



CBC

BUILDING & SERVICING AUSTRALIA WIDE

 **CBC FACILITIES MAINTENANCE**

CBC Facilities Maintenance Pty Ltd WHS Management System ISO4801:2001














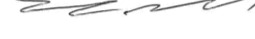



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Revision history log

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Approval

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Standards and Guidelines

AS/NZS ISO 4801:2001 Workplace Health and Safety Management System requirements.

1 Terms and Definitions

Term	Definition
AS/NZS ISO4801	Occupational health and safety Management Systems requirements Australian/New Zealand Standard
Audit	A systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent of which audit criteria are fulfilled (AS/NZS ISO 4801:2001) Systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluation to determine the extent of compliance.
Audit Evidence:	Documentation, Statements, and Records.
Checklist	Documented list of items to be inspected, checked or verified by signature.
Client	The other party to the contract that is paying CBC for the work. Commonly nominated as Owner, Principal, Proprietor or Company, as defined in the contract.
Corrective Action	Action to eliminate and control the cause of identified non-conformance to the WHS Management System.
Continual Improvement	Consistent review of the WHS system to identify opportunities for enhancement.
Contractor	Organisation engaged by CBC to carry out works as required.
Controlled Copy	An issue of a document or item which has its details of issue, revision and document type recorded or registered.
Documented Information	All controlled documentation that is developed by CBC is required to have developed a plan and implemented process for: <ul style="list-style-type: none"> • Distribution, access, retrieval and use; • Storage and preservation, including the preservation of legibility (managing documented records of the company's work); • Change Control; • Retention and disposal in line with regulatory requirements (also a requirement of managing documented information in the form of records).
Emergency	Unplanned or unexpected event that needs the urgent application of specific competencies, resources or processes to prevent or mitigate their actual or potential consequences. Emergency situations can result in adverse environmental impacts or other effects on the organisation.
First Aid	First aid is the immediate treatment or care given to a person suffering from an injury or illness until more advance care is provided or the person recovers.
First Aid Officer (FAO)	Is a person who has successfully completed a nationally accredited training course or an equivalent level of training that has given them the competencies required to administer first aid.
HSEQ Plan	Health Safety Environmental and Quality Plan. This is a project/contract specific plan developed when requested by the client.
Management Team	This is made up of the critical decision makers for the organisation. Each member of the management team will concentrate on his or her own area of expertise to provide input. There may be more than one management team or, an individual may be a member of multiple management team

Term	Definition
Non-conformity	Non-fulfilment of a requirement.
Notifiable Incident	The death of a person A serious injury or illness of a person – serious injury includes immediate treatment as an in-patient in a hospital; immediate treatment for certain serious injuries; or medical treatment within 48 hours of exposure to a substance A Dangerous Incident – A dangerous incident means any incident in relation to a workplace that exposes a worker or any other person to a serious risk to persons health or safety caused by incidents such as uncontrolled escape. Spillage or leakage of a substance, an uncontrolled implosion, explosion, fire; or uncontrolled escape of gas or steam.
Other Persons	Includes any visitors
PCBU	A PCBU has the primary duty of care to ensure, so far as reasonably practicable: <ul style="list-style-type: none"> • The health and safety of its workers while they are at work, and • That the health and safety of other persons is not put at risk from work carried out as part of the conduct of the PCBU
PPE	Personal Protective Equipment I protective clothing, helmets, goggle, or other garments or equipment designed to protect the wearers body from injury.
Process	The implementation of tasks to convert inputs into the delivery of outputs.
Product and Services	Defined as the outputs that CBC delivers to meet the Clients' requirements. Product is a physical outcome of a process whilst service is the movement or doing actions to meet the Clients.' Requirements.
Supplier	Supplier engaged under a Purchase Order, or Contractor engaged under Contract.
Uncontrolled document	These are documents that are produced for information only and are not formally reviewed, maintained, subject to change review, or approved prior to release. They do not have traceable distribution.
WHS Hazard	Anything which has the potential to cause injury or illness
WHS Risk	A WHS risk is the chance of someone becoming injured or ill as a result of a workplace hazard. This significance of the risk is determined by considering the likelihood of it happening and the consequences if it does happen.
WHS Risk Control	WHS risk control is actin taken to eliminate or reduce the likelihood that exposure to a hazard will result in injury or illness to people or damage to property and the environment.
WHSEQ Manager	Is CBC's Occupational Health and Safety representative for all contracts/projects and is CBC's Management Representative
WHSMS	Workplace Health and Safety Management Systems
Workers	Previously known as employee'. The term worker includes employees, contractors and sub-contractors and their employees, apprentices and trainees, work experience students and volunteers.

2 INTRODUCTION

An effective WHS Management System (WHSMS) provides a comprehensive and structured approach to long-term planning of WHS management activities. This enables CBC Facilities Maintenance (CBC) to demonstrate our commitment to client satisfaction, achieve performance objectives and provide a safe and healthy workplace for all workers and other persons.

The WHSMS provides the framework of expectations developed and to ensure that WHS management expectations and duties are understood and discharged, whilst facilitating continual improvement in WHS management performance.

The WHSMS enables CBC to address:

- The planned allocation of resources
- The identification and assignment of responsibilities
- The ongoing evaluation of practices, procedures and processes as part of the continual improvement and performance evaluation processes

This WHS Management System applies to CBC Contracts or Projects where the client has requested CBC to carry out works on their behalf.

The WHS Management System and HSEQ Plan are controlled documents relating to CBC Facilities Maintenance Pty Ltd operating from 25 Military Road, Port Kembla.

The services provided by CBC under the scope of the WHSMS are:

- Facilities Maintenance –
 - Essential Services: Fire, Electrical, Mechanical, Hydraulic, Vertical Transport, Kitchen Equipment Maintenance
 - Building Maintenance: Garden Maintenance, Cleaning Services, Refurbishments, Waste Management, Property Services
 - Consulting Services: Strata Inspections, Condition Inspections, Maintenance Scheduling, Compliance Certification, Project Management

Where required a Project/ Contract Health, Safety, Environmental and Quality Plan (HSEQ) will be developed as per CBC Project Set Up Procedure CBC-PROC-097. For minor/smaller projects/ contracts CBC will utilise its Environmental Management System as identified in CBC-PROC-097.

3 PURPOSE

In accordance with ISO 4801:2001 Occupational Health and Safety Management – Management System Requirements, hereinafter referred to as the Standard, a WHSMS is documented information that specifies the following:

- How organisational objectives are to be converted into WHS Management objectives
- The approach for developing HSESQ plans

The purpose of the WHS is to develop an approach and methodology to facilitate the systematic management of the works associated within the scope of our client's contract requirements to develop, maintain and implement controls that enable CBC to meet objectives and targets for WHS management.

4 WHSMS REQUIREMENTS

4.1 General Requirements

CBC will establish and maintain an WHSMS in accordance with the requirements of ISO4801:2001.

4.2 Work Health and Safety (WHS) Policy

The statement of commitment and the implementation of policy commitment provide the overarching direction CBC will follow in pursuit of workplace health and safety outcomes.

Statement of Commitment

CBC is committed to providing a workplace that enables all work activities to be carried out safely. We will take reasonably practicable measures to eliminate or minimise risks to the health, safety and welfare of workers, contractors, visitors, and anyone else who may be affected by our operations.

We are committed to ensuring we comply with the Work Health and Safety Act 2011 (the Act). We will also comply with any other relevant legislation, applicable Codes of Practice and Australian Standards as far as possible.

This WHS Management Plan and CBC's WHS Policies and Procedures set out the safety arrangements and principles which are to be observed by CBC and its workers to ensure compliance with the WHS Act and to provide appropriate mechanisms for continuing consultation and management of WHS matters.

Implementation of Policy Commitment

CBC is committed to ensuring, so far as reasonably practicable, the health and safety of its workers (employees, contractors, labour hire workers, apprentices) while they are at work, and that the health and safety of other persons (e.g. visitors) is not put at risk from our operations. This will be achieved by:

- Providing and maintaining a healthy and safe work environment through the implementation of safe work practices, safe systems of work and provision of safe plant and equipment
- Ensuring that workplaces under the control of CBC are safe, without risk to health, and have safe means of access and egress
- Routinely consulting in order to maintain effective and co-operative relationships between CBC and its workers, and with other duty holders, on health and safety matters in the workplace
- Reviewing, through appropriate mechanisms, the effectiveness of the safety measures taken

CBC 's commitment to providing safe and healthy working environments for its workers includes:

- Providing relevant, up to date WHS information to all workers on matters such as workplace safety and their responsibilities
- Providing expert assistance in WHS matters where necessary
- Providing instruction and /or training in work processes where appropriate
- Developing and implementing strategies which include workplace assessment, hazard identification, and appropriate remedial action to eliminate or control hazards
- Implementing and maintaining appropriate information, reporting and statistical systems

The WHSMS is governed by the Policy and is authorised by the Director and is to be regarded as set of fundamental principles, requirement and commitment to Environmental management.

The WHSEQ Manager is to recommend to the Director any additions or revisions to the Policy.

WHS Policy is available for all stakeholders upon request.

As a requirement of the WHSMS, the WHSEQ Manager is to review the Policy to ensure it ongoing suitability to provide direction and guidance to the business and that it:

- 1 Is available to stakeholders upon request
- 2 Employees are to be familiar with the Policy

- 3 Is consistent with the defined scope of the WHSMS and the Standard
- 4 Is appropriate to the nature and scale of the WHS management business and services provided.

Annual Management Review requires the review and update of the Policy where necessary, and any actions where necessary to update the policy are also triggered and documented.

Employees are required to be aware of and understand the commitments made in the Policy and are expected to know where to find the Policy within CBC's Business System for internal staff. All external staff i.e. site employees are given the policy as part of CBC's induction process.

4.3 Planning

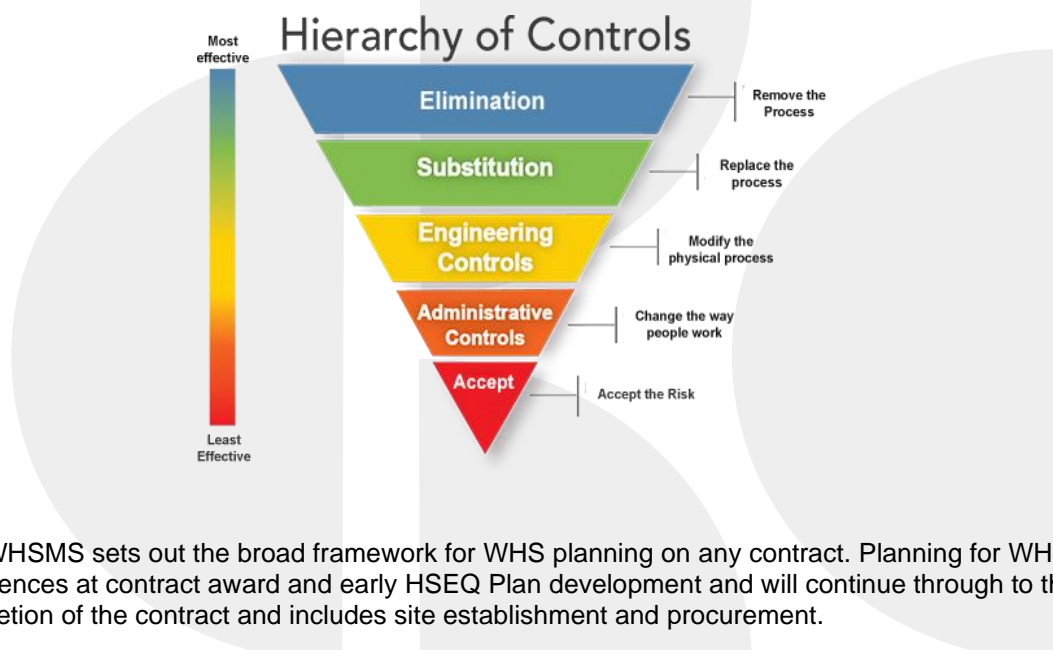
4.3.1 Planning identification of hazards, hazard/risk assessment and control of hazards/risks

The purpose of any WHS risk assessment is to ensure that, for any identified hazards, appropriate control measures are implemented in order to protect workers, contractors and visitors from risks to health, safety and welfare.

Control measures for WHS hazards should be implemented as required utilising the following (figure 1) Hierarchy of control, in order or preference these measures relate to:

- Elimination (removal of hazard)
- Substitution (substitute the hazard for something which is less hazardous)
- Isolation (isolate the hazard from people)
- Engineering (e.g. guarding of machinery)
- Administrative (e.g. provision of training, policies and procedures, signage)
- Personal protective equipment (e.g. use of hearing, eye protection, high visibility vests)

Outcomes of risk assessments will be documented, and the control measures reviewed at least annually or earlier should a task of activity be subject of a WHS incident or a change or process or requirement, current risk assessments will ensure that CBC achieves the goal of eliminating or minimising the risk workers may be exposed to.



This WHSMS sets out the broad framework for WHS planning on any contract. Planning for WHS commences at contract award and early HSEQ Plan development and will continue through to the completion of the contract and includes site establishment and procurement.

Procurement related WHS issues are to be identified during a formal Procurement Risk Assessment in, and to identify actual or potential risk transfer from third parties and the required controls to mitigate these risks.

Risk workshops inclusive of Contract/Project Risk Assessment are to be undertaken and registers developed and maintained for the life of the works.

4.3.2 Legal and Other Requirements

The WHSEQ Manager will identify the legal and other requirements applicable to CBC's activities. Legal requirements include those specified in legislation/regulations and technical memoranda that are legally binding. Other requirements include contract requirements, business codes, guidance notes. Code of practices, and other technical memoranda.

The WHSEQ Manager will update and maintain the Legal and Other Requirements Register and ensure that the updated register is available to relevant staff. The Register will be reviewed on an annual basis or when relevant information has changed.

4.3.3 Objectives and Targets

The Policy and objectives in the business are triggered by the desire to support Clients in achieving their defined outcomes efficiently whilst maximising the revenue and relationship potentials for CBC. Clients are likely to have a top-down set of policy objectives driven by stakeholders that is to be included in objective mapping.

The Objectives and Targets Register has a series of objectives for WHS Management. CBC has implemented procedures that enable monitoring and evaluation of progress towards achieving these objectives.

In considering the need for new or refining current objectives (or determining when objectives have been met) considering the requirements of relevant stakeholders, financial, technical, legal, regulatory and requirements in WHS management planning procedures.

The procedures implemented within the WHSMS are considered for the monitoring, measuring, analysing and evaluating needed to drive and support, development, decision making processes and improvement actions.

The Context of the Organisation register is used to develop meaningful and progressive objectives for the business. The drilling down through the business of objectives enables programming and the development of key monitoring and measurement objectives. The Management Team is involved in the development of objectives for the business. The process relies on both a top down and bottom up feedback to develop and deliver on the objectives. In developing objectives our main purposes of the WHSMS is considered and include but are not limited to:

- Development and implementation of a management system sufficient to demonstrate that the WHS is being managed within the defined performance criteria
- Identification, programming, prioritisation and delivery of works to achieve the specified performance criteria
- Maintaining and continuous improvement WHS requirements
- Management of risks (real or potential) of the products and/or service, including the potential impacts from failure
- The criticality of hazard control to successful outcomes or Level of Service requirements
- level of service
- Meeting contractual requirements

CBC has recognised the key challenges ahead as:

- Improving hazard control
- Moving towards sustainability
- Understanding our Clients better

The objectives of the WHS Management is to assist the client in meeting these challenges through the management and maintenance of hazard control.

In addition to the routine maintenance and safe and efficient operation of the product and/or service, the HSEQ Plan includes the planning and execution of works for the of the product and service.

The objectives at the Operational Level need to be consistent with the expectations of the Policy and are to be:

- Consistent and aligned with the organisational objectives;
- Consistent with the Policy;
- Established and updated using decision-making criteria
- Established and updated as part of HSEQ Plan expectations;
- Measurable (if practicable);
- Taken into account applicable requirements;

- Monitored;
- Communicated to relevant stakeholders;
- Reviewed and updated as required.

The Project Manager/Facilities Manager is to document and retain information on the WHS management objectives relevant to the respective project.

4.3.4 WHS Management Plans

The delivery of the WHS objectives is achieved through Project HSEQ Plans and enable integrated rationalised planning for achieving the objectives with other planning activities, including financial, human resources and other support functions.

The Project HSEQ Plans are aligned through the WHSMS, the Policy.

The list of documents that support HSEQ Plans development are available in CBC's Business System

HSEQ Plans describe the strategies to perform the following key functions:

- The WHS management planning process and cycles
- Processes
- Performance Measures assessment
- Hazard control processes for WHS management planning

A key element of the WHS management planning process is Internal Audits. The Internal Audit approach enables monitoring, evaluation and refinement the HSEQ Plans, as well as the WHSMS.

The Client Contract requirements is to be followed to develop the HSEQ Plans and its associated management plans. The framework:

- Forms the basis for decision making and prioritising of the activities and resources to achieve WHS management objectives to be delivered in the Project HSEQ Plan
- Specifies the processes and methods to be employed in managing its Hazard and Risk control
- Determines and describes what is to be done
- Specifies what resources are required
- Identifies who is responsible
- Establishes when it's completed
- Establishes how the results are evaluated
- Identifies the lifespan for the Project HSEQ Plans
- Understand and management of risks and opportunities associated with managing the WHS, taking into account how these risks and opportunities can change with time.

Project HSEQ Plans are required for projects that falls within the Scope defined in the WHSMS. The Project HSEQ Plan is to be used as the principle integral approach for WHS management of the project.

4.4 Implementation

4.4.1 Structure and Responsibility

4.4.1.1 Resources

The Management Team is committed to our WHS Policy and WHSMS and provides sufficient resourcing to achieve the WHS objectives to meet expectations of Clients and the legislation that governs activities.

The WHSEQ Manager is responsible for the overall maintenance of the WHSMS. During the annual Management Review Meeting resourcing needs for the establishment, implementation, maintenance and continual improvement are discussed, reviewed, refined where required and decisions made.

CBC is committed to providing the resources required for meeting the objectives and for implementing the activities specified in Project HSEQ Plans.

The Group Facilities Manager/Project Director working with the Facilities Managers discusses and evaluates the resource needs for the WHSMS and the operations of the Project. Outsourcing solutions are to be engaged in accordance with WHSMS Procedures.

The resources required are in part predetermined via contractual requirements and the subsequent level of services and delivery program to be provided within Project HSEQ Plans.

Resource requirements are discussed as part of the Annual Management Review to identify and determine options for resourcing the activities and can require prioritisation and program planning. The process is to consider:

- Internal and external resources
- Human resources
- Procurement and outsourcing options (e.g. lease, hire, purchase or otherwise acquire)
- Tools, plant, facilities or equipment that is required for the delivery and control of WHS management

The CBC Organisational Chart of the business is approved by the Director (PCBU)

All CBC employees will have a dedicated roles and responsibilities form for their individual job role which is stored within CBC's Management System

The WHSEQ Manager is the Management Representative and reports to the Director (PCBU) when required. The WHSEQ Manager's position is shown on the Organisational Chart and has, irrespective of other responsibilities, the authority and responsibility to manage the Management Representative functions.

WHSEQ Manager (Management Representative)

The WHSEQ manager, is responsible for ensuring that CBC complies with any duty or obligation under the WHS Act. Ensuring CBC WHS policies and procedures are implemented in the workplace and /or systems of work under their control. This is achieved by the WHSEQ manager exercising due diligence. As an integral part of their normal duties, the WHSEQ Manager will:

- Acquire and keep an up to date knowledge of work health and safety matters
- Gain an understanding of CBC's operations and the hazards and risks involved
- Ensure that appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised
- Ensure that information regarding incidents, hazards and risks is received, considered and responded to in a timely matter
- Ensure that Managers have, and implemented, processes for complying with its WHS duties and obligations
- Developing a work health and safety management system framework, which will be reviewed on a regular basis

- Ensuring that WHS risk management is incorporated into all business activities and that hazard identification assessment and control is an on-going process, including:
 - Development and maintenance of a WHS risk register
 - Development and maintenance of WHS policies and procedures
 - Ensuring an effective injury/incident reporting procedure
 - Ensuring appropriate processes are in place for WHS issues relating to contractor management
 - Ensuring that the procurement of any equipment taking into account WHS matters
 - Ensuring that regular hazard inspections of all work sites occur
 - Incorporating WHS updates and information into regular reporting
 - Ensuring that WHS issues are part of all training provided for staff, including induction
 - Ensuring that contractors and visitors to CBC work sites are provided with appropriate and reasonable WHS information prior to attending site and
 - Ensuring that the work environment is a safe environment

In addition to the above the WHSEQ Manager will:

- Consult with workers on measures to protect their health and safety matters
- Actively follow agreed safety practices and model positive attitudes towards health and safety matters
- Arrange for their workers to be instructed in healthy and safe systems of work and procedures and supervise the proactive of safe working procedures
- Notify Managers of all incidents, hazardous situations, dangerous occurrences or immediate risk to health and safety of any workers to prevent any reoccurrences
- Ensure that all workers are informed of the WHS policy
- Undertake consultation with all managers and workers on change that may affect their health and safety
- Ensure that WHS is a standing agenda at all staff and client meetings
- Communicate WHS matters to the PCBU

Health and Safety Representative (HSR's)

HSRs are elected by members of a work group (if requested) in order to represent the interests of that work group in matters relating to work health and safety. HSRs must undertake approved training to exercise their powers, and may:

- Consult with workers on a regular basis
- Inspect work area as required
- Participate in workplace accident and incident investigation as required
- Participate in any change management discussions that may affect the health and safety of workers
- Provide advice to managers on the welfare of workers in their work group

HSRs cannot exercise their powers under the Act unless they are trained. HSRs are not liable for acts or omissions that are undertaken in good faith. HSRs are not entitled to personal or medical information about a worker without their consent unless that information is of a general form that does not identify workers specifically.

Health and Safety Committee

Health and Safety Committees (if requested) provide forum for the constructive discussion of measures to assure health and safety in the workplace. If a Health and Safety Committee is requested, they will meet quarterly and:

- Facilitate co-operation between the PCBU, WHSEQ Manager and workers in the instigation, development and implementation of WHS policies and procedures
- Assist in developing standards, rules and procedures relating to health and safety
- Consult with workers regarding WHS concerns

- Consult with management regarding worker WHS concerns including change that may influence WHS more broadly
- Ensure the conduct of regular workplace inspections

Minutes of the Health and Safety Committee meetings will be made available for all workers to review.

Managers

Managers are responsible for providing a workplace that is, far as reasonably practicable, safe and healthy workplace for workers and visitors, in particular in the areas of their control. This includes:

- Modelling health and safety leadership
- Demonstrating a commitment to good health and safety performance, by:
 - Talking about safety at regular meetings
 - Ensuring safe work procedures are followed
 - Reporting incidents, hazards and safety concerns promptly to the WHSEQ Manager
 - Assessing task risk and not allowing an activity to continue until it can be controlled adequately
- Fostering a strong work health and safety culture where worker input is valued
- Promoting and implementing the CBC's Work Health and Safety Management System
- Actively support the identification of hazards and risks and the management of these
- Understand and monitor safety performance objectives
- Proactively management other duty holders (e.g. contractors), when required

Workers

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons. They must comply, so far as reasonably able, with any reasonable instruction given by their Managers or WHSEQ Manager, as well as co-operating with any reasonable policies or procedures which relates to workplace health and safety. On a day to day basis, this includes:

- To the extent of the workers control or influence over working conditions and methods, take reasonable care to work safely
- Making sure that the work area safe when leaving it
- Make proper use of all appropriate safeguards, safety devices and personal protective equipment
- Follow agreed safe working practices and rules
- Report all known hazards, accidents and incidents as soon as possible
- Not enter any restricted area without authorization or escort
- Not bring or consume alcohol or illegal drugs at any of CBC's work sites
- Not wilfully or recklessly interfere with CBC's or Clients property

It is acknowledged that, in accordance with the ACT, a worker may cease, or refuse to carry out work if they have a reasonable concern the work would expose the worker to a serious risk to their health or safety. The ACT requires workers who cease work to notify the relevant manager they have ceased unsafe work as soon as practicable after doing so. It also requires workers to remain available to carry out 'suitable alternative work'. This would not however require workers to remain at any place that poses a serious risk to their health or safety.

Contractors

Contractors, sub-contractors and self-employed persons are defined as "workers" under the WHS Act if they carry out work in any capacity for CBC they are required to:

- Comply with the requirements of the WHS legislation
- Consult with CBC Managers about safety matters and comply with CBC's policies and procedures
- Work safely and to include the safety of CBC's staff and visitors in their safety plans
- Not enter any restricted area without authorization or escort
- Not bring or consume alcohol or illegal drugs at any of CBC's work sites
- Not wilfully or recklessly interfere with CBC's or Clients property

If any staff member believes that a contractor may be engaging in an unsafe work practice, they are required to report this issue to their manager.

Visitors

Visitors and other persons to CBC work sites also have responsibilities to abide by our workplace safety rules and procedures. These responsibilities include to:

- Take reasonable care for their own health and safety and for the health and safety of other persons
- Comply with, so far as they are reasonably able, all reasonable safety directions provided by CBC staff
- Report all safety related incidents to CBC staff
- Not enter any restricted area without authorization or escort
- Not bring or consume alcohol or illegal drugs at any of CBC's work sites
- Not wilfully or recklessly interfere with CBC's or Clients property

4.4.1.2 Responsibility and Accountability

The WHSEQ Manager is responsible for the ongoing maintenance of the WHSMS. CBC's Organisational Chart represents the business structure and defines the roles and responsibilities within the WHSMS.

Awareness of the WHSMS is linked to roles and responsibilities. As a minimum expectation all management are familiar with this WHSMS, thereafter there is an expectation of employees to understand the WHSMS commensurate to their role within the WHSMS. The HSEQ Plans define roles and responsibilities from Strategic to Operational Levels.

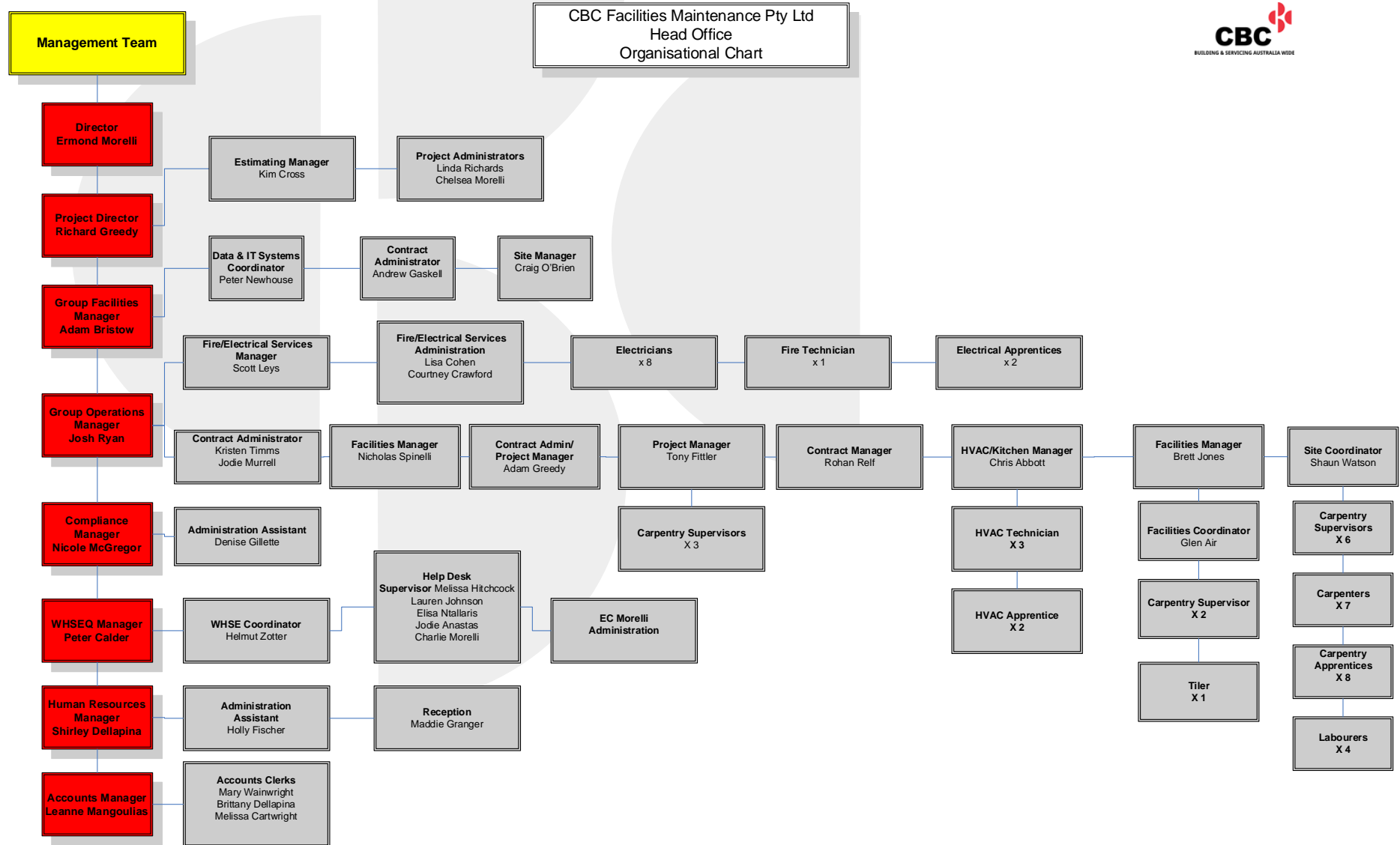
The Director is to consider the suitability of an individual for any current or future roles by:

- Assessing the individual's experience and competence
- Providing support for the role through training and mentoring;
- Considering other workload requirements and their variability, which could impact the individual's ability to deliver WHS management related objectives;
- the ability to demonstrate an understanding of what the responsibilities mean in the context of their role.

For contractors and external service providers, their responsibilities and the competence required are to be documented in the HSEQ Plan.

CBC-PROC-238 Change Management is to be used where changes in roles and are being considered. Human Resources are to be briefed on any skills or competency that is required in order to facilitate recruitment efforts for any role (new or replacement).

The Facilities Manager on annual basis reviews Project HSEQ Plans with the intention of reviewing for alignment with the WHS Policy, and the WHSMS This is followed by internal audit which will be reported to the management review meeting for their appraisal.



Roles and Responsibilities

Role	Responsibility	Authority
Director	<ul style="list-style-type: none"> ■ Management CBC's Business ■ Define business vision goal and objectives including related to Environmental Management 	<ul style="list-style-type: none"> ■ Financial Delegate Authority ■ Approval of the Environmental Management Policy ■ Approval of Organisational Objectives
Project Director	<ul style="list-style-type: none"> ■ Management of the CBC Business ■ Provide adequate resourcing for the establishment of the WHSMS ■ Provide the vision and resourcing for the implementation of the WHSMS ■ Input the Awareness Vision and marketing of the WHSMS ■ Top Management Review of the WHSMS 	<ul style="list-style-type: none"> ■ Financial Delegate Authority ■ Define Roles, responsibilities and authorities within CBC ■ Approval of WHSMS Objectives (as part of Management Review)
Group Facilities Manager	<ul style="list-style-type: none"> ■ Provide direction and support on the development of the WHSMS ■ Development of Strategic Objectives and targets ■ Review of WHSMS Objectives ■ Top Management Review of the WHSMS ■ Ensure the implementation of the WHSMS Training Matrix employees ■ Ensure the suitability, adequacy and effectiveness of the WHSMS 	<ul style="list-style-type: none"> ■ Provide internal and external marketing of the WHSMS ■ Define Roles, responsibilities and authorities within Business System and Environmental Management Services business unit ■ Approval of Risk Register ■ Approval of WHSMS documentation with the exception of the Policy
Group Operations Manager	<ul style="list-style-type: none"> ■ Provide support for the implementation of the WHSMS including delivery of Project HSEQ Plans ■ Establishing and updating Tactical documentation HSEQ Plan ■ Ensure the suitability, adequacy and effectiveness of the HSEQ Plan 	<ul style="list-style-type: none"> ■ Allocate human resources to manage projects ■ Approval of Risk Register (projects)
Group WHSEQ Manager	<ul style="list-style-type: none"> ■ Oversee the establishment and maintenance the WHSMS document. 	<ul style="list-style-type: none"> ■ Close out/ escalate nonconformity in relation to WHSMS

	<ul style="list-style-type: none"> ■ Facilitate and provide inputs including reporting on the performance of the WHSMS to top management ■ Review, verify, assign, report, follow up nonconformities in relation to WHSMS. ■ Ensure compliance with international standard ■ Controlling and monitoring of Risk Register ■ Establishing & Updating the WHSMS,HSEQ Plans as required 	<ul style="list-style-type: none"> ■ Release the WHSMS Documentation to be inspected by third party ■ Internal Audit of the WHSMS
Contract Administrator	<ul style="list-style-type: none"> ■ Develop and maintain information systems planning. ■ Development of optimal work program and Risk Management ■ Establishment and maintenance of WHSMS documents for Environmental management planning 	<ul style="list-style-type: none"> ■ Update CBC CMMS when required ■ Contract set up in CMMS
Facilities Manager/Project Managers	<ul style="list-style-type: none"> ■ Provide inputs into the Top Management Review of the WHSMS ■ Ensure the development of project HSEQ Plans ■ Implement the WHSMS on the Project ■ Ensure the implementation of the WHSMS Training Matrix for Project employees ■ Development and updating of the project HSEQ Plans ■ reporting on the performance of the WHS management to Top Management ■ Maintaining project WHS risk register ■ Project level risk register 	<ul style="list-style-type: none"> ■ Approval of Project specific HSEQ Plans ■ Determine Resource and competencies needed for implementation of WHSMS and delivery of the Project ■ Communications and meetings with the regulators, the general public and other stakeholders ■ Evaluation and approve subcontractors
Facilities Coordinator	<ul style="list-style-type: none"> ■ Ensure training and induction into the WHSMS ■ Programming maintenance and reactive works ■ Supervising works for maintenance ■ Environmental requirements for maintenance works 	<ul style="list-style-type: none"> ■ Internal audit within project procedures ■ Close out/escalation of project nonconformities ■ Scheduling of Maintenance Program
Workers	<ul style="list-style-type: none"> ■ Prior to commencement of work carry out risk assessment ■ Execution of works in a safe manner according to hazard controls 	<ul style="list-style-type: none"> ■ Undertake risk assessments and hazard control

4.4.2 Training and Competency

The highly technical and specialised nature of the business requires employees working at CBC to be trained and competent to conduct the tasks and duties associated with respective roles. CBC places great emphasis on training and developing employees to facilitate the right competencies are in place to enable effective operations.

CBC has developed procedures and management approaches that enable the business to:

- Determine the necessary competence of employees and contractors who can affect WHSMS performance
- Ensure employees are competent based on education, training, or experience
- Take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken
- Retain required documented information as evidence of competence
- Periodically review current and future competency needs and requirements

CBC believes companies with a skilled and flexible workforce enjoy a significant competitive advantage and is committed to the training and development of employees. Training and up-skilling provide additional benefits to employees by increasing their variety of work, job satisfaction and enhances career prospects. CBC proactively identifies opportunities for:

- Training on an individual basis (on-line, face to face)
- Group training (i.e. team building for employees)
- Pre-employment training (i.e. to assist in addressing EMS skill shortages)
- Skill training including trade and non-trade

The Group Facilities Manager work with Human Resources to develop technical, managerial and WHS competencies and grow the experience base within the business where possible and practicable. Employees having a role within WHSMS and HSEQ Plans are required to have competencies which are determined for roles. Detail of required skills per role is in CBC's CMMS. These skills include but not limited to:

- WHSMS Management Awareness
- WHS Management course (professional)
- Licences Held (or other relevant qualifications)
- Risk Awareness

Project training needs are identified from an understanding and evaluation of

- Risks commensurate to roles
- Job description competency requirement
- Business needs
- Contractual requirements

Compliance training is provided to employees to meet legislative requirements. CBC employees are strongly encouraged to build their skills and CBC supports these employees to obtain qualifications to undertake long-term careers in the Facilities Maintenance industry. The competency framework encourages and provides clear pathways for employees to broaden their capability and take on supervisory and management roles in the company.

Part of ensuring employees are trained, they are to receive the CBC employee induction prior to starting work.

4.4.3 Consultation, Communication and Reporting

4.4.3.1 Consultation

Awareness of the Policy, WHS and an understanding for employees of how they fit in is important to the WHSMS functioning. Having an understanding for the level of overall awareness of the WHSMS creates efficiencies in the allocation of resources, training, and expenditure. The expectations of the WHSMS rely upon established Human Resources systems to ensure effective training, competency and awareness for all employees, commensurate to role and risks associated with the role.

Awareness Level	Definition
Level 1 -	Employees are required to understand the Policy, the WHSMS and their role and responsibilities within WHSMS. Employees responsible for contract administration, management of the Project HSEQ Plans and reporting on EMS performance at the Operational Level
Level 2 -	Responsible for the tactical direction, governance, maintenance implementation and performance of the WHSMS. The WHSEQ Manager is the key point of contact for the WHSMS, supported by The Group Facilities Manager
Level 3 -	Responsible for guiding the business direction, governance, ownership and development of corporate objectives for the WHSMS.
Level 4	Knowledge of the EMS only. No responsibilities directly to the WHSMS other than passing information back i.e. work statements.

Employees and contractors that can have an impact on the achievement of the WHSMS objectives are to be aware of:

- The Policy
- Their contribution to the effectiveness of the WHS, including the benefits of improved Environmental management performance
- Their work activities, the associated risks and opportunities and how they relate to each other
- The implications of not conforming to the WHS requirements

Measures to gauge and raise awareness and communication are developed and implemented, and can take the form of:

- Tool box talks
- Client received communication
- Meeting Minutes
- Work instructions
- Notice board information
- Safety Alerts
- On line training

Employees as a minimum are expected to:

- Be fully aware of the requirements of the Policy and WHSMS
- Be fully aware of the requirements of permits and authorisations of project operations
- Understand the criticality and risks associated with their role and an understanding the potential impacts on operations in the absence of their role

4.4.3.2 Communication

CBC recognises the importance of effective communications (both internal and external) towards achieving the WHS objectives.

In achieving effective communication, the need for distinct internal and external communications procedural control for WHS management and the WHSMS has been identified. Effective communication comprises clarity around:

- What is communicated
- When to communicate
- With whom it is communicated
- What is the most effective means to communicate?

The Management Team and leaders at all levels are responsible for communicating the importance of the WHSMS and its objectives to employees, customers, suppliers, contractors and other stakeholders. Communication is to be two-way, with the Management Team being open to receiving information aimed at improving WHS from all levels.

Communication channels for contract stakeholders are listed in HSEQ Plans for the project.

Communications are classified as either internal or external and can either be prepared or received. Communications can also be informal or formal.

The Facilities Manager is to be consulted upon receipt of external communications.

Full details of the obligations, methods used for communication, recording, tracking and the responsibilities are specified in the HSEQ Plans. Contractual Performance Criteria are stated in the Contract.

A Complaints investigation is conducted when any received complaint or objection regarding the performance of WHS to be objectively investigated and rectified. This process is to be followed in the event of a complaint.

The Management Team are required to follow the WHSMS and HSEQ Plans.

Part of the regular project toolbox meetings includes WHS performance and management issues affecting operations and delivery, proposals for improvements, and the status of the WHSMS is discussed. The meetings are to be documented and kept on file.

Employees with responsibilities within the WHSMS receive or are directed to a copy of parts of the WHSMS to ensure that they are aware of their responsibilities.

Project meetings provide platforms to communicate WHS management information where required and the findings of these meetings are communicated to the Management Team.

Communications and meetings with the regulators, the general public and other stakeholders are dealt with by the Group Facilities Manager in consultation where necessary.

4.4.3.3 Reporting

All matters relating to WHS performance are to be reported to the WHSEQ Manager. All managers are to produce their relevant contract/project WHS statics to the WHSEQ Manager on a monthly basis. The WHSEQ Manager then collates all statistics which is then produced at the annual management review.

All managers utilize IAuditor to carry out site audits on their relevant contract/project. All results are to be included in the monthly WHS statics and submitted to the WHSEQ Manager.

All managers and workers including contractors are required to complete an incident report form if a hazard/injury/incident occurs as per CBC-PROC-085 incident report flow chart and:

- Advise WHSEQ Manager of the incident or injury or hazard
- For recording purposes complete an incident report form

- Complete the relevant sections of the form giving details of the incident. The form should be completed even when an injury has not occurred, that is, in the event of a near miss
- All hard copies to signed by relevant parties
- WHSEQ Manager to record on incident register

Notifiable Incidents

Any serious incidents must be notified to the WHSEQ Manager. After becoming aware that any such incident has occurred, it is the WHSEQ Manager's responsibility to report "notifiable incidents" to the applicable states governing body.

4.4.4 Documentation

CBC has identified through experience, consultation with stakeholders, and by understanding our obligations (contractual, client, stakeholder, legal, Corporate and those for Standards) determined the documented information required to facilitate effectiveness of its WHS management activity.

In determining documented information requirements data and information flows across WHS Management has been considered. As part of this process, documentation and retention requirements (business, legal, contractual, etc.) have been determined. Controls are in place for the management of documented information. All information is regarded as confidential unless otherwise stated.

The CBC-PROC-037 control of document and records is to be followed regarding documented information. The Facilities Manager for each project is responsible for identifying and keeping operational records and data on file. The retention period is identified by the project in circumstances of project specific data. The project is responsible for maintaining its own Project HSEQ Plan and any other information important to WHS Management.

4.4.5 Document Data and Control

When creating and updating documented information CBC have effective controls in place to facilitate currency, accuracy and relevancy to support employees with WHSMS roles and responsibilities are using the approved, accurate and most up to date information.

Documents are systematically controlled for authorisation, content, issue, review, availability and withdrawal. Full details of the method used for creating and updating and the responsibilities are contained in CBC-PROC-037 Control of Documents and Records Procedure.

It is standard within the WHSMS for documents to be assessed and approved for adequacy prior to issue and documents of external origin, such as licenses, are identified and their distribution is controlled.

Following table outlines responsibilities for creating and approval of WHSMS documentation:

Type of documents	Checked by	Approved by
WHS Policy	WHSEQ Manager	Director
WHS Objectives	WHSEQ Manager	Director
WHSMS	WHSEQ Manager	Director
Project HSEQ Plans	WHSEQ Manager	Director

Amendments to the WHSMS

All amendments to the WHSMS are authorised by the WHSEQ Manager. They are made as required to reflect the current WHSMS. The amended sections are identified by an upgraded date and issue number. Documents are issued in accordance with CBC-PROC-037 Control of Documents and Records Procedure.

The Project is required to follow the CBC-PROC-037 Control of Documents and records Procedure and CBC-PROC-097 Project Set Up Procedure. When creating and updating documented information the project is required to use:

- Identification and description (e.g. a title, date, author, or reference number);
- Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- Review and approval for suitability and adequacy.



4.4.6 Hazard identification, hazards/risk assessment and control of hazards/risk

4.4.6.1 General

WHS factors in several checks and balances to facilitate operational planning and control, planned for and maintained operational control via measures such as:

- The workforce knowing what to do and when to do it
- The program for surveillance
- The Business Improvement and internal audit processes and criteria for checking and scrutinising performance
- Development and documentation of tried and tested guidelines, procedures and plans
- Task specific training and accomplishment reinforcement
- Understanding the risks, criticality and resilience of the operations
- Sign off procedures for key tasks
- A Zero Harm system that helps keep employees and contractors safe

4.4.6.2 Hazard Identification

WHS risk management is a systematic process of hazard identification, risk assessment, and risk control with the aim of providing healthy and safe conditions for managers, workers, visitors and contractors at CBC. As required by the WHS Act, CBC has adopted a risk management approach to underpin its WHS Management System. This approach involves all managers and workers in identifying hazards, assessing and prioritising risks, implementing control measures and reviewing how effective the control measures are.

4.4.6.3 Hazard/Risk Assessment

All workers are responsible for assisting in managing the particular risk associated with their specific work environment. Risk management strategies used by CBC include:

- Regular inspections of the work site environment
- A comprehensive risk register detailing all WHS risks associated with the operation and activities
- Documented WHS policies and procedures
- Risk assessments of newly purchased equipment where applicable
- Risk assessments for any change to work processes
- Hazard, injury, incident reporting procedures
- Incident investigations
- WHS JSA/Take Two analysis for specific activities
- SWMS

4.4.6.4 Control of hazards/risks

WHS risk management will be undertaken for all activities where there is the potential harm including:

- Before work commences
- Before the introduction of new equipment, procedures or processes
- When equipment, procedures or processes are modified.

The HSEQ Plans provide insight into the risks on projects. The understanding of risk enables preparation of documented work instructions, procedures or plans to manage and mitigate risks, supplemented by a combination of physical, human and systematic measures, such as:

- Tools and equipment
- Competent, trained and experienced employees and contractors
- Risk Register
- Documented systems (WHSMS and HSEQ Plans)

CBC can plan, implement and control the processes needed to meet requirements, and to implement the actions determined by:

- Establishing criteria for the required processes
- Implementing the control of the processes in accordance with the criteria
- Keeping documented information to the extent necessary to have confidence and evidence that the processes have been carried out as planned
- Treating and monitoring risks

The Annual Review examines operational performance over the course of the year and looks at the levels and standards attained. Any upgrades or improvements needed are discussed, planned and committed to following Management Review.

Project operations are required to achieve project performance measures by understanding and developing the right balance of:

- Roles and responsibilities
- Work instructions and procedures
- Reliance on HSEQ Plans
- Resource allocation
- Monitoring, reporting and performance evaluation
- Competency development

The Project is required, as a minimum, to provide operational performance data for the basis of discussion during the annual review.

Step 1: Identify the Hazard

A hazard is a source or potential source of injury, ill health or disease. Hazard identification is the process of identifying all situations and events that could cause injury or illness by examining a work area/task for the purpose of identifying all threats which are 'inherent in the job'. Tasks can include, but may not be limited to using tools, hazardous chemicals, dealing with people, lifting/moving items and mustering.

Step 2: Assess the Risk

Assessing the risk from a hazard determines its significance. Firstly, consider the consequences should something happen; will it cause a serious injury, illness or death or a minor injury. Secondly, consider how likely is this to occur—very likely, not likely at all or somewhere in between? Some of the things to think about include:

- How often is the task undertaken
- How frequently are people near the hazard
- How many people are near the hazard at a particular time?
- Has an incident happened before?
- Have there been any near misses

Use the table below to determine how significant the risk is.

Where a Manger, worker, contractor, or visitor to the workplace identifies a hazard, CBC require the hazard to be eliminated or reduced in consultation with the relevant stakeholders.

- Step 1: identify the Consequences—or how severely could it hurt someone
- Step 2: identify the Likelihood—or how likely is it for an injury to occur
- Step 3 & 4: identify the Risk Priority Score – to prioritise your actions
- Step 5: apply the hierarchy of hazard control
- Step 6: identify who, how and when the effectiveness of controls will be checked and reviewed

Step 3: Risk priority score identifies the necessary action and response

Step 1—CONSEQUENCES How severely could it hurt someone? or How ill could it make someone? — Circle it		Step 2—LIKELIHOOD How likely is it for an injury to occur? —Circle it			
		Very likely, could happen frequently	Likely, could happen occasionally	Unlikely, could happen, but rare	Very unlikely, could happen, probably never will
		L1	L2	L3	L4
Kill or cause permanent disability or ill health	C1	Very high risk (1)	Very high risk (1)	High Risk (2)	Substantial Risk (3)
Long term illness or serious injury	C2	Very high risk (1)	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)
Medical attention and several days off work	C3	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)
First Aid needed	C4	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)	Low Risk (6)

Step 3—RISK PRIORITY SCORE	Step 4—ACTION AND RESPONSE
1 = Very High Risk	Stop the activity—immediate action is required to ensure safety—safety measures applied must be cleared by the Station Manager before any activity recommences
2 = High Risk	Proceed with caution—immediate reporting of emerging or ongoing risk exposure at this level to the Station Manager for decision is mandatory
3 = Substantial Risk	Be aware—action required as soon as possible to prevent injury or illness
4 = Moderate Risk	Report these risks to the responsible Manager during the current shift or before the next shift
5 = Acceptable Risk	Do something when possible. Manage by routine procedures.
6 = Low Risk	These risks should be recorded, monitored and controlled by the responsible Manager

Step 4 Control the Hazards

Control the hazards—the aim is to implement the most reliable controls to create a safe workplace rather than simply relying on people to behave safely, following processes or using protective equipment. In many cases, a combination of several control strategies may be the best solution.

Hierarchy of control strategies (in order of preference):

- Eliminate the hazard; remove the equipment from use, dispose of unwanted chemicals
- Substitute; use a non-hazardous chemical, use a different machine that can do the same task
- Isolation; contain noisy machinery within a booth
- Engineering controls; design equipment differently, providing lifting devices to minimise manual handling
- Administrative processes; task variation, job rotation, training
- Personal protective equipment; gloves, hearing protection, eye protection

STEP 5: Review the Process

- Continuously review to monitor and improve control measures and find safer ways of doing things.

4.4.6.5 Evaluation

The process of hazard identification, risk assessment and control are an on-going process and will be conducted in full consultation with relevant persons for the duration of the project.

Reviews of controls will take place regularly, and in the event of any of the following:

- If the control failed to reduce the risk adequately;
- Changes to the workplace occur that may create new or different risks where the control may no longer be effective
- New hazards are identified
- Consultation with relevant persons indicate that a review of the control is needed
- The HSR requests a review in line with the requirements of the current WHS Regulations

Arrangements will be put in place to ensure health and safety management and SWMS are being followed. These include:

- | | |
|----------------------------------|--|
| • Spot checks | • Consultation, information and training |
| • Audits and workplace checklist | • Worker competency assessments |
| • Adequate supervision | |

4.4.7 Emergency Preparedness and response

CBC will manage and coordinate potential emergency incidents and responses at all sites included within the scope of this WHSMS and HSEQ Plans in order to minimise any potential hazard/risk.

Potential emergency situations and incidents are identified as part of the Risk Register.

For each potential emergency or incident an appropriate response plan will be developed, which includes measures for the prevention and mitigation of any emergency or incident, or from response.

Emergency and incident response plans are regularly tested and revised as necessary.

A Corrective action report form will be completed immediately following an incident.

4.5 Measurement and Evaluation

4.5.1 Monitoring and Measurement

4.5.1.1 General

CBC monitors and assesses the effectiveness of the WHMS, Policy and performance against objectives specified within the WHSMS. Performance is monitored against contract requirements, authorisations and legislative requirements. Evaluation and reporting are based on:

- The performance of WHS
- The overall WHS management performance
- The effectiveness and ongoing suitability of the WHSMS.

The WHSMS requires monitoring to be carried out in accordance with the HSEQ Plans to:

- Record data on the risks.
- Confirm compliance with operational and contractual requirements.
- Identify monitoring and measurement requirements of stakeholders
- Evaluate and report on the effectiveness for managing hazards/risks
- Confirm that the WHSMS is being adhered to.

As part of the monitoring and measurement program information to monitor performance are assessed by the:

- Facilities/Project Manager
- Group Facilities Manager
- Facilities Coordinator

Monitoring of significant risks and operational procedures are carried out according to the schedule of performance indicators, methods and frequencies set out in the HSEQ Plans.

The Facilities Manager, in conjunction with the Facilities Coordinator are responsible for ensuring that the WHSMS is correctly implemented within the project and that monitoring results are retained in the for defined periods in accordance the HSEQ Plans.

The Project has a set of plans to determine:

- What needs to be monitored and measured
- The methods for monitoring, measurement, analysis and evaluation, to achieve data and results are valid
- When the monitoring and measuring is to be performed
- When the results from monitoring and measurement is to be analysed and evaluated
- What, where and when documented data and information is to be retained as appropriate records of the evaluation process

Monitoring of progress against the requirements of the management program is to be carried out at regular Team meetings.

4.5.1.2 Health Surveillance

A risk assessment will be undertaken to determine if Health surveillance is required for any given hazard. Health surveillance must not be used as an alternative to the implementation of risk control measures. Health surveillance will be carried out where a risk assessment shows that the following criteria apply:

- There is an identifiable disease or adverse health condition relevant to work performed
- Valid techniques are available to detect indications of the disease
- There is reasonable likelihood that the disease or condition may occur under the particular work conditions
- It is required by legislation

Where higher order controls are not reasonably practicable and therefore lower order controls such as PPE are used, the correct implementation is subject to human error, and such as the effectiveness of these in eliminating the risk cannot be guaranteed. When health surveillance is required, the relevant Manager must consult with the WHSEQ Manager to make appropriate arrangements. Typical hazards that may require Health Surveillance include:

- Hazardous substances
- Biologicals
- Noise

Baseline screening will be required:

- Before the commencement of a new contract/project is commenced and the risk assessment identifies possible exposure to a worker's health
- As soon as possible after a worker has been identified as having been exposed to a potential health risk

If hazardous exposures are identified or suspected from performance or generation of work tasks:

- The hazards must be managed according to the risk level using the risk management hierarchy of controls
- Required health monitoring must be conducted.

Health monitoring reports must be developed for each affected worker. If the health monitoring report identifies the need for further medical treatment, this must be managed by CBC. Any treatment programs for adverse health effects should only be discussed between the worker and their medical practitioner. In the event that, adverse health effects require changes to work practices, relevant management must be included in the review and implementation.

Health monitoring records, results and any recommendations must be kept confidential. They must not be disclosed without the workers written consent except where the WHS Regulation requires records be given to any of the following:

- Relevant states Regulatory body
- Dust Disease Board
- Any PCBU or person who must keep the record confidential under a duty of professional confidentiality

4.5.2 Incident Investigation, corrective and Preventive Action

The WHSEQ Manager, in consultation with the relevant Manager, will investigate the cause on any injury. The extent of the investigation will depend on the seriousness of the injury and/or incident. The following factors will direct the investigation:

- The cause/contributing factor
- The events surrounding it
- The actions taken for the welfare of the injured worker
- Actions to prevent recurrence

The investigation will commence immediately after the injured worker has received prompt medical attention. The scene is not to be disturbed except to help the injured worker until all relevant information has been gathered and the scene has been thoroughly inspected. This is particularly important if the relevant state government authority is to be notified as an inspector may wish to investigate the scene. The following factors are to be considered;

- Maintain objectivity and gather all facts i.e. Who, What, Why, When and Where?
- Discuss the circumstances surrounding the injury or incident with the injured worker and/ or any witness
- Review any relevant documentation e.g. procedures, guidelines, hazard/near miss reports, maintenance records etc.
- Reconstruct the events that led to the injury, taking into account all possible causes including underlying or procedural failures or inadequacies.
- Nonconformity and Corrective Action

Nonconformity and Corrective Action

Non-conformities (or an incident) that have the potential to affect the EMS can arise through systematic or operational failures or behaviours. The Facilities Manager is responsible for taking corrective action under CBC-PROC-047 Corrective Action Procedure and or CBC-PROC-001 Control of Non-Conformity Procedure, or in emergency response scenarios under in the CBC-PROC-068 Emergency Management Procedure.

A Non-conformity is:

- A deficiency in characteristic/documentation or procedure which renders the Environment of a product, service, or process unacceptable or indeterminate in its current form according to specified contractual requirements.

A corrective action is:

- Action taken to address a non-conformance or other undesirable situation.

Minor and major non-conformities are to be investigated with actions for resolution. In the event of non-conformity leading to an accident or incident (boundary areas outside of the systematic focus of the WHSMS) the Facilities Manager is to pass information to the WHSEQ Manager for action. Where required a full investigation of the abnormal circumstance are conducted and a report generated to ensure that any lessons are learned.

Any failure to meet objectives and contractual requirements within the WHSMS are identified during regular monitoring and measurement practices. Any necessary actions are identified at actioned accordingly.

The WHSEQ Manager, supported by The Group Facilities Manager is responsible for the review and update of procedures as required and the assurance that they incorporate, in particular, the prevention of re-occurrence of non-conformities and the prevention of potential non-conformities.

The WHSEQ Manager is responsible for the review of processes to evaluate the need for action to prevent non-conformities and implement actions to avoid their occurrence.

The requirements and responsibilities for corrective actions are identified in CBC-PROC-047 Corrective Action Procedure and or CBC-PROC-001 Control of Non-Conformity Procedure.

Employees have a duty to report any observed nonconformity or incident (real or potential) in a timely manner to their immediate manager, the immediate Manager is to report to the WHSEQ Manager. The WHSEQ Manager will investigate in accordance with CBC-PROC-047 Corrective Action Procedure and or CBC-PROC-001 Control of Non-Conformity Procedure.

The WHSMS requires employees to report and react (without compromising safety) to the nonconformity or incident, and for individuals and managers to:

- Take action to control and correct it;
- Deal with the consequences;

The WHSMS requires Facilities Manager, aided by the WHSEQ Manager to:

- Evaluate the need for action to eliminate the causes of the nonconformity or incident, in order that it does not occur or recur elsewhere, by:
 - Reviewing the nonconformity or incident
 - Determining the causes of nonconformity or incident
 - Determining if similar nonconformities exist, or could potentially occur
 - Implement any action needed commensurate to the effects of the nonconformity or incident
 - Review the effectiveness of any corrective action taken
 - Recommend and or make changes to the WHSMS, if necessary

The WHSMS requires information regarding the nonconformity, the response, and evaluation of the response to be documented in accordance with CBC-PROC-047 Corrective Action Procedure and or CBC-PROC-001 Control of Non-Conformity Procedure.

Preventive Action

CBC recognises the importance of identifying and mitigating non-conformances and preventative actions in order to maintain Levels of Service and to optimise WHS performance.

Preventive actions, which include predictive actions, are:

- Action taken to address a potential non-conformance or other undesirable situation.

The Facilities Managers are required to proactively identify potential failures in WHS performance and evaluate the need for preventive action.

The WHSMS requires projects to use, implement and maintain the processes for initiating preventive or predictive action(s). CBC-PROC-047 Corrective Action Procedure and or CBC-PROC-001 Control of Non-Conformity Procedure is to be consulted for instruction on Preventive Actions.

The WHSMS requires the Facilities Managers in conjunction with the WHSEQ Manager to consider:

- The use of relevant sources of information
- The identification of any potential failures
- The initiation and implementation of preventive action
- The recording of any changes in processes and procedures resulting from the preventive action
- Assessment of the preventive action and the evaluation of the relative success of implemented measures
- The input to the individual HSEQ Plan(s) from preventive actions
- The he need to keep documented information on the preventive or predictive actions.

Improvement

CBC is committed to continual improvement and the process of seeking to continually improve the way Health and Safety is managed.

As part of the Management Review Process this is an approach to determine the opportunities and assessing, prioritising and implementing actions to achieve continual improvement and reviewing their subsequent effectiveness. The Management Review Process draws upon data and information from:

- Non-conformity and corrective action
- Preventive action
- Trends in performance
- Evaluation of compliance
- Internal and external audits
- Management review
- Stimulating employees to come forward with suggestions;
- Management of change

CBC actively encourages employees to actively seek and acquire knowledge about new WHS management technology and practices and evaluated the potential benefits to the business and the WHSMS. Examples include:

- Active participation in professional bodies and industry associations
- Conferences, seminars, publications, (online) forums, journals
- Benchmarking and technology transfer initiatives, and competitor check-ups
- Engaging specialist organisations
- Research and development
- Consultation of suppliers and customers

The WHSEQ Manager in support of The Group Facilities Manager is to review and where possible improve the suitability, adequacy and effectiveness of the management of Health and Safety and the WHSMS.

CBC-PROC-047 Corrective Action Procedure and CBC-PROC-046 Internal Audit Procedure are to be used to meet expectations for Continual Improvement

The WHSMS requires Operational employees to:

- Use CBC-PROC-047 Corrective Action Procedure as part of Business Improvement
- Identify any improvement needs and potential
- Evaluate options
- Estimate and determine the financial and non-financial consequences
- Risk assess and initiate any change
- Link with decision-making criteria and the objectives of the WHSMS
- Be responsible for selection and execution; and
- Track and review outcomes.

4.5.3 Records and Records Management

The CBC Business System and project folders contains all documents related to the WHSMS. It is controlled by the WHSEQ Manager and is reviewed annually for the accuracy and suitability of its current content. Documented procedures are in accordance with CBC-PROC-037 Control of Documents and Records Procedure to facilitate the effective documentation of the operation and control of processes that relate to the WHS management and the risks that they generate. Hard copies are held by the:

- Facilities/Project Manager; and
- Other required CBC Management

Where required other managers have electronic access to the WHSMS via CBC's Business System. Employees have access to a read only version of the latest Policy.

The documentation within the WHSMS is confidential but can be inspected by necessary third-party organisations and referred to by contractors at the discretion of WHSEQ Manager.

All manuals, procedures, guides and related documents which detail WHS management performance or legislative compliance forms part of the WHSMS and are formally controlled. The WHSMS is to be distributed in two categories, controlled and uncontrolled. Both are identical at the time of issue.

Origination and maintenance of the WHSMS is the responsibility of the WHSEQ Manager. Distribution is specified by the WHSEQ Manager and effected through CBC-PROC-037 Control of Documents and Records Procedure.

CBC-PROC-037 Control of Documents and records Procedure is to be followed in regard to the Control of Documented Information. Documented information is required to be:

- it is available and suitable for use, where and when it is needed;
- the currency and comprehension is up to date;
- it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

Documented information from external sources is identified, as required, and controlled.

4.5.4 WHSMS Audit

The Project HSEQ Plans is the responsibility of the Facilities Manager and WHSEQ Manager to devise and plan the audit program and to ensure the retention of associated records and findings from audits. The WHSEQ Manager is responsible for preparing an annual audit program and for ensuring that the audits are carried out to schedule by qualified employees. The audit program ensures that all aspects of the WHSMS and Project HSEQ plans are audited.

The selection of auditors and the conduct of audits are to be objective and impartial. The WHSEQ Manager and The Group Facilities Managers are responsible for the evaluation of auditor experience and competencies. The WHSEQ Manager is responsible for the scheduling of verification audits that are performed by external auditors.

Where internal auditors are used the audits, are to be carried out as specified in the CBC-PROC-046 Internal Audits Procedure. There are two types of internal audits associated with the WHSMS:

- System audit against management procedure and/or system requirements Continual improvement;
- Process or product audit Compliance.

A verification audit can be performed by an independent third-party auditor in order to:

- Validate the WHSMS functioning and performance
- Ascertain compliance, and
- Demonstrate compliance with system requirements for any legal permit expectations.

Where external auditors are used, the WHSEQ Manager is to ensure that the procedure used by the external auditors is compatible with the WHSMS.

It is a requirement of the WHSMS that a program of internal audits at planned intervals is resourced and implemented annually, in accordance with the CBC-PROC-046 Internal Audits Procedure to

ensure performance meets the needs of the business and clients and the WHSMS conforms to its requirements of the Standard.

At the operational level the WHSEQ Manager and The Group Facilities Manager is to:

- Define the scope of the internal audit
- Take into consideration the importance and criticality of processes, the WHS Management on the project and the results of previous audits;
- Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- Ensure that the results of the audits, including nonconformities, observations or opportunities for improvement are reported to management; and
- Document and retain the audit process and information as evidence of the audit

4.6 Management Review

A review of the WHSMS is conducted annually in accordance with the Management Review Agenda. The WHSEQ Manager is to evaluate the Context of the Organisation register and present the findings at the Management Review Meeting. If there are no changes then the WHSEQ reports this at the Management Review meeting. Any changes are to be discussed and the actions identified and mandated (the actions could be developed as part of a Project for Change or a Non-Conformance).

The WHSEQ Manager is responsible for the planning of the Management Review. Ideally the review takes place at the end of the contractual year to enable objectives to be set for the next year. The meeting ensures that CBC's performance over the preceding period is appraised, that the Policy is reviewed and objectives, targets and the management program are specified for the beginning of the following year.

The attendees for the meeting are:

- Director
- Project Director
- Group Facilities Manager
- Group Operations Manager
- WHSEQ Manager
- Human Resources Manager

The WHSEQ Manager is responsible for ensuring that the meeting is minuted, that actions and completion dates are communicated to Managers and for following-up meeting actions to ensure that they are carried out effectively. The outputs of the management review include decisions related to continual improvement opportunities and any need for changes to the WHSMS.

In preparing for the annual review information and data is to be collated. in readiness to facilitate the review process and allow the consideration of:

- The status of actions instigated from previous management reviews;
- Changes in external and internal issues
- WHS Management Policy and & Scope Review
- WHS Objectives & Targets
- Internal & External and Process Audits Results
- Improvements, Nonconformities and Corrective Actions
- Communication, Awareness and Training
- WHSMS Performance
- WHS Management Activities
- General Business

ISO4801 Element	Requirement	WHSMS Section	How CBC cover WHS ISO Element	Reference Number
4.1	General Requirements	4.1	<ul style="list-style-type: none"> WHSMS 	CBC-WHS-003
4.2	WHS Policy	4.2	<ul style="list-style-type: none"> Policy CBC Business System 	CBC-POL-003 G Drive
4.3	Planning	4.3	<ul style="list-style-type: none"> WHSMS HSEQ Plan 	CBC-WHS-003 CBC-PLN-011
4.3.1	4.3.1 Planning Identification of Hazards, hazard/risk assessment and control of hazards/risks	4.3.1	<ul style="list-style-type: none"> WHSMS Hierarchy of Control HSEQ Plan 	CBC-WHS-003 CBC-WHS-003 CBC-PLN-011
4.3.2	4.3.2 Legal and other Requirements	4.3.2	<ul style="list-style-type: none"> Legal and Other Requirements Register 	CBC-REG-002
4.3.3	4.3.3 objectives and Targets	4.3.3	<ul style="list-style-type: none"> Objectives and Targets Register Context of the Organisation Register 	CBC-REG-026 CBC-REG-029
4.3.4	4.3.4 WHS Management Plans	4.3.4	<ul style="list-style-type: none"> HSEQ Plan CBC Business System 	CBC-PLN-011 G Drive
4.4	Implementation	4.4	<ul style="list-style-type: none"> WHSMS 	CBC-WHS-003
4.4.1	4.4.1 Structure and Responsibility	4.4.1	<ul style="list-style-type: none"> WHSMS Policy 	CBC-WHS-003 CBC-POL-003
4.4.1.1	4.4.1.1 Resources	4.4.1.1	<ul style="list-style-type: none"> Roles and Responsibilities Form Org Chart 	CBC-FORM-076 G Drive – Org Charts

ISO4801 Element	Requirement	WHSMS Section	How CBC cover WHS ISO Element	Reference Number
4.4.1.2	4.4.1.2 Responsibility and Accountability	4.4.1.2	<ul style="list-style-type: none"> ▪ Roles and Responsibilities Form ▪ Org Chart ▪ CBC CMMS ▪ WHSMS ▪ HSEQ Plan ▪ Change Request Form ▪ Change Management Procedure ▪ Change Request Register ▪ Management Review 	CBC-FORM-076 G Drive – Org Charts CMMS CBC-WHS-003 CBC-PLN-011 CBC-FORM-033 CBC-PROC-021 CBC-REG-030 CBC-FORM-034
4.4.2	4.4.2 Training and Competency	4.4.2	<ul style="list-style-type: none"> ▪ CBC CMMS ▪ HR Induction Certificate ▪ Training Recommendation Record 	CMMS IAuditor CBC-FORM-083
4.4.3	4.4.3 Consultation, Communication and Reporting	4.4.3	<ul style="list-style-type: none"> ▪ Policy ▪ WHSMS 	CBC-POL-003 CBC-WHS-003
4.4.3.1	4.4.3.1 Consultation	4.4.3.1	<ul style="list-style-type: none"> ▪ Policy ▪ Toolbox Talks ▪ Client received Communication ▪ Meeting Minutes ▪ Notice Board Information ▪ Safety Alerts ▪ On Line Training 	CBC-POL-003 CBC-FORM-229 Project Folders CBC-FORM-159 – Project Folders Notices – Project Folders CBC-REG-028 www.cbcbgroup.com.au Various project requirements - CMMS
4.4.3.2	4.4.3.2 Communication	4.4.3.2	<ul style="list-style-type: none"> ▪ HSEQ Plan ▪ Toolbox Talks ▪ Meeting Minutes ▪ Emails 	CBC-PLN-011 CBC-FORM-229 CBC-FORM-159 – Project Folders CBC-REG-028

ISO4801 Element	Requirement	WHSMS Section	How CBC cover WHS ISO Element	Reference Number
4.4.3.3	4.4.3.3 Reporting	4.4.3.3	<ul style="list-style-type: none"> ▪ WHS Statics ▪ KPI's ▪ IAuditor - CMMS ▪ Incident Reporting Flow Chart ▪ Incident Report Form ▪ Incident Register 	<p>TBC</p> <p>Project KPI's IAuditor – CMMS CBC-PROC-085 CBC-FORM-194 CBC-REG-028</p>
4.4.4	4.4.4 Documentation	4.4.4	<ul style="list-style-type: none"> ▪ Control of Documents and Records Procedure ▪ Project Set Up Procedure ▪ HSEQ Plans ▪ Project Filing Index ▪ CBC Business System ▪ Document Register 	<p>CBC-PROC-037 CBC-PROC-097 CBC-PLN-011 Project Folders – U Drive G Drive CBC-REG-001</p>
4.4.5	4.4.5 Document and Data Control	4.4.5	<ul style="list-style-type: none"> ▪ Control of Documents and Records Procedure ▪ Project Set up Procedure ▪ WHS Policy ▪ WHSMS ▪ WHS Objectives ▪ HSEQ Plans ▪ Project Filing Index ▪ CBC Business System ▪ Document Register 	<p>CBC-PROC-037 CBC-PROC-097 CBC-POL-003 CBC-WHS-003 CBC-REG-026 CBC-PLN-011 Project Folders – U Drive G Drive CBC-REG-001</p>
4.4.6	4.4.6 Hazard identification, hazard/risk assessment and control of Hazards/Risks	4.4.6	<ul style="list-style-type: none"> ▪ WHSMS 	<p>CBC-WHS-003</p>
4.4.6.1	4.4.6.1 General	4.4.6.1	<ul style="list-style-type: none"> ▪ WHSMS 	<p>CBC-WHS-003</p>
4.4.6.2	4.4.6.2 Hazard Identification	4.4.6.2	<ul style="list-style-type: none"> ▪ WHSMS 	<p>CBC-WHS-003</p>

ISO4801 Element	Requirement	WHSMS Section	How CBC cover WHS ISO Element	Reference Number
4.4.6.3	4.4.6.3 Hazard/Risk Assessment	4.4.6.3	<ul style="list-style-type: none"> ▪ Risk Assessment ▪ Project Risk Register ▪ Site Audits ▪ Work Report Books ▪ WHS Policies ▪ WHS Procedures ▪ Incident Reporting ▪ Take Two 	<p>TBC TBC</p> <p>IAuditor – CMMS Work Report Books – CMMS CBC-POL-003 Project Folder – Site Procedures CBC-FORM-194/CBC-PROC-085 Take Two - CMMS</p>
4.4.6.4	4.4.6.4 Control of Hazards/Risks	4.4.6.4	<ul style="list-style-type: none"> ▪ HSEQ Plan ▪ SWMS ▪ Work Report Books ▪ Take Two ▪ Corrective Action Procedure ▪ Control of Non-Conformity Procedure ▪ Corrective Action Form ▪ Management Review 	<p>CBC-PLN-011 G Drive WHS Folder Work report Books – CMMS Take Tow – CMMS CBC-PROC-047 CBC-PROC-001 CBC-FORM-182 CBC-FORM-034</p>
4.4.6.5	4.4.6.5 Evaluation	4.4.6.5	<ul style="list-style-type: none"> ▪ Site Audits ▪ Internal Audits ▪ Toolbox Talks ▪ CBC CMMS 	<p>IAuditor – CMMS CBC-FORM-031 CBC-FORM-229 CMMS</p>
4.4.7	4.4.7 Emergency Preparedness and Response	4.4.7	<ul style="list-style-type: none"> ▪ Project Risk Register ▪ Emergency Response Plan ▪ Incident Report Form ▪ Incident Reporting Flow Chart ▪ Corrective Action Form 	<p>TBC TBC</p> <p>CBC-FORM-194 CBC-PROC-085 CBC-FORM-182</p>
4.5	Measurement and Evaluation	4.5	<ul style="list-style-type: none"> ▪ Control of Documents and Records Procedure 	<p>CBC-PROC-037</p>
4.5.1	4.5.1 Monitoring and Measurement	4.5.1	<ul style="list-style-type: none"> ▪ WHSMS 	<p>CBC-WHS-003</p>

ISO4801 Element	Requirement	WHSMS Section	How CBC cover WHS ISO Element	Reference Number
4.5.1.1	4.5.1.1 General	4.5.1.1	<ul style="list-style-type: none"> ▪ WHS Policy ▪ WHSMS ▪ HSEQ Plans ▪ Legal and Other Requirements Register ▪ KPI's ▪ Site Audits ▪ Objective and Targets Register ▪ Meeting Minutes ▪ Monitoring and Measurement Procedure 	CBC-POL-003 CBC-WHS-003 CBC-PLN-011 CBC-REG-002 Project KPI's IAuditor – CMMS CBC-REG-026 CBC-FORM-238 CBC-PROC-057
4.5.1.2	4.5.1.2 Health Surveillance	4.5.1.2	<ul style="list-style-type: none"> ▪ Health Monitoring Procedure 	CBC-PROC-138
4.5.2	4.5.2 Incident Investigation, Corrective and Preventative Action	4.5.2	<ul style="list-style-type: none"> ▪ Incident Report Form ▪ Incident Reporting Flow Chart ▪ Corrective Action Procedure ▪ Control of Non-Conformity Procedure ▪ Corrective Action Form ▪ Emergency Management Procedure ▪ Internal Audit Procedure ▪ Internal Audit Schedule ▪ Internal Audits ▪ Management Review 	CBC-FORM-194 CBC-PROC-085 CBC-PROC-047 CBC-PROC-001 CBC-FORM-182 CBC-PROC-068 CBC-PROC-046 CBC-FORM-032 CBC-FORM-031 CBC-FORM-034
4.5.3	4.5.3 Records and Records Management		<ul style="list-style-type: none"> ▪ CBC Business System ▪ Project Folders ▪ Control of Documents and Records Procedure 	G Drive U Drive CBC-PROC-037
4.5.4	4.5.4 WHSMS Audit		<ul style="list-style-type: none"> ▪ Internal Audit Procedure ▪ Internal Audit Schedule ▪ Internal Audit 	CBC-PROC-046 CBC-FORM-032 CBC-FORM-031
4.6	Management Review	4.6	<ul style="list-style-type: none"> ▪ Policy ▪ Context of the Organisation Register ▪ Objectives and Targets Register ▪ Management Review Minutes of Meetings 	CBC-POL-003 CBC-REG-029 CBC-REG-026 CBC-FORM-034

