental Objectives and Planning to Achieve Them	7.3 Awareness		9.3 Management Review	
4.4 Environmental Management System			7.4 Communication			
			7.5 Documented Information			