



# EH&S MANAGEMENT SYSTEM

## Part 1 Company Overview

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# CONTENTS

<b>SECTION</b>	<b>DETAILS</b>	<b>PAGE</b>
1.0	Company Overview	3
2.0	Company Policies	4
3.0	Scope	4
4.0	Company Processes	5
5.0	Company Organisation Structure	6
6.0	Organisational Planning & Implementation	10
7.0	Project planning Process	10
8.0	Occupational Health and Safety	10
9.0	Consultation	11
10	Environmental Management	11
11.0	Staff Training	12
12.0	Hazard Identification, Risk Assessment & Hierarchy of Control	12
13.0	Hazardous Substances/Dangerous Goods	13
14.0	Plant and Equipment	13
15.0	Electrical Equipment	14
16.0	Hazard Reporting	14
17.0	Injury and Incident Investigation	14
18.0	Injury Management and Return-to-Work	15

## **1 COMPANY OVERVIEW**

*Custom Plumbing Services Pty Ltd* began its operations in 1979. Since that time the company has grown to be a medium size Hydraulic Contractor focusing on commercial and industrial buildings, and large home unit developments.

The office and workshop is based in the Canberra suburb of Fyshwick.

For the last 30 years we have strengthened our overall position in the industry targeting the southern regional areas of NSW and ACT. We currently employ 30 people comprising of a director, one contract administrator, five supervisors / foreman, fourteen plumbers, 5 apprentices, two plant operators / trades assistants and one administrative staff. We also have access to approximately 10 drainers on a legitimate sub-contract basis.

Our depth of experience and structure is targeted to allow us to provide competitive tenders in all facets of the industry including industrial, commercial, residential (units), maintenance, pool filtration & water feature projects.

Our systems and knowledge of **IT** are second to none in the plumbing industry with two of us having developed in-house systems and files for the following processes;

- Estimating
- Job Costing
- Quality Assurance
- OH&S
- Environmental Issues
- General administration
- Internet
- Online communication
- Maintenance manuals

***Key personnel within the company have combined experience of over 60 years, namely;***

**Wayne Philp (Director/Project Manager)** has been involved the Hydraulic installation of large commercial projects as a Project Supervisor throughout NSW, ACT and joined the company in January 2005 and has advanced into Project Manager/Directors position is responsible for all project operations. Wayne also brought to the company many years of experience having been involved in the installation of hydraulic services on major commercial/industrial projects throughout NSW and the mining industry in Western Australia and more recently as a Project Manager in the ACT.

***Some of the projects we have been involved in, are scheduled hereunder for***

## ***your information***

Hospitals, both New and Refurbishments up to \$6m  
Shopping Malls up to \$3.5M  
Stadiums up to \$1M  
Residential Units up to 350 Units (in one development) up to \$5M  
Coles & Woolworths Supermarkets up to \$0.4M  
Water features up to \$300 K  
Leisure centres up to \$750K  
Laboratories up to \$3.5M  
Sawmills up to \$5M  
Office Developments up to \$10M (seasonally adjusted)  
Warehouses up to \$550K  
Parliament House Canberra \$8M  
Embassies up to \$400K  
Schools up to \$400K  
Shooting Range \$1M  
Historical Buildings up to \$1M  
Commercial Swimming Pool AIS reticulation \$500K  
Hotels up to \$3.5M

## **2 COMPANY POLICIES**

The Company's values and approach are summarised in the "Company Policy", "Safety & Environmental Policy", "Occupational Rehabilitation Policy". The Operations Manual expands on the policies as well as being the vehicle for its implementation. Both the Quality Policy and Safety & Environmental Policy have the total commitment of management and are promoted in the Company. This includes its display in the office and coverage at staff inductions.

## **3 SCOPE**

The Quality, Environmental, Health & Safety Management System encompasses all activities undertaken by the Company. These include the management processes of Planning, Procedures, Review and Improvement and the Company's operations in relation to Office and Project Works.

This System is based on and conforms to AS/NZS ISO 9001:2000, AS/NZ 4804: 2001, The ACT Work, Health & Safety ACT 2011

#### 4. COMPANY PROCESSES

The main processes employed by the Company and their relationships are summarised in Figure 1 below.

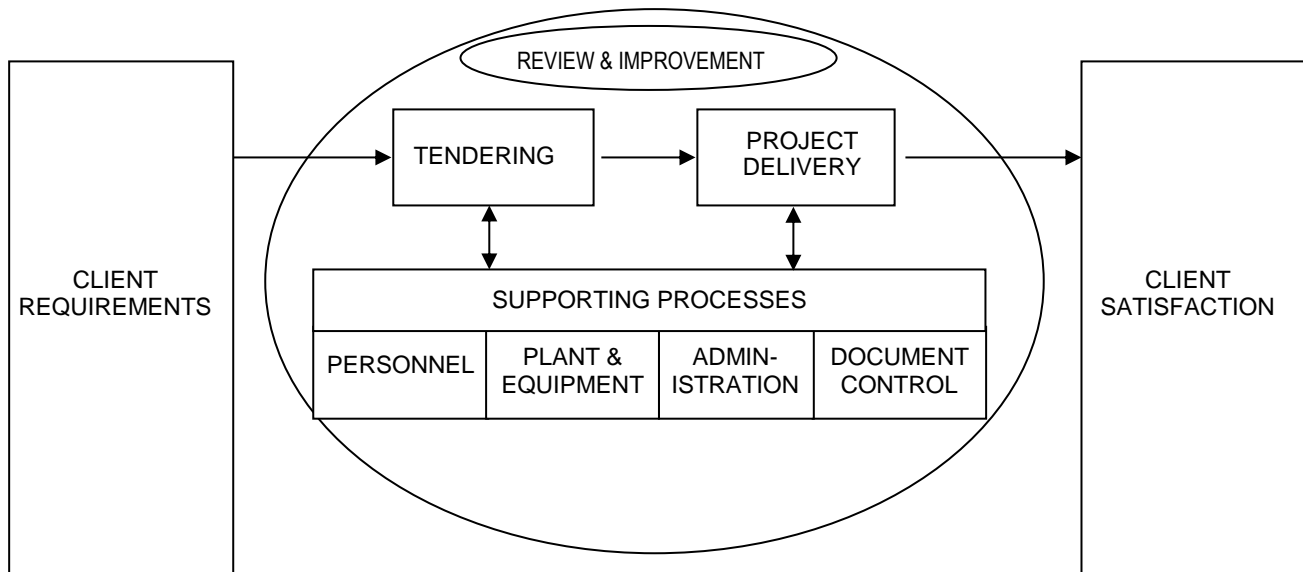
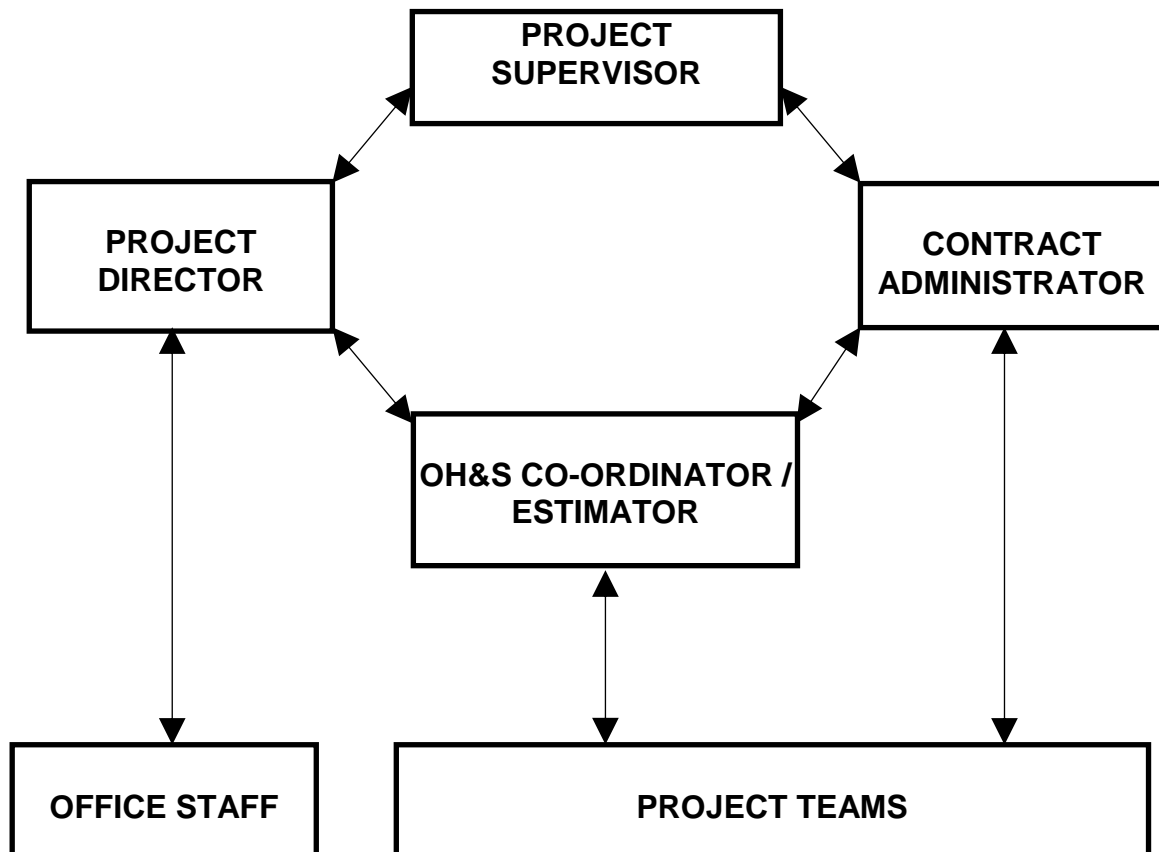


Figure 1 – Summary of Company Processes

#### 5 COMPANY ORGANISATIONAL STRUCTURE

The Structure is based on open lines of communication between all parties which facilitates continual monitoring, review and improvement.



## Figure 2 – Custom Plumbing Services Organisational Structure

The responsibilities and authorities in relation to each of the positions are briefly described in this Section and defined in detail in Part 3 of the Operations Manual.

These responsibilities and authorities relate to Company level functions and also, except as otherwise modified, to functions for particular projects.

The project plan identifies personnel assigned to the project and their role, including any changes to the standard authorities and responsibilities.

### Project Manager/Director – Wayne Philp

Responsible for [Quality and EH&S and Injury Management](#), and major projects.

#### **OBJECTIVES:**

To manage assigned projects in accordance with the Company's Quality Management and Safety & Environmental Management Systems in compliance with ACT Work, Health & Safety ACT 2011 and environmental legislation, regulations, recognised Codes of Practice and AS/NZ: 4804: 2001AS/NZS ISO 9001:2000.3

#### **HAS AUTHORITY AND RESPONSIBILITY FOR:**

- Oversee appropriately qualified staff and sub-contractors on all aspects of installation of products in accordance with,
- Quality Plans,
- ITP's and Specifications,
- ACT Sewerage and Water Supply, OH&S and Environmental Protection Acts,
- Authority Regulations and Australian Standards,
- Implementing the EH&S Management Plan,
- Ensure that each project is adequately resourced in terms of: appropriate plant & equipment; safety & protective equipment and suitably trained personnel,
- Using the Hierarchy of Controls in all design, fabrication and construct activities to minimise EH&S risks,
- Induct project personnel and attend site safety meetings as required,
- Communicating with the principal contractor to reduce risks,
- Being a part of the planning and design stages of trade activities,
- Deciding when training on EH&S is required,
- Leading by example and promoting sound EH&S practices at every opportunity ensuring safe equipment and plant is provided and maintained reviewing EH&S reports and inspections, and following up on recommendations coordinating incident investigations and reporting to the controller of the workplace and relevant authorities, as required,
- Coordinating EH&S meetings and programs,
- Monitoring compliance with the EH&S Management Plan, including Safe Work Method Statement; and,
- Assisting injured employees to return to their pre-injury duties as soon as practicable after a work-related injury,

- Complete relevant check lists and Quality Management System forms for each project,
- Maintain, store and file relevant quality records on site,
- Maintain the site first aid supplies,
- Advise and report on Improvement Requests and obtain instructions regarding rectification,
- Review the effectiveness of the Project Safety & Environmental Plan at the completion of the project in conjunction with the Project Teams,
- Assisting injured employees to return to their pre-injury duties as soon as practicable after a work-related injury,
- Ensuring that, where appropriate, the injured employee is given access to occupational rehabilitation services,
- Liaising with any parties involved in the occupational rehabilitation of, or provision of medical services, to the injured employee,
- Monitoring the progress of the injured employee's capacity to work,
- Taking steps to prevent recurrence or aggravation of the relevant injury upon the injured employee's return to work; and,
- Providing assistance to meet all legal requirements regarding injury management and return to work.

Signed by:



Date: 12 / 03 /2014

## Project Teams

Supervisor – **Brad Guthrie & Steve Mclean**

Foreman – **Aaron Thomson, Andrew Gillespie, James Blair & Andrew Cargill**

## SUPERVISOR/FOREMAN OBJECTIVES:

To manage assigned projects in accordance with the Company's Quality Management and Safety & Environmental Management Systems as it applies to the project, ensuring all work is carried out in accordance with the Project Safety & Environmental Plan.

## HAS AUTHORITY AND RESPONSIBILITY FOR:

- Supervise appropriately qualified staff and sub-contractors on all aspects of installation of products in accordance with,
- Quality Plans
- ITP's and Specifications,
- ACT Sewerage and Water Supply, OH&S and Environmental Protection Acts,
- Authority Regulations and Australian Standards,
- Implementing the EH&S Management Plan,
- Observing all EH&S rules and regulations,
- Making sure that work activities are carried out in a safe and environmentally sound manner,
- Planning to do all work safely including any interface with other work activities,
- Providing advice and assistance on EH&S matters to employees,
- Being part of the planning and design stages of trade activities,

- Deciding when training on EH&S is required,
- Actioning EH&S reports and carrying out workplace inspections,
- Setting up Toolbox Talks on a regular basis,
- Helping to prepare Safe Work Method Statements for the organisation's work activities,
- Investigating hazard reports and ensuring that they are completed and corrective actions undertaken,
- Carrying out project inductions, Toolbox Talks and team meetings,
- Being a part of incident investigations,
- Leading by example and promoting sound OHSE practices at every opportunity,
- Undertaking inspection of the contracted or planned works to ensure that EH&S control measures are implemented and effective; and,
- Other EH&S duties as directed by the Works Manager,
- Complete relevant check lists and Quality Management System forms for each project subject to Quality,
- Maintain, store and file relevant quality records on site,
- Prepare Purchase Orders and verify goods/services on receipt,
- Inspect customer supplied products,
- Advise and report on non-conformances and obtain instructions regarding rectification,
- Ensure that calibrated equipment is protected on site,
- Provide on the job training for apprentices, new employees and other staff when necessary,
- Induct site personnel in the absence of the Projects Supervisor,
- Advise the on-site personnel and in particular apprentices on their roles & responsibilities,
- Review the effectiveness of the Project Safety & Environmental Plan at the completion of the project in conjunction with the Project Supervisor,
- Attend Safety Committee Meetings when and if required.

## **Employees**

### **ARE RESPONSIBLE FOR THE FOLLOWING:**

- Working in a safe manner without risk to themselves, others or the environment,
- Complying with the EH&S Management Plan including all Safe Work Method Statements,
- Reporting all incidents to the Works Supervisor/Foreman,
- Reporting all injuries and illnesses to the designated First Aid Officer,
- Reporting any EH&S hazards to the Works Supervisor/Foreman,
- Providing suggestion, through agreed consultation methods, on how to improve OHSE issues,
- Seeking assistance if unsure of EH&S rules,
- Reporting any faulty tools or plant to the Works Supervisor/Foreman,
- Complying with site rules,
- Correctly using all personal protective equipment; and,
- Complying with emergency and evacuation procedures.

## **Office Staff**



Responsible for accounts and clerical assistance.

## **6. Organisational Planning and Implementation**

The Quality Policy, Safety & Environmental Policy and Operations Manual represent the output of the planning of the way the Company is to operate. They are intended as live documents being reviewed and adjusted to meet changing needs and circumstances. The Company's Management Review Meetings provide a strategic review and target setting mechanism. The Management Meetings, normally bi-monthly, are the main means of reviewing the ongoing suitability and effectiveness of the management system at an operational level.

## **7. Project Planning Process**

For each major project, the Project Manager prepares Project Quality Plan which identifies the project team, scope/objectives of the assignment, the internal and external resources required and the means of verifying the output.

For all projects, a Project Start Up Checklist Safety & Environmental Plan, Standard Work Method Statement and Risk Assessment Safety Instructions will be prepared and made site specific.

When required by the scope of the project, Inspection and Test Plans are prepared and made site specific, though typically the Company's Standard ITPs are sufficient. All work undertaken by the Company is subject to inspection and approval by ACTPLA prior to being offered to the customer. When equipment, materials or external resources are required, the Construction Director / Project Manager select appropriate subcontractors and suppliers in accordance with established procedures.

The above planning process supported by the Company's Management System is aimed at achieving the requirements of each project and satisfying the customer.

## **8. Environmental, Health and Safety**

Custom Plumbing is committed to fulfilling its obligations to employees in regard to occupational health, safety and rehabilitation including making every reasonable effort in the areas of accident and injury prevention and hazard removal and control. Management and each employee have a personal obligation to ensure that he or she is committed to the requirements of safety in the work place. Its safety policy, which forms part of its Safety and Environmental Policy, is established to promote the Company's safety aims and to make everyone aware of the part they are to play.

As part of Custom Plumbing's' approach there is provision for cultivating a safety awareness attitude, training in safety and for the maintenance and improvement of the safety management system. This includes the reporting of incidents and accidents, their assessment and, as applicable, the instigation of improvement action.

For each project a Project Safety and Environmental Plan is prepared. As the Company operates an "integrated management system", this plan forms part of the overall planning for the project and its implementation is integrated into the planning, undertaking and verification of the work processes.

To encourage and facilitate the adoption of safe working practices, Custom Plumbing provides training and induction in safe working practices to its employees.

In accordance with the Work Health and Safety Act the Company has established Designated Work Group(s) and maintains arrangements for their representation.

## **9. Consultation**

Custom Plumbing promotes the active participation of all employees in EH&S decisions.

Employees are consulted and given opportunity, encouragement and training to be proactively involved in EH&S matters affecting the organisation and their work activities.

Consultation occurs in reference to, but not limited to, the following subjects / topics:

- hazard identification and risk assessment processes;
- control measures for the management of hazards and risks;
- changes to the organisation's policies and procedures or work routines which may affect EH&S
- make up of and representation on relevant committees; and
- election of EH&S and employee representatives (DWG).

At a minimum, workplace consultation occurs on the last Thursday bi-monthly at the office monthly BBQ.

## **10. Environmental Management**

Custom Plumbing is committed to meeting contractual and regulatory requirements and fulfilling its obligations to the community. We also seek to make our contribution to the environment by continuously improving our environmental performance. Our environmental policy, which forms part of our Safety and Environmental Policy is established to promote the Company's environmental aims and to make all our employees, contractors & third parties aware of their responsibilities.

Predominantly the environmental aspects of Custom Plumbing's activities relate to its project work. For each project, a plan for managing the environmental aspect is prepared and implemented.

As the Company operates an integrated management system, this plan forms part of the overall planning for the project.

At our Fyshwick office/workshop, we have a paper, cardboard and copper recycling system in place. Of the materials to be recycled from site, copper is returned to the Fyshwick workshop, concrete is sent to Canberra Concrete Recycling, cardboard and paper are placed in the facilities provided by the builder onsite.

All tools to be maintained in accordance with the manufacturer's written instructions and dust extraction/minimisation will also be used as required.

## **11. Staff Training**

Custom Plumbing is fully committed to the ongoing training and up-skilling of our workforce. Custom Plumbing staff have attended training courses for Confined Spaces, First Aid, Back Flow Prevention, Thermostatic Mixing Valves, Electrical Lead Testing and Tagging, OH&S, Certificate IV in Construction Management (Contract Administration), Certificate IV in

Workplace Training and Assessment, and all our senior staff attend a Communication Styles Training Course conducted by IXP3 from Melbourne. Custom Plumbing employees 14 plumbing apprentices and all receive training through CIT and are trained onsite by our experienced Tradespeople and Foreman.

## **12. Hazard Identification, Risk Assessment and Hierarchy of Control**

Custom Plumbing will not commence construction work at a place of work unless:

- The principle contractor has provided Custom Plumbing with a copy of the relevant parts of its workplace EH&S Management Plan (or equivalent),
- Custom Plumbing has undertaken an assessment of the risks associated with the work activities and had provided to the principle contractor a written Safe Work Method Statement (SWMS), and
- Custom Plumbing has provided induction training to all employees.

Custom Plumbing maintains and updates the SWMS, and provides the updated SWMS to the principle contractor.

Custom Plumbing identifies the potential hazards of the proposed work activities, assesses the risks involved and develops control measures to eliminate, or minimise, the risks. The risk management process is carried out in consultation with employees.

The hierarchy of control measures that should be used to control a risk are:

1. substituting the hazard with something safer
2. isolating the hazard so a person is not exposed to the risk
3. implementing engineering controls
4. minimising the hazard using administrative controls
5. the use of personal protective equipment

### **Identify Hazards**

Custom Plumbing breakdowns specific work activities into job steps to assist in identifying all potential hazards. These work activities are detailed in a SWMS. The SWMS is a list of job steps and other work related practices.

For each of the work activities and associated job steps identified in the SWMS, Custom Plumbing has identified potential hazards and their risks.

To assist in identifying hazards and risks, Custom Plumbing has considered the use of resources such as codes and standards, industry publications (i.e. safety alerts, hazard profiles for our trade group), workplace experience and consultation (i.e. Toolbox Talks).

### **Assess Risks**

Custom Plumbing has identified a risk class/ranking for potential workplace hazards by referring to categories ranging from high to low in a Risk Matrix.

The Risk Matrix is used to determine the level of danger or seriousness (i.e. the consequence) of the risk, how likely it is that this will occur (i.e. likelihood/probability) and therefore how detailed control measures will need to be to eliminate or minimise the risk.

### **13. Hazardous Substances/Dangerous Goods**

Custom Plumbing provides a current (within 5 years of the date of issue) MSDS and register to the principle contractor for all products and substances to be used for the work activity.

Before a product or substance is used for the work activity, Custom Plumbing reviews the Material Safety Data Sheet (MSDS) to determine if the product or substance is classified as hazardous.

All employees involved in the use of products classified as hazardous, are provided with information and training to allow safe completion of the required task.

As a minimum standard, all safety and environmental precautions for use listed on the MSDS are followed when using the substance and are included in the Safe Work Method Statement.

No products or substances, including chemicals or fibrous materials, are brought to the workplace without a current MSDS.

Custom Plumbing considers the following when selecting chemicals and substances for use onsite:

- Flammability and exclusivity;
- Toxicity (short and long term);
- Carcinogenic classification if relevant;
- Chemical action and instability;
- Corrosive properties;
- Safe use and engineering controls;
- Environmental hazards; and
- Storage requirements.

All storage and use of hazardous substances and dangerous goods is in accordance with the MSDS and legislative requirements.

All hazardous substances and dangerous goods are stored in their original containers with their labels intact at all times.

Hazardous substances and dangerous goods of any quantity are not stored in amenities, containers (unless properly constructed for the purpose), sheds or offices.

## **14. Plant and Equipment**

Custom Plumbing carries out regular inspections and maintenance of all plant and equipment. A PRA (Plant Risk Assessment) is documented and issued to the principal prior to commencement on site.

Custom Plumbing ensures plant and equipment is inspected and maintained in accordance with the relevant standard and manufacturer's recommendations.

The inspection and maintenance history of each item is documented.

Custom Plumbing ensures control measures are implemented and documented for all plant and equipment, including its operation, deemed as high risk. The effect of all plant and equipment on the workplace is considered and documented in the Safe Work Method Statement.

Pre-start checks, schedule of maintenance and fault reports are notified to the Construction Manager, documented in plant log books and made available to relevant parties on request.

Where plant and equipment is hired, the same requirements as above apply.

## **15. Electrical Equipment**

Custom Plumbing ensures that the use of all electrical equipment, portable tools and extension leads is in accordance with the manufacturer's written instructions.

Custom Plumbing ensures that all electrical equipment brought onto site is listed in a register. The register is completed prior to commencement of the work and maintained for the duration of the works on site.

All electrical equipment including leads, portable power tools, junction boxes and earth leakage devices are inspected and tested by a suitably qualified person (National Test & Tag) and labelled with a tag of currency before being used onsite and then monthly on an ongoing basis.

## **16. Hazard Reporting**

Custom Plumbing encourages all employees to report hazards **immediately** to our site Foreman.

Where the hazard cannot be corrected immediately, Custom Plumbing records the details of the hazard in the Hazard Register.

Custom Plumbing investigates all reported hazards and implements control measures to eliminate and/or minimise the likelihood of an incident or injury.

Custom Plumbing regularly reviews and evaluates the effectiveness of control measures until the hazard is addressed and/or all risks have been mitigated or reduced, and will issue a copy of any completed Hazard Report form to the principle contractor, as required.

## **17. Injury and Incident Investigation**

### **Injuries**

All injuries are to be reported to the designated First Aid Officer in the workplace.

Where the injury requires medical attention or off site treatment, Custom Plumbing completes a Safety / Environmental Incident / Accident Report form.

Copies of the Safety / Environmental Incident / Accident Report form are provided to the principle contractor, as required.

### **Incidents**

For all incidents involving near misses, property/plant damage or injury to the public or the environment, a Safety / Environmental Incident / Accident Report form is to be completed.

Copies of the Safety / Environmental Incident / Accident Report form are provided to the principle contractor, as required.

### **Record Keeping**

Custom Plumbing records all injuries and incidents on the Incident Accident Register.

## **18. Injury Management and Return-to-Work**

### **Our Commitment**

Custom Plumbing is committed to the return to work of injured employees.

As part of this commitment, we will:

- prevent injury and illness by providing a safe and healthy working environment;
- participate in the development of an injury management plan and ensure that injury management commences as soon as possible after an employee is injured;
- support the injured employee and ensure that early return to work is a normal expectation;
- provide suitable duties for an injured employee as soon as possible;
- ensure that our injured employees (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor and rehabilitation provided, and the responsibility to provide accurate information about the injury and its cause;
- consult with our employees to ensure that the return-to-work program operates as smoothly as possible;

- maintain the confidentiality of injured employee's records;

### **Notification of Injuries**

- All injuries must be notified to the supervisor as soon as possible.
- All injuries will be recorded in the Incident Accident Register.
- Our Workers Compensation Scheme Agent will be notified of any injuries that may require compensation within 48hrs.

### **Recovery**

- All injured employees will receive appropriate first aid or medical treatment as soon as possible.
- The injured employee must nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning return to work.

### **Return to Work**

- A suitable person will be arranged to explain the return to work process to the injured employee.
- The injured employee will be offered the assistance of a Work Cover accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices.

### **Suitable Duties**

- An individual return to work plan will be developed when the injured employee, according to medical advice, is capable of returning to work.
- The injured employee will be provided with suitable duties that are consistent with medical advice and are meaningful, productive and appropriate to the injured employee's physical and psychological condition.
- Depending on the individual circumstances of the injured employee, suitable duties may be at the same worksite or a different worksite, the same job with different hours or modified duties, a different job and may involve full-time or part-time hours.

### **Dispute Resolution**

- If disagreements about the return to work program or suitable duties arise, Custom Plumbing will work with the injured employee and their nominated representative to try and resolve the issue.
- If all parties are unable to resolve the dispute, Custom Plumbing will seek to involve the Workers Compensation Scheme Agent, and accredited rehabilitation provider, the treating doctor or an injury management consultant.