



# ISO 45001

## 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					
<b>Document:</b>	HS-MM-1 – Health and Safety Management Manual				
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<b>Approved By:</b>	Insert Person	<b>Position:</b>	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 to be maintained below.					
Amendment Record					
Version	Date	Context	Security	Summary of Amendments	
1.0	Insert Date	To outline and define the health and safety management processes.		Original	
The manual is on <b>Insert Your Company</b> intranet site. It is the responsibility of the individual to ensure that any hardcopy is the current revision. A printed copy of the manual is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.					
<b>Document Title:</b>	Health and Safety Management Manual			<b>Rev:</b>	1.0
<b>Uncontrolled Copy:</b>	<input checked="" type="checkbox"/>	<b>Controlled Copy:</b>	<input checked="" type="checkbox"/>	<b>Date:</b>	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 a health and safety management system that uses 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 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 review, audits, inspections, feedback, and testing, all contribute to our continual improvement process.

Please refer to section 12. Health and Safety Correlation Matrix for a review of our health and safety management system processes and our application to the ISO 45001 standard. Please refer to section 4.4. Health and Safety Management System and its Processes to review our Plan-Do-Check-Act approach.

## 1.1. Company Details

<b>Company Name:</b>	Insert details
<b>ABN:</b>	Insert details
<b>Head Office Address:</b>	Insert details
<b>Postal Address:</b>	Insert details
<b>Phone:</b>	Insert details
<b>Fax:</b>	Insert details
<b>Email:</b>	Insert details
<b>Website:</b>	Insert details

## 2. Health and Safety Mission Statement

Insert Your Company is a state professional corporate business with family values. One of our business objectives is to provide a high-level service and product which is the best in the industry with the intention of being the industry leader in our services and/or products.

Our general health and safety objectives include:

Developing and implementing effective processes and procedures to ensure we can consistently 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, used and disposed of.

### 1.3. Relationship with Other Standards

In addition to *ISO 45001, Occupational Health and Safety Management Systems*, **Insert Your Company** may use other standards as guidance for the design and the health and safety 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 Systems - Quality of an Organization - Guidance to Achieve Sustained Success.
- ISO 19011, Guidelines for Auditing Management Systems.
- ISO 31000, Risk Management - Guide to Understanding and Implementing a Risk Management Process.

In addition to the above, refer to the 'References' section in our procedures. Delete or add to the above to apply to your business.

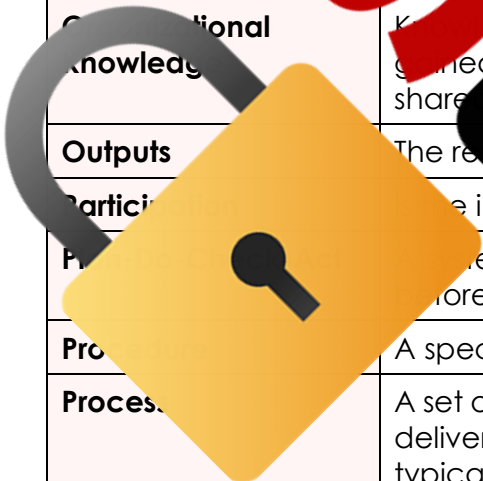
### Terms and Definitions

Term	Definition
<b>Audit</b>	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.
<b>Asset</b>	Documentation, statements and records; may also include physical items.
<b>Competent person</b>	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.
<b>Continual Improvement</b>	A recurring activity to enhance performance.

Term	Definition
<b>Corrective Action</b>	An action to eliminate and control the cause of an identified non-conformance to the health and safety management system.
<b>Documented Information</b>	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 procedures, instructions, diagrams, videos, process maps, procedures etc. in any medium, i.e. paper or electronic.
<b>Hazard</b>	Anything or any action, substance or process in the work environment that has the potential to cause an injury, illness or harm.
<b>Incident</b>	An unplanned event resulting in or having the potential for ill health damage or other loss.
<b>Inputs</b>	Resources such as people, materials, energy, information or finance that are put into a system to make a desired output.
<b>Interested Parties</b>	Stakeholders who receive products or services, or who may be impacted by the organization's performance may otherwise have a significant interest (or to) <b>Insert Your Company</b> .
<b>Non-Conformity</b>	Non-fulfilment of a requirement.
<b>Non-Conformance Report (NCR)</b>	A report or document that identifies a non-conformance and identifies the cause for other actions review.
<b>Objective</b>	The results to be achieved. <b>Insert Your Company</b> objectives must be S-M-A-R-T. Specific, Measurable, Achievable, Realistic and Timely.
<b>Opportunity</b>	A possible effect of uncertainty.
<b>Operational Knowledge</b>	Knowledge that is used to <b>Insert Your Company</b> . It is generally gained through experience and is information that is used and shared for the benefit of objectives.
<b>Outputs</b>	The results of a process.
<b>Participation</b>	The involvement in decision-making.
<b>Plan-Do-Check-Act</b>	A system to ensure that all actions are planned and checked before the action takes place.
<b>Procedure</b>	A specified way to conduct an activity or process.
<b>Process</b>	A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how <b>Insert Your Company</b> typically operates on a daily basis.
<b>Products and Services</b>	The outputs that <b>Insert Your Company</b> 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.

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Term	Definition
<b>Record</b>	Document(s) stating results achieved or providing evidence of activities performed.
<b>Risk</b>	The likelihood of a negative effect.
<b>Risk Assessment</b>	The overall process of risk identification, risk analysis and risk evaluation.
<b>Risk Based Thinking</b>	Planning <b>Insert Your Company's</b> objectives and activities with consideration to the known risks and their potential impacts. The ideal situation is to minimize the likelihood of occurrence of unwanted outcomes.
<b>Risk Mitigation</b>	A plan developed with the intent of controlling or reducing known possible risks and preventing their recurrence.
<b>Stakeholder</b>	A person or group of people, individuals and/or organizations impacted by <b>Insert Your Company's</b> processes or activities. Stakeholders may participate in or contribute to the decision-making process. Stakeholder may be used interchangeably with the term 'interested party'.
<b>Target</b>	The specific performance requirements that need to be met to achieve objectives.
<b>Uncertainty</b>	A degree of imprecision or lack of consistency in understanding or knowledge of an event, its consequences, or likelihood. (Not to be confused with risk or hazard uncertainty.)
<b>Uncontrolled Document</b>	An informal copy of a document for which no attempt is made to control its distribution.
<b>Worker</b>	Any employee, contractor or sub-contractor, an employee of a contractor, an employee of a labor hire company, a person who has been assigned to work, an apprentice or trainee, a student gaining work experience. May also be referred to as personnel.'

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

- *Occupational Health and Safety Management System - Fundamentals and Vocabulary.*
- *Occupational Health and Safety Management Systems - 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 market and understanding how relevant factors arising from internal and external issues influence our organizational context and the ability of the health and safety management system to achieve its intended outcomes.

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

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

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

A Summary of Internal and External Issues 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 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 system 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 with our responsibilities, against internal and external parties' requirements and expectations.

**Insert Your Company** recognizes that we have a range of interested parties and workers whose needs and expectations change in level over time. Such needs and expectations broadly include those shown in the table below:

Interested Parties	Needs	Expectations

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

Needs of interested parties shall be listed in the *HS-MM-01 - Register - Interested Parties Register*. This information is then used to assist with the company's strategic direction. Refer below and to *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 Forms and Documents

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

#### 4.3. Scope of the Health and Safety Management System

**Insert Your Company** shall determine the scope of our health and safety management system based on an analysis of the issues and requirements discussed in sections 4.1, 4.2 and 4.3, using *HS-MF-01 – Organizational Context Register*.

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

- **Insert Your Company** and/or services as applicable.

Where a product or service is outsourced, **Insert Your Company** shall implement methods of control to ensure conformity to customer and interested party requirements.

In the implementation 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** can 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

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 locations are included within the scope of the health and safety management system. In this way we can control and influence all our activities, products and services.

The scope of our health and safety management system was assessed and assessed utilizing an internal review and an audit methodology in line with the performance requirements of *ISO 45001, Occupational Health and Safety Management System Requirements with Guidance for Use*.

#### 4.4. Health and Safety Management System and its processes

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

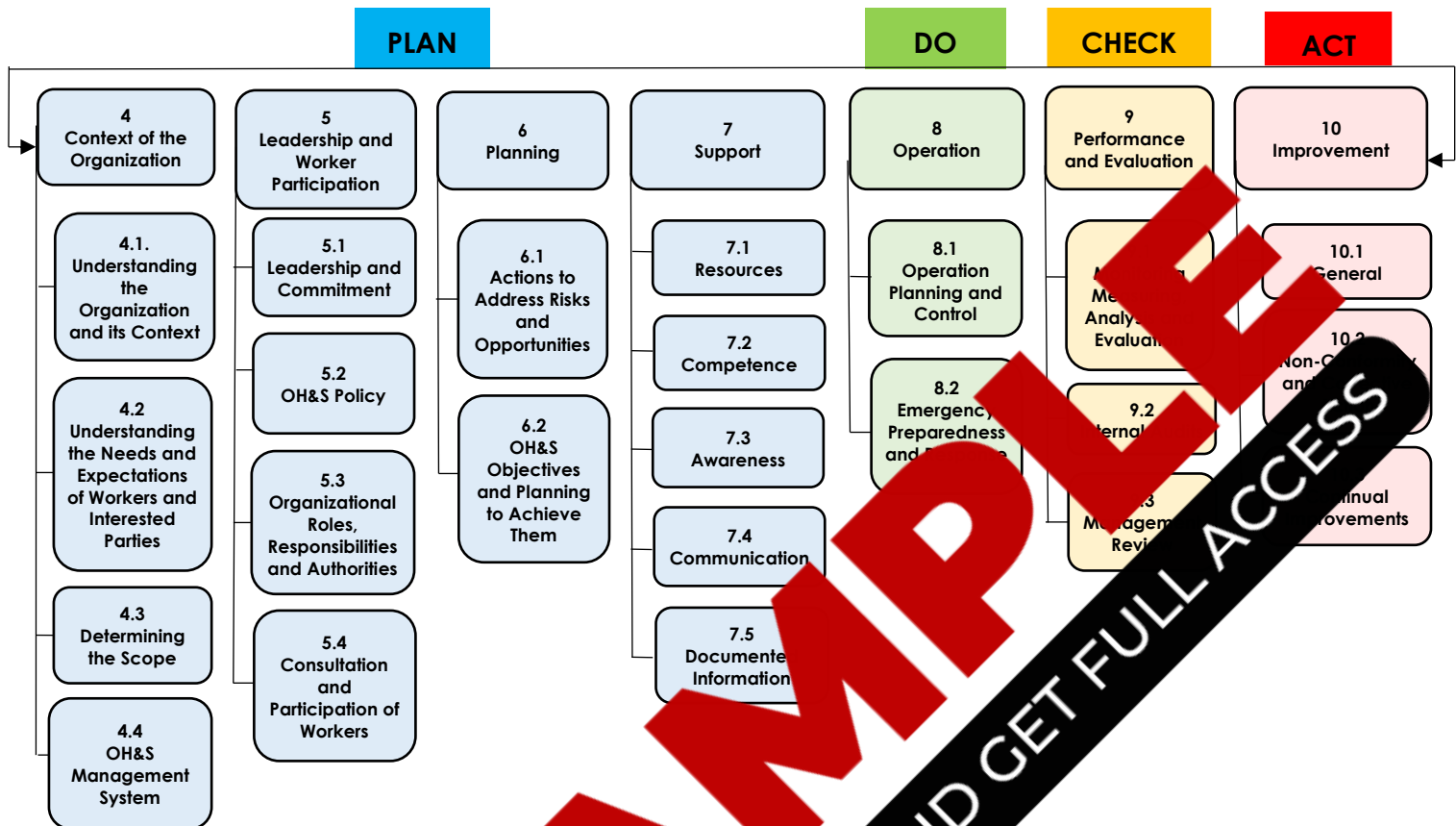
<b>PLAN</b>	Determine and assess the health and safety risks, health and safety opportunities and both the risks and opportunities. Establish health and safety objectives and processes necessary to deliver results in accordance with the organization's health and safety policy.
<b>DO</b>	Implement the processes required to convert the inputs into the outputs, as planned.
<b>CHECK</b>	Monitor and measure activities and processes regarding the health and safety performance against health and safety objectives and report the results.
<b>ACT</b>	Take actions to continually improve the health and safety performance to achieve the intended outcomes.

The health and safety management system is designed as an interrelated number of processes of the system are grouped into the categories shown below. The 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 activity and its sub-activities output is measured and evaluated through regular internal audits and specific data analysis.

Performance indicators that are related to our business and other desired outputs are used, to control, monitor and progress. **Our Company** also undertakes assessments to determine risks and opportunities that may be inherent to each.

Current standings, objectives and other desired outputs are recorded in *HS-MF-1 – Organizational Context Register, HS-MF-2 – Strategic Objectives and Direction, HS-MF-3 – Objectives and Targets Register* and management review meeting records.

Related Form Documents

ID	Description
HS-MF-2	Strategic Objectives and Direction
HS-MF-1	Organizational Context Register
HS-MF-3	Management Review Meeting Record
HS-MF-3	Objectives and Targets Register

## 5. LEADERSHIP AND WORKER PARTICIPATION

### 5.1. Leadership and Commitment

Senior management of **Insert Your Company** provides evidence of its leadership and commitment to the development and implementation of the health and safety management system and continually improving its effectiveness by:

- Taking responsibility and accountability for the effectiveness of the health and safety management system.
- Ensuring that the health and safety policy and objectives are established for the management system and are compatible with the strategic objectives and direction, and the context of the organization.
- Ensuring the health and safety management system requirements are integrated into the organization's other business processes, as deemed appropriate.
- Promoting awareness of the health and safety processes and risk-based thinking.
- Ensuring that the resources needed for the health and safety management system are available.
- Communicating the importance of effective health and safety management and of conforming to the management system requirements.
- Ensuring that the health and safety management system achieves its intended results.
- Engaging, directing and supporting persons who contribute to the effectiveness of the health and safety management system.
- Promoting continual improvement.
- Supporting other relevant management systems to the extent that the leadership as if applicable, are directed to the same objectives.
- Promoting the reporting of incidents, risks and opportunities.
- Ensuring that the management system includes processes for communication, consultation and participation of workers.
- Supporting the establishment and functioning of health and safety committees.
- Supporting the establishment and functioning of health and safety meetings.



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**Insert Your Company's** leadership structure provides the necessary support for establishing the processes that are central to maintaining and achieving our health and safety objectives and policy goals. In addition, leadership activities include systematic verification of the effectiveness our health and safety management system by undertaking internal audits and analyzing performance data.

Regular management reviews also ensure that our health and safety management system is adequate and effective, and that any necessary adjustments are made, if necessary.

## 5.2. Health and Safety Policy

Senior management ensures that a health and safety policy is established by an assessment and consultation process in the context of our organization.

**Insert Your Company's** health and safety policy function as a compass by providing the framework for establishing our strategic direction, key performance measures, objectives and targets.

Policies are reviewed at least annually, as part of the management review program or at a frequency determined by: