Quality, Safety & Environmental Manual
(QSE Manual an Integrated System)
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1. SCOPE OF SYSTEM

RMS (NQ) Pty Ltd is a company that provides quality services in road construction, maintenance and rehabilitation with the supply of asphalt surfaces, bitumen spray sealing, road profiling and civil works.

Our services include:
- Profiling / Milling
- Asphalt Surfacing
- Spray Seal Surfacing
- Road Shoulder Widening
- Preparation and Re-sheeting
- Deep-Lift Patching
- Deep Lift Excavation of Roads
- Road Rehabilitation
- Transport and Delivery of Materials and Milled Rubble Removal.

The system and its commitments apply to all aspects of our business within our control. This statement is issued to indicate our attitude to client relationships and our standards of service. The full support of our employees, suppliers and subcontractors is sought in actively pursuing this quest for quality.

Our company is committed to providing excellent products and service to its clients, in an efficient and responsible manner, which meets customer and applicable statutory and regulatory requirements.

- The Quality requirements will be met under the AS/NZS ISO 9001 standard.
- The Safety requirements will be met under the AS/NZS 4801 standard.
- The Environmental requirement will be met under the AS/NZS ISO 14001 standard.

1.1. Exclusion to AS/NZS ISO 9001

Section 7.3

Exclusion – design and development

Our business does not perform any work in the design or development of its products or services. Products and services are processed to meet standards and customer specifications within a range of established industry requirements.
2. INTRODUCTION to RMS (NQ) Pty Ltd

RMS (NQ) Pty Ltd is a privately owned company that commenced operations in 2009 expanded from Road Maintenance Specialists.

Road Maintenance Specialists (formerly) a privately owned company that commenced operations in 2006 expanded from Monty’s Milling Pty Ltd.

Monty’s Milling Pty Ltd (formerly) a privately owned company that commenced operations in 2004 for Townsville and surrounding districts.

RMS (NQ) Pty Ltd, in its early stages of development was a service-dominated company providing specialised equipment and support for the road maintenance for government, business’ and other contracting bodies throughout North Queensland. Since that time, considerable diversification has taken place expanding into fields such as asphalt laying, bitumen spray sealing, profiling and insitu road maintenance and construction.

Since the introduction of our first road-milling machine RMS (NQ) Pty Ltd has grown into a professional contracting company with the expansion of our fleet of equipment using state of the art road milling machines. A growth, which was been dictated by market demands.

RMS (NQ) Pty Ltd has been providing road construction and maintenance services to Queensland Government, Businesses and other contracting bodies within the road construction industry for the past six years. Townsville City Council has been a major customer for this time since 2004.

Road construction, maintenance and rehabilitation, including the use of some of the most advanced equipment available remains the core business of RMS (NQ) Pty Ltd.

For many years, RMS (NQ) Pty Ltd, through its company based in Townsville, has managed and implemented road maintenance contracts for RoadTek, Townsville City Council, and many other Shires of North Queensland.

Through our industry association we remain informed of changes to working conditions and awards which affect our workplace, clients and employees. RMS (NQ) Pty Ltd is committed to achieving our quality, safety and environmental objectives.

3. GENERAL REQUIREMENTS

The QSE Manual provides a structured process for the achievement of continual improvement. The QSE is a tool which enables RMS (NQ) Pty Ltd to achieve and systematically control the level of QSE performance that it sets itself. It is consistent with the International Standards for Quality ISO 9001 and Environment ISO 14001 and the Australian and New Zealand Safety Standard AS/NZS 4801 model.

RMS (NQ) Pty Ltd will periodically review and evaluate its QSE Integrated Management System in order to identify opportunities for improvement in their implementation. Improvements in the system are intended to result in improvements in QSE performance and enhanced customer satisfaction.

4. AIM OF MANUAL & POLICY

Integration of QSE matters into the overall management system, can contribute to the effective implementation and continuous improvement of the QSE, as well as add to efficiency and clarity of roles. The system will enable RMS (NQ) Pty Ltd to establish QSE policy and processes and implement strategies and targets for efficient:

QSE =
- Control and improvement of performance for RMS (NQ) Pty Ltd
- Limiting or eliminating injury and incidents in regard to safety
- Minimising impact and pollution prevention of the environment

The QSE Manual, and Policy below, is approved and signed by the Director with review and update required at least 3 yearly.
4.1. QSE POLICY

RMS (NQ) Pty Ltd provides quality services in road construction, maintenance and rehabilitation with the supply of asphalt surfaces, bitumen spray sealing, road profiling and civil works.

To meet our commitment RMS (NQ) Pty Ltd Management will work towards the elimination of work related injuries and illnesses to safety, and to meet our commitment to the environment we will operate in a manner that conserves natural resources and energy, prevents pollution, and manages waste responsibly, and is committed to creating an integrated management system to meet system requirements and improve our business.

All RMS (NQ) Pty Ltd people have a responsibility for implementing this Policy by striving to achieve ‘zero tolerance’ toward hazards, incidents, accidents and non compliances within the Quality, Safety, Environment integrated system (QSE) and to meet these requirements RMS (NQ) Pty Ltd will:

- Demonstrate leadership, accountability and commitment by all the managers and supervisors of RMS (NQ) Pty Ltd
- To establish and maintain a framework for setting QSE objectives and targets to continually improve our performance
- Commits to complying with relevant QSE legislation, regulations, standards and codes of practice
- Implement a business specific integrated QSE management system in line with policy, manuals and processes
- Use rigorous control of tendering, job planning and project management
- Our company is committed to providing excellent products and service to its clients, in an efficient and responsible manner, which meets customer and applicable statutory and regulatory requirements.
- Act with equal and due regard for the requirements and expectation of our neighbours, employees, shareholders, suppliers and subcontractors, insurers, and industry associations
- Develop QSE awareness throughout company by initial and ongoing education and training of all staff, employees and contractors to provide a workplace free of injury, and environmental and culturally aware workforce
- Involve and encourage all parties in RMS (NQ) Pty Ltd in QSE management system through communication and consultation on issues and concerns, updating and reviewing until fully resolved
- Minimise / eliminate QSE hazards within the workplace through processes of risk identification, assessment, implementation of the hierarchy of controls and monitoring to ensure continued improvement
- Support conservation of materials and provision of resource options that can reduce risk of injury, pollution, or waste and improve QSE quality to meet requirements of this policy
- Ensure all QSE incidents and non-conformances are reported, recorded and root causes identified and ensure that corrective actions are implemented for RMS (NQ) Pty Ltd
- Early provision of necessary and reasonable services for rehabilitation, including suitable duties programs when practicable, to ensure the worker’s earliest possible return to work, or if return to work is precluded, to maximize the worker’s independent functioning
- Monitor and manage annual performance indicators to objectives and targets with a focus on lead indicators and implementation of annual QSE action plans to verify continuous improvement
- Facilitate planning, control, monitoring, corrective action, auditing and review activities through documentation and control of records so that the policy is complied with and QSE management system remains appropriate and committed to continual improvement

This policy is available to internal and external interested parties, is reviewed as necessary and is capable of adapting to changing circumstances.
5. COMPANY STRUCTURE – Appendix 2

6. RESPONSIBILITIES & AUTHORITIES

The commitment and accountability for QSE begins at the highest levels of management as represented in company structure. Management has developed the QSE Policy and processes and endeavours to ensure policy is adhered to. Management also ensures the quality is provided to the Client at all times, by providing leadership and vision to all levels and sections of staff involved with this project. RMS (NQ) Pty Ltd will promote safe working and environmental practices also ensuring that the company’s products and services are of high quality and in a cost-effective manner.

As part of the commitment a designated Workplace Health & Safety Officer / QSE Coordinator has been appointed which employees confer with and in turn the QSE Coordinator will confer with management and report, review and action to improve needed documentation to ensure systems are established, implemented and maintained. The Operations Manager and QSE Coordinator are determined through training achieved and commitment to ensuring QSE objectives are met throughout the company. Commitment and understanding of the roles and responsibilities under the QSE are reinforced during the inductions and sign off of documentation. At all times RMS (NQ) Pty Ltd will maintain the highest standards of health and safety, environmental impact prevention, and quality, and will not knowingly demand or expect any persons to participate in any activities which are likely to be detrimental to their health or safety, or cause environmental harm.

All Staff have a responsibility to ensure “their own safety and that of their workmates, clients, contractors and the environment” as per commitment in Policy and Job Descriptions in the QSE management system. (Job Descriptions)

7. LEGAL EVALUATION, COMPLIANCE AND SIGNIFICANT RISK

The system is periodically reviewed against applicable legislative requirements as part of the General Meeting Agenda & Record, QSE Management System Review Meeting and Internal Audit process annually. Through our industry association, Australian Asphalt Pavement Association and AARB, we remain informed of changes to legislation, working conditions and awards which affect our workplace, clients and employees. Legal requirements are identified in the Legislative & External Document Register. All QSE system compliance to do with Business Operations (tax, due diligence), and Human Resources to ensure Employee rights, and Health and Safety requirements of Workplace Health & Safety Legislation and Codes of Practice compliance, and Environmental Protection and Environmental Relevant Activity (21 Motor Vehicle Workshop & 8 Chemical Storage) is reviewed as part of this process.

RMS (NQ) Pty Ltd comply with legislation and regulations by ensuring processes are implemented and adhered to in accordance with the Acts and Regulations and various applicable Australian Standards and relevant Codes of Practice. All applicable legal and other requirements to which RMS (NQ) Pty Ltd subscribes (i.e. Standards / Guidelines / Policies etc) are accessible at administration and managers offices and are available to all employees through the front office.

Our QSE management plan is to:

- understand which regulations apply to our business
- comply appropriately
- understand our exposure to risk in quality, safety and environment matters
- eliminate risk, or reduce it to acceptable levels
- communicating with our staff and clients

QSE Coordinator or relevant Manager peruses updates, audits and forwards on applicable information for review and evaluation in Management Meeting and QSE System Review.

We keep up to date and compliant on legislation, codes and other relevant matters from:

- bulletins and correspondence from industry bodies including: AAPA, AARB, Chamber of Commerce, SAI Global
- emails on safety and environmental issues from government, specialists and web sites, Home - Department of Justice and Attorney-General, Homepage - Workplace Health and Safety Queensland, Environmental management (Department of Environment and Resource Management)
- attendance at industry meetings and workshops
- membership of industry organisations: AAPA, AARB

Uncontrolled when printed
Compliance to all of the QSE policies, processes and training requirements are mandatory for all staff with zero incident philosophy - providing a safe and healthy working environment for employees whilst ensuring no negative impacts upon the environment from our activities. Residual Risks of 10 or greater, after controls are identified and established in QSE Risk Register, are considered significant. However to reflect differences and address significant key risks at the appropriate levels in our operational regimes, core steps have been developed (See Section 14):

- Risk Registers
- Work Method Statements
- Safe Work Practices
- Emergency Response

An explanation of how legislation relates to our business is incorporated in the Induction process. Regulatory requirements as prescribed, and safety and environmental awareness training provided to all employees on induction. All employees participate in regular QSE consultation, review and amendment of work practices at toolbox meetings and refresher training. (See 10 Training & Competency).

Statutes and code to which we comply are listed in the Legislative & External Document Register and review of advisory websites takes place on a continual base as operational and system needs require or alerts are issued.

When a new compliance issue, or a risk or threat to the business, is identified:

- inform management
- determine its relevance to our business
- if appropriate, prepare processes and review and update documentation so that it complies with regulations and renders the risk acceptable
- train staff on the process – change and consequence
- add the process to our QSE Management System

When changes occur we communicate them to the relevant staff by:

- memos
- staff meetings
- site toolbox meetings

8. OBJECTIVES & TARGETS

Through using commitments in the QSE Integrated Policy as a framework, the QSE Management System of RMS (NQ) Pty Ltd have set objectives and targets strategically assessing the relevant needs of the business, safety and environment risk planning, and is capable of adapting to changing circumstances. QSE is committed to measuring and improving so consideration of the framework has included short term and longer term business outward planning targets to meet RMS (NQ) Pty Ltd requirements. Elements that have been taken into consideration are customer satisfaction, legal compliance, technological and economic resources, human resources, marketing, safety and environmental risks and others considered for changing circumstances or improving QSE.

RMS (NQ) Pty Ltd management will have responsibility for implementing various operational elements of the Objectives and Targets and are identified in the document. Progress on achieving Objectives and Targets will be reviewed by Management and outcomes reported on at QSE Management Review Meetings by Director with amendments made by QSE Coordinator. The Director will provide direction and support to ensure appropriate resourcing is given to implementation of Objectives and Targets. In addition, a list of “future” improvements is included in the Objectives and Targets to be planned and budgeted for.
9. PRODUCT REALISATION AND OPERATIONAL CONTROL

The QSE (Quality, Safety & Environmental) Project Plan are generated for projects when appropriate to meet contract requirements and when risk levels are significant, to achieve Objectives and Targets: to provide guidance to control situations where absence could lead to deviation from policies, legislative breach or impact on the business, our staff or the environment. QSE Project Plan will be distributed to familiarise clients and their employees with appropriate scope of project, and Work Method Statements and relevant documentation to make our job and the environment, safe for all involved in the project.

The General Manager promotes and manages the QSE Project plan, ensuring customer requirements are reviewed and action to improve QSE controls for project. The General Manager will collate record and submit documents included within the QSE Manual along with the QSE Project plan to meet the requirements of the individual project.

Respond to Tender Enquiry, or Expression of Interest (EOI)

Managers source Tenders, Quotes & EOI from all types of Multi Media Systems, regular clients, City and Shire Councils. The Request is reviewed first to evaluate if the business has the capability & resources to meet the Clients requirements. Managers then source the relevant documents from the Clients or conduct a site inspection to establish the specifications for the quotation. Requests for external materials, equipment & labour are then sent to the relevant suppliers for quotation if required. Once all information has been returned to the Managers then the Quote is completed based on the internal resource & external resources & reviewed to assess cost & profit prior to submitting. Quotes are returned to the client in the formatted documentation that they supply or as RMS (NQ) Pty Ltd Quote template.

Upon tender success & client type the Business Manager is requested to run a credit check on the client. On approval of the check the quotation is then forwarded to the Operations Manager for Programming. Managers then record the win / lose in the quote Register.

The specific Project Plan requirements for submission and follow through to client may include:

- A Quality, Safety & Environmental (QSE) Project plan and Work Method Statements
- QSE Manual Documentation required for Project e.g. Nonconformance/Incident/ Improvement (NCIS) etc
- Monitor QSE compliance with statutory and client requirements – Main Roads, QSE Internal Audit, Job Hazard Risk Identification, Nonconformance/Incident/ Improvement (NCIS), Meetings
- Report any feedback in regards to compliance with QSE legislation, regulations, standards and codes, and Site Safety Rules and Environmental impacts
- Ensuring collaboration with Client regarding Project specifications of the contract to be implemented
- Initiating remedial measures when Project Specifications deficiencies are observed or in response to QSE complaints
- Amendments notified to client. Distribution list controlled by General Manager.
- Review Project or QSE problems and action improvements – General Meeting Agenda & Record Managers Meeting, QSE Management System Review Meeting
- Documentation and Records control as per section 12 upon completion of Project

RMS (NQ) Pty Ltd through programming by Operations Manager aim to inform and consult with employees, contractors and client to address hazards associated with their work, risks that they may be exposed to, and measures to eliminate or minimise exposure and project specific worksite arrangements for the management of all processes within the QSE of the workplace. Ensuring documentation, records and reports are updated and subsequent changes are recorded on the Dispatcher program for effectiveness of project operations.

The Programming requirements may include:

- Monitor QSE System and Documentation for RMS (NQ) Pty Ltd and projects
- Maintenance of the project files to meet contract and RMS (NQ) Pty Ltd requirements:
  - RMS Job Sheet, and, Daily Schedule Report generated by the Dispatcher program listing Location, Employees, Equipment, Materials, Accommodation, Job Specifications, Subcontractors, and Client information
  - Daily Job Docket, Foreman’s Report and Spray Sheets filled out by the supervisor listing daily activities and any issues arising for current day
- Retain all relevant records for the duration of the project and as required by law (Section 12 & 13)


- Document any subsequent changes to plan
- Tracking of Supplies - Bitumen usage, Aggregate usage
- Mobilisation History Report (Equipment, Staff and Subcontractors), Daily Material Reports, Employee History Report, Employee Skill Report, Trucking Report, Local History Report
- Reviewing of Daily Job Docket, Foreman's Report and Spray Sheets for Invoicing
- Supply feedback to clients, employees and contractors
- Reports and Records of project archived within Project File

Business Manager reviews and communicates regarding invoicing, suppliers and purchasing to ensure the continuing suitability, effectiveness and adequacy in order to identify risks or changes, current or emerging, for opportunities of continual improvement to RMS (NQ) Pty Ltd, Employees and its Client Base.

- Monitor & Review Corporate compliance through subscription to Chamber of Commerce and surveillance of – Work Cover, Superannuation, EEO, Privacy Act, ATO compliance, Fair Trading, and similar regulations as they arise
- Accounting system currently in place is Quickbooks – this requires log-on access with access limited to job description requirements
- Debtors - payment requirements are on tender, quote and invoice documentation, EFT is the preferred method. Telephone and email contact is made when in arrear
- Creditors – supply, quality and price comparisons are routinely done for high-end use products. Payments to suppliers are preferably done via EFT in a timely manner
- Records and reporting conducted by Business Manager and Director monthly to review businesses performance and requirements for improvement and development

The process in place is to ensure that the structure and its coordination of method used are reviewed:

- For accuracy and effectiveness of accounting system
- When there has been a failure or change in the work process
- Recommendations or implementing of new practice
- On a regular basis by reporting and management meetings

10. TRAINING AND COMPETENCY

RMS (NQ) Pty Ltd develop & promote QSE awareness and Risk management throughout company by initial and ongoing competency evaluation education and training of all staff, employees and contractors to provide a workplace free of injury, and environmental and culturally aware workforce. Induction & QSE Handbook, Code of Conduct, Code of Behaviour is the responsibility of the QSE Coordinator to raise awareness, keep records and improve and implement training requirements, and to record Employee review held by Management.

Training is determined according to Managements future outlook, legislative and competence requirements and site based training identified in the Risk Management system and collated onto the “Dispatcher” program, where alerts arise and are notified to Operations Manager and QSE Coordinator of Expiry dates per individual. The training process is defined by reviewing training matrix and establishing training plan each year, which identifies training needed for personnel based on operational needs, statutory training, employee identifying own requirement for further development or whose job may result in a significant safety or environmental impact. The Training Program may be adjusted by management throughout the year as further operational or QSE risks arise.

RMS (NQ) Pty Ltd operates a competency system that assesses competency on the basis of skills achieved through formal education, training or experience to perform assigned tasks taking into account obligations, hazards and risks associated with the work task, Work History Training Information. Training is provided both internally and externally, by persons with appropriate knowledge, skills and experience in the competency and training. Training and competency effectiveness is reviewed as part of management review process based on Employee review and Incident / Audit of root cause analysis.

Upon commencement of work, employees undertake an induction which defines expectations and responsibilities, hazards and risks, includes defining the key areas of QSE policy and processes relevant to the company. All worksite staff are required to hold a General Construction Induction Card – formerly the “Blue Card”, license applicable to plant
and equipment or ability to obtain such with competency based training. Processes which define competencies / training include:

- **Induction & QSE Handbook** – Acknowledgement form is kept in HR record
- **Employee Review**
- **Vendors Form**
- **Emergency Response Guide**
- **Work Method Statements**
- **Risk Register**
- **Safe Work Practices**

Training and competency information including records is kept for the QSE management system Dispatcher. Filed in Employee File in Human Resources are copies of records, tickets and certificates of employees and a scanned electronic copy on RMSNAS server.

**11. COMMUNICATION & CONSULTATION**

Involvement and encouragement of all parties in RMS (NQ) Pty Ltd in QSE management system through communication and consultation on issues and concerns, updating and reviewing practices and documentation until fully resolved is an integral part of successfully and effectively maintaining our QSE management system.

RMS (NQ) Pty Ltd aim to inform and consult with employees, contractors and client to address hazards associated with their work, risks that they may be exposed to, and measures to eliminate or minimise exposure and project specific worksite arrangements for the management of all processes within the QSE of the workplace. Employees are aware of, who their Director, Management, Supervisors, QSE Coordinator are to communicate to management and vice versa.

Conveyance of Information happens in range of methodologies both internal and external, formal and informal:

- Induction – **Induction & QSE Handbook**
- Meetings & Audits – minutes on notice board, audit feedback
- Toolbox Daily – **Job Hazard Risk Identification Form** completed, QSE Plan
- Server – RMSNAS folder on Computer System
- Internet – **RMS - Road Maintenance Services North Queensland | Home**
- Contractual Communication – Project Files, **Customer Feedback**
- **Emergency Response Guide** – who to call / report to and when
- **RMS Job Sheet** and / or **Daily Schedule Report**
- **Daily Job Docket** and **Foreman’s Report**

A key element of our communication process is the **Nonconformance/Incident/Improvement form** (NCIS) is available to all employees, contractors and clients for submission to raise concerns, report incidents, and suggest improvement of QSE. It also serves as a complaints form should issues be raised by external parties. Our Customer Feedback form is used to document and action to ensure customer requirements are met. It is available electronically on the server RMSNAS folder and on site in the Supervisors folder. This is a valid process to identify areas of concern or successes for safety, environment or operational processes. These are submitted to Supervisor on site, Operations Manager or QSE Coordinator and causes assessed, improvements applied and reviewed. A register is maintained on **Accident / Incidents Matrix** and a **RMS Agenda Fix It Matrix** by the QSE Coordinator to assure matters are addressed in a timely manner and reviewed by management for further action and improvement.

Complaints - The Supervisor shall maintain a **Foreman’s Report** on site and record all complaints received (client, contract, or employee) regardless of their apparent significance. Complaints considered ‘major’ (a complaint that cannot be resolved immediately, would be major) are to be recorded on the Non-Conformance/Incident/Improvement Form (NCIS) and processed through RMS (NQ) Pty Ltd Quality System.
12. DOCUMENTS AND RECORD CONTROL

12.1. Documentation

RMS (NQ) Pty Ltd aim to facilitate consistent planning, control, monitoring, corrective action, auditing and review activities through documentation and control of records so that the policy is complied with and QSE management system remains appropriate and committed to continual improvement. All approved documents are stored electronically on the RMSNAS network storage server or “Dispatcher” program and are considered to be uncontrolled in hard copy form. All RMS (NQ) documents when printed are marked in footer as “Uncontrolled when printed”. Documents shall have a Title / Heading that outlines the operational use and table as below for number, authorization, issue number and issue dates unless generated by the “Dispatcher”.

```
  Document # | Created By | Approved by | Issue Number | Issue Date |
```

Documentation (internal and external) is managed according to our QSE Policy and the QSE Management System documents are controlled in our RMSNAS site by QSE Coordinator by password in a folder named Quality, Safety, Environments Integrated System.

The QSE Coordinator will change documents in consultation with the Relevant Manager or Process owner and obtains approval from the Managing Director before finalising. DO NOT adjust documents without a Control Document Changes Notification.

Relevant versions of documents once authorized are communicated, retraining if required and implemented by distribution to relevant operational areas, clients or contractors for the effective functioning of work processes and QSE management. The keeping of hard copies is discouraged unless necessary for business purposes in Job folders in Supervisor’s vehicle. Project Documentation or Out of date documentation retrieved from site is either added to Project file or disposed of back at Depot office in Shred X disposal bin.

All “groups” of internal documents are identified on the RMSNAS Control Documents register in the RMSNAS server. This shows “at a glance” a list of our internal documents, but not exhaustive, with hyperlinks to most commonly utilised documents of RMS (NQ) Pty Ltd: Policy, Manual, Forms, Work Method Statements, Safe Work Practices and Processes, Job Descriptions.

12.2. To Implement or Change / & Amend a Document

To amend documents on the RMSNAS:

- open the relevant Control Register from the RMSNAS and follow the link to the document to be amended or brief QSE on new document suggestion
- Print hardcopy and make recommended changes on hard copy
- Give to QSE Coordinator with recommended changes & Control Document Changes Notification which defines what documents are to be updated, where hard copies are located, and status of document; New, Reissue, Obsolete

QSE Coordinator

- Qualify with Relevant Manager to changes needed
- update the date on the document
- make the necessary changes
- Recheck with Director for authorisation
- save changes
- update the Control Register date
- update the Control Register link and RMSNAS copy
- Archive old / obsolete versions for history / track changes or legislative requirement
External Documentation found on the Legislative & External Document Register. This register has dates to say when documents to be annually reviewed for relevance and control. May include but is not exhaustive to the following:

- Corporate compliance – WorkCover, Superannuation, EEO, Privacy Act, ATO compliance, Fair Trading, Marketing and similar regulations
- Australian Standards – system, risk
- Workplace Health and Safety Act
- Environmental Protection Act
- Codes of Practice
- Contract Documentation requirements
- Client information
- Suppliers

- MSDS’s – The MSDS Register electronic is kept current by yearly review by QSE Coordinator and Supervisors identifying which are in date, need archiving or replacing. Half yearly review of workshop / site / vehicle MSDS’s is prompted by audit checklist and conducted by QSE Coordinator / Workshop Manager. Replacement of out of date MSDS occurs. All new products have an MSDS acquired as soon s practicable after coming to site. Hard copies are kept in both the Office and Workshop and are considered uncontrolled.

13. RECORDS
Records are kept to verify conformity to requirements of systems and legislation. They can include but are not limited to: Purchasing, Validation of product, Site inspections, Project job files, Monitoring and measuring, Equipment calibration, Health checks, Training and performance review, Incident / nonconformance investigations, Audit fix it, Evaluation of compliance meeting and management review minutes.

Archiving
Completed documents which are not required for day to day operations will be archived. Superseded copies of electronic documents will be electronically archived in obsolete folder.

Storage
An electronic copy of QSE system documents will be maintained on a server RMSNAS. This is the preferred / approved version. The keeping of hard copies is discouraged unless necessary for business purposes. Completed documents such as: incidents, audit, monitoring, training, project, etc will be stored in a clean office environment. Documents requiring archiving will be stored in the archive room. The privacy and quality control of completed documents is ensured by:

- Limiting access to management
- Locked and security system of office building

Protection
An electronic backup of RMSNAS will be off site. Back up conducted on a daily basis by Business Manager.

Retrieval
Archive boxes will be labelled with dates of content and to keep them legible, identifiable and retrievable, and stored onsite. A register kept for easy retrieval by Business Manager who is authorizing officer identified for document disposal.

Retention Time
All administration documents will be retained for a period of at least 7 years. All safety documentation will be retained indefinitely as required by legislation.

Records Disposal
All documents exceeding the retention time will be professional disposed of by Shred X, after approval by Business Manager.
14. HAZARD IDENTIFICATION, ASSESSMENT, AND CONTROL FOR PREVENTION

Methodology for determining risks, quality, safety or environmental, begins with identifying possible risks over which we have control or influence. These are then assessed utilising the Risk Reference Matrix along with findings of QSE Internal Audit and are documented in the Risk Register and NCIS is raised on the RMS Agenda Fix-it Register. Changes and improvements are discussed through Management and staff meetings and then implemented into the Work Method Statements and updating of training for Safe Work Practices is undertaken for control and prevention of incidents. Review of hazards is undertaken on operational sites before project begins and QSE Project Plan implemented if necessary as in Section 9 Product Realisation, or through Work Method Statements and on a daily basis with Job Hazard Risk Identification form, PreStarts of equipment and through audits and management meetings on a monthly basis. The following forms are used addressing areas of concern and for implementation of processes. Consultation with staff and management meetings review, assess and is recorded for improvement of the QSE system.

Risk Register – QSE Coordinator

- review the identified potential risks over which we have control
  - prompts used include chemical, biological, physical, ergonomic and psychological hazards
  - emissions to air, water, land, flora and fauna, use of materials resources, energy, and waste generated
  - business impacts of customer satisfaction and quality of service; contractors and subcontractors
- hazard identification considers the following but not exclusive to:
  - Training & Induction
  - Consultation & Communication
  - Internal Auditing & Workplace Inspections
  - Contractors
  - Documents & Records
  - Preventive / Corrective Action
- considers normal operations, maintenance and emergency (foreseeable) situations both existing and new
- nature of potential harm, consequence by likelihood to identify the risk level
- control measures put in place using the risk hierarchy:
  - elimination
  - substitution
  - engineering controls
  - administrative procedures
  - personal protective equipment
- risk level of before and after control put in place using Risk Reference Matrix
- includes potential and actual, past and present incidents

Risk Reference Matrix – All Staff

- Operational Job Description – Quote or tender
- Identify the Gaps or New Risks
- Nature of potential harm, consequence by likelihood to identify the risk level
- Review Work Method Statement and Safe Work Practices and modify if needed
- Supervisor relays information during toolbox to employees

Job Hazard Risk Identification – All Staff

- Daily Toolbox Operational site checks to identify specific risks to onsite jobs
- Review Work Method Statement and Safe Work Practices and modify if needed
- Supervisor relays information during toolbox to employees

Daily Prestart - Plant Operators

- Use to identify equipment measurement devices due dates, odometer readings etc
- Prevention to identify equipment requirements or failure, hose wear & tear, tyres
- Prevention of spills and leakages
- Return documentation to Workshop for planning of maintenance

QSE Internal Audit (Qualified Staff) and Nonconformance/Incident/Improvement Reports (NCIS) – All Staff

- Use to identify system failure
- New Risks
• Behavioural noncompliance
• Generally used for field activities where a nonconformance is to be raised immediately, or submitted to the client.

**RMS Agenda Fix It Register - Management**

• sequential numbered format to track actions
• evaluation of effectiveness of controls and hazard identification process by management
  
  o The causes of nonconformities are to be evaluated by relevant Manager (Operations, Office, QSE Coordinator, General Manager) to the root of nonconformance and reviewed and evaluated by the Director.
  
  o Relevant Manager must determine the action needed to prevent the nonconformance from recurring. The Director will review the actions proposed.
  
  o The Relevant Manager for implementation of corrective action/s must ensure the actions are closed out within the target date/s.
  
  o Evidence in the form of **RMS Agenda Fix It Register** must be kept for corrective actions undertaken.
• Reviews in Management meetings of Corrective Actions taken to ensure the action/s do indeed prevent recurrence.
• close out on review at Managers monthly meetings

**Risk Register – QSE Coordinator**

• Continuous Improvement Loop (to top)

**15. EMERGENCY PLANNING & RESPONSE**

The *Emergency Response Work Method* contains information and emergency response procedures for the following foreseeable potential emergency or accident situations which could impact on our people, the environment or the community:

• Emergency contacts and evaluation
• Fire and explosion
• Personal injuries
• Vehicle related incidents
• LPG related incidents
• Burns
• Chemical spills
• Cyclones / Storms
• Bomb Threat

*Training* is provided in Fire fighting, spills and burns, manual handling to aid in appropriate Emergency Response. Emergency response procedures are tested periodically where practicable and analysis of response leads to procedural review if necessary. Response considers impacts on staff, clients, property and the environment to minimise additional impact.

Emergency procedures when provided in hard copy to site Supervisors for projects are found in the *Emergency Response Work Method*, which is kept onsite by the Supervisor and may accompany this document. Depot evacuation plans are throughout the depot site.

**16. INTERNAL AUDITS**

A *QSE Internal Audit* conducted on QSE process, operations and projects arising in a risk assessment are all undertaken by either competent Management, Supervisor, QSE Coordinator and selected employees. Auditors should have an understanding, but be independent of the activities being audited where practicable. The form has instructions on preparing an audit; contacting auditees; guide questions or prompts to focus the audit and the generation and actioning of non-conformances and improvements to the system.

Internal Audit is conducted to ensure that:

• written procedures and processes are current, relevant and accurate
• procedures add value and are useful for training staff
• records verify that practice conforms with written procedures
• non-conformance and improvements are identified.
Types of Audits

- ISO 9001:2008 system (procedure) audits
- AS/NZS 4801:2001 system (procedure) audits
- ISO 14001:2004 system (procedure) audits
- Legislative and Code of Practice compliance audits
- Operational (site) audits
- Depot audit

Internal Audit Schedule

- write up the 12-month QSE Planner.
- General manager will review, approve and sign the QSE Planner.
- Procedures and activities, which are complex or critical, will be scheduled at frequent intervals (6 months).
- Procedures and activities, which are simpler and require less supervision, will be scheduled less frequently (12 months).

What is being Audited

- procedures and processes are being audited – not people.
- the staff who do the work described in a procedure, are the auditees.
- the Internal Auditor is checking procedures by asking auditees to demonstrate the process and show any required records.
- in this way, procedures can be updated to reflect changes or improvements suggested by auditees.

Conducting System Internal Audit

- use the QSE Management System Review when auditing individual procedures – follow the instructions on this form, which gives guidance for:
  - preparation
  - recording findings
  - making recommendations
  - follow-up and close-out of recommended action.
- use the QSE Internal Audit when performing a review of all procedures eg, during a QSE Management System Review. The QSE Internal Audit is still used as a guideline to good auditing when performing the review.
- record improvements / issues raised on the Agenda Fix It Diary if required
- to amend documents, refer to the Documents and Records 12.2
- record the audit as completed on the QSE Planner

Operational Audits

- Frequency of schedules
  - a routine site audit should be done weekly
  - a formal site audit should be done monthly on longer, larger projects, or when deemed appropriate by the company or by a client.
- Schedules in specific areas will depend on:
  - type of hazard
  - level of risk
  - whether foot traffic or vehicle traffic is light or heavy
  - rate of change or development in an area.

The QSE Internal Audit is conducted monthly on selected areas of the workplace with a review expected of all processes over the year according to QSE Planner. The Planner is reviewed annually and approved by Management. These are conducted monthly due to integration of Quality, Safety and environmental standards include housekeeping, office, worksites and plant and equipment requiring core areas to be assessed throughout year. The QSE Internal Audit or Job Hazard Risk Identification form, used by Supervisors as a Workplace inspection daily, may raise non-conformances or areas of concern and are recorded on the RMS Agenda Fix It Register in a sequential numbered format to track actions and close out on review at Managers monthly meetings. The Non-
conformance may raise the need of a Risk Assessment using the Risk Reference Matrix which will then result in a New or altered Work Method Statement and training in Safe Work Practice.

17. NON-CONFORMANCES/INCIDENT/IMPROVEMENT (NCIS)

Non-conformances raised are to be rectified immediately, if possible on site by Supervisor and notification to follow to Operations Manager through a Nonconformance/Incident/Improvement Reports (NCIS) with investigation section filled out as to root cause, proposed rectification of root cause and Corrective / preventative action taken. Attach the Nonconformance/Incident/Improvement Reports (NCIS) to the Foreman’s Report and process through the Quality System stating corrective and preventative actions and entered by QSE Coordinator on the Agenda Fix It Register to be addressed in General Meeting Agenda & Record managers meeting to review, designate and assign any further action to be taken. Completion and Close out of actions required within 2 months, if operational activities allow, or by close out date set by Management Meeting with QSE Coordinator to update on progress or closure.

Everyone is responsible for reporting hazards, incidents and near misses on all RMS (NQ) Pty Ltd worksites.

A “Hazard” is a thing or a situation with potential to cause harm to a person, property or the environment.

Workplace Incident means—
(a) the effect of an activity, substance or collective effect on the environment, via various human or workplace activities
(b) an incident resulting in a person suffering—
   (i) a work injury; or
   (ii) a work caused illness; or
(c) an incident resulting in a dangerous event; or
(d) another matter decided by the Minister to be a workplace incident.

A Near Miss is an unplanned event that did not result in injury, illness, or damage to environment or property. A Near-Miss is an opportunity to improve safety, health, environmental and security of an operation based on an incident with potential for more serious consequence.

Non-conformance is defined as:

- near miss, close call, accident or potential for any of these
- potential for the progress of work to be affected
- corrective action will not allow compliance with the Contract or legislation
- time requirements of the Contract will not be met
- the non-conformance may cause a health and safety or environmental hazard
- the non conformance relates to a deficiency in a drawing or specification
- client supplied product is involved
- other types where directed
- serious environmental harm may occur
- items of cultural heritage significance are discovered
- contaminated land or contaminated materials delivered to site are identified

The Client is to be advised within one working day of its detection. Certified copies of non-conformances are to be provided to the Client at the end of the Contract.

An improvement is an opportunity to reduce the impact or prevent recurrence of any of the above.

18. CORRECTIVE AND PREVENTATIVE ACTION

To take action to eliminate the causes of nonconformities and potential nonconformities and to prevent recurrence a register is maintained on Accident / Incidents Register and a RMS Agenda Fix It Register is maintained by the QSE Coordinator to assure matters are addressed in a timely manner and reviewed by management for further action to prevent further occurrences and inform employees of action taken and preventative measures established. Documentation or Operational processes or training will be updated to reflect needed changes. Once complete actions are moved to the bottom of the registers to ensure "live" activities remain current and visible to General Meeting Agenda & Record managers meeting to review and complete actions required (See also 17).
Non-conformances raised are to be rectified immediately, if possible on site by Supervisor and notification to follow to Operations Manager through a Nonconformance/Incident/Improvement Reports (NCIS) which prompts investigation with root cause analysis, proposed rectification of root cause and corrective / preventative action taken. If unresolved on or at time of occurrence the managers meeting designate and assign any further action to be taken. Completion and Close out of actions required within 2 months, if operational activities allow, or by close out date set by Management Meeting with QSE Coordinator to update on progress or closure.

19. PURCHASING, MONITORING & MEASUREMENT

To control the purchasing, monitoring and measuring of materials and services, and procurement of subcontractors, to meet client specifications, industry standards and RMS (NQ) Pty Ltd QSE standards to protect health and safety and environment from impacts of our or their activities, RMS (NQ) Pty Ltd applies the following:

Procurement aspects may include but are not exhaustive to:

- Training
- Communication
- Plant & Equipment
- Contractors
- Services

19.1. Purchasing

Whenever possible, preference must be given to Suppliers Contact List in RMSNAS Server. Always refer to any existing negotiated and agreed rates before placing orders. To control the purchasing, monitoring and measuring of materials for operational purposes and procurement of resources RMS (NQ) Pty Ltd QSE standards use the Vendor Form and Vendor Evaluation and Customer Feedback Form.

- When purchasing chemicals or toxic substances, ensure that MSDS’s are supplied on delivery of the purchase. If an MSDS is not forthcoming, ensure that one is accessed from the internet or the supplier.
- When purchasing major equipment or supplies relating to equipment, where possible and taking into consideration cost effectiveness, choose a product that complies with environmental and safety standards eg: noise levels of operational equipment. If the environmentally and safety friendly product is not able to be purchased, ensure that the product being purchased is managed by complying with any extra PPE requirements and Safe Work Practices.
- Consumables and on-site hire of services may be acquired by requesting the office to fax a Purchase Order to supplier. The Supplier tax invoice, delivery docket and (card) transaction advice slip must be promptly returned to the Business Manager.

Numbered Purchase Orders in triplicate must be used to place orders with material suppliers and subcontractors. All Purchase Orders must include the signature of the authorised person.

Purchase Orders are distributed as follows:

- Copy 1 (white) To Supplier
- Copy 2 (yellow) Attach to invoice, send to Accounts
- Copy 3 (pink) Remains in the Purchase Order Book (fast copy).

Product received is inspected on delivery to ensure compliance to the purchase order prior to use. Non-compliant goods are returned to the Vendor for replacement, after approval by management. Product and service control, validation, identification and traceability is managed through

- Daily Schedule Report
- Daily Job Docket and Foreman's Report
19.2. Approved Suppliers

If appropriate, RMS (NQ) Pty Ltd can request the right to inspect products and services at the supplier’s premises, at agreed/specified stages. Where specified, our clients will also be afforded the right to verify at our supplier’s premises, that the product to be supplied conforms to the Client’s specified requirements.

The Managing Director to periodically request a copy of the Suppliers Contact List from Accounts to delete from the supplier’s list any suppliers that are not current to the operations/requirements of RMS (NQ) Pty Ltd. Consideration is also given to the attitude of suppliers to their obligations under relevant OH&S and Environmental acts and standards.

The Business Manager controls a list of approved suppliers on RMSNAS.

Suppliers are assessed, based on information provided in Tender and Vendor Form and documented on the Vendor Evaluation, by their:

- Range and type of products and services
- Experience
- Previous performance as a supplier
- Compliance to Tender/ purchase order specifications
- Business references
- Quality Assurance status
- Quality controls and management
- Availability of goods and services
- Geographical locality
- Compliance with, OH&S and environmental acts & standards
- Price

This is undertaken by the Managing Director.

19.3. Monitoring & Measuring

19.3.1. Operational

Monitor & measure may include but not exhaustive to:

- Pre-start checklist - Safe plant, equipment and systems of work
- Maintaining machinery, equipment, tools and substances in a safe condition – Workshop files on all equipment, which is numbered and service records kept.
- Work Method Statements and Job Hazard / Risk Identification Forms - Information, instruction, training and supervision that employees need to work safely.
- Health of their employees where indicated by risk assessments – records in HR files
- Foreman’s Report – observations, job tracking and complaints
- Inspection and Test Plan – for quality as required for specific projects
- Waste Transport Certificate (pink copy) – for environmental (EPA) - return waste transport certificate as required, keep green copy in QSE office Waste Management folder

These are accomplished through the following Monitoring and Measure applications:

- Investigate all Nonconformance/Incident/Improvements (NCIS) at the workplace. This includes root cause analysis to verify whether controls are effective.
- Monitor educational requirements – Training Plan & Employee records on Dispatcher
- Goods & Services - Dangerous Goods Shipping, Vendor Form, Spray Sheets, Dispatcher Reports, MRD Contract Laboratory (held on project file), Contractors Dockets
- Daily Schedule Report
- Daily Job Docket and Foreman’s Report
- Health Surveillance – Risk Registers, Dangerous Goods Shipping, Agenda Fix It, Inc / Acc Fix It
- Internal & External audits, Operational Risk Assessments
- Instruction thru objectives & targets
- Providing reports to the employer
Customer Feedback is encouraged to be completed which is reviewed by Management and issues followed up and addressed in the most appropriate way – immediately and informally or through Nonconformance/Incident/Improvements (NCIS).

19.3.2. Health Surveillance

Health Surveillance is provided for staffs who attend mining jobs, and regular (2 yrly) hearing testing for those staff exposed to noise during work. Pre-employment medicals are conducted inclusive of hearing and drug testing prior to operational activity. Records are kept with HR on personnel files. No biological testing is carried out routinely as risk of exposure is low during normal work operations. Where a risk is identified, review and action as needed and keep records on personnel files. Drug and Alcohol testing is identified in the induction as a random control and monitoring measure. Results are on HR files.

19.3.3. Calibration

Calibration of key equipment is supervised by the Workshop Manager, who contacts an appropriately qualified technician when due for calibration or on a scheduled requirement by Dispatcher (Electronic Control) Alert raised or as necessary to repair or servicing requirements of ie: Breakdown or operating hours reached. Records of calibration are kept in the Workshop Managers files under plant and machinery numbering system and new alert dates set on the Dispatcher with input of relevant servicing information.

Test and Tag Electrical and Fire is undertaken according to legislative timeframes by an external competent consultant. This is managed by QSE Coordinator who organizes after reviewing dates on test and tags to ensure compliance. Current consultant is Wildfire Pty Ltd, who keep the Test and Tag Register on our behalf with a copy kept on file with QSE Coordinator and Workshop Manager.

20. MANAGEMENT SYSTEM REVIEW

Top Management meeting is conducted quarterly using the QSE Management System Review to ensure:

- Continuing suitability, adequacy, effectiveness and improvement
- Necessary information is collected, recorded and actioned
- Addresses possible changes to policy, objectives or other elements of the QSE
- Changing circumstances of RMS (NQ) Pty Ltd are incorporated – business direction or responsibilities
- A commitment to continued improvement

To guide the Management Review process, the Management Checklists for Systems is utilised alongside the SAI Global Self Assessments. The QSE Integrated System Review is to be completed at least annually to review the effectiveness of the integrated QSE system as a whole. It is not necessary to review the whole system on every occasion, although the whole system will be reviewed annually, it may be broken into sections.

Other management meetings and other activities such as internal audits, look at the effectiveness of specific areas of the system as per the QSE Audit Internal and the General Meeting Agenda & Record.

Review inputs may include:

- results from internal audits and external audits
- results from incident reports and Foreman’s reports
- supplier and customer feedback
- industry feedback
- progress to achievement of objectives and targets
- production and efficiency data, including monitoring and calibration data – significant issues
- non-conformance trends
- corrective and preventive actions from audits and management reviews
- improvements to specific systems e.g., software, inventory, training, reporting, etc
- changes to legislation and standards
- appropriateness of policy statements

Review outcomes may include, and result in changes to:

- improvements to procedures, forms and work instructions
improved customer service/value adding
improved resource planning and management and training
improved job satisfaction for staff
improved communication systems

The *QSE Management System Review* Agenda and Record will be used to track implementation of recommended changes to system elements in a timely manner. Documents will be filed on Internal Server RMSNAS and in the Minutes of Meeting and Internal Audit Report Folder in the office of the QSE Coordinator.

21. **APPENDICES:**

21.1. **Appendix 1:**

Use the *QSE Management System Review* to record this review, place on *RMS Agenda Fix It Record* elements to be actioned for continual improvement. Report the outcome at next General Meeting Agenda & Record Managers Meeting which is scheduled on the *QSE planner*.

The QSE Management system comprises of the following:
21.2 Appendix 2: Company Structure

- Managing Director
- General Manager
- Operations Manager
- Business Manager
- Admin Assistant
- Workshop Manager
- QSE Coordinator
- Asphalt Supervisor
- Profiling Supervisor
- Spray Seal Supervisor
- Insitu Supervisor
- Employee