



Company Management Systems Manual

(Integrated Management System (IMS) Manual)

Conforms to ISO 9001:2015 (ISO9001), ISO 45001:2018 (ISO45001) & ISO 14001:2015
(ISO14001)

© This document may not be copied or replicated in any shape or form. This document contains proprietary information and will only be released to a third party (for view only), with the express permission of the Managing Director. This document is uncontrolled if printed, unless otherwise marked. Uncontrolled documents are not subject to update notification. Failure to comply with this guide may result in disciplinary action, up to and including termination of employment, depending on the severity of the breach.

TABLE OF CONTENTS

1. INTRODUCTION	8
Overview	8
Company Details	9
2. PURPOSE	10
Process Approach and PDCA Cycle	10
Principles	11
Rules for the Interpretation of all Documentation within the Integrated Management System (IMS), including this Manual	12
3. TERMS AND DEFINITIONS	13
Terms Used and Referenced to within the IMS	13
4. CONTEXT OF THE ORGANISATION	20
4.1 Understanding the Organisation and its Context	20
4.2 Understanding the Needs and Expectations of Interested Parties and Workers	22
4.3 Scope of the Management System	26
4.4 Management System and its Processes	28
5.0 Leadership and Commitment	32
5.1 Customer Focus	33
5.2 Code of Conduct Policy	35
5.3 Vision & Values Policy	35
5.4 WHS, Environmental and Quality Policies	36
5.5 Communicating the Policies	40
5.6 Organisational Roles, Responsibilities and Authorities	40
5.6.1 Organisational Chart	42
5.6.2 Training in Safety and Environmental Obligations/Due Diligence and WHS Management System	42
5.6.3 Primary Roles, Responsibility, and Authorities Table	46
5.6.4 Managing Director and Project Manager's Responsibilities	48
5.6.5 Site Supervisors Responsibilities	49
5.6.6 IMS Representative Responsibilities	51
5.6.7 Employees and Subcontractors Responsibilities	52
5.6.8 First Aid Officers Responsibilities	52
5.7 Consultation and Participation of Workers	53
5.8 Equal Employment Opportunity (EEO) & Anti Bullying Policy	55
6. PLANNING	57
6.1 Identifying Hazards/Risks, Aspects/Impacts and Opportunities	57
6.1.2 Actions to Address Hazards/Risks, Aspects/Impacts & Opportunities	59
6.1.3 Actions for Quality (Issues)	60
6.1.4 Actions for Safety (Hazards) and Environment (Aspects)	60
6.2 Risk Management Process (including Risk Assessment)	61

6.2.1 Methodology for Risk Analysis and Evaluation (Risk Assessment or RA)	65
6.2.2 Hierarchy of Control for Risk Reduction	65
6.2.3 Integration of Controls	68
6.2.4 Acceptable Level of Risk, Risk Appetite and Extent of Project Controls	69
6.2.5 Significant Environmental Aspects	71
6.2.6 Waste Management Policy	71
6.2.7 Opportunities	75
6.2.8 Company Risk Register (Company Risk Assessment)	75
6.2.9 Risk-based Thinking	76
6.2.10 Identification of Legal Requirements (Legislation), Other Requirements, and relevant Codes of Practice and Australian Standards	76
6.3 Objectives and Planning to Achieve Them	79
6.4 Planning for Changes (Changes to the IMS, not Customer or Operational Changes)	81
7. SUPPORT	83
7.1 Resources	83
7.1.1 Environment for the Operation of Processes	84
7.1.2 Monitoring and Measurement Resources, and Traceability	85
7.1.3 Organisational Knowledge	86
7.2 Training, Awareness and Competence	87
7.3 Communication	91
7.3.1 Notifications to Regulatory Authorities	100
7.4 Documented Information	102
7.4.1 “Information” versus “Documented Information”	104
7.4.2 Extent and Variation of Documented Information	105
7.4.3 Privacy Policy	106
8.0 OPERATIONS	107
8.1 Operational Planning and Control	107
8.2 Requirements for Products and Services	107
8.2.1 Review of the Requirements for Products and Services	110
8.2.2 Changes to the Requirements of Products and Services	111
8.3 Production & Service Provision	112
8.3.1 Control of Production and Service Provision	112
8.3.2 Roofing Policy	113
8.3.3 Identification and Traceability	114
8.3.4 Property Belonging to Customers or External Providers	115
8.3.5 Preservation	116
8.3.6 Control of Changes	117
8.4 Release of Products and Services	118
8.4.1 Post Delivery Activities	119
8.5 Procurement	119
8.6 Control of Externally Provided Products, Services and Processes	121
8.6.1 Evaluating the Supplier (Provider) of Products, Services and/or Processes	

including Sub-contractors	122
8.6.2 Checking the Products, Services and/or Processes Received	123
8.6.2 Control of Externally Provided Processes incl Sub-contractors	124
8.6.2.1 <i>Type and extent of control</i>	124
8.6.3 Additional Control for Subcontractors	125
8.7 Control of Non-conforming Outputs	128
8.8 Emergency Preparedness and Response	129
8.8.1 Emergency Response Plan (ERP)	130
8.2.2 Emergency Drills	131
8.8.2 Off-Site Emergency Management	131
9. PERFORMANCE MANAGEMENT	133
9.1 Monitoring, Measurement, Analysis and Evaluation	133
9.1.1 Tier 1 - Day-to day Monitoring and Measurement	133
9.1.2 Tier 2 - Monthly Monitoring and Measurement	134
9.1.3 Tier 3 - Annual Monitoring and Measurement	134
9.1.4 Tier 4 - Ad Hoc Monitoring and Measurement	135
9.1.5 Customer satisfaction	137
9.1.5.1 Customer Complaints	138
9.1.6 Analysis and Evaluation	138
9.1.7 Evaluation of the Performance and the Effectiveness of the Safety, Quality and Environmental Management System	139
9.2 Internal Audits	140
9.2.1 Purpose of Audits	140
9.2.2 Requirements of Audits	141
9.3 Management Review	143
9.3.1 Management review inputs	144
9.3.2 Management Review Outputs	145
10. IMPROVEMENT	148
10.1 Incident, Nonconformity and Corrective Action Processes	148
10.2 Continual Improvement	150
PROCEDURES	152
1. SENIOR MANAGEMENT COMMITMENT PROCEDURE	153
2. RISK MANAGEMENT PROCESS (PROCEDURE)	156
3. PROJECT SET-UP PROCEDURE	165
4. PROVISION OF ADEQUATE INFORMATION, INSTRUCTION, TRAINING, AND COMPETENCY	175
5. VERIFICATION OF HIGH-RISK WORK LICENCES (HRW)	177
6. VERIFICATION OF COMPETENCY (VOC) OF PLANT OPERATORS	178
7. POWERED MOBILE PLANT INDUCTIONS, INSPECTIONS AND VERIFICATION AS "FIT FOR PURPOSE"	178
8. STORAGE OF PLANT PROCEDURE	182
5. CHAIN OF RESPONSIBILITY PROCEDURE	183
6. FATIGUE MANAGEMENT PROCEDURE	185

7. PERSONAL PROTECTIVE EQUIPMENT PROCEDURE	187
8. UV PROTECTION AND HEAT EXPOSURE MANAGEMENT PROCEDURE	188
9. HEALTH SURVEILLANCE AND EXPOSURE MONITORING MANAGEMENT PROCEDURE	189
9. HAZARDOUS CHEMICALS MANAGEMENT PROCEDURE	193
10. SILICA DUST MANAGEMENT PROCEDURE	196
11. ASBESTOS MANAGEMENT PROCEDURE	198
12. HAZARDOUS MANUAL TASKS PROCEDURE	202
13. HOT WORKS PROCEDURE	207
14. PLANT AND VEHICLE MOVEMENT PROCEDURE	208
15. WORKING AROUND ABOVEGROUND AND UNDERGROUND SERVICES PROCEDURE	211
16. WORKING ADJACENT TO ROADS PROCEDURE	215
17. GENERAL TOOLS AND EQUIPMENT PROCEDURE	217
18. LASER USE PROCEDURE	220
19. WORKING FROM LADDERS PROCEDURE	222
20. OPERATING POWERED MOBILE PLANT PROCEDURE	224
21. EXCAVATION PROCEDURE	230
22. WORKING AT HEIGHTS PROCEDURE	235
23. FALL PREVENTION SYSTEMS/STRUCTURE	236
24. FALL RESTRAINT AND FALL ARREST SYSTEM	240
25. SAFE ACCESS AND EGRESS WHERE WORK AT HEIGHT IS BEING UNDERTAKEN	245
26. PREVENTION OF FALLING OBJECTS PROCEDURE	245
27. WORKING ADJACENT TO BUILDING STRUCTURES PROCEDURE	246
28. MOBILE CRANE PROCEDURE	247
29. ELIMINATING PROTRUSION(S) PROCEDURE	250
30. CONFINED SPACE PROCEDURE	250
31. NOISE MANAGEMENT PROCEDURE	253
32. DUST MANAGEMENT PROCEDURE	255
33. WASTE MANAGEMENT PROCEDURE	257
34. HAZARDOUS OR CONTAMINATED MATERIALS MANAGEMENT PROCEDURE	259
35. SEVERE WEATHER MITIGATION PROCEDURE	261
36. EMERGENCY PREPAREDNESS AND RESPONSE PLAN (ERP) PROCEDURE	264
37. EMERGENCY PERSONNEL PROCEDURE	268
38. FIRST AID AND EMERGENCY EQUIPMENT PROCEDURE	269
39. COMMUNICATION OF THE EMERGENCY RESPONSE PLAN (ERP) PROCEDURE	271
40. EMERGENCY PRACTICE DRILLS PROCEDURE	272
41. REVIEW OF THE EMERGENCY MANAGEMENT PLAN PROCEDURE	273
42. CRITICAL INCIDENT MANAGEMENT PROCEDURE	275
43. REVIEW OF THE EFFECTIVENESS OF THE CRITICAL INCIDENT RESPONSE	

PROCEDURE	276
44. RETURN TO WORK PROCEDURE	276
45. DOCUMENT AND RECORD MANAGEMENT PROCEDURE	277
46. DOCUMENT AND RECORD RETENTION REQUIREMENTS	282
47. EQUIPMENT CALIBRATION PROCEDURE	285
48. AUDIT PROCEDURE	289
49. IDENTIFICATION AND MANAGEMENT OF CORRECTIVE ACTIONS	291
50. INCIDENT REPORTING & NOTIFICATION	292
51. DISCRIMINATION & BULLYING COMPLAINT PROCEDURE	297
52. CUSTOMER ABUSE AND DE-ESCALATION PROCEDURE	299
53. COMPRESSOR OPERATION PROCEDURE	301
54. FORKLIFT OPERATION PROCEDURE	303
55. ISOLATED PLASTERBOARD REPAIR PROCEDURE	307
56. VEHICLE OPERATION PROCEDURE	308
57. DRONE OPERATION PROCEDURE	310
58. JSEA PROCEDURE	311
59. INSURANCE ASSESSMENT SITE CONDUCT PROCEDURE	313
60. ROOF MAKESAFE PROCEDURE	315

DOCUMENT CONTROL

Version (Effective Date)	Nature of Changes	Prepared By	Authorised By
V1 11/8/25	New Company Management Systems Manual	J Rankin	R Purnell
V2 25/10/25	Reviewed and updated	J Rankin	R Purnell
V3 11/11/25	Formatting update	J Rankin	R Purnell
V4 5/6/26	Merging Existing Policies and Procedures, Numbering & Formatting Update.	J Rankin	R Purnell

REVIEW OF THIS DOCUMENT

The next review and evaluation shall be at the date of the scheduled **Management Review Meeting**, subject to no material changes to legislation, Codes of Practice and Australian Standards or any other requirements to which the organisation subscribes. Where there is a material change to any legal or other requirements before the next scheduled review, the Managing Director shall ensure this Company management Manual is immediately reviewed, and revised as appropriate, prior to the material change coming into effect.

Next review date: 8/6/27

1. INTRODUCTION

Overview

RNL Constructions Pty Ltd (referred to as RNL) commenced business in 2010 providing to government and insurance sector restoration, repairs and alterations to buildings/structures in Queensland. RNL is committed to defining their position in the marketplace and understand relevant factors from legal, economic, material supplies, social and/or technological may influence our company strategic direction. RNL identifies, analyses, monitors and reviews these factors that may affect our clients and stakeholders as well as adversely affect our process, or our management system's integrity.

RNL is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our staff and responsibility to the community and environment within which we operate.

Our vision is to exceed customer expectations on quality, safety, environment, cost, delivery and value. We are dedicated to creating a profitable business culture that is based on the following four principles:

Our People

RNL CONSTRUCTIONS is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home.

Our personnel's welfare and interests are foremost throughout all aspects of our business and how we conduct our activities.

RNL CONSTRUCTIONS is also committed to:

- Creating and nurturing an environment of success based on honesty and integrity.
- Empowerment through training and communication.
- Individual growth and equal opportunity.
- Designing and providing a safe and secure work environment.

Our Customers

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs and expectations, while addressing all requests expeditiously without creating false expectations.

Our Community

RNL CONSTRUCTIONS is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behavior in our staff and suppliers.

Our Environment

We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

Our Quality

With a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer-specific requirements and endeavor to provide processes that ensure we achieve this to build a robust and leading business.

Company Details

Company	RNL Constructions Pty Ltd
ABN	73 142 461 694
QBCC Licence	1188568
Head Office Address	12 Allworth St, Northgate QLD 4013
Postal Address	PO Box 160 VIRGINIA BC 4014
Phone	07 3266 3448
Email	admin@rnlconstructions.com.au
Website	www.rnlconstructions.com.au

2. PURPOSE

This purpose of this Integrated Management System (IMS) Manual ensures:

- the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- facilitating opportunities to enhance customer satisfaction;
- addressing risks and opportunities associated with the organisations' context and objectives;
- the ability to demonstrate conformity to specified quality management system requirements.
- provides a guide for RNL Constructions' external interested parties with information and assurance regarding our safety, quality and environmental management system.

This Integrated Management System (IMS) Manual sets out the applicable and relevant policies, processes and operating procedures that apply to RNL Constructions' employee's, sub-contractors, and external suppliers to comply with:

- ISO 45001 – Occupational Health and Safety Management System
- ISO 9001 – Quality Management System
- ISO 14001 – Environmental Management System

Process Approach and PDCA Cycle

This Company management Manual employs the process approach, which **incorporates** the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking, to assist in meeting the safety, quality and environmental requirements of all listed Standards and to achieve intended outcomes.

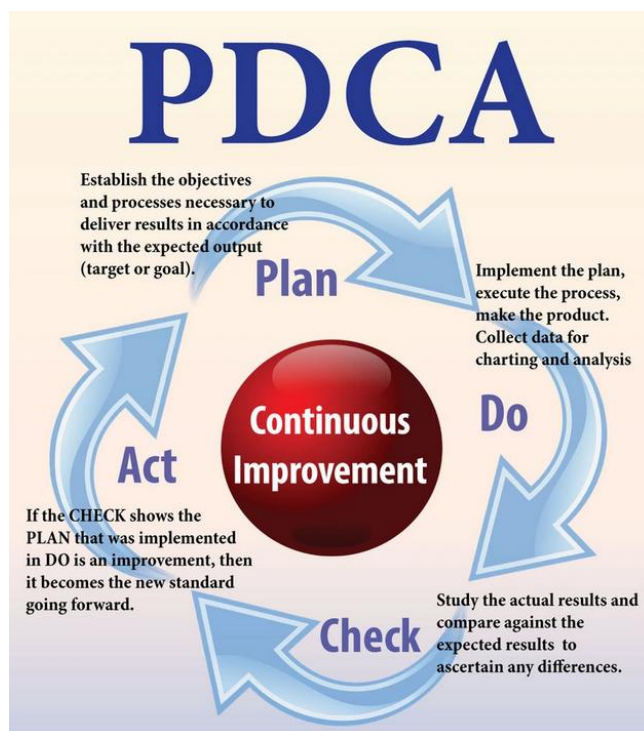
The PDCA cycle is applied to all of RNL Constructions' processes and to the safety, quality and environmental management system as a whole, which also forms the foundation for continuous improvement. The PDCA cycle can be briefly described as follows:

- Plan: establish the objectives of the system and its processes, and the resources needed to deliver results in accordance with customers' requirements and the Organisation's policies, and identify and address risks and

opportunities;

- Do: implement what was planned;
- Check: monitor and (where applicable) measure processes and the resulting products and services against policies, objectives, requirements and planned activities, and report the results;
- Act: take actions to improve performance, as necessary.

Typical PDCA Cycle



RNL CONSTRUCTIONS applies risk-based thinking to all aspects of the organisation that enables the company to determine the factors that could cause its processes and its safety, quality and environmental management system to deviate from the planned results, and to put in place preventive controls to minimize negative effects and to make maximum use of opportunities as they arise.

Principles

RNL Constructions' fundamental safety, quality and environmental management system principles are:

- exceptional customer focus;
- risk-based thinking at all levels

- safe work environment as the priority;
- competent leadership at all levels;
- proactive engagement of people internally and externally;
- effective relationship management;
- process approach for safety, quality and environmental management;
- evidence-based decision making;
- continuous improvement.

Rules for the Interpretation of all Documentation within the Integrated Management System (IMS), including this Manual

The following RULES OF INTERPRETATION APPLY to all integrated management system (IMS) documentation, unless the context requires otherwise:

- Headings are for convenience only and do not affect interpretation;
- The singular includes the plural and conversely;
- A gender includes male, female and non-binary;
- Where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- Where a word or phrase is defined, its “ordinary meaning” also applies consistent with the words, terms and principles used within the building & construction industry

The following definitions (verbal forms) also apply when interpreting all documentation within RNL Constructions' integrated management system (IMS):

- “shall” indicates a requirement;
- “should” indicates a recommendation;
- “may” indicates a permission;
- “can” indicates a possibility or a capability.

All documents highlighted in bold in this RNL Company Management Systems Manual and associated RNL Company Procedures Manual should be read as prefixed with RNL. By example, where this document refers to the **Company Risk Assessment**, it automatically infers and means RNL Company Risk Assessment.

3. TERMS AND DEFINITIONS

Terms Used and Referenced to within the IMS

Audit

A systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.

Continual Improvement

A process of enhancing an organisation's management system to achieve improvement in overall performance, in accordance with the organisation's policy commitments.

Corrective Action

An action to eliminate and control the cause of an identified non- conformance and to prevent reoccurrence to the IMS.

Documented Information

Any document, record or other information which is necessary for the operation of processes or is required by the Quality Management System. It can include photographs, diagrams, videos, process maps, procedures and can be on any medium, i.e. paper or electronic.

Environmental Aspects

Elements of an organisation's activities, products or services that interact or may interact with the environment.

Environmental Impact

Change to the environment, whether adverse or beneficial, wholly or partially resulting from the organisation's aspects.

Environmental Management System

Part of the IMS used to manage environmental aspects, fulfill compliance obligations and address risk and opportunities.

Hazard

A source or a situation with the potential for harm in terms of human injury or ill-health, damage to property, damage to the environment or a combination of these.

Integrated Management System (IMS)

A management system that combines all interrelated components of an organisation's

activities into one system to facilitate ease of management and operations.

Interested Parties

A person or organisation that can affect, be affected by or perceive itself to be affected by a decision or activity.

Non-Conformity

Non-fulfillment of a requirement.

Objective

A result to be achieved by a person, group of people or an organisation. Objectives must be S-M-A-R-T: Specific, Measurable, Achievable, Realistic and within a Time-frame.

Occupational Health & Safety Management System (OHS)

Part of the IMS used to manage health & safety hazards, fulfill compliance obligations and address risk and opportunities.

Workplace Health & Safety Management System (WHS)

Part of the IMS used to manage health & safety hazards, fulfill compliance obligations and address risk and opportunities.

Organisation

People or a group of people that has its own functions with responsibilities, authorities and relationships to achieve objectives.

Opportunity

A positive effect of uncertainty.

Outputs

The result of a process.

Person Conducting a Business or Undertaking (PCBU)

A person conducting a business or undertaking:

- Whether the person conducts the business or undertaking alone or with others; and
- Whether or not the business or undertaking is conducted for profit or gain.
- A PCBU may be a partnership or an unincorporated association.
- Note that a self-employed person is a PCBU for the purposes of Primary duty of care of the relevant Act.

The Act also specifies when a person does not conduct a business or undertaking:

Plan-Do-Check-Act

A system to ensure that all actions are planned and checked before the action takes place.

Procedure

A specified way to conduct an activity or process.

Process

A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how RNL CONSTRUCTIONS typically operates on a daily basis.

Quality Assurance

A part of quality management that is focused on providing confidence that quality requirements are fulfilled.

Quality Control

Operational techniques and activities which achieve and sustain the quality of services, and the use of these techniques and activities to satisfy given requirements.

Quality Management System

A set of interrelated or interacting elements of the organisation to establish policies and objectives and processes to achieve those objectives.

Record

Document(s) stating results achieved or providing evidence of activities performed.

Repair

Efforts to bring nonconforming product into conformance through additional operations that alter the original design of the product; this may be through the addition of material not specified in the original design, or through altering pre-existing design features.

Rework

Efforts to bring nonconforming product into conformance through additional operations that do not alter the original design of the product.

Risk

The likelihood and the consequence of harm or a negative/adverse effect occurring.

Risk Mitigation

Planning objectives and actions with consideration to the known risks and their potential effects. The ideal situation is to minimize the likelihood and/or consequence (impact) of unwanted outcomes.

Scrap

The discard of nonconforming product in lieu of rework or repair or write-off.

Senior Management

The Office of the Federal Safety Commissioner (OFSC) definition of Senior Management or Senior Manager means a person responsible for controlling or administering a significant part of the company or group of employees above the project level management team. However, at RNL CONSTRUCTIONS, there is only 1 person above the level of Project Manager, the Managing Director. Project Managers are thus deemed senior managers at RNL CONSTRUCTIONS, else the burden of responsibility for all OFSC's stated requirements for "Senior Management" requirements and responsibilities cannot possibly be that of the sole managing Director, alone.

Services

The outputs that RNL CONSTRUCTIONS delivers to meet the customers' requirements. A service is the movement or actions to meet the customer's requirements.

Stakeholder

A person or group of people that has an interest in or is impacted by RNL Constructions' policies or activities. Stakeholders may participate in and contribute to the decision-making process. Stakeholders may be used interchangeably with 'interested party.'

Supplier

An entity engaged by RNL CONSTRUCTIONS to supply products, services, processes, plant, equipment, materials or other items. Suppliers include sub-contractors.

Target

The specific performance requirements that need to be met to achieve objectives.

Top Management

This is the ISO definition, which is a person or group of people who directs or controls an organisation at the highest level (Refer to definition of Senior Management for the specific positions relevant to this ISO term Top Management).

Uncertainty

A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

Uncontrolled Document

An informal copy of a document for which no attempt is made to update it after distribution.

Worker

An employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labor-hire company who has been assigned to work, an apprentice or trainee or a student gaining work experience. May also be referred to as 'personnel.'

Hazard

A source or situation with a potential for harm in terms of human injury or ill health, damage to property or harm to the environment or a combination of these.

Hazard and Aspect

Any potential exposure to danger or harm to health or environment, or adverse effect on an employee's or the environments health. Anything which may cause injury or ill health to anyone at or near a workplace is a hazard.

Risk

Risk is an exposure to an event which may cause death, injury, illness or other harm, to either employees or the public etc., or the environment. Safety and environmental risk are measured in terms of the combination of the likelihood of a harmful event and the consequence of the harm should it occur. The level of risk increases with the severity of the hazard, or level of impact of the aspect, including the duration and frequency of exposure.

Near Miss

An incident, which under slightly different circumstance, could have resulted in an injury or illness to a person, or damage to property or the environment.

Medical Incident (MTI)

Injuries and / or illnesses requiring outside medical attention i.e. paramedic, medical center or hospital.

Lost Time Injury (LTI)

Injuries / illnesses that require an employee to miss time away from work.

Critical Incident

An incident resulting in:

- Injury or illness that requires Medical Treatment to multiple persons
- In-patient Medical Treatment
- Fatality to one or more persons
- Major environmental spill/release with off-site impact
- Extensive damage to property (>\$50k financial loss)
- Activation of the Emergency Response Plan

Incident

An incident is where a person has suffered a physical injury or where a near miss has occurred with no injury or property damaged but had the potential to do so e.g. cut to the hand from using a sharp object, a forklift hitting a stationary object.

Australian Dangerous Goods (ADG) Code

The Australian Code for the Transport of Dangerous Goods by Road & Rail (7th edition) approved by the Australian Transport Council.

Note: the ADG Code is accessible at www.ntc.gov.au

Class label

The label illustrating the class allocated to a substance under the Australian Dangerous Goods (ADG) Code.

Dangerous Goods Class

The class allocated to a substance under the ADG Code.

Hazardous Substance

Any substance that contains ingredients that may be harmful to health in the medium or long term. A Hazardous Substance is any substance listed in the “List of Designated Hazardous chemicals” [NOHSC: 1005 (1994)] or satisfies the criteria of “Approved Criteria for Classifying Hazardous chemicals” [NOHSC: 1008 (1994)].

Safety Data Sheet (SDS)

Information sheets that provide technical information in relation to substances. Note: these

were previously referred to as Material Safety Data Sheets (MSDS).

“Reasonably Practicable” in Ensuring Health and Safety (or Reasonably Practicable)

“Reasonably Practicable”, in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters including:

- (a) the likelihood of the hazard or the risk concerned occurring; and
- (b) the degree of harm that might result from the hazard or the risk; and
- (c) what the person concerned knows, or ought reasonably to know, about -
 - (i) the hazard or the risk; and
 - (ii) ways of eliminating or minimising the risk; and
- (d) the availability and suitability of ways to eliminate or minimise the risk; and
- (e) after assessing the extent of the risk and the available ways of eliminating or minimising the risk - the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Calibration

The process of verifying and adjusting equipment accuracy by comparing it with a recognized standard.

Approved Service Provider for Calibration

A supplier accredited (e.g., NATA accredited) and listed in the Approved Supplier Register. Approved Personnel: Trained RNL CONSTRUCTIONS staff, whose details are maintained in the Training Register or equivalent system, and who are authorised to perform in house calibrations.

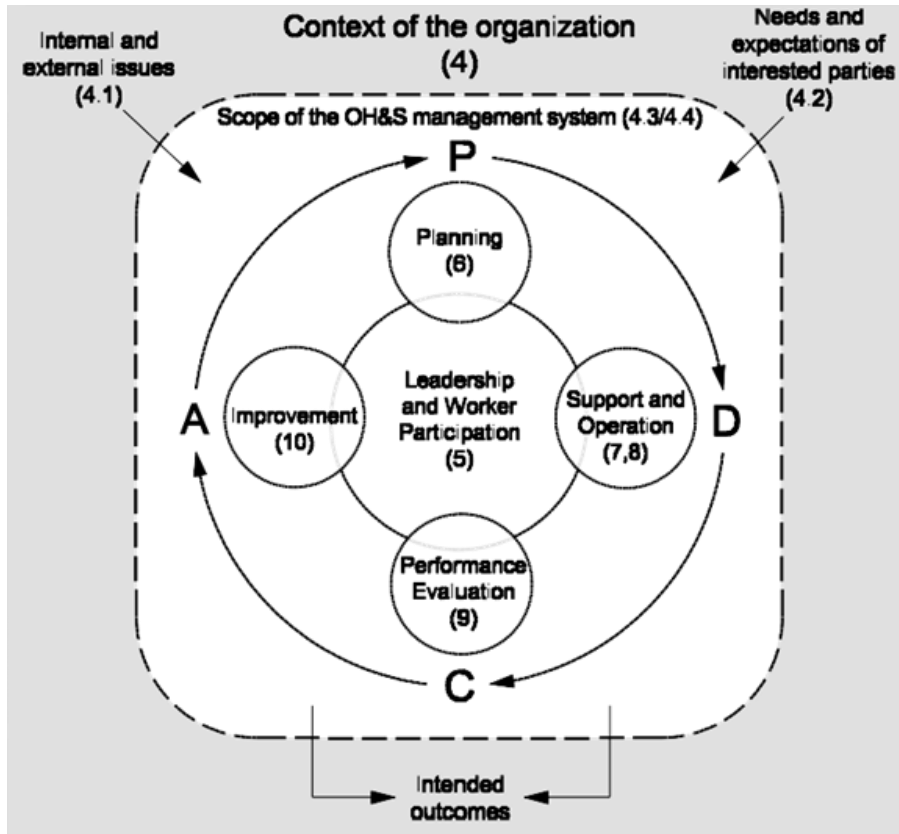
Calibration Register (Asset Register)

A record maintained by the Project Manager that lists each piece of equipment, including assets' serial numbers, dates of their last calibration, and the next scheduled calibration dates.

Calibration Sticker/Certificate A label or document that evidences a piece of equipment's calibration status, due date, and serial number.

4. CONTEXT OF THE ORGANISATION

The context of the Organisation within the framework of the ISO Standards and their respective requirements (clauses) is illustrated as follows:



4.1 Understanding the Organisation and its Context

RNL CONSTRUCTIONS shall determine external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended outcome(s) of its safety, quality and environmental management system.

The Managing Director and Project Managers have defined the organisation's position in the marketplace and determined how relevant factors arising from internal and external issues influence our Organisational context and the ability of our safety, quality and environmental management system to achieve its intended outcomes.

RNL CONSTRUCTIONS has reviewed and analysed each of the key aspects of the Organisation, and its stakeholders, to determine the strategic direction of the company.

This process first required an understanding internal and external issues that are of concern to RNL CONSTRUCTIONS, an analysis of business, safety, quality and environmental risks, and the needs and expectations of its interested parties.

RNL CONSTRUCTIONS has also analyzed the external and internal issues that are relevant to the company's purpose and strategic direction and that effect the ability to achieve the intended results of the IMS. In doing so, RNL CONSTRUCTIONS has considered:

- Any factors or conditions - positive and negative;
- External context and issues, such as legal, regulatory, technological, competitive, cultural, social, political and economic environments;
- Internal context and issues, such as values, culture, organisation structure, knowledge and performance of the business;
- Determination and requirements of the needs and expectations of interested parties relevant to the IMS;
- Authority and ability to exercise control and influence;
- Activities, products and services relevant to the business.

SWOT (including External and Internal Issues)

Strengths	Weaknesses (Risks)
• Flexible management structure • Lean senior management structure reducing high overhead costs • Understanding contracts and contract management • Trained and skilled management and staff • Strong team with strong social fit with many shared interests • High personal performance resulting in relative high efficiency and quality output per capita • Robust IMS systems • Proactive HSEQ Management building strategic relationships with WHSQ Inspectors and Client HSEQ Advisors • Safety Alerts to up-skill all staff including workers and sub-contractors	• Lean top management structure placing pressure on limited resources – upskill project managers and site supervisors • Can't compete with companies who tender at zero margin, to keep themselves and their asset heavy structure afloat – tight market • Relatively low economic environment in smaller construction jobs

Opportunities	Threats (Risks)
• Consider increasing number of pre-qualifications • Project Managers to work for tender department to upskill	• Lean top management resulting in concentration of core skills – pressure to upskill and transfer skills to PM/SS • HSEQ systems outweighed by other companies with little focus on compliance and associated costs • Large number of legal obligations making IMS system onerous; however, the ongoing simplification of the current system will result in easier compliance • Many construction contactors in Brisbane market

RNL CONSTRUCTIONS monitors and reviews information about these external and internal issues at Monthly Management Meetings and at the Management Review.

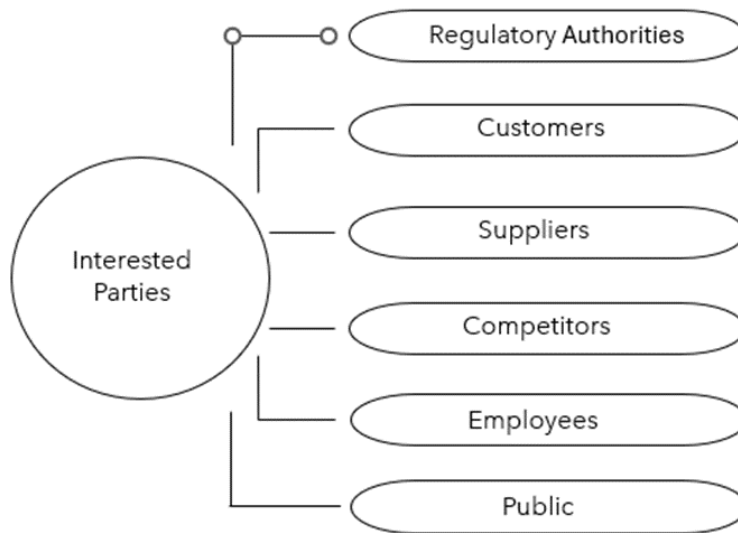
4.2 Understanding the Needs and Expectations of Interested Parties and Workers

RNL CONSTRUCTIONS shall determine the following:

- all interested parties, in addition to its workers, that are relevant to the safety, quality and environmental management system;
- the relevant needs and expectations (i.e. requirements) of these other interested parties and workers;
- which of these needs and expectations become applicable legal requirements and other requirements.

Other “Interested parties” are those stakeholders who receive our products and services, provide products or services, or who may be impacted by them, or those parties who may otherwise have a role or significant interest in our company.

Examples of Interested Parties



RNL CONSTRUCTIONS has determined the needs and expectations of its other interested parties and workers to ensure we consistently provide products and services that meet customer, applicable statutory and regulatory requirements.

The management of interested parties is critical to our success and we take actions to actively understand and manage the positive, negative and changing influences from a range of interested parties.

Needs and Expectations of Interested Parties

Interested Party	Needs and Expectations
Owner / Shareholders / Stakeholders	• Growing profitable business. • Well managed and governed business. • Happy staff, challenged, perform their job competently and meet customer requirements.
The Company Director (and Project Managers)	• Senior Management comply with IMS Policies including, but not limited to: • Maintaining and overseeing the financial viability and operations of the Organisation and reporting financial results to the Director monthly; • Effectively and efficiently managing risk and product and service delivery, for the Organisations continued and enhanced reputation.

Clients	• Price, reliability and value • Contract / Product / Project / Job specific. • Quality workmanship • Quality product and value for money • Customer Service • Meet client tender requirements, specifications and plans • Legal Requirements
Suppliers	• Clearly defining requirements in writing and payment within agreed terms. • Provide reasonable notice of product/service requirements (e.g., quantities and lead-times). • Legal Requirements
Transportation Suppliers	• Clearly defining requirements in writing and payment within agreed terms. • Provide reasonable notice of product/service requirements (e.g., quantities and lead-times). • Transport companies to meet their legal obligation for transport. • Legal Requirements
Sub-contractors	• Clearly defining requirements in writing and payment within agreed terms. • Provide reasonable notice of service requirements (eg, work/maintenance schedule and any special projects). • Contractors to meet WHS Act and Regulations 2011 and be inducted before entry to the premises. • Legal Requirements
Employees/Workers	• A workplace compliant with WHS Act and Regulations 2011 (Legislation) • Shared safety values and security • Safe work environment and conditions • Safe, as is reasonably practicable, working environment free of harassment, and discrimination • Work to all the organisations safety requirements • Follow all safety & environmental instructions • Enjoy the work. • Meet business requirements. • Perform their job competently • Job security • Structure, defined and documented systems, processes and procedures • Defined and documented delegation of responsibilities and authorities • Effective and timely communication. • Training and skills development • Legal Requirements

Landlord	• Fulfil requirements of the lease (Legal obligation) • Legal Requirements
Standards: ISO 9001, ISO 45001 ISO 14001	• Conduct operations according to the documented Company management Manual and Procedures Manual • Comply with, and maintain relevant documented information to demonstrate compliance with: • ISO 9001 • ISO 14001 and • ISO 45001 • Action all safety, quality and environmental non-conformances and improvement opportunities according to the Continual Improvement process and procedure • The Organisation to provide, so far as is reasonably practicable, a safe work environment when the CB auditor is conducting audits. • Legal Requirements
Australian Tax Department	• File tax returns • Pay taxes for any tax liabilities
Insurance Provider/s	• The Organisation has insurance coverage for: • Assets • Professional liability • Public liability • Workcover
External Providers	• Safe Work environment and conditions • Work to all the organisations Safety requirements • Follow all safety & environmental instructions • Attend meetings as required • Provide approved HSEQQ document as required • Clear understanding of requirements • To be paid on time
Suppliers	• Clear understanding of material requirements • To be paid on time
Community	• Ensure products and services do not cause harm to the environment and the community
Work Health & Safety Queensland Department of Justice and Attorney-General (WHSQ)	• Compliance to WH&S Legislation
Work Cover Queensland	• Rehabilitation and return to work
Department of Environment and Heritage Protection	• Compliance with environmental legislation

Office of Fair Trading	• Business compliance
Local Council	• Local safety, quality and environmental laws and regulations
All Regulatory bodies	• Compliance and reporting.

RNL CONSTRUCTIONS monitors and reviews the needs and expectations of all interested parties and their relevant requirements.

Issues are monitored and updated as appropriate, and discussed at Monthly Management Meetings and Management Review.

Outcomes are then conveyed via update to SWOT, meeting minutes and business planning documents, and where applicable, the **Improvement Register**.

4.3 Scope of the Management System

RNL CONSTRUCTIONS shall determine and **document** the scope of its safety, quality and environmental management system, including the boundaries and applicability of the OH&S management element.

When determining the scope of the management system, we have considered:

- external and internal issues, referred to in understanding the organisation and our context;
- the requirements of relevant interested parties referred to in Understanding the needs and expectations of interested parties;
- the compliance obligations referred to in understanding the needs and expectations of interested parties;
- the activities, products and services of our organisation;
- organisational units, functions and physical boundaries;
- take into account the work-related activities performed; and
- the authority and ability to exercise control and influence.

Based on consideration and analysis of the above elements, interests of stakeholders, and nature of products and services, RNL CONSTRUCTIONS has

determined and documented the scope of its management system as follows:

Construction works services including repairs, renovations, remediation and maintenance provided to Government facilities and works for insurance companies in South East Qld.

ISO 9001 Clause 8.3 Design and Development is N/A.

The scope (and boundaries) of the Company management Manual applies to all of RNL Constructions' construction and building activities, products and services, inclusive of:

- Estimating/Costing
- Tendering
- Procurement
- Project Set-up
- Project Mobilisation
- Transport of materials, plant and equipment
- Building Construction
- Testing and Inspection
- Project Management
- Traffic Control

Where any process or service is outsourced, RNL CONSTRUCTIONS shall determine the criteria and methods of control to ensure conformity to customer and regulatory requirements.

Elements Not Applicable to the Scope of the Management System

The following clauses of ISO 9001 were determined to be not applicable to RNL CONSTRUCTIONS activities:

- Clause 8.3 Design and Development of Products and Services.

RNL CONSTRUCTIONS does not design, however, only plans (schedules) and constructs building infrastructure based on our clients specific approved and authorised plans, as documented in the tender and contract processes.

4.4 Management System and its Processes

RNL CONSTRUCTIONS shall establish, implement, maintain and continually improve safety, quality and environmental management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

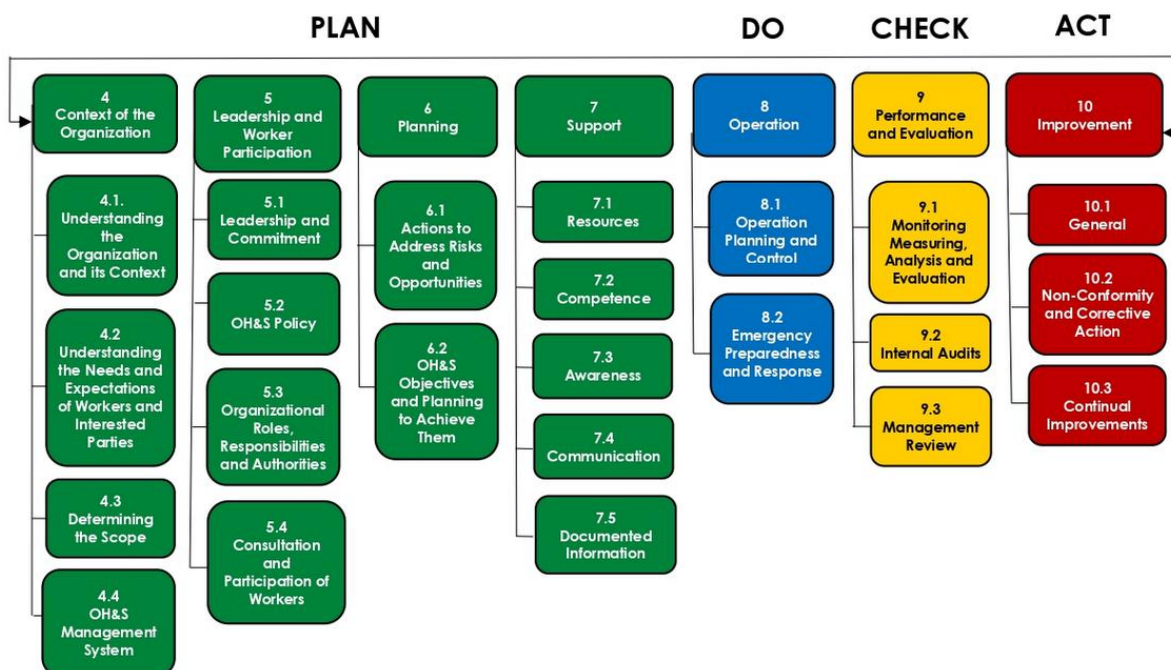
This Company Management Manual sets out RNL Constructions' interpretation of the Standards and the policies, Organisation, processes, and procedures for compliance to the requirements of:

- ISO 9001 – Quality Management System
- ISO 45001 – Occupational Health and Safety Management System
- ISO 14001 – Environmental Management System

RNL Constructions' IMS is designed as an interrelated number of processes and procedures. The overarching processes and their interrelatedness are grouped into categories illustrated within the Plan-Do-Check-Act Flowcharts, including the sequence and interaction of these processes.

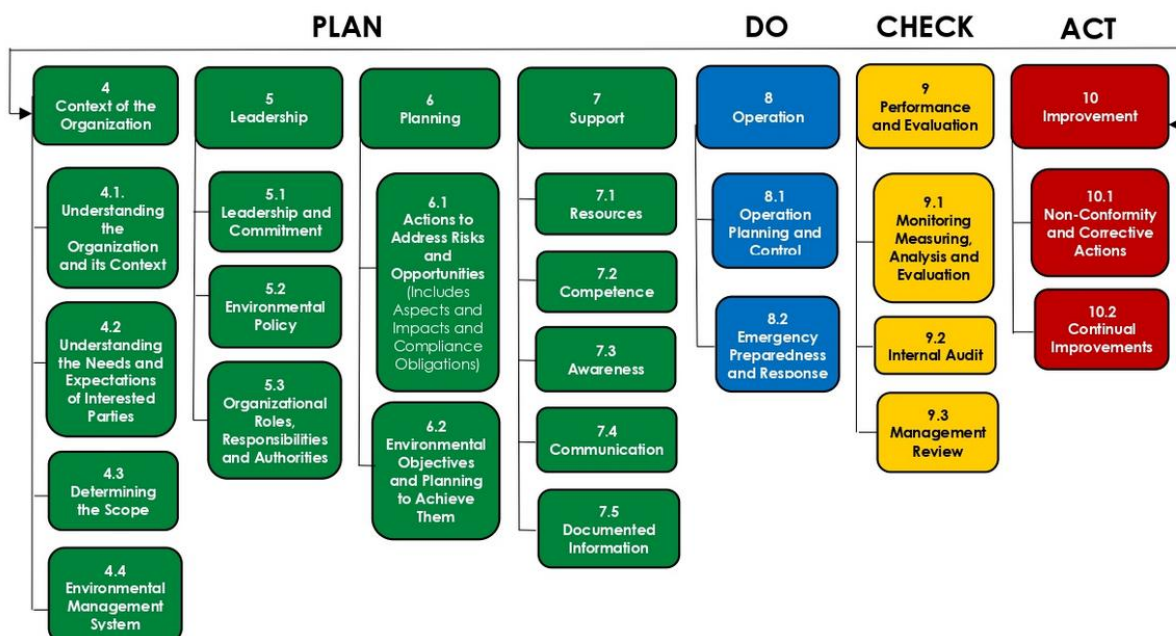
ISO Clauses (Processes) within the Plan-Do-Check-Act Framework

Safety Management



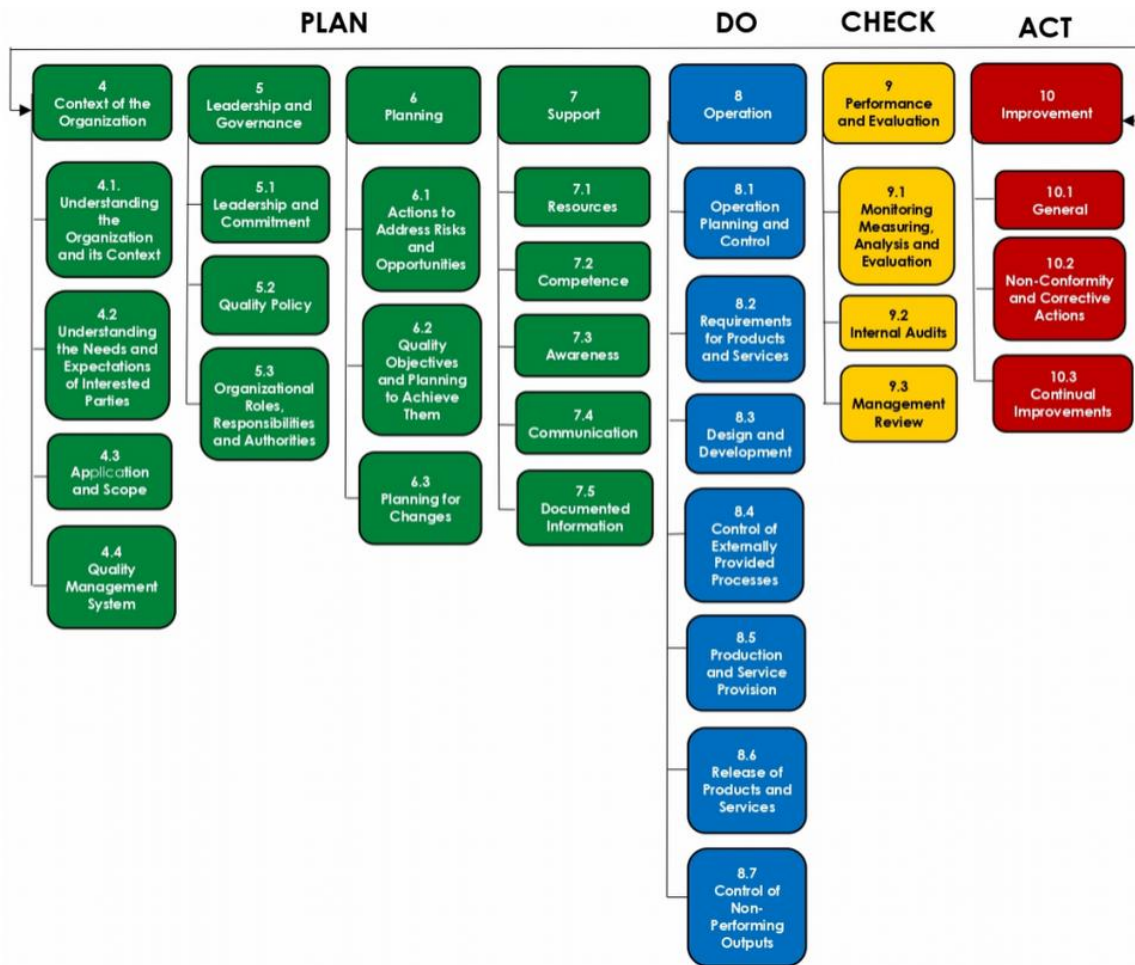
AS/NZS ISO 45001 Plan-Do-Check-Act Flowchart

Environmental Management



AS/NZS ISO Environmental 14001 Plan-Do-Check-Act Flowchart

Quality Management



AS/NZS ISO 9001 Plan-Do-Check-Act Flowchart

This **Company Management Systems Manual (IMS Manual)**, together with the **Procedures Manual**, and associated registers, forms, and checklists includes the following requirements:

- the inputs required and the outputs expected from these processes;
- criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- resources needed for these processes and ensure their availability;
- responsibilities and authorities for these processes;
- risks and opportunities as determined in accordance with the requirements of 6.1;
- method to evaluate these processes and implement any changes needed to ensure that these processes achieve the intended results

RNL Constructions' IMS system also ensures that information and relevant

documented information is established to have confidence that the processes are being carried out as planned and to provide evidence of conformity to requirements, and that the operation of the IMS is controlled (Refer to Documented Information)

The Managing Director and Project Managers shall, to the extent necessary:

- maintain documented information to support the operation of its processes;
- retain documented information to have confidence that the processes are being carried out as planned.

5.0 Leadership and Commitment

RNL Constructions' Top Management team demonstrates leadership and commitment with respect to implementing and maintaining its safety, quality and environmental management system, together with relevant customer focus by ensuring that:

- customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; and
- the focus on enhancing customer satisfaction is maintained.

The Senior Management Team provides further evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

- taking accountability for the prevention of work-related injury, and the provision of a safe workplace;
- ensuring that the Safety, Quality and Environmental Policies and associated objectives are established for the management system and are compatible with the strategic direction and the context of the Organisation;
- ensuring the integration of the management system requirements into the Organisation's other business processes;
- ensuring that the resources needed for the management system are available;
- promoting the use of the process approach and risk-based thinking;
- communicating the importance of effective safety, quality and environmental management and of conforming to the management system requirements;
- ensuring that the management system achieves its intended results;
- ensuring active participation of workers, and where they exist, workers' representatives, using consultation and the identification and removal of obstacles or barriers to participation;
- engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- promoting continual improvement;
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- developing and leading a culture that supports the intended outcomes of the management system;

- supporting other relevant management roles to demonstrate their leadership as it applies to their area of responsibility.
- protecting workers from reprisals when reporting incidents or hazards;
- establishing and implementing a process for consultation and participation of workers
- creating and maintaining a health and safety committee.

In addition, the Senior Management team include systematic verification of the effectiveness of our safety, quality and environmental management system by undertaking internal audits and analysing performance data at the **Monthly Management Meeting** and at the **Management Review**.

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

5.1 Customer Focus

The Senior Management team is committed to ensuring that our customers' requirements are met and efforts are focused on enhancing customer satisfaction. We do this by ensuring that our customers' requirements are understood during the engagement and tender process, converted into internal requirements and communicated to the appropriate personnel within RNL CONSTRUCTIONS.

RNL CONSTRUCTIONS is committed to continually developing and improving our services and customer interfaces to maximize satisfaction and trust.

Our overarching focus extends to the following principles:

Customers

Provide value-added construction services that consistently meet or exceed customer expectations.

Personnel

Ensure that the workplace environment and conditions are conducive for effective health and well-being and constitute minimum hazards and risks.

Community

Create work opportunities for the community and support socially responsible Organisations.

Environment

Maintain a safe and healthy environment by complying with all laws and regulations

Whilst pursuing and maintaining our customer focus, RNL CONSTRUCTIONS shall also identify risks and opportunities associated with the conformity of our products services, and regulatory requirements. Relevant risks and/or opportunities are documented in the following:

- **Company Risk Register (Company Risk Assessment),**
- **Project Risk Register (Project Risk Assessment) and**
- **Company Legal Register**

RNL CONSTRUCTIONS understands the importance of client feedback in determining perception as to whether or not requirements have been met. RNL Constructions' staff shall proactively interact with our customers to ensure that we focus on their unique needs and expectations, and customer feedback shall be monitored and measured to identify further opportunities for improvement (refer to Monitoring and Measurement processes).

RNL CONSTRUCTIONS encourages feedback from our clients and actively seek it out in the following manner:

- Frequent meetings with clients (refer to Communication)
- Seeking informal (phone/email) feedback from clients (refer to Communication processes)

Customer feedback shall be documented in the **Improvement Register** and discussed at the **Monthly Management Meeting** and at the **Management Review**.

When a significant complaint is made by a client, including complaints regarding damage or loss of client property, it is the responsibility of management to resolve the complaint and report back the results to the client in a timely manner. The Organisation shall manage complaints via. the **Improvement Register**.

5.2 Code of Conduct Policy

RNL Constructions Pty Ltd is a member of the Master Builders, Queensland therefore, our business aligns our Code of Conduct and our commitment to the construction industry, our employees, subcontractors, clients, and all stakeholders to:

1. Conduct our business dealings in a fair, reasonable and honest manner in accordance with the highest standards of professional behaviour and integrity, we strive to exceed best practice values in our employees and subcontractors.
2. Conducting ourselves in a manner that does not cause harm to our reputation, fostering trust, openness, and collaboration and to contribute positively to the industry's overall reputation.
3. Undertaking professional development to assist in staying up to date with new rules, regulations, and emerging trends, to ensure quality building/restoration work and the financial sustainability of our business, and
4. Contributing towards objectivity, competence, confidentiality, and professionalism to make building and construction an industry of choice by striving to maintain safe work culture, and to lead by example in all aspects of our business.

5.3 Vision & Values Policy

Vision

RNL Constructions Pty Ltd vision is to future proof their business as a recognised leader in construction and restoration work within the building industry. RNL Constructions positive and driven outlook contributes to their vision towards setting industry standards as a trusted advisor in the quality of work provided to their clients. To be known as a business that engages with their clients, providing clear and concise communication, while fostering a culture of safety and integrity.

Values

The values most important to RNL Constructions are:

- Striving towards excellence when serving their client with a dedicated team focused on quality workmanship.
- Maintaining the safety and well-being of our employees, subcontractors and the public is paramount. The business invests in continual safety training, imposing true safety protocols and fostering a culture of vigilance.
- Providing long-term relationships to support a culture of integrity and transparency in all dealings with our employees, clients and all stakeholders.

- Empowering all our employees with an opportunity to grow and develop new skills while fostering a collaborative, inclusive and innovative workplace that values diversity and promotes strong work-life balance.

These visions and values will serve as guiding principles for RNL Constructions and all their employees as we work towards a business driven to succeed in our delivery service and be recognised as an industry leader in south-east Queensland.

5.4 WHS, Environmental and Quality Policies

The Managing Director shall establish, implement and maintain **documented** safety, quality and environmental policies, that meet the following requirements:

Quality Policy

- is appropriate to the purpose and context of the Organisation and supports its strategic direction;
- provides a framework for setting quality objectives;
- includes a commitment to satisfy applicable requirements;
- includes a commitment to continual improvement of the quality management system.

Environmental Policy

- is appropriate to the purpose and context of the Organisation, including the nature, scale and environmental impacts of its activities, products and services;
- provides a framework for setting environmental objectives;
- includes a commitment to the protection of the environment, including prevention of pollution and other specific commitment(s) relevant to the context of the Organisation;

WHS Policy (in consultation with workers at all levels of the Organisation)

- includes a commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health and is appropriate to the purpose, the size and context of the Organisation and to the specific nature of its OH&S risks and OH&S opportunities;
- provides a framework for setting the OH&S objectives;
- includes a commitment to satisfy applicable legal requirements and other requirements;
- includes a commitment to the control of OH&S risks using the hierarchy of

controls (refer to clause 8.1.2);

- includes a commitment to continual improvement of the OH&S management system (refer to clause 10.2) to enhance the Organisation's OH&S performance;
- includes a commitment to participation, i.e. the involvement of workers', and where they exist, workers' representatives, in the decision-making processes in the OH&S management system.

The Managing Director shall ensure the policies are reviewed at least annually, as part of the management review process, or at a frequency determined by:

- Changes in Organisational context (refer to clause 4.1).
- The changing needs and expectations of relevant interested parties (refer to clause 4.2).
- The risks and opportunities that are presented through the risk management process (refer to clause 6.1).

The Managing Director has established, implemented and maintains safety, quality and environmental policies that meet the requirements of the standards.

RNL Constructions' WHS, Quality and Environmental Policies are below:

RNL WHS Policy

RNL Constructions Pty Ltd (referred to RNL) is committed to protecting the health, safety and well-being of their employees, subcontractors, and others when in the workplace. RNL will endeavour as far as it is reasonably practical to comply with the WHS Act 2011 and to ensure the health, safety and well-being of our employees, subcontractors, and others by following the guidelines of our Work Health & Safety Management System under ISO 45001, and regularly reviewing the business processes and operations.

RNL's WHS objectives is to provide leadership and commitment by providing necessary training, resources, and support towards helping our employees, subcontractors, and others in the workplace. Through a proactive risk assessment, we shall develop and implement control measures to mitigate risks/hazards while in the workplace. RNL will comply with all relevant safety laws, regulations whilst improving our compliance efforts and ensure that we align to the objectives and targets of the business by promoting a safe workplace. RNL will allocate necessary resources to support our WHS initiatives, providing training to perform their work safely.

RNL will actively engage with our employees, subcontractors, and others to participate in the decision-making processes while consulting with them on any WHS issues. It is important that RNL and all employees, subcontractors and others communicate openly and effectively any related WHS concerns to prevent and respond to any incidents as well as ensure all employees, subcontractors and others are equipped and prepared to mitigate and manage any WHS incidents in the workplace.

RNL's policies and procedures is an integral part of our business strategy, and our aim is to perform our service delivery responsibly as a safety-conscious construction company to ensure the well-being of all involved on our operations in Queensland while adhering to ISO45001 and the WHS Act 2011.

RNL Quality Policy

RNL Constructions Pty Ltd is committed to meeting quality and client requirements by delivering products and services that meet and/or exceed relevant quality standards through continual improvement of its products and services by following the guidelines of our Quality Management System under ISO 9001 and regularly reviewing the business processes and operations.

RNL Constructions management ensures that all employees and sub-contractors are aware of how to contribute towards the continuous improvement process while meeting client expectation as well as following ISO 9001 guideline. RNL Constructions is determined on continually improving its products and services by involving all their employees and subcontractors by regularly communicating and monitoring performance of work expectation to meet client requirements. RNL Constructions will provide the necessary tools and resources to employees so they can continuously improve the procedures, policies streamline systems, and implement new methods, training to upskill their technical knowledge and maintain up-to-date licences relevant to meeting client requirements.

The implementation of RNL Constructions Quality Management System aligns with ISO 9001 and provides a solid base for ensuring client satisfaction, together with improving RNL Constructions overall organisational performance. It shall be RNL Constructions responsibility to provide clients with products and services conforming to statutory legislation and regulatory framework, as well as meeting client expectations. RNL Constructions policy calls for continuous improvement in its Quality Management activities and business according to the following principles:

RNL Constructions will:

- *Identify and manage the risks to our business.*
- *Identify and meet the needs of our clients, subcontractors, and employees.*
- *Satisfying all applicable requirements and complying with relevant laws and regulations.*
- *Fostering good relationships with employees, subcontractors, and clients by effective communications with them, being accessible to all, transparent and open, timely and responsive and encouraging feedback.*
- *Implementing and continually improving our quality management system.*
- *Establish and implement SMART objectives and targets at functions and levels*
- *Continual improvement of our processes to meet client requirements.*
- *On-going staff training and development.*

RNL Environmental Policy

RNL Constructions Pty Ltd recognises the environmental and business impact within its own business product and services. It is RNL's objectives and goals to leave a small 'footprint' on the environment and identify sustainable processes align to the continual improvement standards of its products and services by following the guidelines of our Environmental Management System under ISO 14001 and regularly reviewing the business processes and operations.

RNL Constructions understands the benefits of our Environmental management system to produce cost savings in purchasing materials, utilities, and waste management. RNL Constructions further understands the preservation of its workplace and that of their client job sites to adhere to all environmental laws, regulations and standard pertinent to the work conducted by RNL Construction. RNL will actively look to reduce waste either by recycling, reusing, and reducing materials. RNL Constructions is committed to preventing pollution in our work and conserving energy and water resources as practical as possible. RNL Constructions have implemented training to all employees and sub-contractors on 'best practice' and sustainable processes that will contribute towards the continuous improvement process while meeting client expectations. The aim of RNL Constructions is to demonstrate good business practice with a reputation to consciously care for the environment and its business while meeting client requirements.

The implementation of RNL Constructions Environmental Management System aligns with ISO 14001 and the Work Health & Safety's ISO45001 OH&S standards. RNL Constructions

will be responsible in providing clients with products and services conforming to statutory legislation and regulatory framework, as well as meeting client expectations. RNL Constructions policy calls for continuous improvement in its Environmental Management activities and business according to the following principles:

RNL Constructions will:

- identify how we could reduce our impact.*
- prioritise environmental management activities.*
- demonstrate our accountability to government, client, and stakeholders.*
- continually improve on our processes to meet client requirements.*
- Provide on-going staff training and development.*

5.5 Communicating the Policies

The Managing Director shall ensure the Policies:

- be available and be maintained as documented information;
- be communicated, understood and applied within our organisation;
- be available to relevant interested parties, as appropriate.

Policies are communicated to staff and interested parties *via*:

- **Induction training**
- **Head Office Notice board**
- **Tender process**
- **SharePoint – in IMS Manual (all employees)**
- Also, available upon request from any interested party

5.6 Organisational Roles, Responsibilities and Authorities

The Managing Director shall ensure that the responsibilities, accountabilities and authorities for relevant roles within the safety, quality and environmental management system are assigned and communicated at all levels within the Organisation and, for safety, maintained as **documented information (only mandated for safety)**.

Responsibilities, accountabilities and authorities are communicated and documented in the:

- **Aroflo Task Page**
- **Daily Pre-start (Risk Assessment)**

Other forms of communication of responsibilities, accountabilities and authorities include *via*.

- **Organisational Chart** (in this manual)
- Primary Roles, Responsibility, and Authorities Table (in this section)
- As documented throughout relevant sections in this **Company Management Systems Manual** (as below),
- As documented throughout relevant sections in **Procedures Manual**
- As documented in **SWMS**
- **Construction Management Plan** (if required by client) and supporting forms and checklists etc.
- **Position Descriptions** (management sharepoint).

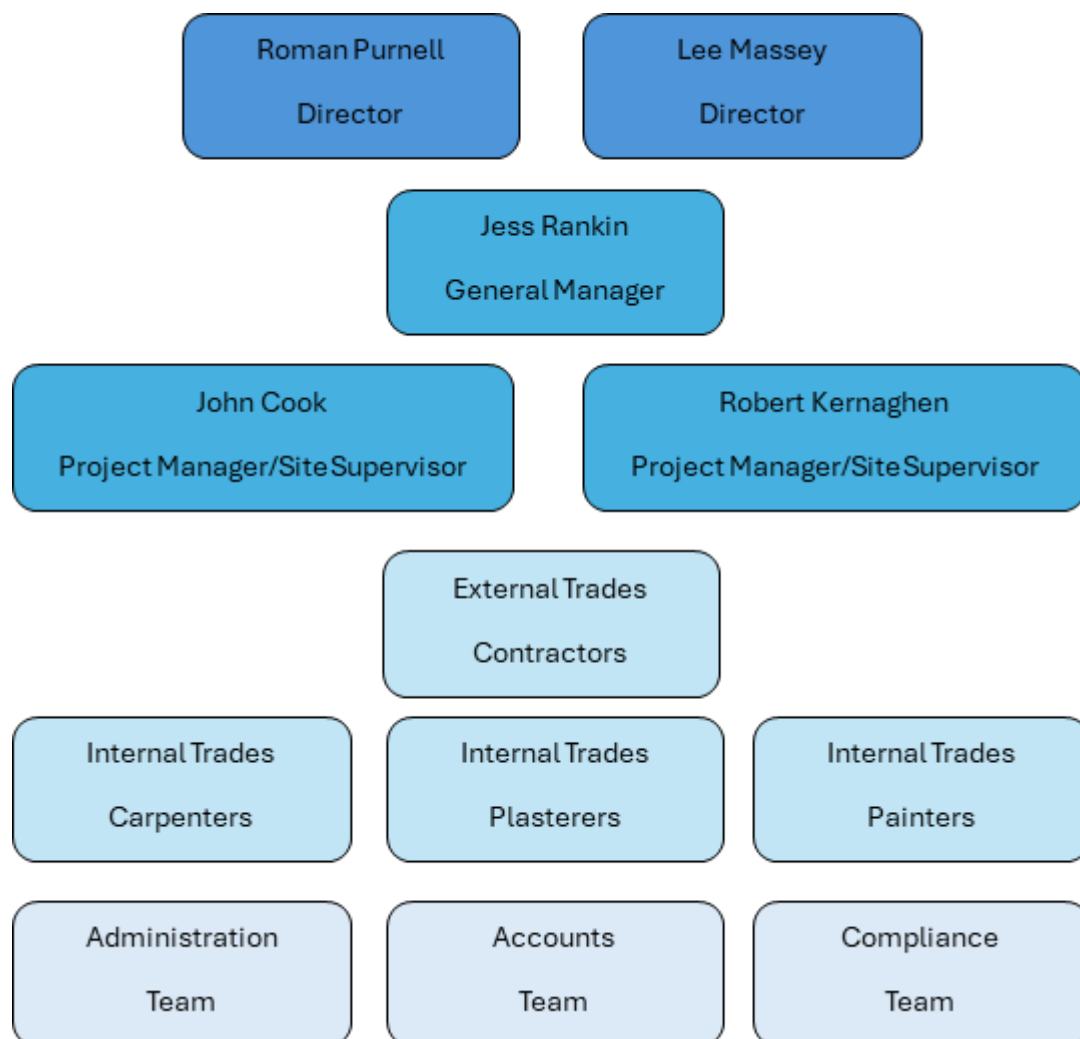
Workers at each level of the Organisation shall assume responsibility for those aspects of the safety, quality and environmental management system over which they have control.

The Managing Director shall assign the responsibility and authority for:

- ensuring that the safety, quality and environmental management system conforms to the requirements of the International Standard;
- reporting on the performance of the OH&S management system to top management

This responsibility is currently assigned to the **Managing Director**.

5.6.1 Organisational Chart



5.6.2 Training in Safety and Environmental Obligations/Due Diligence and WHS Management System

There is the **documented** process to ensure Senior Managers, and Site Supervisors are trained in WHS, quality and environmental obligations/due diligence, and the company's management system requirements relevant to their role.

The Director shall ensure that Project Managers and Site Supervisors, are trained in their WHS legal duties and the company's WHS management system requirements. Training shall be conducted by the Director.

The training program shall encompass the relevant WHS due diligence and WHS legal obligations requirements, with the content as documented in this section of the **Company Management Systems Manual**.

This training shall take place at the **Induction**, and reviewed at one **Monthly Management Meeting** every year (minutes being the training record)

Notes:

- Generic WHS training alone will not satisfy this criterion
- Training records alone will not satisfy this criterion

Under the WHS Act 2011, a person conducting a business or undertaking (PCBU) must ensure, as far as is reasonably practicable, the health and safety of:

- Workers engaged, or caused to be engaged, by the person; and
- Workers whose activities in carrying out work are influenced or directed by the person, while the workers are at work in the business or undertaking.

WHS due diligence and WHS legal obligations requirements

What is “Reasonably Practicable” in Ensuring Health and Safety (Definition of “Reasonably Practicable”)

“Reasonably practicable”, in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters including:

- (a) the likelihood of the hazard or the risk concerned occurring; and
- (b) the degree of harm that might result from the hazard or the risk; and
- (c) what the person concerned knows, or ought reasonably to know, about -
 - (i) the hazard or the risk; and
 - (ii) ways of eliminating or minimising the risk; and
- (d) the availability and suitability of ways to eliminate or minimise the risk; and
- (e) after assessing the extent of the risk and the available ways of eliminating or

minimising the risk - the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Reasonably practicable” is defined in the WHS Act 2011.

Primary Duty of Care

The Managing Director (Officer), Project Managers (PCBU) and Site Supervisors (PCBU), under the WHS Act 2011, also have a primary duty to ensure the health and safety of workers while they are at work in the business or undertaking work offsite, and to others who may be affected by the carrying out of work.

The primary duty of care requires the Project Managers (PCBU) and Site Supervisors (PCBU) to ensure so far as is reasonably practicable the:

- The provision and maintenance of a work environment without risks to health and safety; and
- the provision and maintenance of safe plant and structures; and
- The provision and maintenance of safe systems of work; and
- The safe use, handling, storage and transport of plant, structures, and substances; and
- The provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities (for example access to washrooms, lockers, and dining areas, where applicable); and
- The provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking; and
- That the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.
- maintenance of any accommodation owned or under their management and control to ensure the health and safety of workers occupying the premises.
- effective implementation of the project-specific Construction Management Plan (by signing-off plan is acknowledgement of WHS obligations);

‘Health’ is defined in the WHS Act as both physical and psychological health.

Due Diligence

Project Managers and Site Supervisors shall exercise due diligence by *inter alia*:

- Ensure provision of adequate information, instruction and training to all workers and sub-contractors
- Ensure provision of adequate supervision at all times
- Attending safety, quality and environmental audits
- Conducting **Toolbox Talks** on Safety Alerts
- Attending the **Monthly Management Meeting**
- Attending HSEQ Meeting (when scheduled)
- Conducting accident and incident investigations
- Attending all RNL CONSTRUCTIONS audits, and taking corrective action
- Attending all client audits and inspections, and taking corrective action

Where required, the Project Manager shall ensure corrective action is implemented where reasonably practicable, and documenting the improvement in the **Improvement Register**.

5.6.3 Primary Roles, Responsibility, and Authorities Table

Responsibility and Authority for Safety, Quality and Environment Management	Assigned To
• Provide adequate resources for the implementation of the organisations safety, quality and environmental management system (IMS System), • Ensure provision of adequate information, instruction and training of all personnel in the management system • Exercise due diligence to ensure the business meets its legal obligations and safety duties to protect workers and other persons against harm to health and safety • Ensuring Duty of Care and that the management system conforms to applicable standards	• Managing Director (Officer of the Company) • Project Manager (PCBU)
• Responsible for ensuring implementation of all company policies, procedures and systems of RNL CONSTRUCTIONS. • Making relevant persons aware of the content of the Construction Management Plan (where implemented) before commencing work. • Implement and ensuring that the IMS processes are delivering on their intended outputs. • Point of contact for WHS matters when the site supervisor is unavailable.	• Project Manager (PCBU)
• Reporting on the performance of the management system and providing opportunities for improvement for the management system • Ensuring that the IMS processes are delivering on their intended outputs.	• IMS Management Representative (Managing Director)
• Discharging Duty of Care under the WHS Act 2011, including duty to ensure the health and safety of workers while they are at work in the business or undertaking and others who may be affected by the carrying out of work, such as visitors and public • Responsible for implementing the RNL CONSTRUCTIONS WHS Policies, procedures, SWMS and site rules as set out by this IMS system • Coordinate the safe interaction between other PCBU's. • Ensure signage is posted and visible. • Consult with employees and other PCBU's on any WHS matter that may affect them. • Coordinate SWMS Review and amendments as appropriate. • Ensure all visitors receive relevant site safety information. • Confirm other PCBU's provide site safety briefings to their workers (sub-contractors). • Supply and maintain the site first aid and emergency equipment on site, together with trained First Aiders and Wardens.	• Project Manager (PCBU) • Site Supervisor (PCBU)

• Confirm other PCBU's and their employees have construction induction training. • Responsible for communicating and implementing a relevant Emergency Response Plan (ERP) and making readily available • Responsibility for following the company policies, procedures and site rules as outlined in RNL CONSTRUCTIONS IMS System Specifically: ○ Ensure site safety briefings are provided to employees before starting work by conducting a Daily Pre-start (Risk Assessment). ○ Prepare safe work method statements (SWMS) for all high-risk construction work. ○ Induct employees into the SWMS. ○ Provide copy of SWMS to works prior to commencing work ○ Ensure that high risk construction work is performed in accordance with the SWMS. ○ Ensure that SWMS are modified if controls are not adequate. • Ensure all employees have construction induction training ○ Ensure all workers have ready access to the Procedures Manual • Responsible to ensure all Workers and Sub-contractors following the company policies, procedures and site rules as outlined in RNL CONSTRUCTIONS IMS System	
• Render first aid as required. • Assist in emergency situations as required and in accordance with the Emergency management Plan • Maintain adequate first aid facilities and supplies. • Maintain first aid records.	• First Aid Personnel
• While at work, workers must take reasonable care for their own health and safety, and that of others who may be affected by the worker's acts or omissions. A worker must also: • Complete all pre-start requirements and assess all hazards and implement controls prior to commencing work • comply, so far as they are reasonably able, with any reasonably instruction that is given by the PCBU to comply with the model WHS Act and • cooperate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers. • Prevent pollution and do not cause environmental harm • not undertaking any work that may be required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to yourself or others at work.	• Workers • Sub-contractors • Client • Client representatives

• co-operating with management to ensure all health and safety obligations are complied. • Use PPE correctly • Maintain PPE • Report any incidents or injuries and seek appropriate first aid when required • Advise management as soon as practicable of any symptoms that may lead to adverse health issues arising from work activities or of any health condition that may be adversely affected by work activities • Report any unsafe conditions, equipment or practices to management as soon as practicable • ensuring that you are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect your ability to perform your duties safely or efficiently or be in breach of the Organisation's workplace policies • ensuring that you present to the workplace fit for duty and do not undertake any task or work activity for which you are not fit to do or where your health, safety or welfare may be compromised by undertaking such a task or activity. • Consent to drug or alcohol testing when requested	
• Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. • The person must also comply with, so far as they are reasonably able, any reasonable instruction that is given by the PCBU to comply with the model WHS laws.	• Other persons as per the WHS Act
• Developing Construction Management Plan (where required by the client)	• Project Manager (PCBU)

The WHS Act 2011, WHS Regulations, Codes of Practice are readily available by making a request to Management, who shall provide you with copies.

5.6.4 Managing Director and Project Manager's Responsibilities

Senior Management has a duty to exercise due diligence to ensure the company complies with its duties under the WHS Act 2011 and Regulations.

The Organisation requires senior management to provide practical guidance through strong leadership, consultation and communication to promote and support a strong safety, quality and environmental culture within their department. These responsibilities

include:

- Ensuring that responsibilities and authorities relating to the IMS management system are communicated and understood.
- Ensuring the promotion of customer focus throughout the Organisation.
- the risks associated with activities in their area are identified and effectively managed
- sufficient resources are allocated for HSEQ matters
- work practices comply with legislative requirements and procedures and guidelines
- HSEQ issues are discussed at meetings and corrective action when required
- appointment of appropriate safety personnel, e.g. safety representative, emergency wardens, building warden, first aid officer
- ensuring that resources are available for effective HSEQ management including training and implementation of processes
- consultation with health and safety representatives and employees
- provision of HSEQ information to employees, contractors and visitors
- keep informed of HSEQ legislation and compliance.

5.6.5 Site Supervisors Responsibilities

The responsibilities of line managers include:

- ensuring the promotion of customer focus throughout the Organisation.
- controlling the risks associated with the work and activities that they supervise using a documented risk management process
- communicating HSEQ issues/matters
- ensuring that they, and workers undertake mandatory and recommended training
- participating in the investigation of reported incidents and hazards within the area they supervise
- overseeing the storage and maintenance of plant, equipment or substances
- Implement all HSEQ directions as provided by Senior Management
- Ensure employees hold all the necessary licenses/certificates of competency for the jobs they perform and that any incident which may infringe on the validity of such licenses/certificates is reported immediately (e.g. conviction for drink driving)
- Take appropriate action to correct any unsafe conditions or practices

- Investigate all incidents (including injury, illness and property damage), or near miss occurrences to determine the root causes and determine corrective actions needed to prevent a recurrence
- Assist in the rehabilitation of injured/ ill employees
- Provision and maintenance of safety, electrical and emergency equipment
- Ensure that employees are issued with the appropriate personal protective equipment (PPE) and enforce the wearing of PPE
- Ensure that workers and their representatives are consulted during development and review of existing policies and procedures, changes to plant and equipment or to the workplace environment which may have an impact on workplace health

Site Supervisor shall ensure no work is undertaken or authorised or directed (work includes work by sub-contractors and labour hire or persons to conduct repairs or maintenance to plant or equipment) unless they have completed/verified all the following requirements for each worker:

- Familiarisation in the **Project Risk Assessment** – the projects hazards, risks and controls; and
- Training in the relevant procedures in **Procedures Manual**
- Training in all relevant **SWMS**.
- Joint review and validation of the Safe Work Method Statements (SWMS) during the Daily Pre-start process prior to commencement of works; and
- Training in relevant **Emergency Responses Plan (ERP)**
- Training in relevant management plans i.e., Construction Management Plan (CMP) (if applicable); and associated sub-plans
- Involvement of workers at the **Daily Pre-start (Risk Assessment)** (Head Office excluded); and
- Training in requirements of relevant Compliance Checklists; and
- High risk activities that require licenses, specific training and competency as required by legislation shall be identified and verified at the Daily Pre-Start; and
- Verification of Competency (VOC) for Plant operators
- Additional activity-based training and competency requirements shall be identified and verified at the Daily Pre-Start e.g., experienced worker vs inexperienced worker, as determined by the Site Supervisor.
- Inexperienced workers require additional supervision and are to work alongside an experienced worker until such a time the Site Supervisor deems them

competent to work alone; and

- Signed onto an appropriately completed **Daily Pre-Start (Risk Assessment)** together with sign onto the relevant **SWMS** (where applicable).

5.6.6 IMS Representative Responsibilities

The IMS (HSEQ) Management Representative is responsible for:

- Ensuring the company's HSEQ Management System complies with ISO45001, ISO 9001 and ISO14001 Management Systems requirements
- Reporting on the performance and status of the management system and providing opportunities for improvement. (Refer to section 10.1 of this manual).
- Ensuring the promotion of customer focus throughout the Organisation.
- Manage the workplace inspections of sites and reports on non-compliance
- Assist in the development of Safe Work Method Statements (SWMS)
- Assist in the risk management process including identifying hazards and assessing risks
- Conducting or overseeing incident investigations
- Assist in maintaining company registers such as Company Risk Register, Training Register, Chemical Risk Register etc.
- Perform an internal audit on the IMS system, Procedures Manual, SWMS etc. to ensure compliance with legislation, Codes of Practice and this Manual
- Ensuring that the integrity of the management system is maintained when changes are planned and implemented. Ensuring all employees are notified of any changes to the IMS.
- The IMS Management Representative responsibilities extend to:
 - Monitoring the effectiveness of the Organisation IMS system
 - Reporting to Senior Management and significant issues or trends
 - Update and communicate changes to legislation
 - Report High risk hazards, incidents, threats and audit outcomes
 - Manage non-conformances and opportunities for improvement
 - Report significant client feedback
 - Manage changes, address issues and maintain general performance of the IMS.
 - Provide assistance to Senior Management for the:
 - review and update of the Company Risk Register
 - annual review of the IMS Manual

- Conduct and/or participate in internal and external audits, inspections and checks to ensure the adequacy and effectiveness of the IMS and report any non-conformances to the person responsible for that area being inspected.

5.6.7 Employees and Subcontractors Responsibilities

Each employee and subcontractor at the organisation are responsible for ensuring that his or her own work environment and practices reflect high HSEQ standards in order to protect their own health and safety as well as the health and safety of others. The responsibilities of employees and sub-contractors include:

- Complying with the company's HSEQ policies and procedures
- Providing relevant documentation as required by this **Company Management Systems Manual** and **Procedures Manual** and SWMS e.g. Daily Plant Pre-starts, Plant Risk Assessments, SWMS, Plant and Equipment Registers, Chemical Register, Chemical Risk Assessments and SDS (<5 years)
- Providing any opportunity for improvement to the HSEQ Management systems, resources and other provisions for HSEQ.
- Being familiar with emergency and evacuation procedures and complying with the instructions given by emergency response personnel such as emergency wardens and first aiders
- Participating in meetings, training and other health and safety activities as required
- Reporting hazards, near misses, injuries and incidents
- Complying with reasonable directions and instructions provided
- Not to place themselves or others at risk of injury
- If personal protective equipment (PPE) is provided by the business or undertaking, the worker must so far as they are reasonably able, use or wear it in accordance with the information, instruction and training provided

5.6.8 First Aid Officers Responsibilities

First aid resources are determined via a risk-based approach. First aid kits are located in all vehicles and workplaces. Workers will be informed of first aid facilities as part of induction.

The **First Aid Checklist** is to be completed for each kit at least annually and sent to the First Aid Officer who is responsible for obtaining the required supplies.

The Organisation will appoint First aid officers for all sites and provide training. Details of current first aid officers can be found in the Emergency Contacts List .

First Aid Officers shall be responsible for:

- ensuring the first aid kit and supplies are in good condition, restocked and clean
- retrieve the first aid kit during emergencies such as medical and those requiring evacuation
- attend to and deliver first aid to injured personnel on site

5.7 Consultation and Participation of Workers

Consultation is a two-way process between Management and employees. Consultation is a legal requirement and an essential part of managing health, safety and environmental risks.

The Managing Director and Project Managers shall, establish, implement and maintain process(es) for participation (including consultation) in the development, planning, implementation, evaluation and actions for improvement of the OH&S management system by workers at all applicable levels and functions, and where they exist, workers' representatives. This includes:

- provide mechanisms, time, training and resources necessary for participation;
- provide timely access to clear, understandable and relevant information about the OH&S management system;
- identify and remove obstacles or barriers to participation and minimize those that cannot be removed;
- give additional emphasis to the participation of non-managerial workers in the following:
 - determining the mechanisms for their participation and consultation;
 - hazard identification and assessment of risk (see clauses 6.1, 6.1.1, and 6.1.2);
 - actions to control hazards and risks (see clauses 6.1.4);
 - identification of needs of competence, training and evaluation of

- training (see clauses 7.2);
 - determining the information that needs to be communicated and how this should be done (see
 - determining control measures and their effective use (see clauses 8.1, 8.2, and 8.6);
 - investigating incidents and nonconformities and determining corrective actions (see clause 10.1);
- give additional emphasis to the inclusion of non-managerial workers in consultation related to the following:
 - determining the needs and expectations of interested parties (see 4.2);
 - establishing the policy (see 5.2);
 - assigning Organisational roles, responsibilities, accountabilities and authorities as applicable (see 5.3);
 - determining how to apply legal requirements and other requirements (see 6.1.3);
 - establishing OH&S objectives (see 6.2.1);
 - determining applicable controls for outsourcing, procurement and contractors (see 8.3, 8.4, and 8.5);
 - determining what needs to be monitored, measured and evaluated (see 9.1.1);
 - planning, establishing, implementing and maintaining an audit programme(s) (see 9.2.2);
 - establishing a continual improvement process (see 10.2.2).

The Managing Director and Project Managers shall ensure the following takes place to ensure necessary consultation, as required:

- **SWMS** are developed in consultation with employees, management and others as required
- **Daily Pre-start (Risk Assessment)** is performed on all sites before work begins with all workers and sub-contractors
- Subcontractors and workers involvement to identify, discuss and report any hazards, aspects, or concerns
- **Toolbox Talk** is held as required to discuss safety requirements/changes

- Employees consulted when they review of the **Project Risk Register (greater than \$400,00 jobs)**
- Workers are encouraged to identify and report any known or potential problems and to recommend solutions to assist in the corrective and preventive action process.

Subcontractors and Workers Shall Participate in WHS Inspections

This is the **documented** process to ensure subcontractors and workers participate in undertaking HSEQ Inspections, with the Principal Contractor.

The Project Manager shall ensure workers participate in the HSEQ Inspections using their daily JSEA forms.

5.8 Equal Employment Opportunity (EEO) & Anti Bullying Policy

This policy applies to all RNL Constructions employees including subcontractors and covers all work-related functions and activities including external training courses sponsored by RNL Constructions.

The objective of RNL Constructions' Equal Opportunity Policy is to improve business success by:

- attracting and retaining the best possible employees
- providing a safe, respectful and flexible work environment
- delivering our services in a safe, respectful and reasonably flexible way

Discrimination RNL Constructions is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Queensland law.

Indirect Discrimination occurs when a rule seems neutral, however has a discriminatory impact on certain people. E.g. job advertisement indicates 10years work experience in retail,

indirectly discriminating on the basis of age. The advert excludes younger people who may have the skills and qualifications needed.

Sexual harassment includes unwelcome conduct such as physical intimacy, sexual favours, remarks of sexual connotations in circumstances in which a reasonable person could be expected to make another person feel offended, humiliated or intimidated. These circumstances may also refer to person's gender, age, race, impairment and/or any other circumstance.

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks. Workplace bullying indirectly can affect witnesses of the behaviour. Repeated or unreasonable behaviour including victimising, humiliating, intimidating or threatening is bullying behaviour and will not be tolerated.

Equal Employment Opportunity (EEO) RNL Constructions provides equal opportunity in employment to people based on their merit, skills and experience without discrimination including but not limited to:

- age
- breastfeeding and pregnancy
- an impairment
- employment activity
- gender identity
- lawful sexual activity
- marital/parental status
- physical features
- political activity/belief
- race
- religious activity/belief
- sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager. Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

Reasonable adjustments are changes that allow people with a disability to work safely and

productively.

RNL Constructions will make reasonable adjustments for a person with a disability who:

- applies for a job, is offered employment, or is an employee, and
- requires the adjustments in order to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

Examples of reasonable adjustments can include:

- reviewing and, if necessary, adjusting the performance requirements of the job.
- arranging flexibility in work hours (see 'flexible work arrangements policy').
- providing telephone typewriter (TTY) phone access for employees with hearing or speech impairments.
- purchasing screen reading software for employees with a vision impairment.
- approving more regular breaks for people with chronic pain or fatigue
- buying desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments RNL Constructions will review the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases, RNL Constructions may differentiate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.

6. PLANNING

6.1 Identifying Hazards/Risks, Aspects/Impacts and Opportunities

When planning for the safety, quality and environmental management, the Managing Director and Project Managers shall determine the risks and opportunities that need to be addressed.

For quality, the Managing Director shall determine the risks and opportunities that need to be addressed, by taking into account into account:

- the issues referred in clause 4.1 and the requirements referred to in clause 4.2 of the Standards,

to:

- give assurance that the quality management system can achieve its intended result(s);
- enhance desirable effects;
- prevent, or reduce, undesired effects;
- achieve improvement.

For environment, the Managing Director shall determine the risks and opportunities that need to be addressed, by taking into account into account:

- the issues referred in clause 4.1 and the requirements referred to in clause 4.2 of the Standards;
- environmental aspects (see 6.1.2);
- compliance obligations (see 6.1.3) and
- other issues and requirements, identified in 4.1 and 4.2,

to:

- give assurance that the environmental management system can achieve its intended outcomes;
- prevent or reduce undesired effects, including the potential for external environmental conditions to affect the Organisation;
- achieve continual improvement.

Environmental aspects that shall be considered are:

- Use of resources (materials, energy)
- Waste Management
- Water usage
- Water contamination and Pollution

- Noise and vibration
- Land contamination
- Flora and Fauna
- Impact on the community
- Indirect impacts via external providers or customers

For safety, the Managing Director shall determine the risks and opportunities that need to be addressed, by taking into account:

- the issues referred in clause 4.1 and the requirements referred to in clause 4.2 of the Standards;
- OH&S hazards and their associated OH&S risks (refer to clause 6.1.2.3);
- OH&S opportunities (refer to clause 6.1.2.4);
- applicable legal requirements and other requirements refer to clause 6.1.3);
- risks (refer to clause 6.1.2.3) and opportunities (refer to clause 6.1.2.4) related to the operation of the OH&S management system

to:

- give assurance that the OH&S management system can achieve its intended outcome(s);
- prevent, or reduce, undesired effects;
- achieve continual improvement.

The Managing Director shall ensure that all relevant hazards/risks, aspects/impacts and opportunities are identified and **documented (ISO only mandates documented for safety)** in the **Company Risk Register**.

6.1.2 Actions to Address Hazards/Risks, Aspects/Impacts & Opportunities

The Managing Director shall ensure:

- actions to address the identified risks and opportunities; and
- how to:
 - integrate and implement the actions into the safety, quality and environmental management system processes (see Clause 4.4);
 - evaluate the effectiveness of these actions.

6.1.3 Actions for Quality (Issues)

The quality actions to be taken to address risks and opportunities shall:

- Be proportionate to the potential impact on the conformity of products and services, and;
- to the extent necessary to have confidence processes are carried out as planned;
- give assurance that the quality management system can achieve its intended outcomes;
- prevent or reduce undesired effects, including the potential for external environmental conditions to affect the Organisation;
- achieve continual improvement.

6.1.4 Actions for Safety (Hazards) and Environment (Aspects)

For safety and environment, the ISO 45001 and ISO 14001 Standards prescribe the above requirements. However, additional requirements for actions to reduce risks are documented in the WHS Act 2011, including application of the Hierarchy of Control.

For safety and environment, the Managing Director and Project Managers shall assess and quantify the risks in terms of likelihood and consequence of harm to personnel and the environment, and reduce the risk so far as “**reasonably practicable**” (refer to WHS Act 2011 for definition of “reasonably practicable”).

Prior to determining actions and/or controls to address risks and opportunities to reduce the risk so far as “**reasonably practicable**”, it is necessary to quantify the level or extent of the risk, initially prior to controls (initial or raw risk), and then, again, the after controls have been applied (residual risk).

For safety and environment risk quantification, the Managing Director and Project

Managers shall apply the **Risk Management Procedure (Process)** to each hazard (safety) and aspect (environment), in order to determine the risk score and impact, respectively (this methodology may also be applied to quality management and opportunities).

6.2 Risk Management Process (including Risk Assessment)

The Managing Director shall establish, implement and maintain a **documented** processes to:

- identify and assess the risks related to the establishment, implementation, operation and maintenance of the safety, quality and environmental management system that can occur from the issues identified in 4.1 and the needs and expectations identified in 4.2.
- assess safety, quality and environmental risks (evaluation of the level of risk) from the identified hazards and aspects taking into account applicable legal requirements and other requirements and the effectiveness of existing controls;

The risk management process including methodology and criteria for HIRAC shall be maintained and retained as **documented** (ISO and Federal requirement) information, being the process to identify and record the potential hazards, assess the level of risk associated with each of the potential hazards – initial risk or raw risk, define the actions/controls necessary to manage the hazards and aspects, including the evaluation of the level of risk with/after the application of control measures – residual risk (based on principles of AS/NZS ISO 31000).

The Risk Management Process (**HIRAC** methodology and criteria) includes the following elements:

- Hazard or Aspect Identification (**HI**)
- Risk Assessment (**RA**) (Risk Analysis and Evaluation)
- Actions and/or Control(s) (**C**) (Risk Reduction)

Definition: Hazard and Aspect

Any potential exposure to danger or harm to health or environment, or adverse effect on an employee's or the environments health. Anything which may cause injury or ill health to anyone at or near a workplace is a hazard.

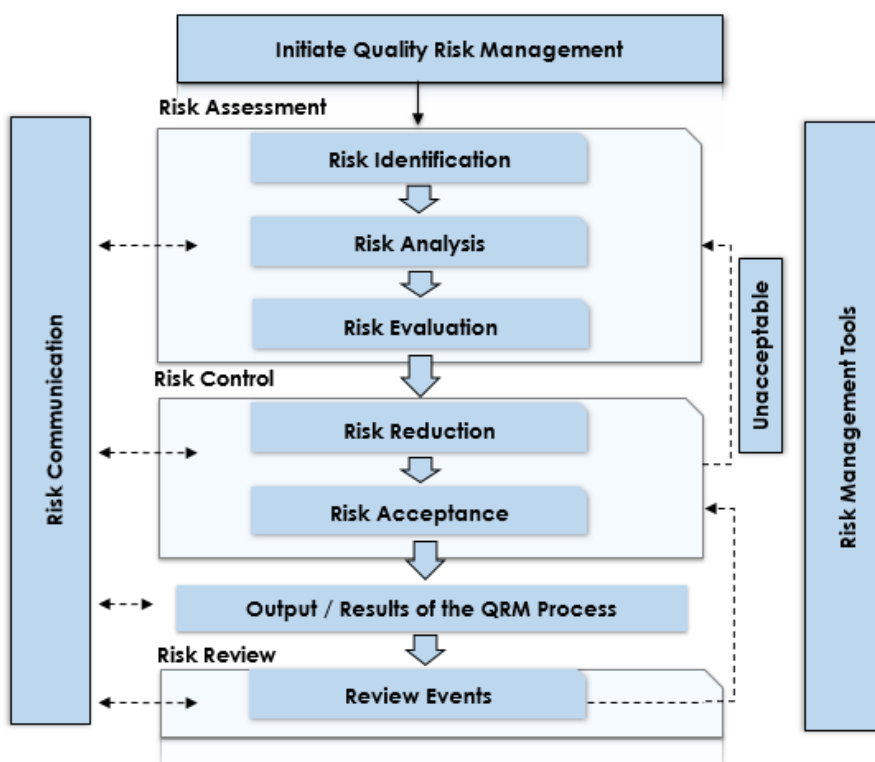
Definition: Risk

Risk is an exposure to an event which may cause death, injury, illness or other harm, to either employees or the public etc., or the environment. Safety and environmental risk are measured in terms of the combination of the likelihood of a harmful event and the consequence of the harm should it occur. The level of risk increases with the severity of the hazard, or level of impact of the aspect, including the duration and frequency of exposure.

When identifying, assessing, evaluating, and considering options to address risk and opportunity, the Managing Director and Project Managers shall apply the **Risk Management Process** to safety and environmental risks (this HIRAC methodology may also be applied to quality management and opportunities).

The Managing Director and Project Managers shall ensure that all hazards (safety) and aspects (environment) are be managed in accordance with the **Risk Management Process**.

Overall Risk Management Process



Quality Risk Management Process is synonymous with Safety and Environmental Risk Management Process

Risk (Hazard and Aspect) Identification

Identifying hazards in the workplace involves finding situations that could cause harm to people, property or the environment. Hazards generally arise from the physical work environment, equipment, materials, different work tasks, or design of the workplace.

RNL Constructions' process for the on-going proactive identification of hazards and aspects includes considerations of each of the following (as a checklist):

- Design risk assessment (typically from client however not required for jobs less than \$400,000)
- routine and non-routine activities and situations, including consideration of:
- infrastructure, equipment, materials, substances and the physical conditions of the workplace;
- hazards that arise as a result of product design including during research, development, testing,
- production, assembly, construction, service delivery, maintenance or disposal;
- human factors;
- how the work is actually done;
- emergency situations;
- people, including consideration of:
 - those with access to the workplace and their activities, including workers, contractors, visitors
 - and other persons;
 - those in the vicinity of the workplace who can be affected by the activities of the organisation;
 - workers at a location not under the direct control of the organisation;
- other issues, including consideration of:
 - the design of work areas, processes, installations, machinery/equipment, operating procedures and work organisation, including their adaptation to human capabilities;
 - situations occurring in the vicinity of the workplace caused by work-related activities under the control of the organisation;
 - situations not controlled by the organisation and occurring in the vicinity of the workplace that can cause work-related injury and ill health to persons in the workplace;
 - actual or proposed changes in the organisation, its operations, processes, activities and OH&S management system (see 8.2);

- changes in knowledge of, and information about, hazards;
- past incidents, internal or external to the organisation, including emergencies, and their causes;
- how work is organised and social factors, including workload, work hours, leadership and the culture in the organisation;
- consulting workers and other duty holders on risks and methods of controlling those risks; and
- ensuring appropriate resources including time and money are available to manage risk.

The Project Manager and Site Supervisor shall consider each of the above items (as a checklist), when developing their **Project-specific Risk Assessment**

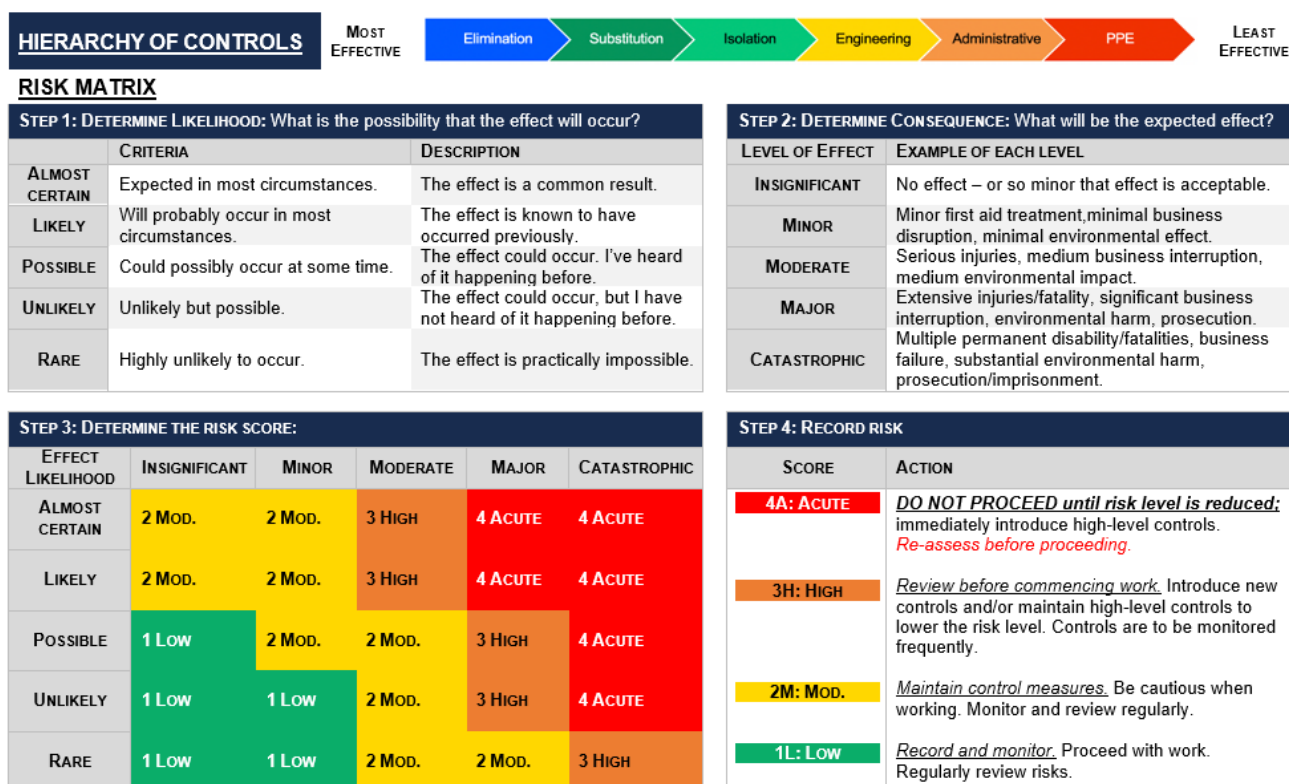
Risk Analysis and Evaluation (Risk Assessment or RA)

For safety, quality and environmental risks it is important to take into account the following:

- how severe is the hazard or aspect
- whether any existing control measures are effective
- what action you should take to control the risk
- how urgently the action needs to be taken

After identifying all relevant hazards and aspects, the Managing Director and Project Manager shall ensure the following methodology is applied to each and every hazard and aspect to determine the level of risk (or severity of the risk).

6.2.1 Methodology for Risk Analysis and Evaluation (Risk Assessment or RA)



The Managing Director and Project Managers shall ensure the above methodology is applied to each to each hazard (safety) and aspect (environment), in order to determine the initial or raw risk score, and impact, respectively (this methodology may also be applied to quality management and opportunities)

The Managing Director and Project Managers shall ensure the initial or raw risk scores are documented in the **Company Risk Assessment** and **Project Risk Assessment (where applicable)**, for the company and specific projects, respectively.

6.2.2 Hierarchy of Control for Risk Reduction

This is the documented process to ensure control measures are established for identified hazards in accordance with:

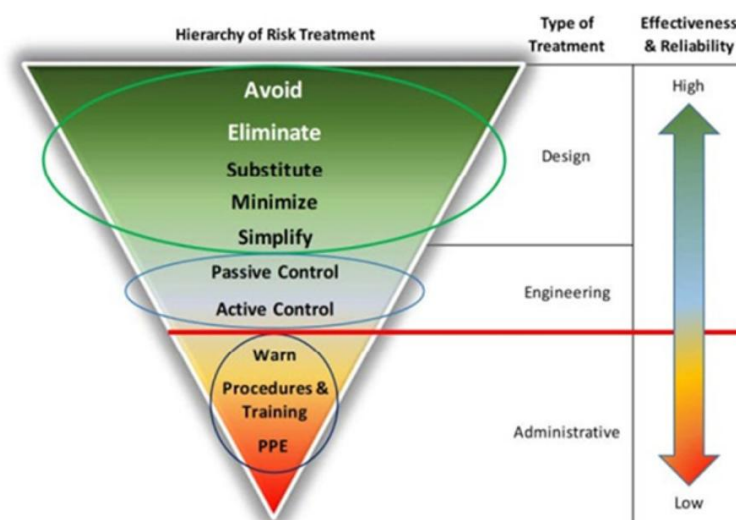
- The Hierarchy of Control; and
- Applicable legislation, Codes of Practice and Australian Standards

The Hierarchy of Control (HOC) shall be applied and used to make decisions on the level of controls to be used (for all hazards identified). In addition, all controls implemented shall be consistent with the relevant requirements specified in the legislation, Codes of Practice, and Australian Standards, as documented in the **Company Legal Register**

For safety and environmental hazards and aspects, the requirements for actions and/or controls to address risk as documented in the WHS Act 2011 and Regulations 2011 as the **Hierarchy of Control**, shall be applied in the following order of precedence:

- eliminate the hazard;
- substitute with less hazardous materials, processes, operations or equipment;
- use engineering controls;
- use administrative controls;
- provide and ensure use of adequate personal protective equipment.

Hierarchy of Control (HOC) (Illustrated)



The Hierarchy of Control ranks the risk control measures from the highest level of protection and reliability to the lowest level of protection and reliability. Eliminating the hazard creating the risk is the most effective, followed by substituting the hazard with something safer, isolating the hazard from people or reducing risk using engineering controls. Personal Protective Equipment (PPE) and administrative actions are the last line of defense and should only be used after all other control measures have been assessed or a supplementary control measure.

Where it is not reasonably practicable to eliminate hazards from the workplace or isolate the person from the hazard, work activities shall be planned and controlled based on the next most effective control(s) within the hierarchy of control method together with application of the requirements (controls) of relevant legislation, Codes of Practice, Australian Standards (including Client requirements) to the extent necessary to prevent injury or illness. A combination of controls should be used whenever a single control measure is not sufficient.

Risk Reduction Measures and Examples

	Risk Reduction Measures	Examples	Influence on Risk Factors	Classification
Most Preferred Least Preferred	Elimination or Substitution	- Eliminate pinch points (increase clearance) - Intrinsically safe (energy containment) - Automated material handling (robots, conveyors, etc.) - Redesign the process to eliminate or reduce human interaction - Reduced energy - Substitute less hazardous chemicals	- Impact on overall risk (elimination) by affecting severity and probability of harm - May affect severity of harm, frequency of exposure to the hazard under consideration, and/or the possibility of avoiding or limiting harm depending on which method of substitution is applied.	Design Out
	Guards, Safeguarding Devices, and Complimentary Measures	- Barriers - Interlocks - Presence sensing devices (light curtains, safety mats, area scanners, etc.) - Two hand control and two-hand trip devices - Enabling devices	- Greatest impact on the probability of harm (Occurrence of hazardous events under certain circumstance) - Minimal if any impact on severity of harm	Engineering Controls
	Awareness Devices	- Lights, beacons, and strobes - Computer warnings - Signs and labels - Beeper, horns, and sirens	- Potential impact on the probability of harm (avoidance) - No impact on severity of harm	Administrative Controls
	Training and Procedures	- Safe work procedures - Safety equipment inspections - Training - Lockout / Tagout / Verify	- Potential impact on the probability of harm (avoidance and/or exposure) - No impact on severity of harm	
	Personal Protective Equipment (PPE)	- Safety glasses and face shields - Ear plugs - Gloves - Protective footwear - Respirators	- Potential impact on the probability of harm (avoidance) - No impact on severity of harm	

The Managing Director, Project Managers, Site Supervisors and Workers shall apply the Hierarchy of Control to all identified hazards/risks (safety) and aspects/impacts (environment) to reduce the risk so far as “reasonably practicable” (refer to WHS Act 2011 for definitions).

The Managing Director and Project Managers shall ensure that actions/controls to address risks and opportunities, based on the Hierarchy of Control, are **documented** (ISO only mandates documented for safety and environment) in the **Company Risk Assessment** and **Project Risk Assessment (where applicable)**, respectively.

The Managing Director and Project Managers shall then determine the residual risk score for each hazard (safety) and aspect (environment), after actions/controls are determined based on the Hierarchy of Control, which shall be documented in the **Company Risk Assessment** and **Project Risk Assessment (where applicable)**, respectively.

6.2.3 Integration of Controls

The Managing Director and Project Managers shall determine how the actions and/or controls are to be integrated into the safety, quality and environmental management system processes (see Clause 4.4)

Actions and/or controls could either take the form of a set of bullet points (process) required to mitigate the risk, as documented in the **Company Risk Assessment or Project Risk Assessment**, or with a reference to another document containing actions and/or controls including *inter alia*:

- Another process
- Procedure;
- Safe or Standard Operating Procedure (SOP);
- Safe Work Method Statement (SWMS);
- Relevant Activity Compliance Checklist etc.

RNL CONSTRUCTIONS shall maintain **documented** information of the relevant processes, procedures, forms and checklists needed to address risks and opportunities to the extent necessary to have confidence they are carried out as planned.

Relevant **documented** information needed to address risks and opportunities to the extent necessary to have confidence they are carried out as planned is contained within the following:

- Company Manual
- Company Risk Register (Risk Assessment)
- Project Risk Assessment (Project specific)
- Procedures Manual
- Project Management Plan (where required by contract)
- Emergency Response Plan (ERP)

- Registers
- Forms

Note: the above list of documents does NOT represent an order of precedence.

6.2.4 Acceptable Level of Risk, Risk Appetite and Extent of Project Controls

This is the **documented** process to define the company's acceptable risk level and management actions to be taken if assessed risk is higher than that level.

The Managing Director and Project Managers shall determine the amount of risk that RNL CONSTRUCTIONS is willing to accept, in pursuit of an opportunity, or the avoidance of risk for safety, quality and environment, which shall be documented as the residual risk in the **Company Risk Assessment**.

The following management actions shall be taken when the assessed level of risk after controls (residual risk score) are as follows:

Acceptable Level of Risk - Mandatory Management Actions

STEP 4: RECORD RISK	
SCORE	ACTION
4A: ACUTE	<u>DO NOT PROCEED until risk level is reduced:</u> immediately introduce high-level controls. <i>Re-assess before proceeding.</i>
3H: HIGH	<i>Review before commencing work.</i> Introduce new controls and/or maintain high-level controls to lower the risk level. Controls are to be monitored frequently.
2M: MOD.	<i>Maintain control measures.</i> Be cautious when working. Monitor and review regularly.
1L: Low	<i>Record and monitor.</i> Proceed with work. Regularly review risks.

In addition, the Managing Director and Project Managers shall take additional steps depending on the 'risk appetite', as determined by the Managing Director and documented within the **Company Risk Register (Company Risk Assessment)**, and carried over to the **Project Risk Register (Project Risk Assessment)**.

Project Managers shall not accept a residual risk score, after controls implemented, on their projects, which are higher than RNL Constructions' documented score for the company's "Risk Appetite" as documented by the Managing Director in the **Company Risk Register (Risk Assessment)**.

Written authorization is required from the Managing Director authorizing a residual risk score higher than the company's "risk appetite" score.

Procedures

Procedures referenced to in the **Company Risk Register (Company Risk Assessment)** or **Project Risk Register (Project Risk Assessment)** are documented in the **Procedures Manual**.

SWMS

SWMS referenced to in the **Company Risk Register (Company Risk Assessment)** or **Project Risk Register (Project Risk Assessment)** are documented as stand-alone SWMS and workers shall be consulted on the SWMS and are required to sign-off prior to commencement of work.

The Project Manager and Site Supervisor shall ensure that all Safe Work Method Statements (SWMS):

- Identify the work to be carried out
- State the hazards relating to the work and the risks to health and safety associated with those hazards
- Describe the measures to be implemented to control the risks
- Describe how the control measures are to be implemented, monitored and reviewed
- Take into account the risk and controls identified in the Project Risk Assessment (Project Risk Register) and this Safety Management Plan
- Must be readily accessible and easily understood by those who intend to use it

The Project Manager and Site Supervisor shall ensure that a **SWMS Review Checklist** is completed for every subcontractor's SWMS, and approved.

6.2.5 Significant Environmental Aspects

Those aspects that have or can have a significant environmental impact have been determined, defined as follows:

Any activity on construction sites that has potential to cause material or serious environmental harm, or actual environmental harm, to wetlands, waterways, rivers, and/or ocean – including harm arising from run-off, silt, debris and chemicals. Material environmental harm is defined in Queensland State legislation as harm that is not trivial or negligible in nature, extent, or context, or that causes actual or potential loss or damage to property between \$5000 and \$50000. It is the type of harm that falls below the threshold of “serious environmental harm” but is still significant enough to trigger legal obligations and potential penalties. Essentially, RNL CONSTRUCTIONS defines a significant environmental aspect where there is a duty to notify relevant authorities of an incident causing or threatening to cause either material or serious environmental harm to wetlands, waterways, rivers, and/or ocean.

The Managing Director shall ensure all significant environmental aspects are documented in the **Company Risk Register (Risk Assessment)**, and Project Managers in the **Project Risk Assessments**.

6.2.6 Waste Management Policy

RNL Constructions Pty Ltd recognises the environmental and business impact within its own business product and services. It is RNL’s objectives and goals to leave a small ‘footprint’ on the environment and identify sustainable processes align to the continual improvement standards of its products and services by following the guidelines of our Environmental Management System under ISO 14001 whilst align with our Environmental Policy.

RNL Constructions understands the benefits of our Environmental Management System to produce cost savings in purchasing materials, utilities, and waste management. RNL Constructions further understands the preservation of its workplace and that of their client job sites to adhere to all environmental laws, regulations and standard pertinent to the work conducted by RNL Constructions. RNL will actively look to reduce waste either by recycling, reusing, and reducing materials.

RNL Constructions disposes of waste containing asbestos from worksites. This requires special transport methods to deliver safely to Council waste management centres in particular, Browns Plains Waste and Recycling Centre facility. RNL Constructions also utilise our own vehicles and trailers to dispose of Waste at Council Refuses, alongside skip bins on job sites when waste exceeds 3m².

RNL Constructions has Confidential Waste Bin at Head Office to dispose of any paperwork in a confidential manner. RNL also has a can recycling bin at Head Office and utilises the “Containers for Change” program.

RNL Constructions implements training for all employees and sub-contractors on ‘best practice’ and sustainable processes that will contribute towards the continuous improvement process while meeting client expectations. The aim of RNL Constructions Waste Management Policy is to demonstrate good business practice with a reputation to consciously care for the environment and dispose waste responsibly.

The implementation of RNL Constructions Environmental Management System aligns with ISO 14001 and the Work Health & Safety’s ISO45001 OH&S standards. RNL Constructions Waste Management policy calls for continuous improvement in its Environmental Management activities and business according to the following principles:

RNL Constructions will:

- identify how we could reduce our waste impact.
- prioritise environmental management activities.
- demonstrate our accountability to government, client, and stakeholders.
- continually improve on our processes to meet client requirements.
- Provide on-going staff training and development.

Design-related WHS Buildability Issues

RNL CONSTRUCTIONS has no input into the design of the principal contractor/client therefore this does not apply. Where the Principal Contractor has no input into the design, a documented process exists for ensuring design-related WHS buildability issues are identified, assessed and controlled at the pre-construction phase.

This is the documented process to ensure residual buildability hazards identified are

transferred and addressed in the project specific risk assessment process

The Project Manager shall obtain and review a safe design risk assessment, including buildability issues from the client for all projects i.e., RNL Constructions' contracts do not include any design duties or control over the design decisions, prior to the construction stage of the project.

RNL CONSTRUCTIONS shall not conduct works unless a safe design risk assessment, including buildability issues, is received from the client.

The Project Manager shall identify and assess buildability issues at the pre-construction phase, by incorporating the design risk assessment, including buildability issues, into the **Project Risk Assessment** (completed at the pre-construction phase).

The Project Manager shall obtain the following from the client prior to the commencement of works:

- Approved and authorised contract;
- Approved and authorised construction plans and drawings;
- Safe design risk assessment, including buildability issues;
- Where required, obtain additional technical specifications e.g., MRTS;
- Conduct own Build Risk Assessment and cross-check with client buildability issues, and integrate any buildability hazards identified that cannot be adequately controlled at the design stage into the **Project-specific Risk Assessment**, which shall be used in the development of relevant **SWMS** and safe procedures.

Notes:

- Requesting a safe design risk assessment from the designer alone will not satisfy this criterion.
- A Risk Assessment that does not consider 'buildability' hazards will not satisfy this criterion.

HIRAC Shall be Conducted on Changes in Design, including Buildability Issues

This is the documented process to ensure a HIRAC process is conducted on changes to design during construction, with any new hazards or changes to hazard controls communicated to relevant workers

The Project Manager shall ensure that any design changes that occur during the construction phase of the project are assessed using the HIRAC process to see whether the change introduces new hazards, or changes existing hazards on the project, and that the changes to hazards or controls are communicated to relevant workers at the Pre-start.

The Project Manager shall ensure a build risk assessment is conducted for all design changes and cross checked with the client's buildability issues (in the safe design risk assessment) and integrate any buildability hazards identified that cannot be adequately controlled at the design stage, into the Project Risk Assessment (by applying the HIRAC process).

The Project Manager shall ensure that new hazards, or changes to existing hazards on the project, and changes to controls are communicated to workers at the Daily Pre-start Form.

Request for Information

All requests for information (RFI) shall be submitted to the client by e-mail. However, if the Client has elected a different system for RFI's, then the request shall be submitted through that system.

Variations

Where changes to the scope of the project or project variations occur, a variation shall be raised; all variations shall be approved by the Client.

A Design/Build Risk Assessment shall be conducted for all design changes, and for significant variations. The Design/Build risk assessment shall be documented in the Project Risk Assessment.

The Project Manager/Engineer shall maintain a log of all variations in the Variations Register.

6.2.7 Opportunities

Opportunities can lead to:

- the adoption of new practices,
- launching new products,
- opening new markets,
- addressing new customers,
- building partnerships,
- using new technology and
- other desirable and viable possibilities to address the organisation's or its customers' needs.

When planning for action, technological options, financial, operational and business requirements shall be considered.

6.2.8 Company Risk Register (Company Risk Assessment)

The **Company Risk Register (Risk Assessment)** provides a list of identified safety, quality and environmental issues, hazards and aspects that the company has assessed as being relevant and the controls implemented, together with the organisations level of appetite for risk (documented as a risk score).

The **Company Risk Register (Risk Assessment)** allows our Organisation to methodically assess each risk and to study each opportunity associated within our Organisational context and the needs and expectations of our interested parties.

The Managing Director shall ensure that if any of the listed control measures require further action, the action and/or control, responsibility for action and timeframe will be identified and documented in the Company Risk Register (Risk Assessment).

The Company Risk Register (Risk Assessment) is regularly reviewed at the **Monthly Management Meeting** and at the Management Review to ensure risks and controls

are still current, controls are still sufficient and effective, and that no new risks have been identified that need to be included.

Project Risk Assessments shall be regularly reviewed by the Project Manager.

6.2.9 Risk-based Thinking

It is incumbent on Managing Director and Project Managers to ensure risk-based thinking is integrated into the Organisation's culture. This includes training all personnel in the risk management methodologies and to ensure effective implementation of risk and opportunity management principles and activities by:

- Providing sufficient resources to carry out risk and opportunity management activities.
- Assigning responsibilities and authorities for risk and opportunity activities.
- Reviewing information and results from inspections and audits of risk and opportunity activities.

6.2.10 Identification of Legal Requirements (Legislation), Other Requirements, and relevant Codes of Practice and Australian Standards

Legal requirements, and other requirements to which the Organisation subscribes, can result in risks and opportunities to the Organisation, and are mandatory.

The Managing Director and Project Managers shall:

- determine and have access to the legal compliance obligations related to safety, quality and our environmental aspects,
- determine how these compliance obligations apply to the organisation and
- what needs to be communicated
- take these compliance obligations into account when establishing, implementing, maintaining and continually improving the HSEQ.

This is the **documented** process to ensure all health and safety legislation, Codes of Practice and Australian Standards are identified relevant to:

- The company operations; and

- The project/site activities.

The Managing Director, Project Managers and HSEQ Advisor shall identify legal requirements and Australian standards applicable to the organisation prior to any works, by direct access and review of the following relevant websites:

- <https://www.legislation.gov.au/>
- <https://www.worksafe.qld.gov.au/>
- <https://www.worksafe.qld.gov.au/news/safety-alerts> (daily updates)
- https://infostore.saiglobal.com/en-au/?gclid=CjwKCAjw-b-kBhB-EiwA4fvKrN3IH9b22mdR0uA_3yrHICYVu3xS6lfXQxzMnSWPKnZT-bNbHJpBpRoC7mEQAvD_BwE&gclid=CONSTRUCTIONS=aw.ds
- <https://www.legislation.qld.gov.au/OQPChome.htm> (daily updates, weekly updates, and cumulative updates)

The Managing Director, Project Managers and HSEQ Advisor shall also maintain subscriptions (e-mail updates) from websites (listed above), where subscriptions are permitted.

The Managing Director shall ensure the legal requirements and Australian Standards for the company operations are jointly identified by the Managing Director, Project Managers and HSEQ Advisor, at the Monthly Management Meeting and documented in the **Company Legal Register**

The Managing Director shall ensure on-going reviews for suitability and adequacy of identified health and safety legislation, Codes of Practice and Australian Standards to ensure processes and procedures remain suitable and adequate in addressing the requirements and this review shall take place at the Monthly Management Meeting (and documented in the minutes).

Updates and changes in legal requirements shall be identified using the tools (as discussed), including subscription updates (e-mails), and tabled at the Monthly Management Meeting by the Safety Advisor.

The Monthly Management Meeting shall always be attended by the Managing Director, Project Managers and HSEQ Advisor (compulsory).

The review shall include relevant procedural impacts of new and changing health and

safety legislation, Codes of Practice and Australian Standards, and once agreed by all parties at the Management Meeting, and the Managing Director shall ensure relevant changes and/or updates to the:

- **Company Legal Register**
- **Company Management Systems Manual (IMS Manual)** (this document)
- **Procedures Manual**, and where required to relevant templates, forms and checklists, and
- **Emergency Response Plan Template (ERP)**

The Project Manager shall review the **Company Legal Register**, and in consideration of additional project-specific legal requirements (where not identified in the **Company Legal Register**), and client requirements, and adjust the **Company Legal Register** to reflect the project-based health and safety requirements relevant to the scope of works for the project and document this as the **Project-specific Legislation Register**. Information in the **Company Legal Register** that is deemed not applicable to the project shall be removed by strike-through of non-relevant legislation/reference materials.

Similarly, the same process shall be followed for the project risk assessment, where hazards/risks not applicable to the project shall be removed by strike-through of non-relevant hazards/risks in the **Company Risk Register (Risk Assessment)** (prior to authorising the project **Construction Management Plan** and **Project Risk Assessment**).

The **Monthly Management Meeting** shall always be attended by the Director, Safety Advisor and all Project Managers.

In summary, the Managing Director and Project Managers shall ensure shall review of updates and changes in legal requirements, and the relevant actions to address relevant legal requirements and other requirements, how these compliance obligations apply to the Organisation, and how to integrate and implement the actions into its safety, quality and environmental management system processes or other business processes. Essentially, the reviews shall include a review of the relevant procedural impacts of new and changing legislation, Codes of Practice and Australian Standards on the scope of the Organisation and projects, and once agreed by all parties at the Management Meeting, the HSEQ Advisor shall make relevant changes and/or updates to the **Company Legal Register** and **Procedures Manual** and **Emergency**

Response Plan Template (ERP), with Project Managers updating associated **Project-specific documentation**.

The Director shall ensure that all Project Managers and Site Supervisors have electronic access to up-to-date versions of the safety, quality and environmental legislation, Codes of Practice and relevant Australian Standards as identified in the **Company Legal Register** via links already discussed.

Workers, sub-contractors or any other person working on may gain access to legal documents containing the legal obligations *via* direct request to Project Manager or Site Supervisor, where the Project Manager or Site Supervisor shall provide access to the requested documents. The process to gain access by workers shall be communicated at the Daily Pre-start Meeting.

The Managing Director and Project Managers shall ensure the evaluation of the effectiveness of these actions, as determined, when reviewing the **Company Risk Register (Risk Assessment)**, being part of the **Management Review Meeting**.

6.3 Objectives and Planning to Achieve Them

RNL CONSTRUCTIONS shall establish safety, quality and environmental objectives at relevant functions and levels to maintain and improve the IMS and to achieve continual improvement in IMS performance.

RNL Constructions' strategic objectives and directions are driven by both internal and external factors, risks, and needs and expectations of interested parties. Senior management evaluate, plan and monitor these external and internal factors to develop strategies to improve our business processes and performance.

RNL Constructions' objectives shall:

- be consistent with the safety, quality and environmental policies;
- measurable;
- take into account applicable requirements;
- be relevant to conformity of products and services and to enhancement of customer satisfaction;

- take into account applicable legal requirements and other requirements;
- take into account the results of the assessment of safety, quality and environmental risks and opportunities and other risks and opportunities;
- monitored;
- clearly communicated;
- updated as appropriate.

The Managing Director shall establish objectives have been established at relevant functions, levels and processes needed for HSEQ management, taking into account significant environmental aspects and associated compliance obligations and considering the risks and opportunities.

The Managing Director shall ensure the organisations safety, quality and environmental objectives and targets are **documented** (ISO does not mandate for **targets**) within the **Monthly Objectives and Targets Scorecard** (includes cumulative year to date), with this **Company Management Systems Manual** and associated **Procedures Manual**, **SWMS**, and **Construction Management Plan** (were required) includes the plans for achieving them

The **Monthly Objectives and Targets Scorecard** (includes cumulative year to date), **shall** be reviewed at the **Monthly Management Meeting**.

Plans include how to achieve the safety, quality and environmental objectives and targets, including:

- what will be done;
- what resources will be required;
- who will be responsible;
- when it will be completed;
- how the results will be evaluated.
- how the actions to achieve OH&S objectives will be integrated into the Organisation's business processes.

Senior management, in conjunction with Project Managers and Site Supervisors shall ensure that the relevant processes and resources affecting the company's safety, quality and environmental objectives are identified and monitored to ensure the necessary focus and priority to ensure the Organisation meets its objectives and

targets on a monthly basis.

The **Monthly Objectives and Targets Scorecard** shall be updated monthly and communicated during the Monthly Management Meeting, and management review, and updated when relevant change occurs.

Objectives, targets and KPI's for RNL CONSTRUCTIONS can include the following aspects of:

6.4 Planning for Changes (Changes to the IMS, not Customer or Operational Changes)

When the need for changes to the IMS are determined, the changes will be carried out in a planned manner.

- The purpose of the changes and their potential consequences
- The integrity of the IMS
- The availability of resources
- The allocation or reallocation of responsibilities and authorities Change is inherent to the continual improvement process, and RNL Constructions' management systems, processes, procedures, etc., will undergo change over time.

Management of change may occur proactively and reactively, as circumstances dictate.

Proactive change will take place as a result of:

- The identification of system improvement opportunities.
- The identification of non-conformities or corrective actions.
- New processes, or the removal of processes.
- Any other proactive measure deemed necessary by management to continually improve.

Reactive changes will take place as a result of:

- Industry conditions changing to a level that necessitates change
- Client or customer requirements resulting in a need for change
- Incidents or emergency responses.
- Any other reactive response deemed necessary by management that requires a change or modification.

For both proactive and reactive change, RNL CONSTRUCTIONS shall manage change in a risk-controlled manner to ensure the appropriate implementation of the change, as per the change management flowchart below.

All changes shall be discussed and agreed at the **Monthly Management Meeting**, with plans for implementing and managing the change documented, including responsibilities, update requirements and due dates.

7. SUPPORT

7.1 Resources

RNL CONSTRUCTIONS determines and provides the resources needed to implement and maintain the management system, and continually improve its effectiveness to deliver our services.

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during the **Monthly Management Meeting** and at the **Management Review**.

Resources include:

- Human resources.
- Specialised skills.
- Infrastructure.
- Buildings and associated utilities;
- Technology.
- Tools, plant and equipment.
- Hardware and software;
- Transportation resources;
- Information and communication technology.
- Financial

The qualifications, experience and responsibilities that are required for each position that affects the quality of our services and HSEQ system conformity have been identified.

Qualifications are reviewed upon hire, or when an employee changes positions, or if the requirements for a current position change, and are determined by the Managing Director and Project Manager.

Appropriate qualifications, along with the provision of any required training, provide the

competency required for each position at RNL CONSTRUCTIONS.

Qualified and competent persons are permitted to perform repairs and maintenance and appropriate records must be maintained to validate compliance. All maintenance schedules and programs shall be in accordance with the manufacturers or supplier's guidance.

7.1.1 Environment for the Operation of Processes

RNL CONSTRUCTIONS shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

A suitable environment can be a combination of human and physical factors, such as:

- social (e.g. non-discriminatory, calm, non-confrontational);
- psychological (e.g. stress-reducing, burnout prevention, emotionally protective);
- physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

These factors can differ substantially depending on the products and services provided, and it is expected that requirements will differ from project to project.

The Project Manager via. the **Project Management Plan** and **Daily Pre-start Risk Assessment process** shall plan and implement requirements for relevant factors to ensure a satisfactory social, psychological and physical environment.

In addition, the Site Supervisor shall make necessary provisions for relevant protective equipment to ensure that the workplace is safe, effective and efficient (as per **Project Construction Management Plan** and **Daily Pre-start Risk Assessment**).

The Managing Director and Project Managers are responsible for planning, providing and maintaining the infrastructure resources needed to achieve the desired quality output.

7.1.2 Monitoring and Measurement Resources, and Traceability

When measurement traceability is a requirement, or is considered by the Organisation to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

- calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;
- identified in order to determine their status;
- safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The Project Managers shall determine what monitoring and measurement resources are needed to ensure that validated and reliable results are achieved.

All calibrated equipment required for measurement traceability or is considered by the Organisation to be an essential part of providing confidence in the validity of measurement results used for the purpose of monitoring and measuring will be **documented** in the **Asset Register**, including documented evidence of calibration and expiry dates.

All relevant monitoring and measuring equipment shall be calibrated against international, national and/or the manufacturer's specifications, and where required, against measurement standards traceable to international or national measurement standards.

The calibration records shall be retained as documented information in the form of records as evidence of fitness for purpose of the monitoring and measurement resources.

The **Asset Register** shall identify the status of the measuring equipment and the equipment shall always be protected in appropriate storage devices, so that adjustments, damage or deterioration of the equipment cannot occur.

The Project Manager shall determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as necessary, including notifying

the client and updating the **Improvement Register**.

7.1.3 Organisational Knowledge

Organisational knowledge is an aspect that ensures that products and services can meet the requirements of clients and provide the needed value and assurance to achieve intended results. It is information that is used and shared to achieve the Organisation's objectives.

Organisational knowledge is knowledge specific to the Organisation; it is generally gained by experience. Knowledge is also communicated and shared throughout the organisation as needed.

Knowledge can include, but is not limited to:

- experience of skilled people applying safety, quality and environmental processes with operations.
- specifications, work instructions and procedures.
- Standards and guidelines, both internal and those acquired from third party sources (external documents, for example; Australian standards, codes of practice, newsletters from relevant organisations)
- SWMS
- meetings
- conferences and industry events
- knowledge of technologies and infrastructure relevant to our Organisation, etc.
- professional memberships e.g. Master Builders
- intellectual property;
- lessons learned from failures and successful projects;
- capturing and sharing undocumented knowledge and experience;
- the results of improvements in processes, products and services);
- gathering knowledge from customers or external providers
- Sources of external Organisational knowledge include webinars, conferences or knowledge gathered from customers or other external parties.

Organisational knowledge is recorded in documented information, where applicable, also embedded in our processes and services.

7.2 Training, Awareness and Competence

The Managing Director and Project Manager shall determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the IMS.

Persons can be considered competent on the basis of:

- appropriate education,
- training, or
- experience
- combination of the above factors

Staff members at RNL CONSTRUCTIONS are deemed competent on the basis of appropriate education, training, skills and experience, as employed for their position and evidence of competence shall be **documented** in the **Company Training Register**. Associated records of competence shall be maintained as **documented** information in personnel folders.

Minimum WHS Training, Competency, Qualifications & Licensing Requirements for Project Managers and Site Supervisors

This is the **documented** process to identify minimum WHS training, competency, qualification and licensing requirements for workers on the project.

- General Construction Induction Training (White or Blue Card)
- WHS and Legal Obligations for management– Duty of Care/Due Diligence
- Risk management Training (HIRAC), Risk Assessment or HIRAC - Evaluation and Assessment of Risk (as per Risk Management section and content of this IMS Manual)
- Training in IMS Company Manual and Procedures Manual, associated documents, forms, and checklists (Management Systems relevant to their role)
- Training in Construction Management Plan (CMP) (if required),
- High Risk Work License, where required for high-risk work and/or plant as defined in the WHS Act 2011 and Regulations 2011
- VOC for plant operations, for powered mobile plant

The Director and Project Managers shall ensure that any minimum WHS training, competency, qualification and licensing requirements (training needs) are documented in the **Company Training Register**, as GAPS, where applicable, for all Project Managers, Site Supervisors, and workers.

The Managing Director shall ensure that Project Managers, and Site Supervisors, are trained in their WHS legal obligations and duties and the Company Manual and associated documentation. Training shall be conducted by the Managing Director or safety consultant.

The training program shall encompass the specific WHS due diligence and WHS legal obligations with content as documented in this IMS Manual, which shall take place upon commencement with the Organisation, and **documented** at the **Monthly Management Meeting** (minutes).

The Managing Director shall also ensure that Project Managers, and Site Supervisors, are also trained in developing and producing the Project-specific Management Plan and associated **Project Risk Assessments**, and **SWMS**, and completing the **Monthly Objectives and Targets Scorecard** (performance monitoring) and recorded in the at the **Monthly Management Meeting** (minutes).

Minimum WHS Training, Competency, Qualifications & Licensing Requirements for Workers

- **General Construction Induction** Training (White or Blue Card).
- Risk Management (HIRAC) training (as per HIRAC section and content of this Safety Manual)
- SWMS Training (against relevant project-specific SWMS to be used by the worker)
- High risk work activities that that require licenses as required by legislation (licence = training)
- **Verification of Competency (VOC)** for plant (specific plant used by specific operators)

Other relevant training and competency requirements identified once the scope of works is known, and decisions made on specific project resourcing at the Monthly Management Meeting. This additional training shall be documented in the **Company Training Register** by the respective Project Managers.

Risk Assessment or HIRAC Training

This is a **documented** process to ensure the evaluation and assessment of risk (Risk Assessment or HIRAC process) is undertaken by personnel trained in the use of the company's HIRAC methodology and tools.

The Managing Director and Project Managers (for their individual projects) shall ensure that all personnel who are completing or participating in project risk assessment (HIRAC) processes are trained in the company's specific HIRAC methods and associated forms and tools.

Essentially, the evaluation and assessment of risk (**Risk Assessment or HIRAC process**) shall only be undertaken by personnel trained in the use of the Company's Risk Assessment (HIRAC) Methodology and Tools.

Trained means that a worker has been trained internally, with training content including the Evaluation and Assessment of Risk (Risk Assessment Process or HIRAC) available in the relevant section of this **Company Management Systems Manual** or within the **Procedures Manual**.

Project Managers shall receive the above training in the company's Evaluation and Assessment of Risk Process (Risk Assessment Process or HIRAC) at the first **Monthly Management Meeting** (minutes shall be the training record).

Training by an RTO

The following specific occupational training shall be conducted by an RTO, where required. This occupational training is only required for the specific workers who are assigned the following work/occupations as documented in the **Company Training Register** and **Emergency Response Plan (ERP)**:

- Warden (over 30 staff)
- First Aider
- Respirator (Mask) Fit Testing – carpenters and plasterers
- Working at Heights
- Overhead Electrical Awareness (internal)
- Asbestos Awareness – all internal staff

- Environmental Awareness (internal)
- Chemical Spill Management Training (internal)

When additional training requirements or mentoring is identified by the Managing Director, Project Manager or Site Supervisor on the job, this shall be recorded as a GAP in the RNL CONSTRUCTIONS Company Training Register with training scheduled and provided.

Records of training shall be documented in the **Company Training Register** and **Personnel folders** (held by the Managing Director).

In addition, when the Managing Director and Project Managers conduct performance evaluations (at least annually), these shall include identification of additional training requirements and/or mentoring to ensure workers is trained and competent to perform their assigned duties. Additional training requirements may also be identified at **Monthly Management Meeting**.

When additional training requirements or mentoring is identified by the Managing Director shall record the training as GAPS in the **Company Training Register**, with training scheduled and provided.

Records of training shall be documented in the **Company Training Register** and **Personnel folders**.

Verification of Minimum WHS Training, Competency, Qualification and Licensing

This is the **documented** process to ensure identified minimum WHS training, competency, qualification and licensing requirements are verified and to ensure WHS training provided to employees is recorded

The Site Supervisor shall verify minimum WHS training, competency, qualification and licensing requirements specified for all workers (as per previous section) during the Daily Pre-start process, by referencing and checking the **Company Training Register**. The Site Supervisor shall also verify the additional WHS training, competency, qualification and licensing requirements specified for workers at the Pre-start Meeting using the **Company Training Register**.

Additional training requirements can only be determined once the project scope of works is known, and decisions are made on specific project resourcing and associated additional WHS training, competency, qualification and licensing. This shall take place at the Monthly Management Meeting, and documented in the **Company Training Register** by the respective Project Manager.

Approval and sign-off of the Daily Pre-start Meeting Form by the Site Supervisor implies that minimum WHS training, competency, qualification and licensing requirements have been verified, as documented in the **Company Training Register**.

The Site Supervisor shall not permit works by any worker where overdue minimum requirements have expired, or where overdue minimum training requirements that are booked, however not yet delivered and updated in the **Company Training Register**.

Notes:

Overdue minimum training requirements that are booked but not yet delivered will not satisfy this criterion.

Visitors

Head Office Visitors shall be accompanied at all times by an employee who has received all necessary inductions.

All visitors shall introduce themselves at Head Office.

There are no site visitors, as materials and goods are brought to site by employees.

7.3 Communication

Communication and consultation are important to make sure all employees, external providers, visitors, clients and interested external parties share and are provided with information about, and provide input into, decisions relating to:

- Hazards/risks and aspects/impacts together with relevant controls associated with their duties

- Potential exposure to hazards/risks
- Work site arrangements relating to the management of safety, quality and environmental practices
- Incident and Hazard reporting processes

RNL CONSTRUCTIONS has determined the internal and external communications relevant to the safety, quality and environmental management system, including:

- on what it will communicate;
- when to communicate;
- with whom to communicate;
- how to communicate;
- who communicates.

The Organisation shall take into account diversity aspects (for example language, culture, literacy, disability), where they exist when considering its information and communication needs.

Communication is achieved through various mechanisms, including:

- meetings (periodic, scheduled and/or unscheduled) to discuss and update on safety, quality and environmental matters i.e., Monthly Management Meeting, Daily Pre-start
- safety Alerts
- communicating results of inspections and the internal audit process
- internal emails
- noticeboards
- worker's involvement in Site Inspections and Audits
- Management Review
- Calendars
- external emails to customers and suppliers
- tender submissions
- requests for Information (RFI)
- Requests for Quote (RFQ)
- purchase Orders
- contracts
- management plans
- schedules

- RNL Constructions' "open door" policy which allows any employee access to Senior Management

With the exception of RNL Constructions' "open door" policy which allows any employee access to Senior Management, the above mechanisms and information shall be **documented**, where practicable.

Project Managers are specifically responsible for communicating the importance of meeting customer, statutory and regulatory requirements within their respective projects and areas of authority.

RNL CONSTRUCTIONS shall communicate relevant information externally as required by its legislation and client, supplier and sub-contractor requirements etc.

Monthly Management Meeting

The following shall be discussed at the Monthly Management Meeting:

General

- Current Projects and Status
- Potential Upcoming Projects
- Finance/Accounts
- Upcoming Annual Leave
- Public Holidays
- Resourcing/Human Resources

HSEQ Agenda

- Review Improvement Register including all Incidents and Near Misses
- Safety Alerts
- Identification of new Hazards/Risks
- Review of Master Risk Assessment
- Review of Company Company Legal Register (Master Company Legal Register)
- Due Diligence / Duty of Care Training

- Evaluation of the Monthly Project(s) and Company WHS Objectives and Targets Scorecard
- Evaluation of the Monthly projects' WHS Inspection Report (one for each project)
- Evaluation of the WHS Audit Reports
- Evaluation of the effectiveness of company, project and task specific HIRAC processes
- Training (and Requirements)

Liaison with Client to Implement a HIRAC

This is the **documented** process to liaise with client to implement a HIRAC process for any hazards impacting any of the parties

The Project Manager shall ensure they identify and interact with all relevant stakeholders and implement a HIRAC process to manage the hazards that may impact the stakeholders or the project.

Evidence of liaison/interaction with relevant stakeholders, to implement a HIRAC process for any hazards impacting any of the parties, includes the following:

- Project Pre-start meetings(s) with client and stakeholders present (compulsory)

The Project Manager shall ensure HIRAC is conducted for each individual hazard identified through the liaison/interaction with stakeholders, together with implementing associated controls to manage the hazards identified through liaison with stakeholders.

Hazards impacting stakeholders shall also be identified from the design and procurement risk assessment process.

The hazards, risks and controls identified through the liaison/interaction process with stakeholders shall be documented in the Project-specific Risk Assessment (RNL CONSTRUCTIONS Project Risk Assessment).

Daily Pre-start Risk Assessment

The Site Supervisor shall conduct a daily Pre-start Meeting at the beginning of each shift using the Pre-start Form (RNL CONSTRUCTIONS Pre-start Form). The meeting shall be attended by all workers and subcontractors working on the project and **documented** (ISO and Federal requirement), together with mandatory sign-off by all parties (workers, subcontractors, labor-hire and client representatives etc.).

The meeting is intended to ensure all site personnel are aware of the scope of activities and tasks to be performed for the day, the potential hazards and risks and the associated control measures, including procedures and SWMS that need to be followed.

Again, the Daily Pre-Start Form shall be signed by all attendees at the meeting (mandatory). The Site Supervisor shall ensure workers who do not acknowledge and sign the Pre-start and SWMS shall not be permitted to work.

Again, the **Daily Pre-start (Risk Assessment)** shall also include verification of minimum WHS training, competency, and qualification (as per **Company Training Register**), and licensing, and to ensure provision of the following information, instruction and training,

- verification of:
 - Aroflo Task Page
 - General Construction Induction Training (White or Blue Card)
 - JSEA/ pre-start
 - Location of IMS Company and Procedures Manual
 - Construction Management Plan (where required by client)
 - SWMS, where required
 - High Risk Work License, where required
 - VOC for plant operations, where required
- safety, quality and environmental policy
- workers contribution to the effectiveness of the safety, quality and environmental management system, including the benefits of improved performance;

- the implications of not conforming with the management system requirements.
- hazards, risks, and actions that are relevant to them.
- reporting incidents and investigations that are relevant to them.
- Reporting non-conformances
- the ability to stop work if in danger or at risk; and the arrangements to protect them from undue consequences for doing so.

The Site Supervisor shall sign-off the **Daily Pre-start Risk Assessment** after verifying minimum training, competency, qualification and licensing requirements have been verified.

The Site Supervisor shall not permit works by any worker in the absence of the minimum training requirements, expired, or where expired and training booked, however not yet delivered and updated in the **Company Training Register**.

Involvement of Workers in Development of Site WHS Procedures

This is the **documented** process to ensure workers, or their health and safety representatives, are involved in the development of site safety procedures relevant to the work they are undertaking.

The Project Manager and Site Supervisor shall engage with workers or their WHS representatives at the commencement of the project when developing health and safety procedures and SWMS and safe work procedures, that are within the scope of works being undertaken by the workers.

Relevant draft SWMS (project-specific SWMS) and procedures (where required) shall be presented to workers at the first Pre-start Meeting, and SWMS reviewed in consultation with workers and validated at the Pre-start Meeting, by sign-off of the:

- Pre-start Risk Assessment and
- SWMS (SWMS shall have a consultation clause and be signed off by all workers).

The Project Manager and Site Supervisor shall develop the draft project-specific SWMS and procedures (for consultation with workers) using the RNL CONSTRUCTIONS Project Risk Assessment, together with the Design Risk Assessment (from client) including consideration of buildability issues, and requirements of legislation, Codes of Practice, and relevant Australian Standards.

When changes are proposed and/or required by workers to SWMS and/or safe work procedures, the Project Manager and Site Supervisor shall, again, present a draft revised SWMS and/or safe work procedure (project-specific SWMS including changes) to workers at the Pre-start Meeting prior to works commencing, and finalised in consultation with workers and, again, validated by workers by sign-off of both the Pre-start Risk Assessment, and SWMS.

The Project Manager and Site Supervisor shall ensure all workers have sufficient opportunity to review the SWMS and safe work procedures, and have time to discuss amongst themselves, and then provide input and/or feedback to the Project Manager and Site Supervisor.

Notes:

A generic statement that workers have been involved in the development of the procedures will not satisfy this criterion.

Induction of Workers in the Site Safety Procedures

This is the **documented** process to ensure workers are inducted in the site safety procedures relevant to the work they are undertaking.

The Project Manager shall ensure all workers are instructed in the site safety procedures of the work they are undertaking, including but not limited to Risk Assessments, SWMS and procedures etc.

The Project Manager and Site Supervisor shall ensure instruction in the site safety procedures takes place as follows, prior to commencement of any works:

- all relevant safety and environmental procedures relevant to the work they are undertaking, including relevant site-specific SWMS.
- **Daily Pre-start (Risk Assessment)** – this is also an induction into the relevant site safety procedures relevant to the days works, which cannot be covered-off in the RNL CONSTRUCTIONS Site Induction Form

All inductions shall be signed-off by workers as worker acknowledgement of instruction in site safety procedures.

Notes:

- Induction that only captures some of the site safety procedures relevant to the work being undertaken will not satisfy this criterion.
- Induction with no evidence of worker acknowledgement of instruction provided will not satisfy this criterion.

External Communication

RNL CONSTRUCTIONs Managing Director shall ensure that all official external communications are approved by a senior manager before release.

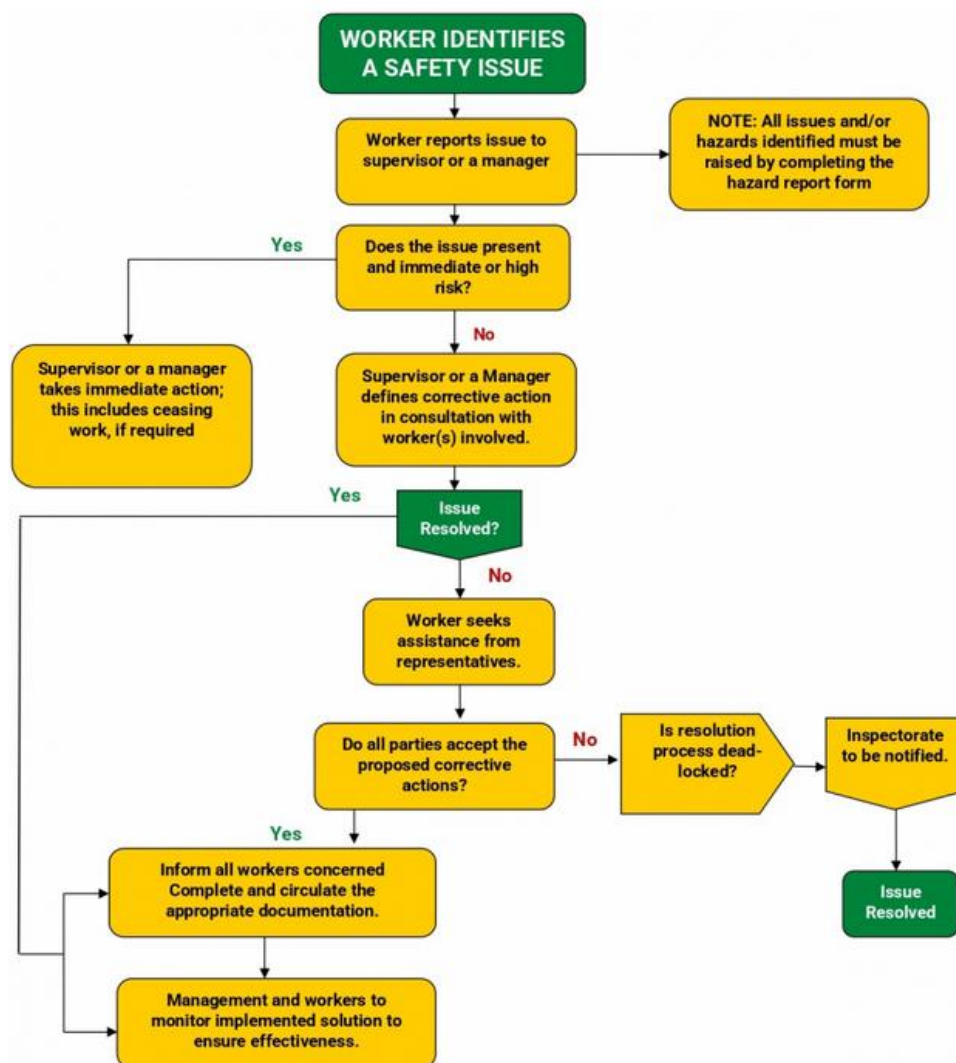
Where required, advice appropriate to the context of the communication may be sought concerning the content and dissemination of certain external communications, and approved by the Managing Director. Responses shall be retained and controlled in accordance with the requirements for documented information.

WHS and Other Issues Resolution Process

This is the **documented** process for WHS issue resolution which shall be communicated to all workers on site. The WHS Issue Resolution Procedure (WHS Issue Resolution Procedure) shall be communicated at the Site Induction (Site Induction Form), and made available on the notice board in the project office or on Site Docs virtual notice board (resources).

The Managing Director and Project Manager and workers shall resolve any issues related to WHS by following the WHS Issue Resolution Procedure and relevant requirements of legislation.

WHS and Other Issues Resolution Flowchart



Notes:

Posting the Issue Resolution procedure on the site notice board alone will not satisfy this criterion.

7.3.1 Notifications to Regulatory Authorities

The Managing Director is responsible for notifying the state or federal authorities immediately once they become aware of a death or within 24 hours of a notifiable incident, by the fastest possible means.

A list of notifiable incidents is documented in this IMS Manual.

For all notifiable incidents, nobody shall tamper with the incident scene unless:

- approved by a Work Health and Safety (WHS) Inspector, Environmental Protection Inspector or the Police, or
- if modification of the incident scene is required to prevent further harm, suffering, minimise environmental impact, or to make the area safe.

Notifiable incidents

The Person Conducting a Business or Undertaking (in this case the RNL CONSTRUCTIONS Project Manager) or an officer (in this case the Managing Director) of the organisation has a legislative responsibility to immediately notify WHS QLD of certain types of incidents and events which may occur on any RNL CONSTRUCTIONS owned/operated facility.

Notifiable Incidents are classified as below, being a serious injury or illness, or a dangerous event:

Serious injury or illness:

The Work Health and Safety Act 2011 set out that a serious injury or illness of a person is:

an injury or illness requiring the person to have

- immediate treatment as an in-patient in a hospital
- immediate treatment for
- the amputation of any part of his or her body

- a serious head injury
- a serious eye injury
- a serious burn
- the separation of his or her skin from an underlying tissue (such as degloving or scalping)
- a spinal injury
- the loss of a bodily function
- serious lacerations

or

- medical treatment (treatment by a doctor) within 48 hours of exposure to a substance
- any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work with micro-organisms

or

- that involves providing treatment or care to a person

or

- that involves contact with human blood or body substances

or

- that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products
- the following occupational zoonoses contracted in the course of work involving the handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products
 - Q fever
 - Anthrax
 - Leptospirosis
 - Brucellosis
 - Hendra virus
 - Avian influenza
 - Psittacosis.

Dangerous incident:

A dangerous incident is an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel.
- Any incident which meets that of any of the above shall be notified as soon as practicable to the Regulator in accordance with Section 38 of the QLD WHS Act 2011

7.4 Documented Information

RNL Constructions' management system is made up of processes, procedures, forms and checklists. The International ISO Standards do not require anything to be documented beyond the mandatory “documented information” as required by the Standards.

RNL Constructions' safety, quality and environmental management system shall include, at minimum:

- **documented information** required by this International Standard;
- **documented information** determined by the Organisation as being necessary for the effectiveness of the safety, quality and environmental management system.

The extent of RNL Constructions' management document system has been determined based on the following:

- size of RNL CONSTRUCTIONS, and size of individual projects
- complexity and interaction of the processes
- external and internal issues (context)
- needs and expectations of interested parties
- regulatory and other requirements to which the Organisation subscribes
- risks and opportunities
- competence of personnel

Important: For the purpose of external audits, RNL Constructions' processes and procedures shall be explained and demonstrated, rather than producing documented information, except where **documented information** is mandatory as required by the Standards.

Documents and records required for the IMS shall be controlled in accordance with the **Document Management Procedure** and **Records Management Procedure** (refer to **Procedures Manual**).

Documented information of external origin determined by the Organisation to be necessary for the planning and operation of the quality management system shall be identified as appropriate and be controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

The Managing Director shall ensure the Documents and Records Management Processes are implemented including the controls needed for the:

- identification,
- storage,
- distribution,
- access/retrieval
- control of changes (e.g. version control);
- protection e.g. from loss of confidentiality, improper use, or loss of integrity,
- retention and disposition.
- storage and preservation, including preservation of legibility;

These controls are also applicable to those records which provide evidence of conformance to requirements; this may be evidence of Service requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance.

Safety, quality and environmental records include any records which provide evidence of the effective operation of the management system, including:

- emails,
- diaries and
- handwritten notes.

7.4.1 “Information” versus “Documented Information”

Where this Company Manual refers to “information” rather than “documented information” (e.g. in clause 4.1 “The Organisation shall monitor and review the information about these external and internal issues”), there is no requirement that this information is to be documented.

Therefore, in such situations, the Organisation can decide whether or not it is necessary or appropriate to maintain documented information.

However, for mandatory “documented information” as required by the Standards or

legislation, the **Document and Records Management Procedures**, together, details the identification, storage, retrieval, protection, retention time and disposition of records. Records shall remain legible, readily identifiable and retrievable.

7.4.2 Extent and Variation of Documented Information

The extent of documented information for RNL Constructions' safety, quality and environmental management system can differ from one department to another, and from one project to another due to:

- the size of the department or project and the type of activities, processes, products and services;
- the complexity of processes and their interactions;
- the competence of persons.

In terms of documented information required by the ISO Standards, this Company Management Systems Manual prescribes the minimum requirements for documentation as prescribed by the Standards being **highlighted in yellow** throughout this manual.

However, the Managing Director or Project Manager may require additional documented information depending on the factors listed above. Therefore, RNL CONSTRUCTIONS could retain additional documented information, however, it does not mean that this information is excluded from the IMS just because it has not been referenced, prescribed or designated as a requirement or as “documented information” within this manual.

In addition, the Project Manager is at liberty to substitute one form of “documented information” as described in this manual, for another, in instances where both the intent and equivalence can be reasonably demonstrated. Substituted documented information is excluded from the IMS just because it has not been prescribed, or designated, as “documented information” within this manual.

This rationale is made clear in Clause 5.4.2 of the ISO 9001 Standard, being:

*“To the **extent necessary**, the Organisation shall:*

- maintain documented information to support the operation of its processes;
- retain documented information to have confidence that the processes are being carried out as planned”.

7.4.3 Privacy Policy

RNL Constructions Pty Ltd is committed to adhering to all obligations under the Privacy Act as the privacy of information is very important to this business. We are required to comply with the *Federal Privacy Act 1988* and the Australian Privacy Principles, and therefore our privacy policy applies to any personal information we collect, use or disclose, including the personal information of our employees and contractors. Disposal of all confidential materials is collected by external security services in locked container for destruction off premises.

How and why, we collect personal information

We collect personal information to provide various services to our clients. With consent, we may also use personal information for related purposes including providing clients with updates on our products and services.

How we use and disclose personal information

We do not use or disclose personal information for any purpose that is unrelated to the services we provide and that you would not reasonably expect (except with client consent). We have a duty to maintain the confidentiality of our clients' affairs, including personal information. Our duty of confidentiality to our clients applies, except where disclosure of personal information is consented to by the client or is compelled by law.

Client personal information may be disclosed to approved third parties who are also required to comply with the Australian Privacy Principles.

Security of your personal information

We endeavour to protect any personal information that we hold from misuse and/or loss, and to protect it from unauthorised access, modification and/or disclosure.

To gain access to your personal information, correct or update your personal details, register a complaint about a breach of your privacy, or you have any other query relating to our privacy policy, please contact us.

8.0 OPERATIONS

8.1 Operational Planning and Control

The Managing Director and Project Managers shall plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement actions by:

- determining the requirements for the products and services;
- establishing criteria for the acceptance of products and services
- determining the resources needed to achieve conformity to the product and service requirements;
- implementing control of the processes in accordance with the criteria;
- control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary
- determining, maintaining and retaining documented information to the extent necessary, as determined by the Managing Director and relevant Project Manager (Project specific):
 - to have confidence that the processes have been carried out as planned;
 - to demonstrate the conformity of products and services to their requirements

The extent of RNL Constructions' documented management system has been determined based on the following:

- size of RNL CONSTRUCTIONS, and size of individual projects
- complexity and interaction of the processes
- external and internal issues (context)
- needs and expectations of interested parties
- regulatory and other requirements to which the Organisation subscribes
- risks and opportunities
- competence of personnel

8.2 Requirements for Products and Services

RNL CONSTRUCTIONS is committed to exceeding all customer's expectations, where effective customer communication is essential to delivering customer satisfaction.

RNL CONSTRUCTIONS shall ensure that customer requirements are clearly articulated and that their requirements are captured and understood before the acceptance of an order.

Customer Communication

Effective customer communication helps to reduce customer dissatisfaction and, in many cases, may turn a dissatisfying scenario into a satisfying experience.

The above is achieved via. effective communication with customers, which shall include the following actions *inter alia*:

- providing information relating to products and services;
- handling enquiries, contracts or orders, including changes;
- obtaining customer feedback relating to products and services, including customer complaints;
- handling or controlling customer property;
- establishing specific requirements for contingency actions, when relevant.

Specific mechanisms of customer communication can occur through the following formats, events and processes *inter alia*:

- Enquiries, quotations and purchase orders, invoices and credit notes
- Confirmation of orders and amended orders
- Delivery notes and certificates of conformity.
- E-mails, letters and general correspondence.
- Phone calls
- Customer feedback and complaints management process.

When determining the requirements of our clients' products and services, the Estimators and Project Managers shall ensure that:

- the requirements for the products and services are defined, including:
 - any applicable statutory and regulatory requirements;
 - those considered necessary by the Organisation;
- the Organisation can meet the claims for the products and services it offers.

RNL Constructions' client requirements may be documented as any one or more of the following:

- Quote Requests and Authorisation
- Pre-approved panels eg Sedgwick, QBCC, QBuild
- Tenders
 - Drawings
 - Design specifications
 - Design Risk Assessments
 - Material specifications
- Statutory and regulatory requirements related to the service
- Contracts

RNL Constructions' Tender/Contract Process is also used to establish:

- Other non-customer specified performance requirements.
- Requirements not stated by the customer, but which are necessary for specified or intended use.
- Any additional requirements determined by RNL CONSTRUCTIONS.

The Managing Director shall ensure the Estimator, Project Managers and Site Supervisors establish relevant processes and methods of communication with their specific customers to ensure that inquiries, contracts or order handling (including amendments, customer feedback or complaints) are handled expeditiously and professionally.

In addition, the Estimator, Project Managers and Site Supervisors are made aware that these customer-driven processes require clear, and often repeated, customer interaction(s) to understand the customer's needs in order to both meet and exceed expectations.

8.2.1 Review of the Requirements for Products and Services

RNL CONSTRUCTIONS shall ensure that it has the ability to meet the requirements for products and services to be offered to customers.

RNL CONSTRUCTIONS shall conduct a review before committing to supply products and services to a customer, to include:

- requirements specified by the customer, including the requirements for delivery and post- delivery activities;
- requirements not stated by the customer, but necessary for the specified or intended use, when known;
- requirements specified by the Organisation;
- statutory and regulatory requirements applicable to the products and services;
- any requirements not strictly stated by the customer, but necessary to complete the processes;
- contract or order requirements differing from those previously expressed are resolved.

In addition, the Managing Director, Estimator and Project Managers shall also ensure that all customer's requirements have been confirmed in preceding processes and steps such as:

- RFI's
- Tenders
- Changes to requirements, drawings and/or specifications
- Internal requirements of RNL CONSTRUCTIONS are specified and documented.
- Any contract or order requirements differing from previously ordered services have been examined and any issues resolved.

The Organisation shall retain documented information, as applicable:

- on the results of the review;
- on any new requirements for the products and services.

The Estimator and Project Managers shall ensure all customer's requirements are confirmed before acceptance, and that RNL CONSTRUCTIONS has the capability and capacity to meet all the customer's requirements, prior to signing the contract for the

supply of products and services.

These requirements are achieved by the Managing Director, Estimator, and Project Manager conducting a Tender Review prior to submission of a tender, to ensure the above elements are verified and agreed and finalized. Documented information in the form of minutes of the review shall be maintained as Tender Review Meeting Minutes.

Customer requirements shall be confirmed before acceptance by the exchange of contracts or purchase orders, via appropriate electronic or hard copy formats.

8.2.2 Changes to the Requirements of Products and Services

The Managing Director and Project Manager shall ensure that all relevant documented information relating to changes in product and service requirement is authorised and amended where necessary.

The Managing Director and Project Manager shall ensure any changes to a contract or specific order (requested internally, or by the customer) shall be confirmed and documented, typically as a Variation, with relevant support documentation such as drawing revisions, changed specification. Documented information could also be any other form including any one or more of the following:

- Email
- Formal variations
- amendment to the:
 - Drawings
 - Design specifications
 - Design Risk Assessments
 - Material specifications
- New or changed statutory and regulatory requirements related to the service
- Amendment to contracts
- Amendment to authorisation

The Managing Director or Project Manager shall communicate the change with both internal and external stakeholders, where relevant, Changes requiring any special considerations shall also be communicated. Where changes or conditions are

communicated verbally, a record of the communication shall be made via email or within Aroflo or within the Daily Pre-start Risk Assessment.

8.3 Production & Service Provision

8.3.1 Control of Production and Service Provision

The Project Manager and Site Supervisor shall implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable:

- the availability of documented information that defines:
 - the characteristics of the products to be produced, the services to be provided, or the activities to be performed (Tender, Contract, Drawings and Specifications etc.)
 - the results to be achieved; (as per Tender, Contract, Drawings, Specifications, SWMS)
- the availability and use of suitable monitoring and measuring resources;
- the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- the use of suitable infrastructure and environment for the operation of processes;
- the appointment of competent persons, including any required qualification;
- the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- the implementation of actions to prevent human error;
- the implementation of release, delivery and post-delivery activities.
- the implementation of actions to prevent human error;
- the implementation of release, delivery and post-delivery activities.

RNL CONSTRUCTIONS controls its construction projects via. specific requirements documented within any one or more of the following:

- Drawings (from client)
- Specifications (from client)
- **Project Risk Assessment where required over \$400,000** (conducted by Project Manager and Estimator, using the Company Risk Register (Risk Assessment) as a Template)
- Construction Methodology (finalized during the tender process)
- Safety, Quality and Environmental Procedures including those in the **Procedures Manual**
- **Safe Work Method Statement (SWMS)**, where required by legislation
- **Project Management Plan** - if required by contract, typically consolidates a number of the above documents, including *inter alia*:
 - Design Risk Assessment
 - Project Risk Assessment
 - Construction Methodology
 - Safety, Quality and Environmental Procedures
 - Safe Work Method Statements (SWMS), where required by legislation

Refer to the **Procedures Manual** for the requirements of a **Project-specific Management Plan**.

The Project Manager is responsible for developing the Project-specific Safety Management Plan (SMP).

The use of suitable infrastructure and environment for the operation of processes is determined by:

- **Daily Pre-start (Risk Assessment) / JSEA**
- **Procedures**

Competent persons are identified and assigned using designated positions, with the verification of training and competency *via*. **Company Training Register**.

8.3.2 Roofing Policy

RNL Constructions Pty Ltd recognises the importance and impact of safety to all employees and subcontractors when working on roof tops for roof assessment inspections and/or repairs and restoration.

Under Work Health & Safety's ISO 45001 OH&S standards RNL Constructions will be responsible in providing information such as SWMS for Roofing scope of works when required.

RNL Constructions will provide clear instructions for each job to complete a JSEA before entry/access to roof top to:

- Identify any safety concerns to overhanging electrical wiring, roof type i.e. pitch and/or materials, any damages to roof top and weather conditions on the day to warrant a second person required.
- Identify ground level flat or sloping to obtain true height measurements for entry/access to roof. If the height is 3 metres and over, a fall protection type may be required.
- Assess each scope of works for Roofing will require a ground level visual assessment first to identify height from ground level to roof top, ground stability or sharp/dangerous items.
- Identify restricted areas to entry/access to roof top.
- Identify electrical items and must stay 3metres from point of attachment.
- Complete the assessment with photographic evidence (Safety permitting) and considered all above points.

RNL Constructions subcontractor before entry/access to roof top will provide all their business documents such as:

- Company specific Roofing SWMS.
- Public Liability, Professional Indemnity and WorkCover insurances.
- Work Health Safety card
- QBCC Trade licence and/or ABLIS (Australian Business Licence and Information Service)

RNL Constructions will:

- Ensure environmental management activities adhere to removal of old materials from site.
- Continually improve on our processes to meet client requirements.
- Provide on-going staff training and development while adhering to Safe Work on Roofs information.

8.3.3 Identification and Traceability

Stored equipment, materials and products belonging to customers are identified as to type, description and inspection status.

Project identification and traceability typically include the allocation of the following:

- Job Number
- CustOn / Purchase Order Number
- Goods receipt against purchase order number
- Address
- Invoice Number

The top identification and traceability element is the Job Number, with all others linked to the unique Job Number.

The Project Manager is responsible for the implementation, maintenance and retention of relevant **documented information** necessary to enable identification and traceability, using the above identification mechanisms/numbers/references in Aroflo (task page).

8.3.4 Property Belonging to Customers or External Providers

The Project Manager and Site Supervisor shall ensure the exercise of care with property belonging to customers or external providers while it is under the Organisation's control or being used by the Organisation.

Customer's or external provider's property can include:

- materials,
- components,
- tools and equipment,
- premises,
- intellectual property and
- personal data.

The Project Manager and Site Supervisor shall identify, verify, protect and safeguard

customers' or external providers' property provided for use or incorporation into the products and services.

The Project Manager and Site Supervisor are responsible for the receipt, handling, storage and control of customer-supplied products. Customer-supplied products are identified, inspected, verified, stored and maintained as other purchased products for the project.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the Organisation shall report this to the customer or external provider and retain **documented information** on what has occurred via email to the customer or external provider, and create an entry in the **Improvement Register**.

Any customer-supplied product that is lost, damaged, or otherwise unsuitable for use shall be reported immediately to the customer, usually via email, and documented information shall be maintained.

The Site Supervisor is responsible for inspection of the customer-supplied products to assure conformance to defined products and documentation requirements.

8.3.5 Preservation

The Project Manager and Site Supervisor shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

Preservation can include:

- identification,
- handling,
- contamination control,
- packaging,
- storage,
- transmission or transportation, and
- protection.

The following methods are used to enable effective preservation processes:

- Materials, components and products are handled and stored on site in a manner that prevents damage or deterioration, pending use or delivery.
- Controls are implemented to prevent mixing conforming and non-conforming materials.
- Specialist equipment will be fit-for-purpose, maintained and operated by competent persons to ensure limited opportunity for damage.
- All products are suitably packed to prevent deterioration or damage during handling, storage and delivery.

If damage or defective items are identified, they are to be reported and documented to the Site Supervisor, who shall create an entry into the Site Improvement Register or Improvement Register

The Organisation ensure they maintain all relevant insurances, and that subcontractors have appropriate plans for the proper handling of goods according to applicable legislation and/or industry standards. Other controls may be considered if further complexities are introduced to the current work system.

8.3.6 Control of Changes

Changes in our service requirements are identified and recorded, and any changes made are reviewed, verified, validated and approved by the Project Manager, by signing the relevant document showing the change(s)..

The review of changes includes evaluating the effects of those changes upon constituent products and services already delivered.

Documented information in the form of records shall be retained with regards to the review and resulting change actions. The documented information shall also demonstrate who authorised the changes and the decisions made accordingly.

Typically project changes are **documented** with updates to:

- Design(s);

- Drawings;
- Specifications; or
- variation to agreed work, provided by the client.
- Site Instruction (shall be documented in Aroflo)

However, changes may also be identified, recorded and reviewed by the Project Manager signing any one or more of the following:

- Email (acknowledgement of change)
- Amendment to the:
 - Drawings
 - Design specifications
 - Design Risk Assessments
 - Material specifications
- New or changed statutory and regulatory requirements related to the service
- Amendment to contracts

Changes could also be identified, recorded and reviewed by the Project Manager via the following:

- Site Instruction by the client's representative (noted in Site Diary or email)
- Variation (from the client) and acceptance of variation by the Project Manager

8.4 Release of Products and Services

At the completion of the project, a Practical Completion will take place. The release of the product and/or service will not be approved by the Project Manager until all the planned activities for the product and/or service have been completed, and the General Manager has authorised the release. Any concern in relation to the product and/or service release must be discussed with the customer (and if necessary documented) before the approval of release.

Evidence of conformity with the customer's requirements and the acceptance criteria associated with the product/services shall be maintained, typically in the form of an **Job Sign Off in Aroflo**.

In addition, a document is sent to the client for Sedgwick clients as a Satisfaction of Completion.

The Project Manager shall ensure products and services shall not be released or delivered until all planned inspections have been completed i.e., relevant documented information exists to provide evidence of conformity with acceptance criteria and identify the person(s) authorizing the release i.e. the Project Manager (or Managing Director) typically in the form of an **Job Sign Off in Aroflo**.

The Project Manager shall ensure relevant **documented information**, which includes:

- evidence of conformity with the acceptance criteria;
- traceability to the person(s) authorising the release.

The above is typically included in the Practical Completion Certificate (PC), representing the official release by RNL CONSTRUCTIONS, and acceptance of products/services by client,

8.4.1 Post Delivery Activities

Post-delivery activities include (but are not limited to) contractual obligations between our company and our customers and supplementary services as determined in communications between our company and our customers. Post-delivery activities also include those obligations as per legislation.

8.5 Procurement

RNL CONSTRUCTIONS shall establish controls to ensure that the procurement of goods (for example products, hazardous materials or substances, raw materials, equipment) and services conform to its safety, quality and environmental management system requirements.

Procurement of products and services, including sub-contractors is managed according to the **Approved Supplier Register**.

Suppliers and subcontractors are selected based on their ability to meet safety, quality and environmental requirements, and provide the best value and/or conditions for the Company as per the **Approved Supplier Register**.

Specifically, suppliers are selected based on a number of considerations, where all or only some may be used depending on the nature of the products and services, or sub-contractor(s), including:

- Quality of product/service and ability to meet Australian/other relevant standards
- Ability to meet safety requirements
- Ability to meet environmental requirements
- Delivery time/logistics/location
- Client service/past experience and loyalty
- Price

RNL Constructions is committed to considering environmental, social and economic sustainability factors when procuring goods, services and subcontracted works. Where reasonably practicable, preference will be given to suppliers and subcontractors who:

- Demonstrate compliance with applicable environmental legislation and regulations.
- Maintain recognised management systems or certifications (e.g. ISO 14001).
- Provide products with recycled, recyclable, low-emission, sustainably sourced or environmentally preferable characteristics.
- Minimise packaging waste and support waste reduction initiatives.
- Operate locally where practical to reduce transport impacts and support local communities.
- Demonstrate ethical labour practices and compliance with workplace health and safety requirements.
- Actively work to reduce energy consumption, greenhouse gas emissions and resource use within their operations.

RNL Constructions' procurement process is as follows:

- Only approved suppliers shall be used when making business related purchases as per Approved Supplier Register.
- Invoices for purchases are to be sent to accounts for payment with the appropriate project identification and traceability information.
- For reimbursement, ensure the Expenses Claim/Reimbursement Form is

completed correctly, and provide this and all receipts to the accounts team

- Where the intended supplier is already an Approved Supplier (Approved Supplier Register) they can be utilised within the limits set against their account.
- Where the intended supplier is not an Approved Supplier, the General Manager shall obtain relevant information from the Supplier and assess
- The Financial Controller will check the information provided by the prospective supplier against the company. If the supplier is subsequently approved their details will be added to the Approved Supplier Register.
- For urgent purchases, approval to use suppliers not yet approved is at the discretion of the Managing Director, only.

When goods are delivered, they are checked against the order to ensure consistency. Any issues with regards to purchasing, including wrongly purchased or faulty products are handled via. **Improvement Register**.

Project incidents, accidents and all other improvement categories (as per **Improvement Register**), shall be documented in the **Improvement Register**.

Outsourced processes and the means by which RNL CONSTRUCTIONS controls them are defined in the documented section of this manual *Control of Externally Provided Processes, Products and Services*.

8.6 Control of Externally Provided Products, Services and Processes

Outsourcing always has the essential characteristics of a service, since it will have at least one activity necessarily performed at the interface between the provider and the Organisation.

The controls required for external provision can vary widely depending on the nature of the processes, products and services (risk).

The Organisation shall apply risk-based thinking to determine the type and extent of

controls appropriate to particular external providers and externally provided processes, products and services.

Examples of products and services include *inter alia*:

- purchasing from a supplier where products and services from external providers are intended for incorporation into the Organisation's own products and services;
- products and services are provided directly to the customer(s) by external providers on behalf of the Organisation.
- an arrangement with an associate company;
- outsourcing processes to an external provider.

8.6.1 Evaluating the Supplier (Provider) of Products, Services and/or Processes including Sub-contractors

This is the **documented** process to ensure HIRAC is applied in subcontractor selection/procurement

The Project Manager shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers including sub-contractors and labor hire, based on their ability to provide products, services and processes in accordance with requirements (criteria).

In addition, the Managing Director and Project Manager shall ensure the nature and extent of the criteria, when assessing the potential impact of the externally provided products, services and processes, including sub-contractors and labor hire, on the Organisation's ability to consistently meet customer and applicable statutory and regulatory requirements, is based on risk, which shall be assessed against criteria documented in the **Approved Supplier Register**.

The Project Manager shall be responsible for selecting sub-contractors from the **Approved Supplier List**, which has been developed by applying the HIRAC process.

The Project Manager shall complete a subcontractor pre-commencement evaluation prior to engagement (for first time sub-contractors and labor hire only) and then the

management team shall complete a formal review of the subcontractors every 12 months using the **Approved Supplier Register**, based on safety, quality and environmental criteria, as determined by the Managing Director.

When a subcontractor is assessed as high, or above, it is the sole discretion and authority of the Director to authorise the procurement of that supplier, under a special dispensation, by providing authority to the Project Manager by e-mail.

The special dispensation shall include details of additional controls and/or training that needs to be implemented for that sub-contractor. The Managing Director shall not approve a sub-contractor with an acute risk score.

The risk assessment scores for each subcontractor shall be formally reviewed after each project, and documented in the immediate Monthly Management Meeting. The review shall include input from all Project Managers, as RNL CONSTRUCTIONS has a small pool of sub-contractors that are used on a repeat basis, and it is important that all Project Managers are involved in their re-evaluation and risk assessment.

The Preferred Supplier List (which includes sub-contractors) shall be updated by the Managing Director at the Monthly Management Meeting, after the Supplier HIRAC process is applied.

8.6.2 Checking the Products, Services and/or Processes Received

The Project Manager shall ensure that all purchased products, services and processes that are incorporated into our products and services conform to our specified requirements, as documented in Section 8.2 Requirements for Products and Services including *inter alia*.

- Drawings
- Specifications
- Construction Methodology (finalized during the tender process)
- Purchase orders with specifications, and delivery notes
- Design Risk Assessment
- Project Risk Assessment
- Construction Management Plan, including Project Risk Assessment
- Service specifications

- National or International Standards

The Project Manager shall ensure the specific mechanism for both checking and receipt of products, services and processes is documented in Aroflo task page – eg photographs and relevant forms (Form 43, Form 21 etc).

The Project Manager shall ensure adequate records of checks against the specific requirements for each product, service and/or process, retained as documented information e.g., in the form of a Delivery Docket, Job Card etc. with signed acknowledgement of conformance to the product, service and/or processes specific requirements (with requirements attached to the Delivery Docket or Job Card).

8.6.2 Control of Externally Provided Processes incl Sub-contractors

Following Section 8.6.1 the Managing Director and Project Manager shall ensure the nature and extent of the criteria, when assessing the potential impact of the externally provided products, services and processes on the Organisation's ability to consistently meet customer and applicable statutory and regulatory requirements, is based on risk, which shall be **documented** in the Aroflo Task Page.

The Managing Director and Project Manager shall ensure that for all **high-risk products, services and/or processes (as documented in the Aroflo Task Page)** that are produced or provided off-site, including part of a process, and the work of sub-contractors is adequately controlled off-site.

8.6.2.1 Type and extent of control

The Managing Director and Project Manager shall ensure that for all high-risk products, services and/or processes (as documented in the Approved Supplier Register) that are either produced or provided off-site:

- remain within the control of RNL Constructions' safety, quality and environmental management system to the extent necessary;
- specific controls determined intended to be applied to the external provider and those it intends to apply to the resulting output including specific controls for

the approval of:

- products and services;
 - methods, processes and equipment;
 - the release of products and services;
- specific competence, including any required qualification of persons;
- the required external providers' interactions with the Organisation;
- control and monitoring of the external providers' performance to be applied by the Organisation;
- verification or validation activities that the Organisation intends to perform at the external providers' premises to ensure that the externally provided processes, meet requirements.
- Where appropriate, the responsibilities for risk management on the part of the manufacturer or supplier including sub-contractors are defined as part of the purchasing requirements. In addition, prescribed risk control measures are included in the purchasing requirements as part of the purchasing information which is communicated to the supplier or manufacturer.

The Managing Director and Project Manager shall ensure that for all high-risk products, services and/or processes (as documented in the Approved Supplier Register) the above requirements a) through to g) are communicated to the supplier and/or sub-contractor via. PO or relevant contract (or email with acknowledgement)

The performance and capability of suppliers shall also be continually assessed through:

- Inspection or verification of the supplied products and services on site (as per Goods Receipt Process and/or Aroflo Task Page photos and checks)

The Project Manager shall also ensure the verification, and assessment of the effectiveness of controls, with this assessment documented in the task page in Aroflo in conjunction with task reviews by the General Manager.

8.6.3 Additional Control for Subcontractors

The Organisation shall establish processes to identify and communicate the hazards and to evaluate and control the OH&S risks, arising from the:

- sub-contractors' activities and operations to the Organisation's workers;

- Organisation's activities and operations to the Sub-contractors' workers;
- sub-contractors' activities and operations to other interested parties in the workplace;
- sub-contractors' activities and operations to Sub-contractors' workers.

The Managing Director and Project Manager shall ensure shall establish and maintain processes to ensure that the requirements of the Organisation's safety, quality and environmental management system are met by contractors and their workers, including:

- Applying the safety, quality and environmental criteria for selection, monitoring and re-evaluation of contractors (**Approved Supplier Register**)
- Communicating requirements at the Daily Pre-start Risk Assessment
- Daily pre-start & associated procedures
- Training and sign onto the relevant SWMS

Review of SWMS against Criteria (Sub-contractor SWMS)

This is the **documented** process to ensure SWMS are developed for all high-risk construction work as defined in legislation, and that these are reviewed by RNL CONSTRUCTIONS, if Principal Contractor, against company defined criteria prior to the commencement of work.

The Project Manager shall ensure that site-specific SWMS are developed for all high-risk activities as required by legislation, with a specific review completed by RNL CONSTRUCTIONS, when Principal Contractor, and using the SWMS Review Checklist (and approving the SWMS), to make sure the SWMS meets the company requirements.

SWMS shall not be approved by the Project Manager if it does not fully meet the SWMS review criteria documented in the **SWMS Review Checklist**:

The Project Manager shall ensure the following requirements are met by sub-contractors:

- The subcontractors SWMS shall be approved and authorised using the **SWMS**

Review Checklist

- Subcontractors shall provide evidence of relevant and valid licenses and competencies, prior to being permitted to work, as required and documented in their SWMS.
- Subcontractors are required to follow all site rules and signage, without exception, and immediately report hazards and incidents to the supervisor
- Subcontractors shall also follow the Plant and Equipment Section of the Safety Manual and Project Safety Management Plan. This section covers off plant registration, training and competency together with relevant Daily Plant Pre-Start checks etc.
- Sub-contractor SWMS shall be updated and re-authorised by the Project Manager using the SWMS Review Checklist, upon identification of new hazards, material changes to site conditions or updates to WHS legislation, and outcomes of any material incident or variation etc.

SWMS are Mandatory for the Following High Risk Construction Work

High Risk Construction Work includes construction work that:

- Involves a risk of a person falling 2.0 meters or more; or
- Is carried out on a telecommunications tower; or
- Involves demolition of an element of a structure that is load-bearing or otherwise related to the physical integrity of the structure; or
- Involves, or is likely to involve, the disturbance of asbestos; or
- Involves structural alterations or repairs that require temporary support to prevent collapse; or
- Is carried out in or near a confined space; or
- Is carried out in or near-
- a shaft or trench with an excavated depth greater than 1.5m; or
- a tunnel; or
- Involves the use of explosives; or
- Is carried out on or near pressurised gas distribution mains or piping; or is carried out on or near chemical, fuel or refrigerant lines; or
- Is carried out on or near energized electrical installations or services; or
- Is carried out in an area that may have a contaminated or flammable atmosphere; or
- Involves tilt-up or precast concrete; or

- Is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians; or
- Is carried out in an area at a workplace in which there is any movement of powered mobile plant; or
- Is carried out in an area in which there are artificial extremes of temperature; or
- Is carried out in or near water or other liquid that involves a risk of drowning; or
- Involves diving work.

Delivery of Products, Materials and Goods

When products are delivered, the Site Supervisor shall ensure:

- All purchased items are to be checked against the purchase order to confirm identity and quantity, and satisfactory items are placed in stock.
- If items are rejected on receipt, and the supplier is contacted to arrange replacement or credit.

8.7 Control of Non-conforming Outputs

The Managing Director, Project Manager and Site Supervisor shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The Organisation shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

The Organisation shall deal with nonconforming outputs in one or more of the following ways:

- correction;
- segregation, containment, return or suspension of provision of products and services;
- informing the customer;
- obtaining authorisation for acceptance under concession.

- conformity to the requirements shall be verified when nonconforming outputs are corrected.

The Managing Director, Project Manager and Site Supervisor shall manage non-conforming outputs via the by creating a record in the **Improvement Register**.

The **Improvement Register** shall contain the following **documented information** (as a minimum):

- Description of the non-conformity against the customer's requirements;
- Description of the actions taken to fix the non-conformity;
- Description of any concessions obtained and approved by the customer;
- Identify the manager authorising the actions required.

8.8 Emergency Preparedness and Response

Emergencies cover a range of situations that could be harmful to people, property, and the environment, and are often unpredictable. Some examples include storms and other natural disasters, fire, medical incidents, threats and physical violence and chemical incidents.

The Organisation shall identify potential emergency situations; assess OH&S and environmental risks associated with these emergency situations (see 6.1.2) and maintain a process to prevent or minimize OH&S risks from potential emergencies, including:

- the establishment of a planned response to emergency situations and including first aid;
- the periodic testing and exercise of emergency response capability;
- the evaluation and, as necessary, revision of emergency preparedness processes and procedures including after testing and in particular after the occurrence of emergency situations;
- the communication and provision of relevant information to all workers and at all levels of the Organisation on their duties and responsibilities.
- the provision of training for emergency prevention, first aid, preparedness and response;
- the communication of relevant information to contractors, visitors, emergency response services, government authorities, and, as appropriate, the local

community.

In all stages of the process the Organisation shall take into account the needs and capabilities of all relevant interested parties and ensure their involvement.

The Organisation shall maintain and retain **documented information** on the process and on the plans for responding to potential emergency situations, in the form of:

- **Head Office & Site Emergency Response Plan (ERP); and**
- **Project Emergency Response Plan (ERP) (Project-specific ERP) over \$400,000**

8.8.1 Emergency Response Plan (ERP)

The Managing Director and Project Managers (with input from Site Supervisors) shall identify all potential and plausible emergency situations for all projects, including those that can have an environmental impact and establish, implement and maintain a **Project Emergency Response Plan (ERP)**, including the actions to be taken in case of emergency at Head Office, travelling, or on project site(s).

The Project Managers shall use RNL Constructions' **Emergency Response Plan Template** as a framework to develop a **Project-specific Emergency Response Plan (ERP) for projects over \$400,000.**

Important note: The **Emergency Response Plan Template** may not contain all plausible emergency scenarios or project-specific emergency procedures as required, therefore the Project Managers (with input from Site Supervisors) can only rely on the Emergency Response Plan Template as a basic template and starting point for the development of their Project-specific Emergency Response Plan (ERP).

REFER TO THE EMERGENCY PREPAREDNESS AND RESPONSE PRODEDURE IN THE PROCEDURES MANUAL FOR DETAILS ON BOTHE THE DEVELOPMENT AND SPECIFIC REQUIREMENTS OF A SITE-SPECIFIC EMERGENCY RESPONSE PLAN (ERP)

The Project Manager shall ensure relevant ERP is authorised and shall be communicated internally to all workers and sub-contractors, and employees are trained in the procedure.

8.2.2 Emergency Drills

The Managing Director and Project Managers shall ensure Emergency Practice Drills are conducted every 6 months using the Emergency Drill Record, as scheduled in the **Company Planning Calendar**.

8.8.2 Off-Site Emergency Management

When RNL CONSTRUCTIONS is not the Principal Contractor, all workers shall follow the emergency management procedures of the Principal Contractor at that location.

If there is no site induction conducted by the location and/or there are no emergency procedures available, all employees are mandated to seek clarification from the Principal Contractor of the site as to what their procedures are in the event of an emergency.

RNL Constructions' Project Manager may instruct its workers to follow RNL Constructions' relevant ERP in the absence of emergency procedures when working on a site where RNL CONSTRUCTIONS is not Principal Contractor. This instruction and associated acknowledgement shall be via the Daily Pre-start Risk Assessment.

Key Outputs for all jobs

- Emergency Response Plan (ERP)
- Muster point
- Mobile Phone
- Emergency Contacts List
- Emergency Drills and Emergency Drill Records

Key Outputs for jobs over \$400,000

- Emergency Response Plan (ERP)
- Evacuation Diagrams
- Emergency Signage installed as per Australian Standards (and Project Risk Assessment)
- Muster point
- Emergency Equipment available as per Australian Standards (and Project Risk Assessment)
- Emergency Drills and Emergency Drill Records
- Nominated and trained Warden and Deputy Warden
- Nominated and trained First Aiders

9. PERFORMANCE MANAGEMENT

9.1 Monitoring, Measurement, Analysis and Evaluation

The Managing Director and Project Manager shall determine:

- what needs to be monitored and measured; including:
 - applicable legal requirements and other requirements;
 - its activities and operations related to identified hazards and OH&S risks; risks, and OH&S opportunities;
 - operational controls;
 - the Organisation's OH&S objectives;
- the criteria against which the Organisation will evaluate its OH&S performance;
- the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- when the monitoring and measuring shall be performed;
- when the results from monitoring and measurement shall be analysed and evaluated.

The frequency and methods by which our processes are monitored, measured and evaluated is determined and informed by:

- Statutory and regulatory requirements
- Customer requirements
- Process performance and audit results (a process is effective if the desired results are achieved)
- Level of risk and types of control measures
- Trends in non-conformities or corrective actions
- Criticality for product or service conformity

RNL Constructions' monitoring, measurement, analysis and evaluation consists of 4 tiers, with evidence of the results documented as follows:

9.1.1 Tier 1 - Day-to day Monitoring and Measurement

- **Daily Pre-start (Risk Assessment)**, including compliance obligations (by Site Supervisor)

- **Daily site inspections by supervisors**
- **Daily notes and photos on the Aroflo Task Page**
- **Job inspection and sign off in Aroflo**
- **Customer QA Calls**

9.1.2 Tier 2 - Monthly Monitoring and Measurement

- **Internal Audit** (as per Internal Audit Programme)
- **Monthly Project Client Meetings** (schedule provided by client, and minuted by client)
- **Monthly Company IMS Scorecard** (Objectives and Targets)
- **Monthly Client Meeting** (schedule provided by client and minutes by client)
- **Monthly Management Meeting**, including:
 - Project Risk Registers
 - Conformity to the customer and legal requirements.
 - Customer satisfaction and perception data (including customer complaints via Improvement Register).
 - Supplier and external provider performance data (via. Approved Supplier Register).
 - Results of actions taken to address risks and opportunities.
 - Effective implementation of IMS management system
 - Inspection Results
 - Audit Results
 - Improvement opportunities identified during internal audits and management reviews. (Improvement Register)
 - Company Risk Register (document additional actions or controls required)
 - Company Company Legal Register
 - Safety, quality and environmental performance
 - Levels of customer satisfaction (both perceived and definite).
 - Delivery schedule performance against Project Plan
 - Cost and budgetary performance
 - Employee function performance against established objectives.

9.1.3 Tier 3 - Annual Monitoring and Measurement

- **Management Review** Meeting including (all mandatory inputs and outputs), and review and/or update of:
 - Summary of key issues from Monthly Management Meetings
 - Company Risk Register
 - Company Company Legal Register
 - Evaluation of Compliance against legal and other obligations (documented)
- **Company Financial Reports**
- **QBCC Annual Review**
- **Independent external ISO Audits**

9.1.4 Tier 4 - Ad Hoc Monitoring and Measurement

The following monitoring and measurement are driven by the client and external interested parties (examples):

- IMS Inspections (by client)
- IMS Audits (by client)
- Request to Regulator e.g. WHSQ Inspector
- Safety inspections by Regulator (WHSQ)
- Environmental Inspections by Regulator (DEHP)

The documented outputs of RNL Constructions' 4 tier monitoring and measurement system, where applicable, being minutes or reports, or even a list of actions (alone), represents the appropriate **documented information** as evidence of the monitoring, measurement, analysis and evaluation results.

Monitoring and measurement also ensure all work is being performed in accordance with the designated control measures detailed in any relevant Safe Work Method Statements (SWMS) and the Company Risk Register.

All findings, non-compliance, including hazards, opportunities for improvement and breaches of the control measures shall be documented in the **Improvement Register**.

The Managing Director shall be consulted where serious breaches in compliance occur which require disciplinary action.

Company and Project IMS Reports

This is the documented process to ensure IMS performance reports are produced at a project level and incorporated into the company WHS reporting process.

This is the documented process to ensure IMS reports are produced that:

- Monitor performance against the IMS objectives and targets defined by the organisation.
- Are regularly reviewed by senior management; and
- Are communicated to site management.

The Director shall ensure that Project Managers compile a **Monthly Project Objectives & Targets Scorecard** (Monthly Project IMS Project Performance Report), against project IMS objectives and targets.

The Director shall compile a **Monthly Company Objectives & Targets Scorecard** (Monthly IMS Company Performance Report) and ensure IMS Project Performance Reports are cumulated into the company reporting process, being the **Monthly Company Objectives & Targets Scorecard**.

Monthly Company Objectives & Targets Scorecard is a report that includes individual project performance, and overall company performance – serves as both the projects and company reporting (process).

The Director and Project Managers (senior managers) shall review the Monthly Project IMS Project performance reports (Monthly Project Objectives & Targets Scorecard), and overall Monthly Company IMS Project performance report (Monthly Company Objectives & Targets Scorecard) at the Monthly Management Meeting, therefore the results of the review are directly communicated to site management at the Monthly Management Meeting – as Project Managers (also senior managers) attend the Monthly Management Meeting (documented in minutes).

Note:

The federal definition of Senior manager means a person responsible for controlling or

administering a significant part of the company or group of employees above the project level management team, however at RNL CONSTRUCTIONS, there is only 1 person above the level of Project Manager, the sole Director, therefore Project Managers are also deemed senior managers at RNL CONSTRUCTIONS, else the burden of responsibility for all OFSC Federal senior management responsibilities of the whole company will be too heavy and burdensome for the sole Director, alone.

For non-conformances at the systemic level, the Project Managers attending the Monthly Management Meeting shall discuss and implement corrective actions, if deemed necessary.

Following the Monthly Management Meeting, the Project Manager shall discuss both the Project and Company IMS Objectives & Targets Scorecard with the Site Supervisor/Supervisor, including necessary corrective actions, responsible persons and due dates, and documented as a Toolbox Talk.

Notes

- Objectives and targets at project and company levels that are not aligned will not satisfy this criterion.
- Production and review of IMS reports alone will not satisfy this criterion.

9.1.5 Customer satisfaction

The Managing Director and Project Manager shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The Organisation shall determine the methods for obtaining, monitoring and reviewing this information.

Examples of monitoring customer perceptions can include:

- customer surveys,
- customer feedback on delivered products and services,
- meetings with customers,
- market-share analysis,
- compliments,
- warranty claims and dealer reports

RNL Constructions' key mechanism for monitoring and determining customer perceptions are:

- Client Meetings (schedule provided by client)
- Monthly Project Client Meetings (schedule provided by client)

9.1.5.1 Customer Complaints

Customer complaints, whether received in writing, verbally or electronically through our website's customer contact form are to be forwarded to the appropriate level of management for immediate action. If the problem cannot be resolved, the complaint is escalated to senior management for resolution.

The Project Managers are responsible for seeking customer feedback on whether their requirements have been fulfilled, and this shall take place at the Weekly and Monthly Client Meetings.

The Project Manager shall record all negative customer feedback or complaints in the **Improvement Register**

9.1.6 Analysis and Evaluation

The Managing Director and Project Manager and Site Supervisor shall analyse and evaluate appropriate data and information arising from monitoring and measurement where applicable.

RNL Constructions' 4 tier monitoring and measurement system, and its customer complaints process shall be used to evaluate:

- conformity of products and services;
- the degree of customer satisfaction;
- the performance and effectiveness of the safety, quality and environmental quality management system;
- if planning has been implemented effectively;
- the effectiveness of actions taken to address risks and opportunities;
- the performance of external providers;

- the need for improvements to the safety, quality and environmental quality management system;

The outputs of RNL Constructions' 4 tier monitoring and measurement system (each of the outputs listed above) represents the appropriate **documented information** as evidence of the monitoring, measurement, analysis and evaluation results.

Non-conformances shall be entered into the **Improvement Register**.

9.1.7 Evaluation of the Performance and the Effectiveness of the Safety, Quality and Environmental Management System

The Managing Director shall evaluate the performance and the effectiveness of the quality management system. The Organisation shall retain appropriate documented information as evidence of the results in the **Monthly Management Meeting Minutes** and **Management Review**

Evaluation of the Effectiveness of HIRAC Processes

This is the **documented** process to evaluate the effectiveness of company, project and task specific HIRAC processes.

The Managing Director and Project Managers (senior managers) shall ensure HIRAC methodology is evaluated at the **Monthly Management Meeting**, to verify that company, project and task based HIRAC processes remain effective, by reviewing the following processes and outputs:

- Company Accidents/Incidents trends and non-conformances (Improvement Register)
- Notifiable Incidents (Improvement Register)
- SWMS evaluations (Job observations) conducted by the Site Supervisor, and documented in the SWMS
- Review of Audit Reports i.e., compliance with HIRAC procedures/methodology

WHS Project Audit Checklist

- Review of Inspection Reports (Project Inspection Checklist)
- Number of new hazards identified across projects (any trends identified), or any changes in risk scores, and/or required changes in controls (the Company and Project Risk Assessments, and Project Daily Pre-start being the documented output of the company, project and task HIRAC processes)
- Review of Construction Industry Accidents/Incidents and evaluating whether RNL CONSTRUCTIONS hazards, risks and controls (HIRAC) as documented in the Company and Project Risk Assessments, Project Daily Pre-start and respective SWMS are “fit for purpose”. Summary of Construction Industry Accidents/Incidents including hazards, risks and controls, shall be provided by the Safety Advisor at the Monthly Management Meeting.

Where the trend starts increasing for specific accidents/incidents, non-compliance in job observations, WHSMS audit findings, and/or trend increase in number of new hazards identified, change in risk score, and/or required change in controls, or application of HIRAC procedures/methodology becomes ineffective i.e., observed through audits, and/or the Pre-start, the HIRAC process shall be reviewed and root cause determined by the senior management team. The management team shall, jointly, agree on the necessary corrective action, and the Director shall be responsible for ensuring that this corrective action is implemented. Improvement, may, include the provision of additional HIRAC training only, without a change to the HIRAC process.

The evaluation of the effectiveness of company, project and task specific HIRAC processes shall be documented in the Monthly Management Meeting Minutes after reviewing the above outputs – quantitative, qualitative and trends.

9.2 Internal Audits

9.2.1 Purpose of Audits

The Managing Director shall ensure the internal audits at planned intervals to provide information on whether the quality management system:

- conforms to:

- the Organisation's own requirements for its quality management system;
- the requirements of this International Standard;
- is effectively implemented and maintained.

9.2.2 Requirements of Audits

This shall be achieved by the following:

- plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the Organisation, and the results of previous audits;
 - significant changes impacting the Organisation;
 - performance evaluation and improvement results (see Clauses 9 and 10);
 - significant OH&S risks, risks and OH&S opportunities; (Audit Programme based on risk – using the Company Risk Register)
- define the audit criteria and scope for each audit (documented on the relevant Audit Report Template);
- select auditors and conduct audits to ensure objectivity and the impartiality of the audit process (refer Independent and Trained Internal Audit Employees);
- ensure that the results of the audits are reported to relevant management (Monthly Management Meetings);
- take appropriate correction and corrective actions without undue delay Improvement Register, Incident Register, and Improvements into the Improvements Register;
- retain documented information as evidence of the implementation of the audit programme and the audit results (being Audit Reports using relevant Audit Report Template(s)).

The documentation of what objective evidence was actually observed is a mandatory audit reporting requirement. Self-review records must detail the objective evidence sighted during the audit to support the outcomes/decisions made regarding compliance with the approved procedure.

The Managing Director shall ensure that RNL CONSTRUCTIONS retains **documented** information as evidence of the implementation of the audit programme and the audit

results, being:

- Internal Audit Schedule (refer to **Internal Audit Schedule & Checklists and/or Company Planning Calendar**)
- **Internal Audit Report** (against requirements of the Standards and organisations own processes and requirements)

Internal Audit Employees

Audits shall be conducted by an impartial auditor to ensure objectivity.

Audit Reports

Internal Audit Reports are completed by the Internal Auditor as a record of their findings and observations when conducting the audit.

There is an approved **Internal Audit Report** Template which must be used by the Internal Auditor.

Referral to Responsible Employees

Relevant employees should be made aware of the results of audits to ensure that timely corrective action is implemented. Action taken to correct issues/problems and deficiencies found during audits are to be recorded in the Improvement Register.

Corrective Action Taken in Response to Audit Findings

The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected non-conformities and their causes. The timeline for when corrections and corrective actions are to be taken is to be recorded in the **Improvement Register**.

Internal Audit Corrective Action Verification

In every instance, where an audit finding results in corrective action, the Managing Director or Project Manager and/or the QCR Management Representative is to follow-up and verify that corrective action has been effective, and document in the

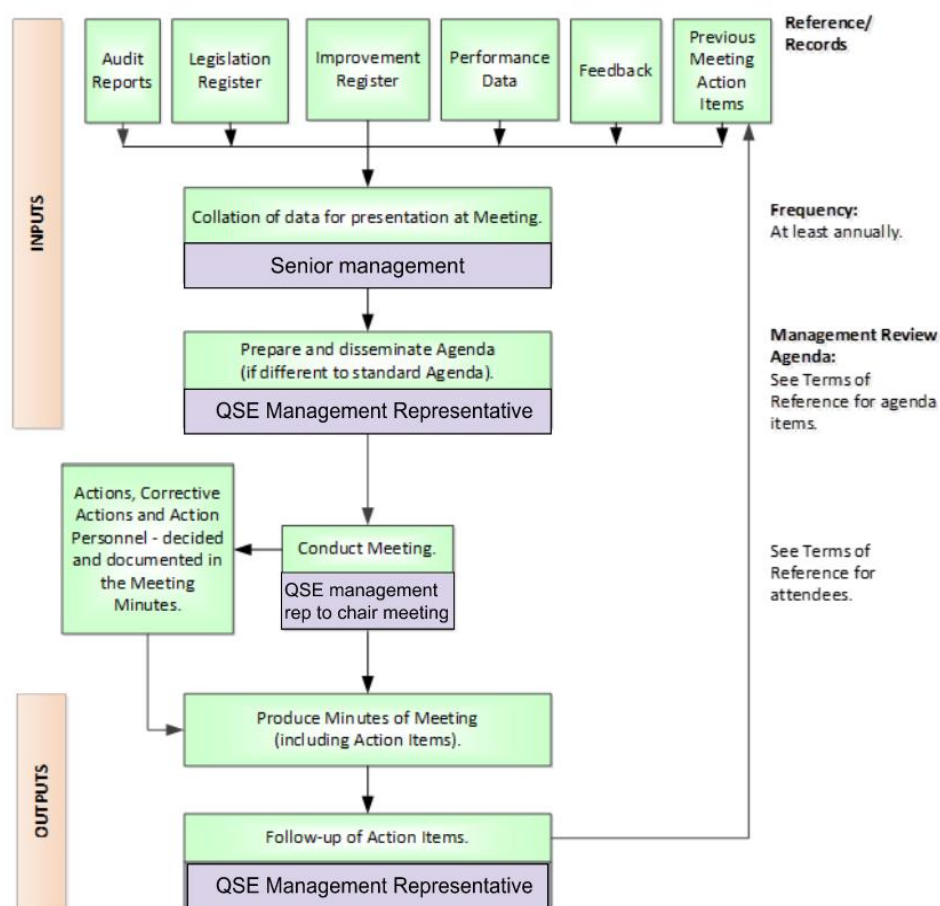
Improvement Register.

9.3 Management Review

The Managing Director and Project Managers shall review the management system, on an annual basis, to ensure its continuing suitability, adequacy and effectiveness.

The management review process includes assessing opportunities for improvement, and the need for changes to the management system, including the safety, quality and environmental policies, and objectives etc.

Management Review Process



The Management review shall include all the mandatory agenda (inputs and outputs required by the Standards), required members.

Evidence of the results of the management reviews shall be **documented** and retained as **Management Review Minutes**.

9.3.1 Management review inputs

The management review shall take into consideration the following inputs:

Quality

- the status of actions from previous management reviews;
- changes in external and internal issues that are relevant to the quality management system;
- information on the performance and effectiveness of the quality management system, including trends in:
 - customer satisfaction and feedback from relevant interested parties;
 - the extent to which quality objectives have been met;
 - process performance and conformity of products and services;
 - nonconformities and corrective actions;
 - monitoring and measurement results;
 - audit results;
 - the performance of external providers;
- the adequacy of resources;
- the effectiveness of actions taken to address risks and opportunities (see 6.1);
- opportunities for improvement.

Safety

- the status of actions from previous management reviews;
- changes in external and internal issues that are relevant to the OH&S management system including:
 - applicable legal requirements and other requirements;
 - the Organisation's OH&S risks, risks and OH&S opportunities;
- the extent to which the OH&S policy and the OH&S objectives have been met;
- information on the OH&S performance, including trends in:
 - incidents, nonconformities, corrective actions and continual improvement;
 - 2worker participation and the outputs of consultation;
 - monitoring and measurement results;

- audit results;
- results of evaluation of compliance;
- OH&S risks, risks and OH&S opportunities;
- relevant communication(s) with interested parties;
- opportunities for continual improvement;
- adequacy of resources for maintaining an effective OH&S management system.

Environment

- the status of actions from previous management reviews;
- changes in:
 - external and internal issues that are relevant to the environmental management system;
 - the needs and expectations of interested parties, including compliance obligations;
 - its significant environmental aspects;
 - risks and opportunities;
- the extent to which environmental objectives have been achieved;
-
- information on the Organisation's environmental performance, including trends in:
 - nonconformities and corrective actions;
 - monitoring and measurement results;
 - fulfilment of its compliance obligations;
 - audit results;
- adequacy of resources;
- relevant communication(s) from interested parties, including complaints;
- opportunities for continual improvement.

9.3.2 Management Review Outputs

Management review outputs shall include:

Quality

- opportunities for improvement;
- any need for changes to the quality management system;
- resource needs.

Safety

- conclusions on the continuing suitability, adequacy and effectiveness of the OH&S management system;
- continual improvement opportunities and;
- any need for changes to the OH&S management system, including resources needed;
- actions needed, when objectives have not been met.

The Organisation shall communicate the relevant outputs of the management review to its relevant workers, and where they exist, workers' representatives (see 7.4.).

Environment

- conclusions on the continuing suitability, adequacy and effectiveness of the environmental management system;
- decisions related to continual improvement opportunities;
- decisions related to any need for changes to the environmental management system, including resources;
- actions, if needed, when environmental objectives have not been achieved;
- opportunities to improve integration of the environmental management system with other business processes, if needed;
- any implications for the strategic direction of the Organisation.

Management review inputs and outputs are summarised as follows: (but, is not limited to):

- Trend analysis of performance indicators.
- Customer satisfaction and feedback in various forms.
- How our company's quality objectives have been met.
- The performance of our processes and our conformity of services against our customers' requirements.
- How our company has found non-conformities and how we have developed corrective actions to reduce the impact of the non-conformities.
- The results and outcomes of our company's monitoring and measuring activities.
- The results and outcomes of internal and external audits.

- How well our external providers and suppliers are delivering against our company's and our customers' requirements.
- How well our resources are operating and if there is a requirement to adjust resourcing.
- How effective our actions have been to reduce and mitigate risks and promote opportunities.
- How the identified opportunities for improvement in the quality management system have improved performance.
- Opportunities for improvement to the effectiveness of the safety, quality and environmental management system and its associated processes.
- The improvement of services relating to customer requirements.
- Identifying any need for changes to improve the quality management system.

The primary outputs of management review meetings are the actions to make positive changes or improvements to safety, quality and environmental management system and its processes. Any decisions made during the meeting, assigned actions and their due dates are recorded in the **Management Review Minutes**.

10. IMPROVEMENT

The Organisation shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction, including:

- improving products and services to meet requirements as well as to address future needs and expectations;
- correcting, preventing or reducing undesired effects;
- improving the performance and effectiveness of the quality management system.

Improvement may include the following *inter alia*:

- correction,
- corrective action,
- continual improvement,
- breakthrough change,
- innovation and
- re-Organisation.

RNL CONSTRUCTIONS uses the following processes for identifying opportunities for improvement and implementing any necessary actions to meet customer requirements and enhance customer satisfaction.

10.1 Incident, Nonconformity and Corrective Action Processes

The concept of achieving improvement through a logical sequence of repeated steps is fundamental to the success of the safety, quality and environmental management system.

RNL CONSTRUCTIONS takes corrective action to eliminate the cause of nonconformity, or incident in order to prevent recurrence.

Quality NCR's

When a nonconformity occurs, including any arising from complaints, the Managing

Director and Project Managers shall:

- react to the nonconformity and, as applicable:
 - take action to control and correct it;
 - deal with the consequences;
- evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - reviewing and analysing the nonconformity;
 - determining the causes of the nonconformity;
 - determining if similar nonconformities exist, or could potentially occur;
- implement any action needed;
- review the effectiveness of any corrective action taken;
- update risks and opportunities determined during planning, if necessary;
- make changes to the quality management system, if necessary.

All project incidents, accidents and other categories shall be documented in the **Improvement Register**.

Safety and Environmental Incidents

When an incident occurs, the Organisation shall:

- react in a timely manner to the incident or nonconformity, and, as applicable:
 - take direct action to control and correct it;
 - deal with the consequences;
- evaluate, with the participation of workers (see 5.4) and the involvement of other relevant
- interested parties, the need for corrective action to eliminate the root cause(s) of the incident or
- nonconformity, in order that it does not recur or occur elsewhere, by:
 - reviewing the incident or nonconformity;
 - determining causes of the incident or nonconformity;
 - determining if similar incidents, nonconformities, exist, or could potentially occur;
- review the assessment of OH&S and environmental risks and risks, as appropriate (see 6.1);
- determine and implement any action needed, including corrective action, in accordance with the
- hierarchy of controls (see 8.1.2) and the management of change (see 8.2);

- review the effectiveness of any corrective action taken;
- make changes to the OH&S management system, if necessary.

The Organisation shall retain **documented information** in the **Improvement Register** as evidence of:

- the nature of the nonconformities and any subsequent actions taken;
- the results of any corrective action.

The Managing Director and Project Manager shall ensure nature of the incident, nonconformity and corrective action, any subsequent actions taken and the results of any corrective action is documented, where appropriate, in the:

- **Improvement Register** (Company NCR's, Incidents and Improvements)
- **Incident Report** (as determined by the Managing Director, high-risk incidents – considering both potential and actual risk)

Project incidents, accidents and all other categories, shall be documented in the **Improvement Register**.

Where necessary, other competent persons shall be consulted to identify the root cause and plan for corrective actions).

10.2 Continual Improvement

RNL CONSTRUCTIONS shall continually improve the suitability, adequacy and effectiveness of the safety, quality and environmental management system.

RNL CONSTRUCTIONS continually improves its safety, quality and environmental management system through the effective application of:

- policies,
- objectives,
- auditing,
- data analysis,
- corrective, preventive actions and
- management reviews.

RNL CONSTRUCTIONS also ensures that opportunities for improvement from daily feedback on operational performance are evaluated and improvements are typically

implemented through the **Improvement Register**

Corrective actions are considered effective if the specific non-conformance was corrected and data indicate that the same or similar problems have not recurred.

Customer satisfaction, internal audit data, processes and service performance data, and the cost of inferior quality and risk control are then compared against objectives, or key performance indicators to identify additional opportunities for improvement.

Opportunities for improvement from the analysis of longer-term data and trends are evaluated and implemented through the management review process and are prioritized concerning their relevance for achieving our quality objectives.

Follow-up audits are conducted in accordance with the internal audit process to ensure that effective corrective actions are taken and are appropriate to the impact and nature of the problem encountered. In addition, senior management shall analyze corrective action data to identify trends and assess the overall effectiveness of the corrective action process and to develop any further recommendations for improvement.

The data inputs for the improvement process include:

- Risk and opportunity evaluations.
- Assessment of the changing needs and expectations of interested parties.
- The level of conformity with existing services.
- The effectiveness of our quality management system.
- External provider and supplier performance.
- The level of customer satisfaction, inclusive of complaints and feedback.
- Internal and external audit results.
- Corrective action and non-conformance rates.

The overall suitability, adequacy and effectiveness of a continual improvement program, including the corrective actions taken, and progress towards achieving RNL Constructions' objectives is assessed through the **Management Review Meeting**.

The Organisation shall retain **documented information** in the **Improvement Register** as evidence of the results of continual improvement.



PROCEDURES

Conforms to ISO 9001:2015 (ISO9001), ISO 45001:2018 (ISO45001) & ISO 14001:2015 (ISO14001)

© RNL Constructions Pty Ltd reserves all rights. This document may not be copied or replicated in any shape or form. This document may contain proprietary information and may only be released to a third party, for view only, with the express permission of management. This document is uncontrolled if printed, unless otherwise marked. Uncontrolled documents are not subject to update notification. Failure to comply with this guide may result in disciplinary action, up to and including termination of employment, depending on the severity of the breach.

Management Review Meeting, subject to no material changes to legislation, Codes of Practice and Australian Standards or any other requirements to which the organisation subscribes. Where there is a material change to any legal or other requirements before the next scheduled review, the Managing Director shall ensure this Company management Manual is immediately reviewed, and revised as appropriate, prior to the material change coming into effect. **10/8/26**

1. SENIOR MANAGEMENT COMMITMENT PROCEDURE

Risk-based Thinking (ISO Requirement)

The ISO Standards are based, fundamentally, on risk management principles, and risk-based thinking.

It is therefore incumbent on Senior Managers (Managing Director and Project Managers) to ensure risk management and risk-based thinking is integrated into the organisation's culture, including all of the organisations processes and procedures, and requirements, but not limited to the:

- Daily Pre-start Risk Assessment (JSEA)
- Monthly Management Meeting
- Management Review
- Company Legal Register
- Company Risk Assessment
- Project Risk Assessment
- Project Management Plan (where required)
- Emergency Response Plan (ERP)
- Procedures
- Safe Work Method Statements (SWMS)
- Compliance Checklists
- Induction Training

The above meetings, processes, registers, procedures are fundamentally based on risk and risk-based thinking.

Training of Personnel in the Risk Management Process (Procedure)

The Managing Director and Project Managers shall ensure risk management principles, and based thinking is facilitated at all levels within the organisation, starting off with mandatory training of all personnel in the organisations risk management methodologies (**Risk Management Process (Procedure) or HIRAC Methodology and Tools**).

The Managing Director and Project Managers shall ensure the effective implementation of risk and opportunity management principles and activities in safety,

quality and environmental management, as required by the Company Management System Manual, this Company Procedures Manual, and all other requirements in relation to the Integrated Management System (IMS).

Provision of Adequate Resourcing, and Review, of Risk Management, and Risk Management Processes (Outputs)

Senior Management shall:

- Provide sufficient resources to carry out risk and opportunity management activities.
- Assign specific responsibilities and authorities for risk and opportunity activities.
- Review information and results from inspections
- Review information and results from audits
- Review information and results of risk and opportunity activities.

Senior Managers shall Participate in Risk Management Processes at all Levels

The Director and Project Manager(s) (Senior Managers) shall participate in the organisations Risk Management Processes at all levels (utilizing the HIRAC Methodology and Tools)

This is the **documented** process to ensure that senior managers demonstrate participation in the company HIRAC processes.

Where Does RNL Constructions' Risk Management Process and Risk-based Thinking Start?

The Managing Director and Project Managers shall identify company hazards, risks and controls applicable to the organisation prior to any works by applying the company **Risk Management Process (Procedure) or HIRAC Methodology and Tools** and document as the **Company Risk Assessment**.

The **Company Risk Assessment** (Company Risk Register) shall be reviewed, and updated where necessary, at the **Monthly Management Meeting**.

The Managing Director shall approve and authorise the Company Risk Assessment via the Monthly Management Meeting Minutes, or by signing the Company Risk

Assessment.

The Company Risk Assessment (Company Risk Register) shall be approved and authorised by the Director with evidence being the Monthly Management Meeting Minutes.

The Managing Director shall ensure that Project Managers (also Senior Managers) are actively involved in the HIRAC processes for their area of responsibility, with Project Managers required to develop a **Project Risk Assessment**, applying the company's HIRAC process.

Project Managers shall utilize the **Company Risk Assessment** (Company Risk Register) as a template when developing their **Project Risk Assessment**.

Project Managers shall approve and authorise their respective Project Risk Assessments by signing the document.

The Managing Director and Project Managers shall (Senior Managers) shall actively participate in HIRAC as required by the relevant sections in the Company Management Systems Manual and this Procedures Manual), but not limited to:

- Company Risk Assessment
- Project Risk Assessment
- Daily Pre-start Risk Assessment
- SWMS
- Evaluation of the Effectiveness of HIRAC Processes

Note:

The federal definition of Senior manager means a person responsible for controlling or administering a significant part of the company or group of employees above the project level management team, however at RNL CONSTRUCTIONS, there is only 1 person above the level of Project Manager, the Director, therefore Project Managers are also deemed senior managers at RNL CONSTRUCTIONS, else the burden of the whole company will be too heavy for the Director, alone.

2. RISK MANAGEMENT PROCESS (PROCEDURE)

The Risk Management Process is synonymous with the terms Risk Assessment or HIRAC Methodology, and associated Tools

The Managing Director shall establish, implement and maintain a **documented** processes to:

- identify and assess the risks related to the establishment, implementation, operation and maintenance of the safety, quality and environmental management system that can occur from the issues identified in 4.1 and the needs and expectations identified in 4.2.
- assess safety, quality and environmental risks (evaluation of the level of risk) from the identified hazards and aspects taking into account the applicable mandatory legal requirements, and other requirements, and the effectiveness of existing controls;

The risk management process shall include the methodology and criteria for HIRAC shall be maintained and retained as **documented** **documented** (ISO and Federal requirement) information.

The documented process being specific documented requirements to:

- to identify and record the potential hazards/aspects,
- assess the level of risk associated with each of the potential hazards/aspects – initial risk or raw risk,
- define the actions/controls necessary to manage the hazards/aspects, taking into account the applicable mandatory legal requirements (Refer to **Company Legal Register**)
- including the evaluation of the level of risk with and after the application of required control measures – residual risk

The risk management process shall be based on principles of AS/NZS ISO 31000.

Definition: Hazard and Aspect

Any potential exposure to danger or harm to health or environment, or adverse effect on an employee's or the environments health. Anything which may cause injury or ill health to anyone at or near a workplace is a hazard.

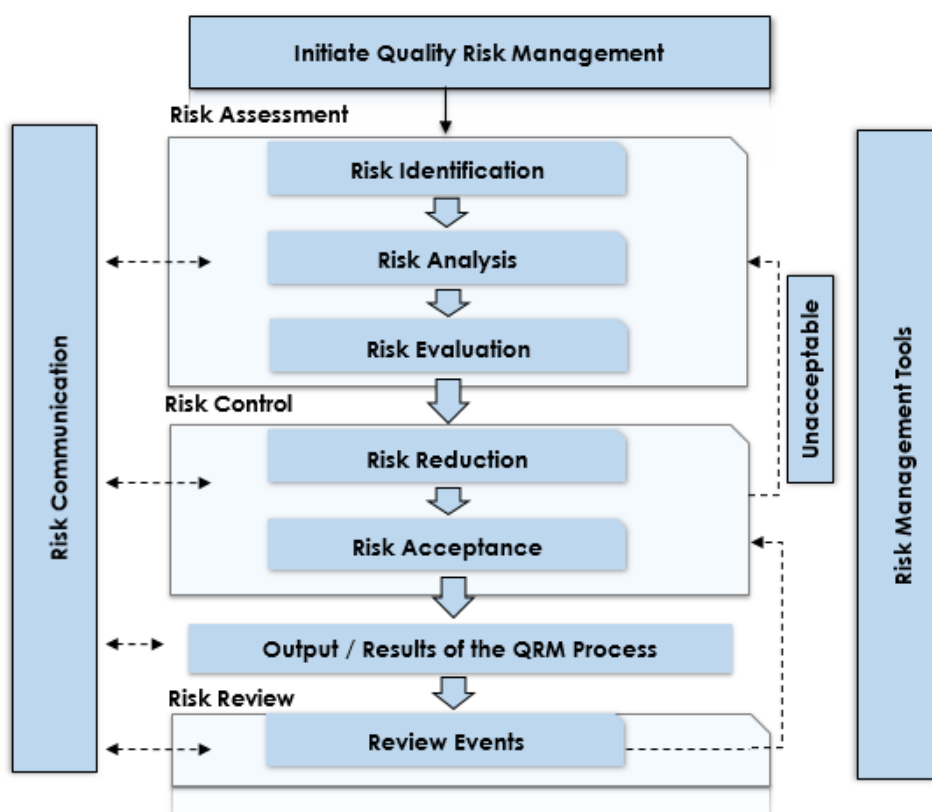
Definition: Risk

Risk is an exposure to an event which may cause death, injury, illness or other harm, to either employees or the public etc., or the environment. Safety and environmental risk are measured in terms of the combination of the likelihood of a harmful event and the consequence of the harm should it occur. The level of risk increases with the severity of the hazard, or level of impact of the aspect, including the duration and frequency of exposure.

When identifying, assessing, evaluating, and considering options to address risk and opportunity, the Managing Director and Project Managers shall apply the **Risk Management Process** to safety and environmental risks (this HIRAC methodology may also be applied to quality management and opportunities).

The Managing Director and Project Managers shall ensure that all hazards (safety) and aspects (environment) are managed in accordance with the **Risk Management Process**.

Overall Risk Management Process



The Risk Management Process (**HIRAC** methodology and criteria) can be distilled or summarized into the following elements:

- Hazard or Aspect Identification (**HI**)
- Risk Assessment (**RA**) (Risk Analysis and Evaluation)
- Actions and/or Control(s) (**C**) (Risk Reduction)

The Risk Management Process is synonymous with the terms Risk Assessment or HIRAC Methodology, and associated Tools, as shown by the above explanation

Risk (Hazard and Aspect) Identification

Identifying hazards in the workplace involves finding situations that could cause harm to people, property or the environment. Hazards generally arise from the physical work environment, equipment, materials, different work tasks, or design of the workplace.

RNL Constructions' process for the on-going proactive identification of hazards and aspects includes considerations of each of the following (as a checklist):

- Design risk assessment (typically from client)
- routine and non-routine activities and situations, including consideration of:
- infrastructure, equipment, materials, substances and the physical conditions of the workplace;
- hazards that arise as a result of product design including during research, development, testing,
- production, assembly, construction, service delivery, maintenance or disposal;
- human factors;
- how the work is actually done;
- emergency situations;
- people, including consideration of:
 - those with access to the workplace and their activities, including workers, contractors, visitors
 - and other persons;
 - those in the vicinity of the workplace who can be affected by the activities of the organisation;
 - workers at a location not under the direct control of the organisation;

- other issues, including consideration of:
 - the design of work areas, processes, installations, machinery/equipment, operating procedures and work organisation, including their adaptation to human capabilities;
 - situations occurring in the vicinity of the workplace caused by work-related activities under the control of the organisation;
 - situations not controlled by the organisation and occurring in the vicinity of the workplace that can cause work-related injury and ill health to persons in the workplace;
 - actual or proposed changes in the organisation, its operations, processes, activities and OH&S management system (see 8.2);
 - changes in knowledge of, and information about, hazards;
- past incidents, internal or external to the organisation, including emergencies, and their causes;
- how work is organised and social factors, including workload, work hours, leadership and the culture in the organisation;
- consulting workers and other duty holders on risks and methods of controlling those risks; and
- ensuring appropriate resources including time and money are available to manage risk.

The Project Manager and Site Supervisor shall consider each of the above items (as a checklist), when developing their **Project-specific Risk Assessment**

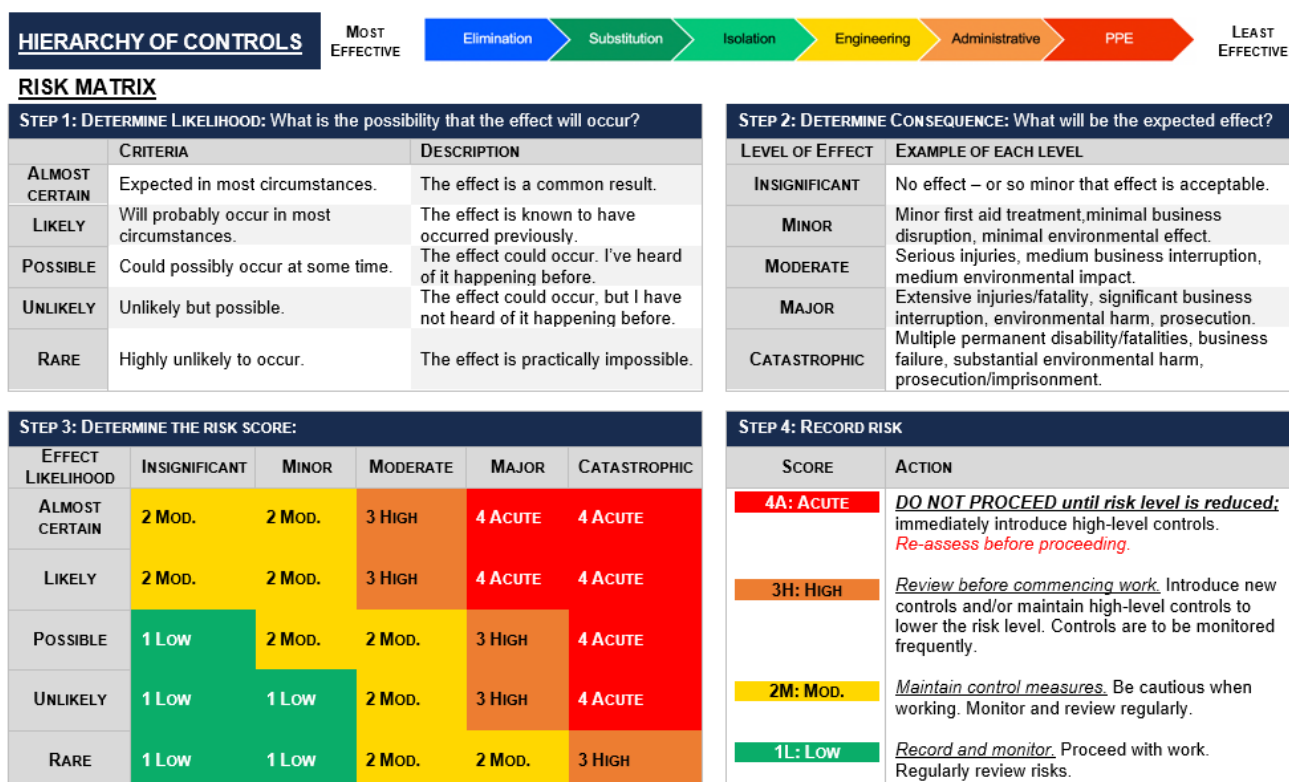
Risk Analysis and Evaluation (Risk Assessment or RA)

For safety, quality and environmental risks it is important to take into account the following:

- how severe is the hazard or aspect
- whether any existing control measures are effective
- what action you should take to control the risk
- how urgently the action needs to be taken

After identifying all relevant hazards and aspects, the Managing Director and Project Manager shall ensure the following methodology is applied to each and every hazard and aspect to determine the level of risk (or severity of the risk).

6.1.1.1 Methodology for Risk Analysis and Evaluation (Risk Assessment or RA)



The Managing Director and Project Managers shall ensure the above methodology is applied to each to each hazard (safety) and aspect (environment), in order to determine the initial or raw risk score, and impact, respectively (this methodology may also be applied to quality management and opportunities)

The Managing Director and Project Managers shall ensure the initial or raw risk scores are documented in the **RNL CONSTRUCTIONS Company Risk Assessment** and **Project Risk Assessment**, for the company and specific projects, respectively.

Hierarchy of Control for Risk Reduction

This is the documented process to ensure control measures are established for identified hazards in accordance with:

- The Hierarchy of Control; and
- Applicable legislation, Codes of Practice and Australian Standards

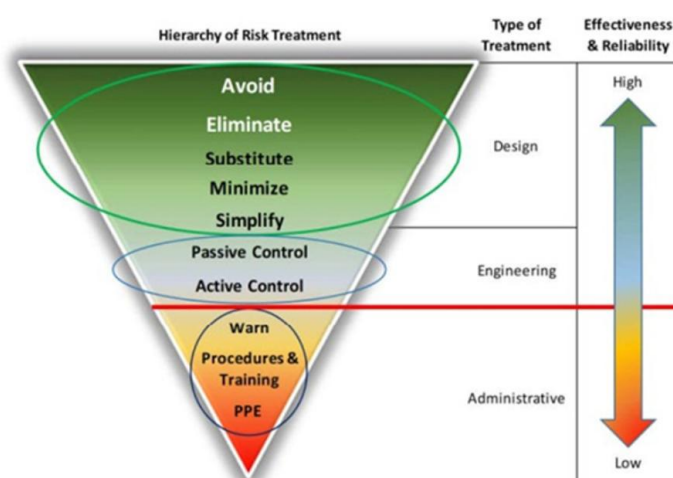
The Hierarchy of Control (HOC) shall be applied and used to make decisions on the

level of controls to be used (for all hazards identified). In addition, all controls implemented shall be consistent with the relevant requirements specified in the legislation, Codes of Practice, and Australian Standards, as documented in the **Company Legal Register**

For safety and environmental hazards and aspects, the requirements for actions and/or controls to address risk as documented in the WHS Act 2011 and Regulations 2011 as the **Hierarchy of Control**, shall be applied in the following order of precedence:

- eliminate the hazard;
- substitute with less hazardous materials, processes, operations or equipment;
- use engineering controls;
- use administrative controls;
- provide and ensure use of adequate personal protective equipment.

Hierarchy of Control (HOC) (Illustrated)



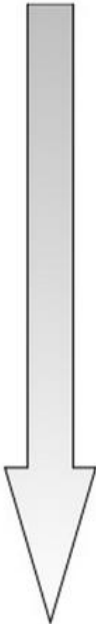
The Hierarchy of Control ranks the risk control measures from the highest level of protection and reliability to the lowest level of protection and reliability. Eliminating the hazard creating the risk is the most effective, followed by substituting the hazard with something safer, isolating the hazard from people or reducing risk using engineering controls.

Personal Protective Equipment (PPE) and administrative actions are the last line of defense and should only be used after all other control measures have been assessed or a supplementary control measure.

Where it is not reasonably practicable to eliminate hazards from the workplace or isolate the person from the hazard, work activities shall be planned and controlled based on the next most effective control(s) within the hierarchy of control method together with application of the the requirements (controls) of relevant legislation, Codes of Practice, Australian Standards (including Client requirements) to the extent necessary to prevent injury or illness.

A combination of controls should be used whenever a single control measure is not sufficient.

Risk Reduction Measures and Examples

 Most Preferred	Risk Reduction Measures	Examples	Influence on Risk Factors	Classification
	Elimination or Substitution	- Eliminate pinch points (increase clearance) - Intrinsically safe (energy containment) - Automated material handling (robots, conveyors, etc.) - Redesign the process to eliminate or reduce human interaction - Reduced energy - Substitute less hazardous chemicals	- Impact on overall risk (elimination) by affecting severity and probability of harm - May affect severity of harm, frequency of exposure to the hazard under consideration, and/or the possibility of avoiding or limiting harm depending on which method of substitution is applied.	Design Out
	Guards, Safeguarding Devices, and Complimentary Measures	- Barriers - Interlocks - Presence sensing devices (light curtains, safety mats, area scanners, etc.) - Two hand control and two-hand trip devices - Enabling devices	- Greatest impact on the probability of harm (Occurrence of hazardous events under certain circumstance) - Minimal if any impact on severity of harm	Engineering Controls
	Awareness Devices	- Lights, beacons, and strobes - Computer warnings - Signs and labels - Beeper, horns, and sirens	- Potential impact on the probability of harm (avoidance) - No impact on severity of harm	Administrative Controls
	Training and Procedures	- Safe work procedures - Safety equipment inspections - Training - Lockout / Tagout / Verify	- Potential impact on the probability of harm (avoidance and/or exposure) - No impact on severity of harm	
	Personal Protective Equipment (PPE)	- Safety glasses and face shields - Ear plugs - Gloves - Protective footwear - Respirators	- Potential impact on the probability of harm (avoidance) - No impact on severity of harm	
Least Preferred				

The Managing Director, Project Managers, Site Supervisors and Workers shall apply the Hierarchy of Control to all identified hazards/risks (safety) and aspects/impacts (environment) to reduce the risk so far as “reasonably practicable” (refer to WHS Act 2011 for definitions).

The Managing Director and Project Managers shall ensure that actions/controls to address risks and opportunities, based on the Hierarchy of Control, are **documented** (ISO only mandates documented for safety and environment) in the **Company Risk Assessment** and **Project Risk Assessment**, respectively.

The Managing Director and Project Managers shall then determine the residual risk score for each hazard (safety) and aspect (environment), after actions/controls are determined based on the Hierarchy of Control, which shall be documented in the **Company Risk Assessment** and **Project Risk Assessment**, respectively.

Integration of Controls

The Managing Director and Project Managers shall determine how the actions and/or controls are to be integrated into the safety, quality and environmental management system processes (see Clause 4.4)

Actions and/or controls could either take the form of a set of bullet points (process) required to mitigate the risk, as documented in the **Company Risk Assessment** or **Project Risk Assessment**, or with a reference to another document containing actions and/or controls including *inter alia*:

- Another process
- Procedure;
- Safe or Standard Operating Procedure (SOP);
- Safe Work Method Statement (SWMS);
- Relevant Activity Compliance Checklist etc.

RNL CONSTRUCTIONS shall maintain **documented information** of the relevant processes, procedures, forms and checklists needed to address risks and opportunities to the extent necessary to have confidence they are carried out as planned.

Relevant **documented information** needed to address risks and opportunities to the extent necessary to have confidence they are carried out as planned is contained within the following:

- Company Manual
- Company Risk Register (Risk Assessment)
- Project Risk Assessment (Project specific)

- Procedures Manual
- Project Management Plan (where required by contract)
- Emergency Response Plan (ERP)
- High Risk Activity Compliance Checklists
- Registers
- Forms

Note: the above list of documents does NOT represent an order of precedence.

Acceptable Level of Risk, Risk Appetite and Extent of Project Controls

This is the **documented** process to define the company's acceptable risk level and management actions to be taken if assessed risk is higher than that level.

The Managing Director and Project Managers shall determine the amount of risk that RNL CONSTRUCTIONS is willing to accept, in pursuit of an opportunity, or the avoidance of risk for safety, quality and environment, which shall be documented as the residual risk in the **Company Risk Assessment**.

The following management actions shall be taken when the assessed level of risk after controls (residual risk score) are as follows:

Mandatory Management Actions

STEP 4: RECORD RISK	
SCORE	ACTION
4A: ACUTE	<i>DO NOT PROCEED until risk level is reduced;</i> immediately introduce high-level controls. <i>Re-assess before proceeding.</i>
3H: HIGH	<i>Review before commencing work.</i> Introduce new controls and/or maintain high-level controls to lower the risk level. Controls are to be monitored frequently.
2M: MOD.	<i>Maintain control measures.</i> Be cautious when working. Monitor and review regularly.
1L: LOW	<i>Record and monitor.</i> Proceed with work. Regularly review risks.

In addition, the Managing Director and Project Managers shall take additional steps depending on the 'risk appetite', as determined by the Managing Director and documented within the **Company Risk Register (Company Risk Assessment)**, and carried over to the **Project Risk Register (Project Risk Assessment)**.

Project Managers shall not accept a residual risk score, after controls implemented, on their projects, which are higher than RNL Constructions' documented score for the company's "Risk Appetite" as documented by the Managing Director in the **Company Risk Register (Risk Assessment)**.

Written authorization is required from the Managing Director authorizing a residual risk score higher than the company's "risk appetite" score.

3. PROJECT SET-UP PROCEDURE

Project Risk Assessment (for jobs over \$500,000)

The Project Manager shall obtain and review the safe design risk assessment, including buildability issues from the client for the project, where the RNL CONSTRUCTIONS contract do not include any design duties or control over the design decisions, prior to the construction stage of the project.

RNL CONSTRUCTIONS shall not conduct works unless a safe design risk assessment, including buildability issues, is received from the client.

The Project Manager shall identify and assess buildability issues at the pre-construction phase, by incorporating the design risk assessment, including buildability issues, into the Project Risk Assessment (completed at the pre-construction phase).

The Project Manager shall obtain the following from the client prior to the commencement of works:

- Approved and authorised contract
- Approved and authorised construction plans and drawings
- Safe design risk assessment, including buildability issues
- Where required, obtain additional technical specifications e.g., MRTS
- Conduct own Build Risk Assessment and cross-check with client buildability issues, and integrate any buildability hazards identified that cannot be adequately controlled at the design stage into the Project-specific Risk Assessment, which shall be used in the development of relevant SWMS and safe procedures.

The Project Manager shall follow the Risk Management Process and ensure all safety, quality and environmental hazards/risks, aspects/impacts and opportunities are identified together with relevant actions/controls to address risks and opportunities, based on the Hierarchy of Control, and document these (ISO only mandates documented for safety and environment) in the **Project Risk Assessment**.

The Company Risk Assessment shall be used as a template in the development of the **Project Risk Assessment**.

The Project Managers shall determine both the initial and the residual risk scores for each hazard (safety) and aspect (environment), after actions/controls are determined based on the Hierarchy of Control, which shall be documented in the **Project Risk Assessment(s)**.

Project Management Plan

This is the documented process to ensure that a project-specific WHS management plan is developed for each project, where required by the contract (typically above \$250,000), that:

- Outlines the scope of works for the project and how they will be managed;
- Clearly defines the WHS roles and responsibilities for the project;
- Includes all relevant Project/Site Rules
- Is signed off/authorised by the senior management position allocated overall WHS responsibility for the project;
- Includes specific prompts for review and evaluation.

Note: A Project Management Plan or Construction Management Plan is NOT an ISO certification requirement.

The Project Manager has overall responsibility for the project and is the designated senior management position who is allocated overall WHS responsibility for the project.

The Project Manager shall develop a site-specific safety management plan for the

project, in consideration of the requirements in an up-to-date Project-specific Risk Assessment.

The Project Manager shall ensure the Project Safety Management Plan is tailored to be specific to the project by outlining the scope of works for the project and how they will be managed, and have clearly defines the WHS roles and responsibilities for the project.

The Project Manager shall also develop a project-specific Emergency Response Plan, using the Emergency Response Plan (ERP) template.

The Project Manager shall approve and authorise the project-specific Safety Management Plan by sign-off, and the Site Supervisor shall also sign-off acknowledging involvement with the development of the Safety Management Plan, together with an understanding of roles and responsibilities, together with specific WHS obligations and requirements (as documented throughout the Safety Management Plan).

The sign-off of the Safety Management Plan implies that the Project Risk Assessment and Project Emergency Response Plan and has also been approved and authorised, as these shall be embedded into the Safety Management Plan as an Appendix A and B, respectively, as integral to the functioning of the Safety Management Plan.

All Project-specific Safety Management Plans (SMP) shall be reviewed and evaluated by the Project Manager every 3 months, or upon identification of new hazards, material changes to site conditions, updates to WHS legislation, and outcomes of any material incident or variation etc., which requires a change to the SMP, whichever comes first.

The Project Manager shall ensure that the version (amendment) table in the SMP is kept up-to-date, including the specific prompt (date) for the next review and evaluation (refer to revision table).

The Project Manager shall ensure that copies of the amended Safety Management Plan shall be made available in the site office, with all workers and sub-contractors advised of the changes via the Pre-start (or a Toolbox Meeting).

Where RNL CONSTRUCTIONS is the principal contractor, copies of the amended plan shall be provided to each sub-contractor together with information on the sections that

affect their works at least 2 weeks before commencement of works (by e-mail). The e-mail shall be sent to the sub-contractors Director, together with the sub-contractors designated person responsible for managing the sub-contractors works on the project/site.

Notes:

Generic WHS Management Plans that are not specific to the project will not satisfy this criterion.

Sign off of the WHS Plan without definition or position description of who has overall WHS responsibility for the project will not satisfy this criterion.

Project Signage

Project signage help ensure that workers are constantly reminded of the hazards present and the measures required to mitigate those risks. As construction environments are dynamic and complex, periodically reviewing and updating these signs—based on site-specific risks is essential.

The project Manager shall ensure relevant project signage is placed in required positions across the site, based on both the Project Risk Assessment, and relevant SWMS and mandatory legislative requirements.

Project signage shall include the following *inter alia*:

Construction Site (Do Not Enter) Signage Placed on fencing, barricades, and site entry points, this sign warns unauthorised personnel to keep clear of the construction compound and the designated boundaries.

Site Contact Details and Emergency Numbers Displays essential contact information—for site management and emergency services—so that help can be quickly accessed during an incident.

Prohibition Signs Clearly indicate actions or behaviors that are not allowed (such as “No Smoking,” “No Unauthorised Access”), reducing chances of hazardous activities.

Danger Signs Warn of severe hazards that could result in serious injury or death.

These signs alert workers to immediate risks so they can follow strict control measures.

Warning Signs Advise of possible hazards that, while not immediately life-threatening, require caution. They help prepare workers to take preventive measures.

Mandatory PPE Signs Indicate compulsory personal protective equipment requirements. These are positioned where specific tasks are carried out, ensuring that workers are aware of the need for safety gear.

Task Specific Signs Provide detailed instructions or warnings related to a particular task or activity on-site (for example, hot work areas or confined space warnings).

Deep Excavation Signage Installed at key points around deep excavations, these signs alert workers to the risks associated with trench collapse and related hazards.

General Traffic and Road Signage According to the Traffic Management Plan, these signs guide traffic flow, inform workers and visitors of road conditions, and define vehicle routes within the site.

Yield or Give Way Signage Directs vehicles and machinery to yield the right-of-way, reducing the risk of collisions in mixed-use areas around the construction site.

Shared Zone Signs Alerts both vehicular operators and pedestrians about areas where both coexist—for safe interaction between vehicle, plant, and foot traffic.

Pedestrian Zone Signs Clearly delineate areas reserved for walkers, ensuring that pedestrian pathways are kept distinct from heavy machinery and vehicular routes.

Worker Safe Zone Signage Marks areas designated for worker safety—such as refuges or breaks—and helps ensure that these zones remain clear during hazardous operations.

First Aid Signs Identify the location of first aid kits or first aid stations, enabling rapid response in case of injury.

Emergency Equipment Signage Includes signs for items such as fire extinguishers and fire blankets, ensuring that emergency equipment is easily recognizable and accessible.

Safety Data Sheets (SDS) Location Signs Guides workers to the SDS repository, where they can find detailed hazard information for chemicals and other dangerous substances present on-site.

Eye Wash Station Signage Directs personnel to the location of eye wash stations, critical for immediate decontamination in the event of chemical exposure to the eyes.

Emergency Assembly Point Signs Clearly mark designated assembly points where personnel should regroup following an evacuation or emergency.

Fire Alarm Signs Indicate the location of fire alarm/horn to ensure quick activation of emergency response systems when needed.

Exit and Evacuation Route Signs Layout clear directions to designated exits and evacuation routes, guiding workers to safety in the event of an emergency.

Signs shall be displayed in prominent positions and maintained in a good condition.

Examples of Signs Required on the Project

Mandatory Signs

These signs specify that an instruction **MUST** be carried out. Symbols (or pictograms) are identified in white on a blue circular background and indicate the minimum standard of compliance required for the workplace where it is displayed. The sign's wording, if necessary, is in black lettering on the white background.



Prohibition Signs

These signs specify behaviour or actions, which are not permitted. The slash should

be depicted in red over the action symbol in black. The sign's wording, if necessary is in black lettering on the white background.



Warning (Caution) Signs

These signs are to warn of hazards or a hazardous condition that is not likely to be life threatening. The hazard symbol should be black on a yellow background and a triangle should be depicted around the hazard symbol. They are black on a yellow background and indicate that caution is to be taken. The sign's wording, if necessary, is in black lettering on the yellow background.



Danger Signs

These signs are for warning when a hazard or a hazardous condition is likely to be life threatening. The word 'DANGER' is in white featured inside a red ellipse inside a black rectangle. The sign's wording, if necessary is in black lettering on the white background.



Fire Signs

These signs advertise the location of fire alarms and firefighting equipment. They contain a white symbol and/or wording on a red background.



Emergency Information Signs

These signs indicate the location of, or direction to emergency related facilities (first aid kits, exits, etc.). They feature a white symbol and/or wording on a green background.



General Information Signs

Signs in Australian Standard AS1319 are available to communicate information of a general nature (e.g. housekeeping).

General Project Rules

All workers and sub-contractors and visitors shall comply with the following General Project Rules:

- 1) Complete the Daily Pre-start Risk Assessment: before starting work, complete and sign the site-specific induction and Daily Pre-Start Risk Assessment. This ensures you know the unique hazards and safe work procedures for the site.

- 2) **Verification of Competency (VOC) for Using Mobile Plant:** Only operate powered mobile plant if you have been certified as competent by your Site Supervisor (completed a VOC). This certification must include tasks such as loading and unloading plant.
- 3) **Get Authorisation for Plant Movement in all Public Areas:** Do not allow any plant to cross roads unless you have explicit permission from the Site Supervisor, along with full traffic control arrangements.
- 4) **Follow the Site Supervisor's Instructions and Site Signage:** Always listen to and follow instructions from your Project Supervisor, and Project Manager/Engineer, as well as adhering to all safety, environmental, and traffic signage.
- 5) **Wear Mandatory Personal Protective Equipment (PPE):** Always wear your PPE—at a minimum, safety boots —plus any extra gear required for your specific task.
- 6) **Keep Your Work Area Tidy:** Maintain a clean and orderly work site. This reduces slip, trip, and fall hazards and ensures that walkways and emergency exits remain clear.
- 7) **Prioritise Personal Safety:** Avoid any behavior that could put you or others at risk. Always stay alert and practice safe work habits.
- 8) **Use Safe Work Practices:** Do not work in unsafe areas—make sure proper safety measures like guard rails, fall prevention systems, and secure access are in place before you start working.
- 9) **Report Defects and Near Misses Immediately:** If you notice any defects or near misses, report them to your Site Supervisor without delay. Early reporting helps prevent accidents.
- 10) **Do Not Tamper with Equipment:** Always use equipment as it is intended. Never remove safety guards or alter equipment settings unless you are officially authorised and competent to do so.
- 11) **Secure Hazardous Areas with Fencing or Barricades:** Ensure that all excavations, penetrations, and trenches are properly fenced or barricaded to prevent accidental

access by workers or the public.

- 12) Restrict Mobile Phone Use on Site: Mobile phones are not allowed on site unless authorised by the Site Supervisor. Use them only during designated breaks to keep your focus on safety.
- 13) Prohibited - Alcohol, Drugs, and Unauthorised Smoking: No alcohol or drugs are permitted at the site. Smoking is only allowed in designated areas where there is no fire risk, and proper disposal of cigarette butts is required.
- 14) Keep the Entire Site Clean: Always dispose of rubbish in the provided waster bins or cages and maintain cleanliness across all work areas and site amenities.
- 15) Ask When in Doubt: If you are unsure about any procedure or notice a potential safety hazard, ask your Site Supervisor immediately. It's always safer to seek clarification than to assume.

Maintaining a safe work environment goes beyond memorizing rules - it means actively engaging in a culture of safety. Regular training refreshers, routine equipment checks, and open communication with your team can further reinforce these practices.

Jewellery & Clothing

Workers must adhere to strict guidelines regarding their attire and personal accessories. Jewellery and clothing that could pose a risk to themselves or others—such as loose-fitting garments or dangling accessories—should not be worn, as they may become entangled in machinery or equipment, potentially leading to serious injuries.

Additionally, consideration must be given to the way hair is styled and secured, as improperly managed hair can also present a safety risk in environments where moving parts and mechanical operations are involved.

Where uniforms are provided, they must be worn at all times to maintain consistency, professionalism, and adherence to safety regulations. These measures are essential in fostering a safe and hazard-free working environment, ensuring that all personnel can perform their duties without unnecessary risks.

4. PROVISION OF ADEQUATE INFORMATION, INSTRUCTION, TRAINING, AND COMPETENCY

General Construction Induction

The Project Manager shall ensure all workers and sub-contractors undergo a General Construction Induction.

The Project Manager shall ensure all workers and sub-contractors are inducted in the project/site safety procedures of the work they are undertaking, including but not limited to SWMS, risk assessments and procedures etc.

Inducted means company specific instruction provided to a worker related to a task, activity or process, with evidence of worker acknowledgement of instruction provided.

The Project Manager and Site Supervisor shall ensure instruction in the project/site safety procedures takes place as follows, prior to commencement of any works:

- **General Construction Induction**
- **Daily Pre-start (Risk Assessment)** (RNL CONSTRUCTIONS Daily Pre-start Form)

All inductions shall be signed-off by workers as worker acknowledgement of instruction in site safety procedures.

Notes:

- Induction that only captures some of the site safety procedures relevant to the work being undertaken will not satisfy this criterion.
- Induction with no evidence of worker acknowledgement of instruction provided will not satisfy this criterion.

All workers and sub-contractors (jobs over \$250,000) shall be shown the following information (Site Docs access is also suitable):

- Policies – Quality, Environmental and Health & Safety
- Emergency Contacts List
- Emergency Evacuation Diagram
- First Aid Officer and Fire Warden details
- Any relevant Safety/Quality/Environmental Alerts.

Daily Pre-start Risk Assessment

The Site Supervisor shall conduct a daily Pre-start Meeting at the beginning of each shift using the JSEA in the CRM.

The meeting shall be attended by all workers and subcontractors working on the project and documented (ISO and Federal requirement), together with mandatory sign-off by all parties (workers, sub-contractors, labor-hire and client representatives etc.).

The meeting is intended to ensure all site personnel are aware of the scope of activities and tasks to be performed for the day, the potential hazards and risks and the associated control measures, including procedures and SWMS that need to be followed.

Again, the Daily Pre-Start Form shall be signed by all attendees at the meeting (mandatory). The Site Supervisor shall ensure workers who do not acknowledge and sign the Pre-start and SWMS shall not be permitted to work.

Again, the **Daily Pre-start Risk Assessment** shall also include verification of minimum WHS training, competency, and qualification (as per **Company Training Register**), and licensing, and to ensure provision of the following information, instruction and training,

- information on notice boards or in Site Docs
- hazards, risks, and actions that are relevant to them.
- verification of:
 - General Construction Induction Training (White or Blue Card)
 - Location of IMS Procedures Manual
 - Construction Management Plan (where required by client)

- Risk management Training (HIRAC) (as per Risk Management section and content of this IMS Manual)
- Relevant Procedures
- Relevant SWMS
- Verification of High-Risk Work License, where required
- Verification of VOC for plant operations, where required
- Verification that all plant is inducted, checked and fit for purpose
- safety, quality and environmental policy
- workers contribution to the effectiveness of the safety, quality and environmental management system, including the benefits of improved performance;
- the implications of not conforming with the management system requirements.
- reporting incidents and investigations that are relevant to them.
- Reporting non-conformances
- the ability to stop work if in danger or at risk; and the arrangements to protect them from undue consequences for doing so.

The Site Supervisor shall sign-off the **Daily Pre-start Risk Assessment** after verifying minimum training, competency, qualification, licensing and competency requirements have been verified.

The Site Supervisor shall not permit works by any worker in the absence of the minimum training requirements, expired, or where expired and training booked, however not yet delivered and updated in the **Company Training Register**.

5. VERIFICATION OF HIGH-RISK WORK LICENCES (HRW)

The Site Supervisor shall ensure that all high-risk work as defined in Schedule 3 WHS Reg. 2011 is conducted by workers with the relevant high-risk work license.

Where a high-risk work license is not required to operate plant, the Site Supervisor shall ensure workers operating mobile plant are deemed competent in the operation of the plant via a Verification of Competency (VOC).

A worker with a valid high-risk work license does not require an additional VOC.

6. VERIFICATION OF COMPETENCY (VOC) OF PLANT OPERATORS

Powered mobile plant may only be operated after a Verification of Competency has been provided by the operator (VOC Certificate from RTO).

The Site Supervisor shall complete a basic site-specific **VOC Checklist** to ensure operator understands site requirements, depending on the level of risk.

Where required, the Site Supervisor shall ensure that a site-specific VOC is conducted on all plant operators including wet and dry operators, subcontractors, and labour hire operators under the EPC class.

Plant operators shall strictly work within the limitations of their VOC, by example, never attempt to load or un-load plant unless your VOC has included an assessment of loading and un-loading of plant.

7. POWERED MOBILE PLANT INDUCTIONS, INSPECTIONS AND VERIFICATION AS “FIT FOR PURPOSE”

Verification that all Plant is Inducted onto the Project, Inspected and Fit for Purpose

Project Plant Induction/Registration Process

The Site Supervisor shall ensure all plant is inducted prior to use by entry into the **Plant Register** (Asset Register), with completion/verification of the following prior to any plant operations, according to the needs of the type of mobile plant:

- Plant registration, where applicable e.g., registration for high-risk plant
- Conditional registration for limited use on roads (under Transport Operations Act)
- Plant Risk Assessment
- Availability of Plant Operators Manual in plant (Original Equipment Operators Manual)
- Inspection requirements completed in accordance with relevant legislation, Codes of Practice and Australian Standards.
- Inspection requirements completed in accordance with the requirements in the

Manufacturer's Original Equipment Operators Manual (manufacturers requirements)

- Maintenance requirements (including ongoing maintenance requirements) in accordance with relevant legislation, Codes of Practice and Australian Standards.
- Maintenance requirements (including ongoing maintenance requirements) in accordance with the Manufacturer's Original Equipment Operators Manual (manufacturers requirements)

Note: there are 2 types of plant inspections as listed above – Legislation and OEM Inspections. There are also 2 types of plant maintenance requirements – Legislation and OEM Maintenance requirements, as above.

The Plant Register shall have the relevant schedule inspections and maintenance (and ongoing maintenance)

The Site Supervisor shall ensure all columns in the Plant Register (Asset Register) are completed being the Project Plant Induction/Registration Process.

Relevant legislation, Codes of Practice and Australian Standards for plant are documented in the Project Company Company Legal Register

Plant Registrations

Schedule 5, Part 2 of the WHS Regulation 2011 specifies the items of plant that requires annual registration. Registration is recorded in the CRM.

Plant Specific Inspections

This is the documented process to ensure there is an inspection program that is specific to the needs of the type of mobile plant, taking into account:

- Regulatory inspections and registration;
- Manufacturers' inspection requirements;
- Pre-start inspections; and
- Commissioning prior to use on site.

The Site Supervisor shall ensure inspection is specific to the needs of the type of mobile plant, taking into account:

- Regulatory inspections and registration
- Manufacturer's inspection requirements
- Pre-start inspections
- Commissioning prior to use on-site

The Site Supervisor shall ensure that all plant is inspected at defined frequencies, specific to the needs of the type of mobile plant (as above), with commissioning inspections completed where required prior to use on the project (if applicable).

Specific Regulatory Inspections and Compliance Requirements

The Site Supervisor shall ensure that all Plant meets the required regulatory inspections, registration, manufactures inspection requirements and commissioning (if required – refer OEM).

The Site Supervisor shall also ensure that a Daily Pre-start Inspection is conducted on all plant prior to use. Plant that does not meet the above requirements shall not be used, under any circumstances.

Cranes

The Project Manager shall ensure inspecting and appropriate testing is carried out to ensure the:

- Crane has been maintained in a safe and serviceable condition (e.g., all windows and windscreens must be regularly cleaned and cracked windows and windscreens must be replaced to ensure vision is not obscured).
- Inspecting and testing of mobile cranes should also include:
 - pre-operational inspection
 - routine inspection and maintenance
 - annual inspections
 - 10-year major inspections

For further detail refer to the Mobile crane - Code of Practice 2006 (always refer to Project Risk Assessment and Project Company Legal Register for the most updated version/date).

Concrete Pumps

RNL CONSTRUCTIONS hires concrete pumps with professional crews, and does not operate concrete pumps in-house.

The inspections and routine maintenance are to be carried out at intervals specified by the manufacturer and should be carried out:

- daily before commencement of work
- weekly
- monthly
- yearly, and
- six yearly major inspection

The Site Supervisor shall verify all equipment associated with concrete pumping has the following verification:

- cab and chassis – by the state transport authority in which the unit is registered, with a fixed motor vehicle modification plate showing the appropriate modification codes
- concrete placing boom and outriggers:
- by the manufacturer, with a fixed plate showing date of manufacture, serial number, maximum recommended working pressure, maximum recommended length of end (or drop hose), recommended maximum size of delivery pipe/hose
- following each six-year major inspection, an inspection certificate completed and signed by the engineer overseeing the inspection along with a comprehensive inspection report
- concrete pump – by the manufacturer, with a fixed plate showing date of manufacture and serial number
- maximum recommended working pressures for hydraulics and concrete etc
- Any pump, boom, prime mover and/or associated equipment not having such a compliance plate or documentation, should be removed from service immediately, until such certification is in place.

For further detail refer to the Concrete pumping Code of Practice 2019.

Ongoing Maintenance of Mobile Plant

This is the documented process to ensure that there is a process for the ongoing maintenance of mobile plant.

The Project Manager shall ensure that all required maintenance is scheduled and carried out on plant in accordance with the manufacturers' requirements and relevant legislation, Codes of Practice and Australian Standards.

Refer to Plant Induction/Registration Process, for the documented process.

The Site Supervisor shall ensure the Asset Register (Plant Register) has the relevant schedule for registrations, inspections and ongoing maintenance requirements for each item of plant inducted onto site.

Relevant legislation, Codes of Practice and Australian Standards are documented in the Project Company Company Legal Register

8. STORAGE OF PLANT PROCEDURE

Plant Operators and Site Supervisors shall ensure the following:

During work hours:

- Any unused plant and equipment must have its keys removed by the operator.
- It should be parked safely, away from other construction work, with the cab locked (if applicable).
- Keys that are not in use must be kept in the site office.

After work hours:

- All plant and equipment must have its keys removed and cab locked (if applicable).
- Keys must be securely stored in the site office.
- Equipment must be properly secured within standard site fencing panels.
- On uneven ground, fence panels must overlap to prevent gaps.

The Site Supervisor shall ensure the site and compound gates are locked with an industrial-grade lock and chain.

5. CHAIN OF RESPONSIBILITY PROCEDURE

The Chain of Responsibility (CoR) process ensures that everyone in the transport supply chain shares responsibility for safety and compliance with the HVNL. RNL CONSTRUCTIONS is dedicated to upholding its CoR obligations, preventing violations, and protecting road users.

Under the Heavy Vehicle National Law (HVNL), a heavy vehicle is any vehicle with a Gross Vehicle Mass (GVM) or an Aggregate Trailer Mass (ATM) greater than 4.5 tonnes.

Responsibilities of Each Party in the Transport Supply Chain

- Each party involved with the heavy vehicle must ensure, as far as reasonably possible, that their transport activities are conducted safely.
- Each party should eliminate public risks whenever possible. If eliminating risks completely isn't feasible, they must minimize them. They should also avoid any actions or communications that might lead a heavy vehicle driver to ignore these safety requirements.
- Similarly, each party must ensure that their actions do not cause, either directly or indirectly, the heavy vehicle driver to exceed the posted speed limits. This rule also applies to influencing anyone else—notably other parties—in the chain of responsibility.

Meaning of 'Party's Conduct' - The term "party's conduct" includes situations such as:

Asking, directing, or requiring someone to do—or refrain from doing—something.

Entering into a contract that requires someone to act in a specific way.

Attempting to annul, exclude, restrict, or otherwise change these requirements.

The Site Supervisor Shall ensure that the requirements of this CoR Procedure are communicated to all relevant personnel, including the following responsibilities in compliance with Heavy Vehicle National Law (HVNL):

- **Training Required:** All staff must be trained in their CoR responsibilities under the law.
- **Everyone's Accountable:** All staff involved in transport—drivers, managers, planners, senders, and receivers—share responsibility for following the law.
- **Company Liability:** The company (RNL CONSTRUCTIONS) is legally responsible if its workers or managers break CoR laws.

- **Management Accountability:** Managers can be personally fined if they allow or ignore unsafe practices.
- **Vehicle Maintenance:** Vehicles must meet safety and mechanical standards before being driven.
- **Packing and Loading:** If you pack, load, unload, or receive goods from a heavy vehicle, you're legally responsible for safety and compliance.
- **Mass, Size & Load Safety:** Loads must be the correct weight, size, and properly secured so they don't shift or cause accidents.
- **Safe Loading:** Drivers must check that loads are within legal mass and dimension limits and are properly secured.
- **Driver Duties:** Drivers must inspect their vehicle before driving, report any faults, and drive safely.
- **Fatigue & Speed Management:** Drivers must manage fatigue and follow speed limits at all times.
- **Fatigue Breaks:** Drivers must take a rest break after driving for 5 continuous hours. Breaks can include engine-off idle time of at least 15 minutes.
- **Pre-Start Checks:** Every driver must complete a daily vehicle check before starting work.
- **Accurate Scheduling:** Allocators must create schedules that allow enough time for breaks and safe driving—no pressure to rush.
- **Proper Documents:** Everyone must use correct paperwork that clearly shows the load's weight, size, and other transport details.
- **Consignors and Consignees:** Those sending or receiving goods must not pressure drivers into unsafe practices and must provide accurate load info.
- **Speed Limits Apply:** Heavy vehicles over 4.5 tonnes must follow legal speed limits—never go faster than posted limits.
- **Speed Limiters:** Vehicles over 12 tonnes must be fitted with a speed limiter, which caps their speed by law.
- **Reporting Fatigue:** If anyone notices a tired driver, they must report it. The driver may be stood down until safe to drive.
- **Keeping Records:** Drivers must keep their logbooks updated with hours worked, breaks, and inspections.
- **Penalties for Breaches:** Breaking CoR laws can lead to warnings, fines, licence bans, and even court action for both individuals and companies.

6. FATIGUE MANAGEMENT PROCEDURE

Fatigue management is essential for maintaining workplace safety, productivity, and the well-being of all personnel. This procedure outlines measures to reduce fatigue-related risks on-site, in compliance with Australian workplace health and safety regulations.

This procedure applies to all workers, supervisors, and contractors engaged in construction activities.

Fatigue Management Measures

Rest Breaks

- All personnel must take regular rest breaks during the workday.
- A minimum of two rest breaks shall be taken:
- One 15-minute short break
- One 30-minute meal break
- Supervisors must ensure that all workers take their scheduled breaks.

Work Hour Limits

- A standard workday shall not exceed 12 hours.
- Where extended work hours are required, supervisors must consult workers to schedule additional rest breaks to manage fatigue, and arrange transport home.

Shift Changes

- Transitioning from day shift to night shift or vice versa must include a minimum 10-hour rest period before starting the next shift.
- Workers must be given adequate time to adjust before resuming duties.

Fatigue Assessment

- Supervisors must assess workers for signs of fatigue, such as:
- Reduced concentration
- Slower reaction times
- Microsleeps
- Increased risk-taking behavior

If fatigue symptoms are observed, adjustments such as additional rest breaks or shorter shifts must be considered.

Personal Responsibility

Workers should take responsibility for managing their fatigue by:

- Getting sufficient rest outside of work hours
- Staying hydrated and consuming nutritious meals
- Informing supervisors if they feel excessively fatigued

Emergency Fatigue Measures

If a worker is too fatigued to work safely, they must immediately notify their supervisor.

Supervisors must take appropriate actions, including:

- Assigning alternative duties
- Allowing additional rest
- Arranging transport home if needed

This procedure shall be reviewed periodically to incorporate improvements based on workplace observations and feedback.

Compliance and Legal References

This procedure aligns with the following Australian fatigue management regulations:

- Work Health and Safety (WHS) Act – Requires employers to manage workplace risks, including fatigue.
- Safe Work Australia Fatigue Management Guide – Provides practical guidance on fatigue risk management.
- Heavy Vehicle (Fatigue Management) National Regulation – Applies to fatigue management in transport and logistics.
- National Heavy Vehicle Regulator (NHVR) Work and Rest Requirements – Specifies maximum work hours and minimum rest periods for fatigue-regulated heavy vehicle drivers.

7. PERSONAL PROTECTIVE EQUIPMENT PROCEDURE

All persons on our construction sites including workers, subcontractors, and visitors shall wear the appropriate PPE for their tasks.

PPE includes the following but not limited to:

- Hard hats - where specified in the pre-start
- Safety glasses
- Hearing protection - where specified in the pre-start
- Gloves - where specified in the pre-start
- Safety harnesses - where specified in the pre-start
- High-visibility clothing – only mandatory for commercial
- Respiratory protection - where specified in the pre-start, procedures and SWMS

The Site Supervisor shall:

- Explain all PPE requirements and recorded using the Induction Checklist, and ensure every person on site meets the required PPE standards.
- Provide comprehensive training to all employees on how to inspect, clean, and store their PPE.
- Conduct regular refresher sessions, especially when new equipment types are introduced or when changes in procedures occur.
- Ensure each worker inspects their PPE for cracks, frayed straps, clouded visors, or any other compromising factors.
- Verify that PPE is worn correctly, fits properly, is comfortable, and complies with relevant Australian Standards.
- Ensure that PPE maintenance and storage procedures are strictly followed.
- Store all PPE in a clean, dry, and well-ventilated area away from direct sunlight, chemicals, and extreme temperatures.
- Provide secure storage areas that are accessible only to authorised personnel.
- Conduct regular inspections of PPE storage areas.
- Record inspection, repair, and replacement with details such as the date, the responsible person, and observed conditions.
- Immediately remove any PPE that doesn't meet safety standards.

Workers and sub-contractors shall:

- Wear all PPE as instructed during their induction training and Daily Pre-start Risk Assessment
- Use PPE according to the manufacturer's instructions and for its intended purpose only.
- Never modify PPE in any way.
- Follow all signs and instructions (including mandatory blue PPE signs) posted around the site.
- Visually inspect PPE for dirt, chemicals, or any signs of deterioration.
- Use manufacturer-recommended cleaning agents and methods. For example, clean hard hats and face shields with a damp cloth and approved disinfectants.
- Store all PPE in a clean, dry, and well-ventilated area away from direct sunlight, chemicals, and extreme temperatures.
- Where necessary, use dust covers or storage bags to further protect the PPE from environmental hazards.

8. UV PROTECTION AND HEAT EXPOSURE MANAGEMENT PROCEDURE

This UV and Sun Protection Procedure ensures that all site personnel are adequately protected from UV radiation and excessive heat exposure, promoting a safe and healthy work environment.

This procedure applies to all employees, contractors, and visitors working on-site in outdoor environments.

UV and Sun Protection Measures

Workers and Sub-contractors shall:

- Wear adequate clothing, including long-sleeved shirts and full-length pants made from breathable fabric.
- Use wide-brimmed hats or hard hats with neck flaps for head and neck protection.
- Wear UV-protection sunglasses to shield eyes from direct sunlight.
- Apply SPF 30+ broad-spectrum sunscreen at least 20 minutes before sun exposure and reapply every two hours or after sweating excessively.
- Stay hydrated by drinking water frequently throughout the day.

- Workers taking certain medications must follow their doctor's advice before working in hot conditions.
- Workers should report symptoms of dizziness, excessive sweating, confusion, nausea, or fatigue immediately to their supervisor.

The Site Supervisor shall ensure:

- provide training in the identification and management of heat-related illnesses, including heat stress, heat stroke, and dehydration, as per ERP; and ensure

Adjustments to Work Environment

- Schedule heavy tasks for cooler periods of the day (early mornings or late afternoons).
- Take frequent rest breaks in shaded areas or air-conditioned spaces during the hottest times of the day.
- Ensure shaded areas for meal and rest breaks to reduce direct sun exposure.
- Ensure work in the shade where possible, and use temporary shade structures if necessary.

Task Rotation and Assistance

- Rotate or share tasks exposed to UV rays among several workers to minimize continuous sun exposure.
- Use mechanical assistance for physically demanding tasks to reduce exertion and overheating.

The Site Supervisors shall regularly monitor weather conditions and adjust work schedules accordingly.

9. HEALTH SURVEILLANCE AND EXPOSURE MONITORING MANAGEMENT PROCEDURE

Health Surveillance Procedure – for jobs over \$500,000 & where assessments are required as stipulated in Legislation. Eg blood tests when working with lead

This is the documented process to ensure a competent person completes a site-specific assessment of potential health hazards, including:

- Biological;
- Physical; and
- Chemical/atmospheric contaminants

The Project Manager shall ensure that potential health hazards (e.g., noise, vibration, dust, gases, chemicals, fumes etc.) on the project are documented in the **Project-specific Risk Assessment**.

The Project Manager shall ensure a competent person (e.g. Occupational Hygienist - professional) completes a documented site-specific assessment of potential health hazards documented in the Project Risk Assessment through an on-site evaluation, including:

- Biological;
- Physical; and
- Chemical/atmospheric contaminants.

Examples of specific hazards that shall be considered are:

- Dusts
- Asbestos
- Fumes
- Water quality
- Noise
- Vibration
- Extreme temperatures (thermal stress)
- Ergonomics
- Laser radiation

The Occupational hygienist shall assess the potential worker personal exposure levels, and define a process for managing each potential health hazard evaluated, including but not limited to the required measurement and evaluation, together with appropriate monitoring programs during the project life cycle, and actions to be taken when defined levels and/or trigger points are reached.

Exposure to Health Hazards Procedure

Occupational Hygienist Shall Measure & Evaluate Personal Exposure to Health Hazards

This is the documented process to ensure that, where identified as required, personal exposure to health hazards is measured and evaluated on the project by a formally trained person.

The Project Manager shall ensure a formally trained person (Occupational hygienist) measure workers exposure on the project (using calibrated equipment), where identified as required as per Project-specific Risk Assessment (refer to previous section), to the potential health hazards identified in the assessment (e.g., noise, vibration, dust, gases, chemicals, fumes etc.).

Measurements taken with un-calibrated devices (e.g., smart phones) are NOT permitted and results shall be null and void. The results of the measurements are compared to the workplace exposure standards (as defined by SWA Standards and/or guidance material).

Reports from measurements taken including comparison to workplace exposure standards and/or guidance material shall be evaluated by the Project Manager in conjunction with the Occupational hygienist (formally trained person), and together review the processes for managing each potential health hazard to ensure they remain effective.

Notes:

Formally trained means a person who has undertaken formal training against a specified training course or plan, with outcomes documented as relevant to the activity or works. At RNL CONSTRUCTIONS this is defined as a professional Occupational Hygienist.

Health monitoring/surveillance by a medical practitioner will not satisfy this criterion.

Pre-employment medical assessments will not satisfy this criterion.

Measurements taken with un-calibrated devices (e.g., smart phones) will not satisfy this criterion.

Worker Health Surveillance Monitoring Procedure

This is the documented process to ensure that worker health surveillance/monitoring:

- is carried out in accordance with identified health hazards;
- is carried out in accordance with relevant legislation, Codes of Practice and Australian Standards; and
- includes a process for management and communication of health monitoring results and records.

The Project Manager shall ensure that any health hazard that a worker may be exposed to on the project is documented in the Project-specific Risk Assessment, and together with the Occupational Hygienist shall also identify those that require a medical practitioner to conduct tests (monitoring/surveillance) and ensure tests are conducted in accordance with legislation to determine the level of exposure to the hazard.

The Project Manager shall manage and communicate health monitoring results and records to individual workers, immediately and confidentially. Records and results of health surveillance will be treated as confidential and kept secured on an individual worker's record and can be retrieved from the RNL CONSTRUCTIONS server under the authority of the Managing Director only.

Medical records shall be retained by the company for 30 years.

Health monitoring results shall be made available to an individual worker upon request and where required, and provided to the individual's medical practitioner for review.

Notes

Pre-employment medical assessments alone will not satisfy this criterion

Calibration and Maintenance of Inspection, Measuring and Test Equipment Procedure

There is a documented process to ensure inspection, measuring and test equipment related to health and safety is identified, calibrated, and maintained in accordance with manufacturers' requirements and relevant legislation, codes of practice and Australian standards.

The project Manager shall ensure that any equipment used in the measurement of health and safety related hazards is identified, calibrated, and maintained in

accordance with manufacturers' requirements and relevant legislation, Codes of Practice and Australian Standards.

The project Manager shall ensure equipment is documented in the **Asset Register** (Calibration Register) and calibrated and maintained by accredited testing agencies (NATA accredited testing and inspection agencies).

When calibrated, the **Asset Register** (Calibration Register) shall be updated by the Project Manager with the latest records (dates) using the information from calibration stickers and calibration certificates (records) from accredited agencies.

If the equipment is provided by an external provider a copy of the relevant calibration, inspection and testing certificate(s) shall be verified by the Site Supervisor/Supervisor.

Notes

Testing from non-accredited agencies will not satisfy this criterion.

Stickers and/or certificates alone will not satisfy this criterion.

This criterion does not include equipment that is not used to measure health and safety-related exposures (e.g., lasers, theodolites etc.).

9. HAZARDOUS CHEMICALS MANAGEMENT PROCEDURE

Management of Hazardous Chemicals Procedure

This is the **documented** process to ensure the management of hazardous chemicals on the project.

The Site Supervisor is responsible for ensuring that all hazardous substances and dangerous goods, whether supplied by the company or brought in by contractors, are properly managed in accordance with legislation and relevant Australian Standards.

The Site Supervisor is responsible for implementing and enforcing the following requirements:

Compliance with Legislation and Standards

The Site Supervisor must ensure that all hazardous chemicals and dangerous goods are managed in accordance with current legislation and relevant Australian Standards. This forms the foundation of all safety practices on site.

Asset Register (Chemical Register) Documentation

All hazardous chemicals and dangerous goods must be recorded in an Asset Register. This inventory system ensures accurate tracking, traceability, and accountability, and that the specific requirements for each chemical is understood in order to meet specific regulatory requirements.

Up-to-Date Safety Data Sheets (SDS)

A current SDS (issued within the last five years) must be available for every hazardous chemical. The SDS provides essential information on safety, handling procedures, emergency response actions, and associated risks to keep all personnel informed. This accessibility ensures that workers can reference critical handling and emergency instructions whenever necessary. SDS also provide quick access to emergency responders and workers with the vital information needed for a rapid and effective response in an incident.

Comprehensive Chemical Risk Assessment (not required for non-hazardous substances)

Before any hazardous chemical is used, a Chemical Risk Assessment must be performed using the Hazardous Chemical Risk Assessment Form. This assessment identifies potential hazards and determines preventive measures needed for safe handling – site specific requirements.

Worker Sign-Off on Chemical Risk Assessments

Each worker exposed to hazardous chemicals must review and sign off on the Chemical Risk Assessment. This confirms that they understand the risks as well as the essential control measures and safe work practices before commencing work.

Provision of Required Personal Protective Equipment (PPE)

Based on information provided in the SDS and the chemical risk assessment, workers must be supplied with the appropriate PPE. This equipment is vital in protecting workers from exposure and reducing the risk of accidents or chemical injuries.

Proper Labelling of Hazardous Chemicals

All hazardous substances must be accurately labelled in accordance with the relevant Code of Practice and Australian Standards. Correct labelling ensures quick hazard identification and informs workers about the potential risks and the safety measures that must be taken.

Correct Storage Practices

Hazardous chemicals and dangerous goods must be stored as per the SDS, applicable legislation, and Australian Standards. This includes segregation of incompatible substances to prevent dangerous reactions and safeguard both personnel and the environment.

Appropriate Signage in Storage Areas

Storage locations must display clear and visible signage indicating the presence of hazardous substances. Proper signage assists in hazard identification and alerts workers to potential risks during handling or in the event of an emergency.

Daily Pre-Start Risk Assessment

All relevant safety procedures, including those for hazardous chemical handling, must be reviewed and communicated during the Daily Pre-Start Risk Assessment. This ensures that every worker understands their responsibilities and the specific risks for the day. These procedures should be clearly adhered to at the point of use to maintain consistent safety practices throughout the job.

PPE Compliance Verification

The Site Supervisor must verify that all PPE specified in the SDS, Chemical Risk Assessment, and Safe Work Method Statements (SWMS) is being correctly worn by workers handling hazardous chemicals. This rule ensures continuous protection

against chemical exposure and related hazards.

Established Procedures at the Point of Use

The Site Supervisor must ensure that all established handling procedures are followed on-site. The Site Supervisor is responsible for regularly monitoring hazardous chemical handling practices and ensuring ongoing compliance. Workers must be encouraged to report any concerns or incidents immediately, and these reports should prompt a review and update of chemical risk assessment and procedures to continually improve site safety.

Notes

A hazardous chemical register alone will not satisfy this criterion

Copies of SDS alone will not satisfy this criterion

10. SILICA DUST MANAGEMENT PROCEDURE

What Is Silica Dust and Why Is It Hazardous?

Silica dust is composed of fine particles of crystalline silica (commonly quartz), which is naturally found in materials such as rocks, sands, clays, concrete, mortar, bricks, blocks, pavers, tiles, natural stone, benchtops, and cement-based products (e.g. fiber-cement sheeting and autoclaved-aerated concrete).

High-energy construction activities like cutting, sawing, grinding, drilling, polishing, scabbling, crushing, and breaking these materials generate respirable crystalline silica (RCS).

When inhaled, these microscopic particles can penetrate deep into the lungs. Their small size makes them difficult to filter by the body's natural defenses, leading to accumulation within the lung tissue. This can cause silicosis, a chronic, incurable lung disease characterized by inflammation and scarring (fibrosis) of the lungs, impairing oxygen intake.

Long-term exposure to silica dust increases the risk of developing lung cancer and Chronic Obstructive Pulmonary Disease (COPD): Exposure can also lead to conditions

like emphysema or chronic bronchitis, causing long-term respiratory difficulties.

Silica Dust Procedure

The Site Supervisor is responsible for ensuring the implementation of the following measures and maintaining silica dust levels within safe limits on site.

Compliance with Legislation and Codes of Practice

All activities involving silica dust must comply with the Work Health and Safety Act 2011, associated regulations, and the relevant Codes of Practice. This provides a legal basis for the control measures applied on site.

Comprehensive Chemical Risk Assessment

Prior to any work generating silica dust, a thorough Chemical Risk Assessment must be performed using the Hazardous Chemical Risk Assessment Form. This assessment must identify the sources of silica dust, evaluate exposure risks, and determine the preventive measures required.

Worker Sign-Off on Risk Assessments

Each worker who may be exposed to silica dust is required to review and sign off on the Chemical Risk Assessment. This step confirms that all personnel understand the hazards and the appropriate control measures before they commence work.

Provision and Use of Required Personal Protective Equipment (PPE)

Based on the Chemical Risk Assessment, appropriate PPE must be provided to all workers.

This includes respirators (e.g., N95 or P100 equivalents with proper fit testing), eye protection, and coveralls to protect against inhalation and contact with silica dust.

Established Procedures at the Point of Use with Engineering Controls

The Site Supervisor must ensure that established safe work procedures for operations generating silica dust are strictly followed at the point of use.

The Site Supervisor shall ensure that key Engineering Controls include:

- Water Suppression: Utilizing water or alternative suppressants during cutting, drilling, or grinding to reduce airborne dust.
- Vacuum Extraction: Employing vacuum extraction systems equipped with HEPA filters to capture dust at the source.
- Local Exhaust Ventilation (LEV): Using LEV systems to extract and remove dust from the immediate work area.

Daily Pre-Start Risk Assessment Communication

Every workday must begin with a Daily Pre-Start Risk Assessment where silica dust control procedures are reviewed and communicated. This ensures that all workers are aware of the day's specific tasks, the associated risks, and the correct control measures.

Housekeeping and Routine Dust Control Practices

Areas where silica dust is generated must be subject to regular cleaning and maintenance to minimize dust accumulation. Housekeeping measures include:

- Using vacuum systems with HEPA filters for cleaning dust from surfaces.
- Damp wiping surfaces to prevent dust re-suspension.
- Ensuring proper disposal of dust-collecting waste materials.

It is critical that all these control measures, engineering and administrative, are integrated into daily operations to effectively minimize the risk of inhaling respirable silica dust. The combined approach of eliminating or suppressing dust at its source, ensuring proper PPE use, maintaining rigorous housekeeping standards, and providing continuous education is key to a safe work environment on construction and building sites.

11. ASBESTOS MANAGEMENT PROCEDURE

This procedure is to ensure that any work involving asbestos—including its identification, management, and removal—is carried out safely and in full compliance

with legislation. All procedures are designed to protect workers, subcontractors, and the public from the hazards associated with asbestos exposure.

What is Asbestos and Why is it Hazardous?

Asbestos is a group of naturally occurring fibrous silicate minerals that were widely used in construction because of their heat resistance, strength, and durability. When disturbed, asbestos fibers become airborne, and their small, respirable size allows them to penetrate deep into lung tissue. Health Hazards include:

- Asbestosis: A chronic lung condition causing scarring and impaired breathing.
- Lung Cancer and Mesothelioma: Long-term exposure increases the risk of fatal diseases.
- Other Respiratory Conditions: Exposure can lead to chronic obstructive pulmonary disease (COPD) and other respiratory disorders.

Licensed Removalists Only

The Project Manager must ensure that all asbestos removal work is performed exclusively by licensed professionals:

- Class A Asbestos Removalists: For friable asbestos (materials that can easily release fibers).
- Class B Asbestos Removalists: For non-friable asbestos. This requirement ensures that removal is carried out safely by individuals with the appropriate training.

SWMS Review and Approval

Due to the high risks involved, any construction work likely to disturb asbestos must be preceded by a detailed risk assessment. A Safe Work Method Statement (SWMS) is mandatory for high-risk asbestos work.

The Project Manager shall ensure that the SWMS Review Checklist is completed and officially authorised for all sub-contractor SWMS before work commences. This step confirms that all hazards have been identified and that requisite control measures are in place.

Hazardous Materials Survey and Identification

Before work begins, a full hazardous substance/material survey must be conducted. All asbestos-containing materials (ACM) must be identified and recorded.

Where any suspect material is discovered that has not been previously documented, work must immediately cease in that area until it is evaluated and rendered safe by a licensed contractor.

Immediate Work Cessation upon Encountering Unknown Asbestos

If asbestos is encountered or suspected during any activity:

- All work in the immediate location must stop immediately.
- The supervisor must notify the Project Manager (or the designated authority) to arrange for proper identification. This minimizes the risk of exposure until the area is declared safe.

Worker Communication and Training

All workers must receive asbestos awareness and control training, including the properties of asbestos, the health risks involved, the control measures (such as engineering controls and PPE), and the emergency procedures if exposure occurs. Informed workers are more likely to adhere to safe work practices and report concerns promptly.

Provision and Use of Personal Protective Equipment (PPE)

Sub-contractors involved in asbestos-related tasks must use PPE as specified within the SWMS and risk assessment.

PPE includes respiratory protection (e.g., fit-tested air-purifying respirators), disposable coveralls, gloves, and eye protection.

This PPE is a critical last line of defense against asbestos fiber inhalation and skin contact.

Engineering and Work Method Controls

The sub-contractor shall Implement engineering controls to minimize the release of asbestos fibers:

- Isolation: Use physical barriers to contain the work area and prevent cross-contamination.
- Negative Pressure Enclosures: Maintain negative air pressure to prevent fibers from leaving the controlled area.
- Wetting Techniques: Frequently apply water or appropriate suppressants to asbestos-containing materials (ACM) to reduce dust during removal. These methods are vital in controlling dust at its source.

Area Isolation and Access Control

The work area where asbestos is being handled must be strictly isolated.

RNL CONSTRUCTIONS shall ensure the use barriers, warning signs, and controlled access points to prevent unauthorised entry. This prevents exposure to non-authorised personnel and limits the spread of asbestos fibers within the site.

Air Monitoring and Environmental Controls

Where determined by the Class B Licensed Supervisor, continuous air monitoring should be conducted during asbestos removal to assess fiber concentrations. This is to ensure that local air quality in and around the work area meets regulatory limits before and after work.

Monitoring enables immediate identification of issues with control measures and informs necessary adjustments.

Waste Management and Decontamination Procedures

All asbestos waste must be disposed of in accordance with applicable legislation.

Implement strict decontamination procedures for workers, tools, and equipment before

leaving the asbestos zone, and these shall be documented in the sub-contractors SWMS.

Clearance Certification after Asbestos Removal

Upon completion of friable asbestos removal, a clearance certificate must be issued by a qualified consultant monitoring the work. This certificate confirms that the area has been decontaminated and tested for asbestos fiber levels before work is resumed. It serves as formal evidence of a safe work environment following asbestos removal. Visual clearance by a competent person is required when a clearance certificate is not obtained.

Incident Reporting and Emergency Response Procedures

Any accidental disturbance, suspected overexposure, or failure in the controls must be reported immediately.

An emergency response plan shall be provided by the sub-contractor, including first aid and decontamination measures, and activated if required. Prompt incident reporting ensures that corrective actions are taken swiftly to mitigate risks.

12. HAZARDOUS MANAUAL TASKS PROCEDURE

What are Hazardous Manual Tasks, and why are they deemed “Hazardous”?

A hazardous manual task is defined as any task that requires a person to lift, lower, push, pull, carry, or otherwise move, hold, or restrain any person, animal, or thing and that involves one or more of the following factors:

- Repetitive or sustained force
- High or sudden force
- Repetitive movement
- Sustained or awkward posture
- Exposure to vibration Under Australian WHS legislation, these tasks are recognized as carrying a high risk of musculoskeletal disorders if not properly managed.

Examples of Hazardous Manual Tasks Tasks such as heavy lifting, carrying bulky materials, frequent pushing or pulling of equipment, and working in awkward postures (e.g., bending repeatedly or twisting) are common on construction sites. These tasks often occur during materials handling, assembly work, or even when restraining objects or people.

Potential Consequences of Hazardous Manual Tasks Poorly managed manual tasks can result in serious health issues, including:

- Musculoskeletal disorders (MSDs) such as sprains, strains, or cumulative trauma disorders
- Lower back injuries
- Repetitive strain injuries These injuries can lead to decreased productivity, long-term disability, and increased workers' compensation claims.

Manual Handling Procedure

Hazardous manual tasks must be identified and documented in the Project Risk Register and discussed at the Daily Pre-start Risk Assessment. This process ensures that each task's potential hazards are recognized and that control measures are implemented.

The Site Supervisor is required to consider the following when implementing relevant controls:

- weight of the load
- frequency of the task
- environmental conditions
- and worker posture.

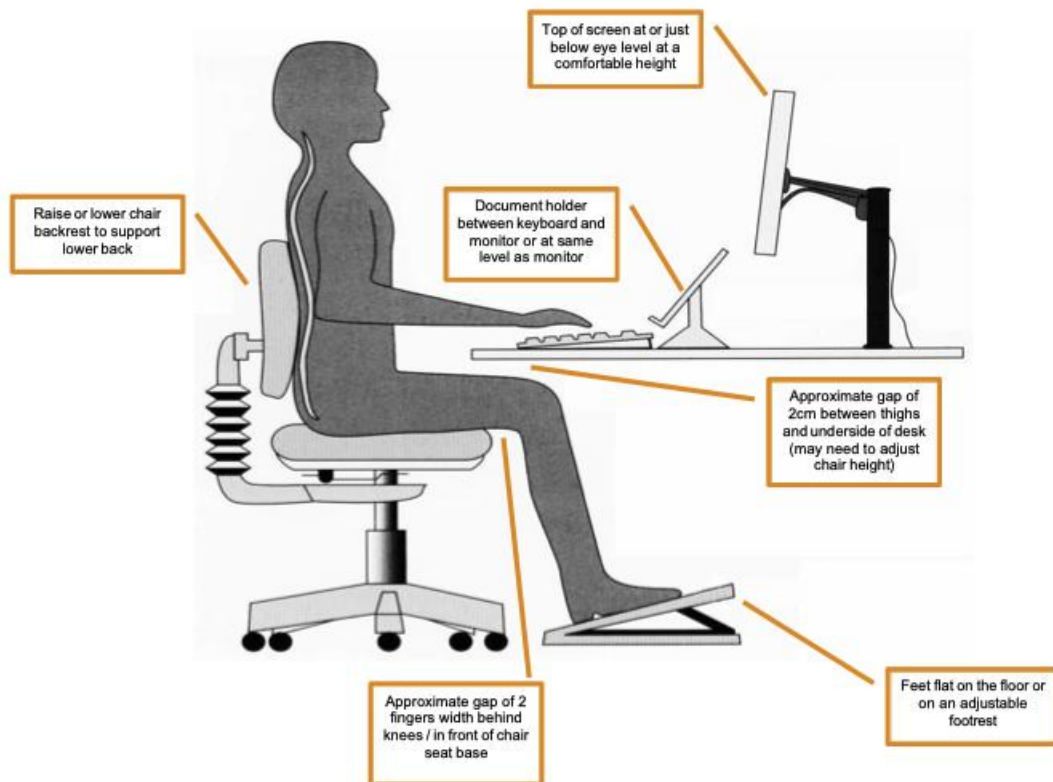
This information is then used to determine the level of risk and necessary controls.

When elimination isn't feasible, the risk should be minimized by redesigning tasks, automating processes, or reassigning duties to reduce exposure to high forces or awkward postures.

Use Mechanical Aids and Ergonomic Solutions. Substitute manual handling with

mechanical lifting devices, trolleys, hoists, or conveyor systems.

Ergonomic workplace design (e.g., adjustable workstations, lifting aids) helps reduce the physical strain on workers and minimizes injury risk.



All workers must receive comprehensive manual handling training that covers:

- The hazards associated with manual tasks
- Correct lifting techniques and safe postures
- The use of mechanical aids and other control measures This training helps ensure that every worker understands both the risks and the best practices to mitigate them.

The Site Supervisor shall ensure adequate planning to avoid prolonged exposure to hazardous manual tasks. Scheduling regular breaks and rotating duties can help reduce fatigue and repetitive strain on workers.

PPE is generally not the primary control for manual tasks, appropriate devices (e.g., back supports or gloves) may be provided where necessary. These measures act as an additional layer of protection when used alongside proper task redesign and

mechanical aids.

The Site Supervisor shall ensure the effectiveness of implemented controls are monitored continuously including reviews, and worker feedback mechanisms should be in place to assess whether control measures are reducing risk as intended.

Any manual handling injuries, near misses, or concerns from workers must be reported immediately to the Site Supervisor.

Correct Lifting Techniques

All workers and sub-contractors shall:

DO NOT PERFORM THE MANUAL HANDLING TASK if you deem the manual task to be risky, immediately consult with the Site Supervisor.

Assessment Prior to Manual Handling

- Assess the manual handling operation, and assess site conditions.
- Plan the Carrying Path Identify any turns, slopes, or obstacles along your path. Consider how you will negotiate these while carrying the load safely.
- Check the work area and route for potential hazards.
- Clear the Working Area Remove any obstructions or hazards along the handling path to ensure a safe and clear environment.
- Evaluate the load's size, shape, and overall weight. Ensure the load is within your safe handling capacity before proceeding.
- Verify the Load Weight Confirm the load's weight using available data (load charts, scales, or manufacturer guidelines) so you know it meets recommended safe limits.
- Assess your Individual Capability Consider your own physical fitness, recent fatigue, or any pre-existing conditions.
- Wear Appropriate Personal Protective Equipment (PPE) Equip yourself with the recommended gear such as gloves, steel-capped boots
- Only proceed if you are confident, you can handle the load safely.
- If the load is heavy or awkward, opt for mechanical equipment (such as trolleys, hoists, or cranes) to reduce strain.
- Again, only proceed if you are confident, you can handle the load safely.
- **DO NOT PERFORM THE MANUAL HANDLING TASK** if you deem the manual

task to be risky, immediately consult with the Site Supervisor.

- Supervisor and worker to identify site-specific risks—uneven surfaces, obstacles, environmental conditions—and decide if manual handling is appropriate or if mechanical aids are required.

Conducting the Work/Lift or Manual Movement

- Establish a Stable Stance Stand with your feet shoulder-width apart. A solid, balanced footing sets the foundation for safe lifting.
- Position Yourself Closely to the Load Move as near as possible to the load so that your body is aligned with its center of gravity, reducing undue strain.
- Check the Load's Stability Verify that the load is secure and stable—it should be properly packed or organised so that it does not shift unexpectedly during the lift.
- Secure a Firm Grip Use both hands to grasp the load. Ensure your grip is secure by positioning your hands around the load where you have maximum control.
- Hold the Load Close to Your Body Keep the load as close to your waist as possible. This lowers the load's center of gravity and reduces strain on your back.
- Maintain a Neutral Spine Keep your back straight and shoulders retracted. Avoid rounding or overextending your spine as you prepare to lift.
- Bend Your Knees (Not Your Waist) Lower yourself by bending at the knees and hips. This technique uses your strong leg muscles rather than straining your back.
- Lift Gradually Using Leg Strength Initiate the lift by slowly straightening your legs while keeping the load close to your body. Let your leg muscles do the work.
- Avoid Twisting While Lifting Rather than twisting your torso, pivot your feet to change direction. This helps prevent back injuries during rotation.
- Carry the Load in a Controlled Manner Walk at a steady pace with short, careful steps.
- Maintain a balanced posture and keep your focus on stability.
- Continuously Monitor Your Posture Check that your back remains neutral and the load stays secure throughout the carry.
- Adjust your stance as needed.

Setting Down the Load or Completing the Manual Movement

- **Prepare to Set Down the Load** As you near the destination, slow down and position yourself so that you're facing the intended drop-off point directly.
- **Adjust your stance as needed.**
- **Lower the Load Gradually** Using controlled movements, bend your knees to lower the load safely. Avoid any jerky or sudden motions.
- **Keep Your Back Neutral While Placing the Load** Maintain a straight back by continuing to use your leg muscles. Lower the load slowly until it is in a suitable position on the ground.
- **Securely Place the Load** Set the load on a flat, stable surface. Ensure it is positioned in a way that prevents further movement or damage.

13. HOT WORKS PROCEDURE

What is Hot Works and Why is it Hazardous?

Hot works include all tasks involving flame, hot air, arc welding, cutting, brazing, soldering, the use of blow lamps, bitumen boilers, and any processes that produce heat or naked flame. This also covers roof work involving molten liquids.

Hot works are high risk due to the potential for fire, burns, and the generation of hazardous fumes.

All workers shall ensure they:

- Conduct a thorough hazard assessment before commencing hot works to identify all potential risks, such as combustible materials and environmental conditions.
- Identify any flammable materials near the worksite and either remove them or protect them with appropriate fire-retardant measures.
- Consider site-specific factors such as weather conditions, the presence of overhead combustible materials (e.g., roofing), and restrictions from local authorities. Designate safe work areas by isolating the hot works zone using physical barriers and warning signage.
- Where reasonably practicable, use engineering controls such as local exhaust ventilation and cooling systems to manage heat and remove hazardous fumes from the work area.

- Prevent unauthorised access and contain any potential fire or hazardous emissions.
- Ensure that all personnel involved in hot works are trained, competent, and aware of the hazards and safe work practices.
- Establish and communicate emergency response procedures, including rapid shutdown of operations, evacuation plans, and clear communication channels.
- All relevant workers to sign-off of acknowledgement of the above and that they understand controls, emergency arrangements and location of emergency equipment.

Fire Safety Equipment on Site

The Site Supervisor shall ensure that an adequate number of fire extinguishers, fire blankets, and other suppression equipment are available and easily accessible within or near the hot works area.

Use of Flashback Arrestors and Gas Safety Measures

For operations involving oxy-acetylene or other gas mixtures, store gas bottles upright in well-ventilated areas, fit them with flashback arrestors, and use only approved ignition sources (never disposable cigarette lighters).

Completion of Hot Works

After hot works are completed, the Site Supervisor shall inspect the area for any residual ignition sources, hot debris, or accumulation of hazardous fumes. Confirm that the site has returned to a safe condition before normal work resumes.

14. PLANT AND VEHICLE MOVEMENT PROCEDURE

Control of the movement of plant and vehicles on-site

This is the **documented** process to ensure that movement of plant and vehicles on-site is controlled.

The Site Supervisor shall ensure that plant movement on the project is assessed and managed in accordance with the Managing the Risk of Plant in the Workplace Code of Practice.

The Site Supervisor shall ensure that the following safe systems of work are implemented to ensure the movement of plant and vehicles on-site is controlled:

Daily Pre-Start Risk Assessment and SWMS Review

At each Daily Pre-Start meeting, the SWMS and any exclusion zones or movement constraints are reviewed with all operators and personnel before work begins. All movement of powered mobile plant must adhere to a site-specific Safe Work Method Statement (SWMS). This document outlines the hazards and control measures associated with operating heavy equipment on-site.

Compliance with the Site and Compound Vehicle, Plant, and Pedestrian Safe Movement Plan

Plant movements must follow the approved on-site movement plan, including diagrams and instructions that detail permitted plant, vehicle, and pedestrian share zones. This plan ensures the safe coexistence of plant, vehicles, and workers.

Operation Within Established Exclusion Zones

Plant and vehicles must operate strictly within the pre-defined exclusion zones and movement constraints as documented in the SWMS and Daily Pre-Start safety briefing.

Operation Under Trained Spotter Direction

All plant must be operated under the constant observation of a trained spotter who provides guidance for safe movement—especially in congested or shared work areas.

Positive Communication Between Plant Operators

When two plant units are intended to pass each other, operators must make positive contact via the designated UHF channel and proceed only with mutual agreement and under the spotter's direction.

Public Road Movement Requirements and Registration

When an item of plant is required to move along a public road, it must be registered under the Transport Operations Act via a conditional licence. The movement must also be conducted in accordance with an approved Traffic Management Plan and any relevant Traffic Guidance Schemes.

Driver Licensing and VOC Compliance

The driver of a vehicle, Ute or truck must hold a current driver's license and a valid Verification of Competency (VOC) for Powered Mobile Plant.

Adherence to Public Road Rules Where Applicable

In scenarios where a specific movement is not covered under the on-site movement plan, the plant or vehicle must comply with all applicable public road rules and regulations, ensuring consistent safe practices.

Compliance with Road Rules and Transport Regulations and Operation Within Conditional License Constraints

All plant operating on public roads must adhere to the relevant road rules and transport regulations established by state or local authorities to protect both the operator and the general public.

Plant must only operate on public roads within the specific constraints outlined in its conditional licence (including limitations detailed in the condition codes), ensuring legal and safe operation.

Mandatory Use of Flashing Lights and Audible Reversing Devices

Every piece of plant must be equipped with flashing lights and audible reversing warnings. These devices alert nearby workers and pedestrians when the plant is in motion, particularly when reversing.

Regular Monitoring and Inspection of Safe Movement Controls

The Site Supervisor must continuously monitor plant movements and conduct regular inspections of the equipment and control systems (e.g., SWMS, exclusion zones, safety devices) to ensure ongoing compliance and safety.

Training, Competency, and Communication

All personnel involved in operating or directing plant movements must undergo spotter training and maintain competency. Effective communication systems, such as designated UHF channels, must be in place to ensure clear instructions among operators and spotters.

15. WORKING AROUND ABOVEGROUND AND UNDERGROUND SERVICES PROCEDURE

Safe systems of work have been developed for all above ground and underground services

This is the documented process to ensure safe systems of work have been developed for all above ground and underground services taking into account:

- Any necessary liaison with the asset owner; and
- Identification and location of services;
- Management of works adjacent to services;

The Project Manager shall ensure all services are identified and located, and asset owner requirements are adhered to including encroachment distances and training requirements.

Refer to the following safe systems of work for all above ground and underground services

Safe systems of work for all above ground and underground services

The Project Manager shall ensure that the safe systems of work are established for the operation of mobile plant, taking into account:

Identification and Location of Services and Liaison with the Asset Owner

All services must be accurately identified and located using design drawings (e.g., the general works plan provided by the client) and a Dial Before You Dig (DBYD) report that clearly states asset owner requirements. Consultation and coordination with the asset owner is essential throughout the process.

Permit Acquisition

If required by the asset owner, the Project Manager must obtain all relevant permits before any work begins, ensuring that asset owner conditions are fully met.

Review and Maintenance of DBYD Drawings

The Project Manager must regularly review and update the Dial Before You Dig drawings. These updated drawings should be made available to everyone involved in the work, including the designated spotter.

Physical Verification of Services

The Site Supervisor (or Project Manager) is responsible for physically verifying every identified service on site. Any services found that are not shown on the plans should be:

- Reported to the service provider (if the provider is identifiable), or
- Reported to the client (e.g., the local council).

Identification of Underground Services for Excavation, Shaft, or Trenching Works:

For any excavation or trenching work:

- The Site Supervisor must ensure the positive identification of underground services using a professional service locator (with a formal report).
- This should be followed by confirmation using a vacuum truck (potholing) to verify the service location.

Clear Marking and Demarcation

Once identified, all services must be clearly marked and/or demarcated to ensure their locations are unmistakable to everyone working on site.

Management of Works in the Vicinity and/or Adjacent to Above Ground and Underground Services

Excavations in the Vicinity and/or Adjacent to Underground Services

Work conducted close to these services must be managed to prevent any damage or interference with their operation.

The Site Supervisor shall ensure all work in the vicinity and/or adjacent to above ground and underground services is strictly controlled according to the requirements of the:

- Daily Pre-Start, and associated SWMS i.e., Powered Mobile Plant SWMS, Excavation SWMS and
- site rules and
- signage

The spotter shall be in direct control of the works adjacent to services and ensure operations, and workers, comply with asset owner encroachment distances (overhead & underground services), exclusion zones, together with applicable permits and training requirements e.g., Overhead Electrical Awareness training (conducted by Energex).

The spotter shall have the approved design drawings e.g., general works plan (usually provided by the client), and Dial Before You Dig (DBYD) (and Excavation Permit if excavating) in his personal possession during spotting works, including information on specific exclusion zones.

Exclusion Zones for Works in the Vicinity and/or Adjacent to Above Ground Services such as Power Lines, Telecommunication etc.

An exclusion zone is an area under or near an overhead power line where workers, plant, or equipment must not enter. These zones help prevent accidental contact with live electric lines, which can be extremely dangerous.

Exclusion Zones: The exact distance of an exclusion zone depends on factors like the voltage and height of the power line. All details—including asset owner encroachment distances—are documented in the relevant Safe Work Method Statement (SWMS) with guidelines specified by Energex/Ergon (now merged).

Safety Observer Zone: The safety observer zone covers the area where any part of operating equipment, a worker on an elevating platform, or a moving load might accidentally enter the defined exclusion zone.

As with exclusion zones, the specific distances and details are shown in the SWMS according to Energex/Ergon requirements.

The Site Supervisor shall ensure the following:

- Make sure all overhead services (power lines, cables, etc.) are identified and clearly located before work begins.
- Measure and identify both the height and the voltage of the overhead power line.
- The height should be measured using a height meter, with readings confirmed by overhead Fluro signs installed by Energex.
- Ensure all work near overhead services is supported by the proper permits where required by local regulations and asset owner policies (Energex/Ergon).
- Ensure all asset owner requirements are strictly followed. This includes adhering to encroachment distances, obtaining any necessary permits, and confirming that all personnel have completed the required training.
- Never allow anyone or any plant to cross into the exclusion zone. These boundaries help prevent accidental contact with live services.
- When possible, use physical barriers or tape to clearly mark the exclusion and safety observer zones on site.
- The Site Supervisor must continuously monitor the work area to ensure that no unauthorised entry into the exclusion zones occurs during operations.

All information about overhead services, including measurements, must be communicated to workers at the Daily Pre-Start briefing so everyone is aware of the safe work zones.

Training for Working Near Overhead Services:

Anyone who needs to determine the voltage, work under or near an overhead service, or act as a designated spotter must complete an accredited overhead awareness course (such as the Authorised Energex Course).

Accredited Persons and Safety Observers:

Workers who have completed the accredited course are considered “Accredited Persons” or “Safety Observers.” They are the only ones allowed to perform critical tasks around overhead lines.

16. WORKING ADJACENT TO ROADS PROCEDURE

Working Adjacent to Roads refers to any activities performed in close proximity to active roadways—such as in temporary work zones, along property boundaries, or within areas where construction might affect traffic flow and pedestrian safety.

The Site Supervisor shall ensure the following is implemented:

All work must adhere to Australian road construction legislation and MUTCD guidelines regarding encroachment distances, speed restrictions, and traffic control measures.

Development of a Traffic Management Plan (TMP)

An approved Traffic Management Plan (TMP) must be established outlining safe routes, detour routes, designated speeds, and signage as per MUTCD and local regulations.

Establishment of Work Zones

Demarcate work zone boundaries with physical barriers, where required, tape, and warning signs to separate the construction area from traffic flow, as required by TMP.

Encroachment Distances

Enforce the prescribed encroachment distances (as per MUTCD guidelines and asset owner requirements) to ensure that plant, vehicles, and workers do not enter the lane

of moving traffic.

Speed Limit Controls

Enforce reduced speed limits within the work zone by installing appropriate signage and traffic calming measures. Speed restrictions must align with MUTCD guidelines to minimize the risk of accidents.

Daily Pre-Start Safety Briefings

Hold daily safety briefings that review work zone boundaries, encroachment distances, speed limits, and emergency response procedures related to adjacent road work.

Communication Protocols

Establish clear and reliable communication channels between site supervisors, plant operators, traffic controllers, and spotters to relay real-time updates regarding road conditions and work zone status.

Use of Warning Signs and Barriers

Where required by TMP, install high-visibility warning signs, physical barriers, and flashing beacons along the edges of the work zone to alert drivers to the construction area and to reduce speeds.

Dedicated Spotter Role

Assign a trained spotter to monitor vehicle movements, ensuring that no equipment or personnel breach the safe encroachment area and that clearances are maintained.

Worker Training and Certification

All workers shall receive training regarding the risks of working adjacent to roads, the importance of encroachment distances, and the correct procedures to follow in high-risk areas.

Regular Inspection of Safety Equipment

Conduct routine inspections of barriers, signage, and other safety devices to confirm they meet MUTCD standards and remain in good working order.

Lighting and Visibility Enhancements

Ensure that work zones are adequately lit during low-light or nighttime conditions with proper lighting and reflective clothing/equipment, as per MUTCD guidelines.

Documentation and Record-Keeping

Maintain comprehensive records of TMP details, safety inspections, training sessions, spotter reports, and incident logs. This documentation is essential for ongoing compliance with legal requirements and for improvements in safety practices.

17.GENERAL TOOLS AND EQUIPMENT PROCEDURE

The Site Supervisor shall ensure all workers must complete training in the safe use of every tool and piece of equipment they operate. For licensed Tradesmen, this training does not apply, however Tradesmen can only use tools and equipment within their scope of trade and license.

The Site Supervisor shall base training on the Manufacturers Instructions, and associated safety requirements, and complete an assessment of competency before permitting a worker to proceed unsupervised using tools and equipment.

The Site Supervisor shall ensure that the Manufacturer's Instructions (OEM) are readily available to workers.

All workers and Tradesmen using tools and equipment shall ensure they:

Follow Manufacturer's Instructions and Safety Features

Workers are required to use tools and equipment strictly according to the manufacturer's instructions. All guards and safety features must be in place at all times and must not be removed during operation.

Pre-Use Inspection for Faults or Defects

Before each use, inspect all tools and equipment for any signs of damage or defects. Faulty items must be immediately isolated and taken out of service to prevent inadvertent use.

Prevent Unattended Operation

Except when equipment is specifically designed to operate automatically with control measures in place, tools and equipment must not be left running without an operator present.

Correct Use of Compressed Air Tools

Compressed air tools are to be used only for their intended tasks. Ensure all couplings, including safety clips, are securely fitted to prevent accidental separation during use.

Air Jet Safety

The air jet from compressed air tools must never be directed at a person. Any defective compressed air equipment shall not be used under any circumstances.

Daily Pre-Start Recording of Electrical Equipment

All electrical equipment used on the day to be recorded at the Daily Pre-Start (Risk Assessment) document to ensure that Site Supervisor is aware of training and competency needs, and risks associated with tools and equipment can be discussed.

Test-and-Tag Compliance for Electrical Equipment

All electrical equipment must be Test and Tagged. Equipment without a valid tag must not be operated. Equipment with expired tags must be placed immediately in the Out of Service box in the site shed and not used until re-tagged as fit for purpose.

Adherence to Test and Tag Frequencies

The testing intervals for electrical equipment must comply with the requirements of the relevant Australian Standard. These intervals should be documented in the Project Company Legal Register and strictly followed.

Licensed Electrical Repairs Only

Any repairs or maintenance on electrical equipment shall be performed only by a licensed electrician to ensure compliance with safety regulations and legal requirements.

No Use of Piggyback Leads or Double Adaptors

Piggyback leads and double adaptors are prohibited on site. This restriction helps prevent overloading and potential electrical hazards.

Approval for Personally-Owned Electrical Equipment

Personal electrical equipment may only be used after receiving prior management approval. It must be inspected, tested, and tagged by a licensed electrician before being allowed on site.

Safe Routing of Electrical Leads

Electrical leads must not run across wet surfaces or areas where they might be damaged. Proper routing minimizes the risk of electrical shock or fire.

Use of Flexible Extension Cords

Flexible extension cords should be no longer than 30 meters, kept off the ground when in use, and must be deemed fit for purpose. This helps prevent tripping hazards and potential damage to the cord.

Construction Wiring for Temporary Structures

All wiring for temporary site offices and compound structures must be installed, inspected, and tested by a licensed electrician. This ensures safety and compliance with electrical standards in temporary settings. Relevant tagging shall be applied by the electrician to all conduits and electrical switch/plug boxes, as per Australian Standard.

Use of Safety Switches for Portable Electrical Equipment

When operating portable electrical equipment, ensure that it is connected to a safety switch. Always test the switch by pressing its test button to verify proper function before use.

Post-Use Inspections and Out-of-Service Tagging

After completion of work, inspect all tools and equipment to confirm they are turned off and stored properly.

Document any faulty or expired equipment, tag it as “Danger – Out of Service,” and remove it from any future use until it is repaired and re-inspected.

18.LASER USE PROCEDURE

The Site Supervisor shall ensure all workers operating or working in areas with laser equipment must complete accredited training specific to laser safety. This training ensures they understand hazards, proper operation, emergency procedures, and regulatory requirements.

The Site Supervisor shall ensure that the Manufacturer’s Instructions (OEM) for the specific laser are readily available to workers.

Prohibition of High-Power Lasers:

Only low-risk laser devices (typically Class 1 or Class 2) are permitted on site. Class 3B and Class 4 lasers are strictly prohibited due to their potential for causing severe eye or skin injuries.

Legal and Regulatory Compliance:

All operations must comply with relevant Australian legislation, ARPANSA guidelines, and Australian Standards (e.g., AS/NZS 1337.1 for eye protection, and other applicable laser safety standards) governing laser use and exposure limits.

NEVER POINT A LASER UPWARDS INTO THE AIR AS THIS COULD CAUSE TEMPORARY BLINDNESS TO PILOTS FLYING AIRCRAFT.

IT IS A CRIMINAL OFFENCE TO POINT LASERS AT AEROPLANES.

Safe Work Procedures and Risk Assessments:

The Site Supervisor shall ensure that the Manufacturer's Instructions (OEM) are readily available to workers. Laser operating instructions to be strictly followed. Where required a Risk Assessment to be conducted during the Daily Pre-start, and control measures implemented.

Use of Safe Visual Observation Equipment:

When adjusting or aligning lasers, always use visual equipment that is specifically designed to neutralize any harmful radiation. This ensures that no harmful laser light is directly or indirectly observed by personnel.

Engineering Controls – Beam Enclosures and Interlocks:

Employ engineering controls such as beam enclosures, interlocks, and beam stops to confine the laser beam. These devices are critical in preventing accidental exposure to both direct and reflected radiation.

Administrative Controls and Restricted Access:

Implement administrative procedures to restrict access to laser operation areas. Use clear signage, physical barriers, and controlled entry points to ensure that only trained and authorised personnel are allowed into the laser zone.

Personal Protective Equipment (PPE):

Provide and enforce the use of laser-rated safety goggles and other appropriate PPE. PPE is a critical last line of defense against unexpected exposure to laser radiation.

Protection from Reflected and Diffused Radiation:

Ensure work practices and site layouts protect personnel from not only direct laser

beams but also reflected, diffused, or secondary radiation (e.g., by using non-reflective surfaces and proper beam termination methods).

Regular Equipment Inspections and Maintenance:

All laser equipment must be inspected and maintained regularly to verify that safety features, such as beam shutters and emission indicators, remain fully operational. Faulty equipment must be immediately taken out of service.

Safe Storage and Handling of Laser Equipment:

When not in use, laser devices should be stored in secure areas and handled with care to prevent accidental activation or damage to protective components.

Clear Labelling and Warning Signage:

Laser equipment and related work areas must be clearly labelled with appropriate warning signs that indicate the class of laser and potential hazards. Signs should also outline any mandatory PPE or restricted access requirements.

19. WORKING FROM LADDERS PROCEDURE

The system ensures that work processes are instigated to prevent working from ladders.

Platform ladders are not considered ladders for the purposes of this criterion and can therefore be utilised.

Working from ladders shall be used only in exceptional circumstances. Ladders shall only be used when all other controls have been fully exhausted and are not reasonably practicable.

RNL Constructions' HIRAC (Risk Management) process forms the framework for instigating the prevention of working from ladders i.e. by application of the hierarchy of control (HOC).

If a ladder is required, the Site Supervisor shall conduct a Risk Assessment documented in the Daily Pre-Start (Risk Assessment) which shall be approved and authorised by the Project Manager.

The Site Supervisor shall ensure that working with ladders shall not be permitted unless the following requirements are met:

Training

All workers must undergo training in ladder safety, which includes correct usage, climbing techniques, and hazard identification. Always have 3 points of contact. This may not apply for ladders with a working platform. Refer to Manufacturers instructions.

Selection & Structural Requirements

- Use ladders that are manufactured for industrial use and have a minimum load rating of 120 kg.
- Choose fibreglass or timber platform ladders when performing electrical work.
- Ensure the ladder is structurally sound, with no defects or damage.
- Only use ladders for the purpose they were designed for—do not repurpose or overload them.
- Do not use a ladder to support a platform or additional weight beyond its rating.

Positioning & Setup

- Secure ladders at the top and bottom or have them footed to prevent movement.
- Extend the ladder at least 1 metre above the landing or work platform.
- Ladders should only be used on level ground and set up on solid, stable surfaces.
- Ensure all feet of the ladder have slip-resistant material (rubber or similar).
- On soft ground, place boards or planks under ladder feet to prevent sinking.
- The ladder must be secured at the top and bottom, the top secured at the stiles not the rungs and the bottom secured by a suitable block fastened to the floor.
- For short term use only or while securing the ladder a second person shall foot the ladder whilst in use.

Safe Use & Access

- Position the ladder so that all tasks are within easy reach—do not overbalance or overreach.
- Follow manufacturer's instructions regarding proper usage and load capacities.
- Maintain three points of contact when ascending, descending, or working on a ladder.
- Always face the ladder while climbing or working.
- Use a tool belt or pouch to avoid carrying tools in hands when climbing.
- Only perform light-duty work that can be safely operated with one hand.
- Ensure that no one works underneath the ladder to prevent injuries.
- Do not straddle the ladder or allow multiple people on the ladder at the same time.
- Wear slip-resistant footwear, ensuring shoes are free of mud, grease, or contaminants.
- Angle & Height Restrictions
- Position the ladder at a safe angle (between 70° and 80°) for stability.
- Single ladders should not exceed 6.1 m in length.
- Extension ladders should not exceed 9.2 m, unless in confined spaces where different requirements apply.

Pre-Use Inspections & Maintenance

- Inspect the ladder before each use for any damage or defects.
- If damaged, repair the ladder or render it unusable by cutting into sections no longer than 2 rungs.

Step Ladders

Use of a step ladder with a platform and handrails shall be considered first over the straight ladder.

Step ladders are only to be used in the fully open position.

If using a ladder that has no platform and handrails the user must not go on or above the 2nd step from the top.

20. OPERATING POWERED MOBILE PLANT PROCEDURE

Risks associated with the potential activities on the project relating to the operation of mobile plant on the project – Project Risk Assessment

This is the **documented** process to ensure risks associated with the use of mobile plant are identified, assessed and controlled in accordance with the Hierarchy of Control.

The Project Manager shall ensure the Risk Assessment (HIRAC process) is used to identify and manage risks associated with the potential activities on the project relating to the operation of mobile plant.

The Project Manager shall ensure the HIRAC process is applied, as documented in this management plan, to identify risks associated with the potential activities on the project relating to the operation of mobile plant.

The Project Manager shall apply the HIRAC process, documented in this Procedures Manual, to identify risks associated with each item of plant. The same HIRAC process shall be used to assess and determine controls, in accordance with the Hierarchy of Control (HOC) as per the Managing the Risk of Plant in the Workplace Code of Practice.

The Project Manager shall ensure the potential activities on the project in relation to the operation of mobile plant, assessment, risks and controls shall be documented in the:

- Project Risk Assessment;

Plant-specific Risk Assessments

This is the **documented** process to ensure that a Plant Risk Assessment is carried out on all items of plant prior to use on-site

The Project Manager shall ensure the Project-specific Risk Assessment (HIRAC process) is used to conduct a plant risk assessment to identify and manage risks associated with an item of plant (using Plant Assessor as a tool).

The Project Manager shall also ensure a documented plant risk assessment is completed for all items of plant prior to use as per the Managing the Risk of Plant in

the Workplace Code of Practice.

A plant-specific risk assessment shall be conducted to identify risks associated with an item of plant. The risks and controls shall be documented in the:

- Plant Risk Assessment

Plant Assessor shall be used to develop plant-specific risk assessments.

Plant shall be operated based on the requirements and limitations in the Plant Operators Manual and controls specified in the plant-specific risk assessment.

In addition, the Plant Operator shall follow relevant Safe Work Method Statement SWMS i.e., Powered Mobile Plant SWMS, and Excavation SWMS relating to the operation of mobile plant.

The Project Manager shall apply the HIRAC process, documented in this Procedures Manual, to identify risks associated with each item of plant. The same HIRAC process shall be used to assess and determine controls, in accordance with the Hierarchy of Control (HOC) as per the Managing the Risk of Plant in the Workplace Code of Practice.

The Project Manager shall consider all of the following in the plant risk assessment process:

- Hazard identification that considers all the activities that may be carried out during the life of the plant at the workplace, such as:
 - Transport
 - Installation
 - Commissioning
 - Operation
 - Inspection
 - Maintenance
 - Repair
 - Storage
 - Dismantling

Controls shall be based on the hierarchy of control, and that consider safety features associated with the plant such as warning devices, ROPS, FOPS, guarding, edge protection, noise attenuation, hose burst protection valves, operational controls,

emergency stops etc.

Limitations on the use of plant may be required due to a lack of suitable plant controls and this shall be documented in the SWMS.

The Project Manager shall ensure plant hazards, risks and controls are documented as a Plant Risk Assessment (together with the risks associated with the use of mobile plant) are incorporated into the relevant Plant SWMS.

The Site Supervisor shall implement the SWMS and associated controls on site, with relevant sign-off by Site Supervisor and workers.

The Site Supervisor shall ensure the condition of the control measures, as identified in the plant risk assessment, are reviewed to ensure they continue to protect workers and others from hazards associated with the plant. This review shall take place during the evaluation of operators/workers compliance against the SWMS, and documented in the SWMS.

Notes:

A plant risk assessment is used to identify and manage risks associated with an item of plant, unlike the Project Risk Assessment which is used to identify risks associated with the potential activities on the project relating to the operation of mobile plant.

A SWMS is not a plant risk assessment and operator controls, such as those listed in the Plant Operators Manual, for the safe use of plant will not meet this criterion.

Safe systems of work for the operation of mobile plant

This is the **documented** process to ensure safe systems of work are established for the operation of mobile plant taking into account:

- Site specific requirements; and
- Outcomes from the plant risk assessment;
- The Original Equipment Manufacturers manual;
- The need for ROPS and FOPS.

The Project Manager shall ensure that the safe systems of work are established for

the operation of mobile plant, taking into account:

- Project Risk Assessment - Risks associated with the nature of the plant and its operation on site (site specific requirements, including issues in relevant Design Risk Assessment and/or engineering/geotechnical reports)
- Plant Risk Assessment - Issues identified in the Plant-specific Risk Assessment
- Manufacturers operational requirements (Original Equipment Manufacturers Manual)
- The need for ROPS and FOPS

The Site Supervisor shall ensure that the safe systems of work are implemented to ensure the safe operation of mobile plant, including:

- Daily Pre-Start Risk Assessment – which shall include site specific requirements and limitations of plant
- Powered Mobile Plant SWMS (SWMS based on the Plant-specific Risk Assessment, Original Equipment Manufacturers Manual, and assessment of risks associated with use of plant etc.) relating to the operation of mobile plant.

The Site Supervisor shall ensure all plant shall be used according to the requirements set out in an approved Powered Mobile Plant SWMS, or an approved subcontractor SWMS.

Verification of Competency (VOC) shall be conducted on the Plant Operator and signed-off by a competent person using a **VOC Checklist**. Plant operators shall strictly work within the limitations of their VOC.

Plant Operators shall never attempt to load or un-load plant unless their VOC has included an assessment of loading and un-loading of plant.

Daily Plant Pre-start Checklist completed, and defects addressed prior to plant operations

Original Equipment Manufacturers Manual (known as the Plant Operators Manual) shall be present in the plant and readily available by the Plant Operator.

Rules and Signage - all site rules and signage shall always be strictly followed, including mandatory exclusions zones.

The spotter shall control the works associated with mobile plant in according to the relevant Daily Pre-Start and relevant SWMS e.g., Powered Mobile Plant SWMS and ensure plant operators comply with asset owner encroachment distances.

Plant is not permitted to enter or operate within the “zone of influence” (1:1) from edge of excavation unless an RPEQ engineer or Geotechnical engineer has assessed and authorised a lesser distance.

Plant movements according to **Project Vehicle, Plant & Pedestrian Access, and Safe Movement Diagrams**

Plant is not permitted to cross any roads unless it is registered and there is specific authorisation from the Site Supervisor, who shall ensure the implementation of relevant traffic controls using licenced traffic controllers.

The Site Supervisor shall ensure that all plant and equipment is only for the purpose for which it was designed.

All plant operated on-site shall have appropriate ROPS/FOPS.

The Site Supervisor shall only permit Powered Mobile plant to be operated after it has been registered by entry into the Asset Register (Plant Register) – with the verification of inspection, measurement, testing, and maintenance at defined frequencies in accordance with the manufacturers and legislative requirements including Codes of Practice and Australian standards.

The Site Supervisor shall ensure all plant is validated as safe to use and fit for purpose at the Daily Pre-Start by checking the Plant Register (Asset Register) and that a Daily Plant Pre-start check has been completed using the OEM checklist. Plant that does not meet relevant inspection, and maintenance requirements at defined frequencies, in accordance with the manufacturer and legislative requirements, shall NOT be used (Refer to Project Plant Induction Process).

Unauthorised Use and/or Tampering of Plant and Equipment

During works hours all plant and equipment not being used shall have its keys removed

by the operator, and cab locked (if there is a cab). Keys not in use shall be kept securely in the Site Office.

After hours, all plant and equipment shall have its keys removed by the operator and cab locked (if there is a cab). Keys shall be kept securely in the Site Office. All plant and equipment shall be adequately barricaded using standard site fencing panels.

Fence panels shall always be positively overlapped on uneven terrain to ensure there are no GAPS in the fencing. After hours, the site and compound gates shall be secured by the Site Supervisor (or Project Manager) with an industrial grade lock and chain.

21. EXCAVATION PROCEDURE

Risks associated with the potential activities on the project associated with excavations

This is the documented process to ensure risks associated with the excavation are identified, assessed and controlled in accordance with the Hierarchy of Control.

Excavation work means the excavation, fill, or part fill of a trench, tunnel or shaft.

The Project Manager shall ensure the Project Risk Assessment (HIRAC process) is used to identify risks associated with the potential activities on the project associated with excavations.

The Project Manager shall ensure HIRAC process is applied, as documented in this management plan, to identify risks associated with excavations. The HIRAC process shall also be used to assess and determine controls, in accordance with the Hierarchy of Control (HOC).

The Project Manager shall ensure the potential activities on the project associated with excavations, assessment, and controls are documented in the:

- Project Risk Assessment and
- Relevant Safe Work Method Statement SWMS i.e., Excavation SWMS, and relevant Powered Mobile Plant SWMS relating to excavation works.

Excavations that are >1.5m deep (or create a > 1.5m high wall) require an

engineering/geotechnical assessment and report in the absence of engineering controls such as benching and battering, shoring and/or sheet piling.

The design risk assessment and/or engineering/geotechnical report shall be used to provide additional information in the application of the HIRAC process (risk assessment), and any additional controls stipulated shall be implemented.

Drawing/plan/permit for the excavation detailing the nature of the works

This is the **documented** process to ensure there is a drawing/plan/permit for the excavation detailing the nature of the works to be undertaken and the method used to prevent ground collapse.

The Project Manager shall ensure that there is a drawing/plan/permit for the excavation, which details the nature of the works to be undertaken, and that the excavation on site is consistent with the drawing/plan/permit.

The Project Manager shall also ensure that there is a drawing/plan/permit for the excavation specifies the method to prevent ground collapse.

The Project Manager shall also ensure that the excavation support methods have been implemented and are in place to control the risk of collapse.

The method to prevent ground collapse may also be an engineer/geotechnical report stating that the structures/materials/foundations is stable from collapse, without a method of support, which may be subject to certain conditions e.g., completion of a Daily Geotechnical Checklist (as provided by the Geotechnical Engineer).

The Project Manager shall also ensure all conditions imposed by the Geotechnical Engineer are strictly followed, including requirements when conditions change e.g., wet weather.

The design risk assessment shall be used to provide additional information of the risks associated with ground collapse, and any additional controls stipulated shall be considered in toto, when completing the initial Project Risk Assessment (Refer to Section 16.3.1 Risks associated with the potential activities on the project associated with excavations).

Shoring systems or other documented methods to prevent ground collapse

This is the **documented** process to ensure that where shoring systems or other documented methods are utilised, they are:

- Designed by a qualified engineer;
- Detailed on up-to-date drawings/plans;
- Installed by competent persons and verified as correctly installed prior to use in accordance with the drawing/plan; and
- Authorised and signed off by a qualified engineer where changes to the design or installed system are made.

Other documented method means any method of controlling trench collapse other than benching and battering, and includes (but is not limited to) such methods as hydraulic shoring, sheet piling, steel shoring/trench lining, sheeting, ground anchors etc. and the documented advice from a geotechnical engineer.

The Project Manager shall ensure that any excavation support structures, including other documented methods, are designed and approved by a qualified engineer (RPEQ), and detailed on up-to-date drawings/plans (authorised and signed-off by RPEQ Engineer).

The Project Manager shall ensure the approved method is installed by a competent person being a person with 2 years' experience in installing ground support structures.

The Project Manager shall ensure an RPEQ Engineer verifies the approved method is correctly installed prior to use in accordance with the drawing/plan, together with authorisation and sign-off for use (by RPEQ Engineer) (Engineering report, which shall represent the handover certificate).

The Project Manager shall ensure that all conditions in the drawing/plan/permit and Engineering report (authorised sign-off) are strictly followed, including relevant inspections required by the drawing/plan, or stipulated by the RPEQ Engineer in the Engineering report.

The Project Manager shall ensure an RPEQ Engineer authorises and signs-off all changes to the design or installed system, and verifies the approved method is correctly installed prior to use in accordance with the drawing/plan, together with authorisation and sign-off (by RPEQ Engineer).

Excavation regularly inspected by a competent person

This is the **documented** process to ensure the system ensures that the excavation is regularly inspected by a competent person to monitor the effectiveness of controls in accordance with the drawing/plan/permit.

The Site Supervisor shall ensure a competent person inspects the excavation to monitor the effectiveness of controls in accordance with the drawing/plan/permit.

The frequency of inspection shall be daily for controls such as benching and battering using the Daily Pre-start as a checklist, or following the specific inspection requirements as per drawing/plan which has been authorised and signed-off by an RPEQ Engineer, and any additional requirements imposed by an RPEQ Engineer e.g., when changes are made to drawing/plan and inspection requirements.

The Project Manager shall ensure all inspections are appropriately signed-off and that any issues are immediately addressed, and then re-inspected by the competent person (as defined above).

Potential falls into the excavation shall be controlled

This is the **documented** process to ensure the that any potential falls into the excavation have been controlled.

The Project Manager shall ensure the Project Risk Assessment (HIRAC process) is used to identify risks associated with potential falls into excavations.

The Project Manager shall ensure HIRAC process is applied, as documented in this management plan, to identify risks of falls into excavations. The HIRAC process shall also be used to assess and determine controls, in accordance with the Hierarchy of Control (HOC).

The Project Manager shall ensure that identified potential for falls (hazard), assessment, and controls are documented in the:

- Project-specific Risk Assessment and
- Relevant Safe Work Method Statement SWMS i.e., Excavation SWMS
- Controls shall also be documented in the:
- Pre-start Form

The Site Supervisor shall implement the necessary controls to prevent falls into excavations, as documented, and document daily inspections of controls using the Daily Pre-start.

As a general rule, edge protection of at least 900mm high and barricades must be erected round excavations to restrict access and provide protection to those working above the excavation from falls, and in the excavation from objects causing injury.

When working in an excavation greater than 1.5m deep and the only method of access is via a ladder, one must be installed in every 9m of length of the excavation where person(s) will be working.

Mobile plant working in and around the excavation shall be controlled

This is the documented process to ensure that mobile plant working in and around the excavation has been controlled.

All Plant working in and around the excavation shall be strictly controlled by following the Plant Section in this Procedures Manual.

The Project Manager shall ensure the Project Risk Assessment (HIRAC process) is used to identify risks associated with mobile plant working in and around the excavation.

The Project Manager shall ensure HIRAC process is applied, as documented in this management plan, to identify risks of mobile plant working in and around the excavation. The HIRAC process shall also be used to assess and determine controls, in accordance with the Hierarchy of Control (HOC).

The Project Manager shall ensure that identified risks associated with mobile plant working in and around the excavation, assessment, and controls are documented in

the:

- Project Risk Assessment and
- Relevant Safe Work Method Statement SWMS i.e., Excavation SWMS
- Controls shall also be documented in the:
- Pre-start Form

The spotter shall control the works of mobile plant in and around excavations including works adjacent to services according to the relevant SWMS (Powered Mobile Plant and Excavation SWMS), and ensure plant operators comply with exclusion zones and asset owner encroachment distances.

Plant exclusion zones shall be strictly followed as documented in the relevant SWMS (as above).

As a rule, plant shall never enter into a zone around any unsupported excavation closer than 1:1 (ratio of depth of excavation to distance of plant from excavation edge) (zone of influence). By example, for excavations 1m deep, plant may not be closer than 1m from the edge of the excavation. However, a geotechnical report may permit the plant to work closer than the 1:1 ratio (within the zone of influence), and/or the support system used (approved by a RPEQ Engineer) may provide for the plant to work closer than the 1:1 ratio from the edge of the excavation, similarly for proprietary support structures.

In addition, all excavation work shall also be subject to the requirements in the Traffic Management Plan (TGS) (if required for the job), relevant SWMS and Site Vehicle, Plant and Pedestrian Access and Safe Movement Diagrams, together with applicable site signage.

In addition, all site rules and signage shall be strictly followed, including all other exclusion zones.

22. WORKING AT HEIGHTS PROCEDURE

Working from Heights

The risks associated with the potential for a person falling shall be identified, assessed and controlled in accordance with the **Falls from Height Hierarchy of Control**

The risks associated with the falling from height *per se* shall also be identified, assessed, and controlled in accordance with the standard **Hierarchy of Control (HOC)**, and relevant legal and other requirements (refer to Project Risk Assessment).

The Project Manager and Site Supervisor shall ensure that RNL Constructions' HIRAC process is applied to identify the potential activities, hazards, risks, and controls (consistent with the Heights Hierarchy of Control) using the relevant Managing the risk of falls at workplaces Code of Practice 2021.

The outputs of the HIRAC process shall be documented as follows:

- **Project Risk Assessment - greater than \$500,000**
- **Daily Pre-start (Risk Assessment)**
- **SWMS's e.g. Working at Heights**

The **Fall from Height Hierarchy of Control** is as follows:

- a fall prevention device (secure fencing or hand railing), or
- if it is not reasonably practicable to provide a fall prevention device, providing a work positioning system (Fall Restraint e.g., anchor point, fixed lanyard and harness), or
- if it not reasonably practicable to provide a fall prevention device or work positioning system, providing a fall arrest system (Anchor point, retractable reel/fall arrest lanyard and harness), so far as is reasonably practicable.

23. FALL PREVENTION SYSTEMS/STRUCTURE

This is the **documented** process to ensure safe systems of work shall be developed to ensure fall prevention systems/structures are:

- verified as installed in accordance with the manufacturers' instructions and relevant legislation, codes of practice and Australian standards; and
- subject to regular documented inspection as per the relevant legislation, codes of practice and Australian standards.

Fall prevention Systems/Structure includes temporary structures such as hand railings, anchor points, geotech stability and shoring; scaffolding and EWP's

The Project Manager and Site Supervisor shall ensure that where fall prevention system/ structures are used and that it is:

- verified and installed in accordance with the manufacturer's instructions, relevant legislation, code of practice and Australian Standards; and
- Subject to regular documented inspection as per relevant legislation, code of practice and Australian standards; as follows:

Temporary Structures

Temporary Structures can include hand railings, anchor points, geotech stability and shoring.

The Site Supervisor shall ensure that working with temporary structures shall not be permitted until completion of the following:

- Any temporary structure/s on site shall be designed to take the required structural loading, and this loading may be obtained from the manufacturer's instructions or relevant RPEQ Engineer.
- Safe systems of work considering working at heights will be established for erection, working on and dismantling of temporary structures from which people may fall.

A competent person shall ensure temporary structures are verified as installed, accordance with manufacturer instructions, relevant legislation, codes of practice and Australian standards

Temporary Structures shall be inspected when first constructed by a competent person, after any alteration and where directed by structural engineer and then in accordance with codes of practice and Australian standards and documented.

Suitably qualified/competent persons shall inspect the relevant structures including:

- Hand railings – Site Supervisor according to manufacturer's instructions, relevant legislation, code of practice and Australian Standard.

- Anchorage point - Suitably qualified RPEQ Engineer
- Geotechnical stability – Geotechnical Report by Geotechnical Engineer.
- Shoring Box - Site Supervisor according to manufacturer's instructions, relevant legislation, code of practice and Australian Standard.
- Sheet pile shoring – Suitably qualified RPEQ Engineer
- Other specialised shoring - Suitably qualified RPEQ Engineer

Scaffolding

The Site Supervisor shall ensure that working with scaffolding shall not be permitted until completion of the following:

- All equipment shall be documented in Equipment Register and verified in the Daily Pre-Start (Risk Assessment)
- A Scaffolding Erecting and Dismantling SWMS shall be implemented based on manufacturer's specifications, relevant registration, code of practice and Australian standards.
- Prior to workers using any erected scaffolding a Scaffold Certificate shall be made available (>4m)

Scaffolding < 4m

Scaffolding <4m without a work platform e.g. edge protection, requires a competent person to assemble and dismantle, and inspect according to RPEQ approved drawings.

Pre-assembled mobile scaffolding <4m also requires a competent person to erect and dismantle.

A handover certificate shall be obtained which states that it has been erected in accordance with the manufacturer's instructions, prior to use.

Scaffolding shall be inspected in accordance with manufactures specifications, relevant legislation, code of practice and Australian standards and other requirements to ensure that it is fit for purpose including inter alia:

- After construction
- immediately following any repairs to the scaffold
- immediately following any incident that may affect the stability of the scaffold
- At least every 30 days regardless of the previous conditions
- Inspection shall be documented

Scaffolding > 4m

Scaffolding >4m requires person who holds a scaffolding high-risk work licence, to erected, altered and dismantled according to RPEQ approved drawings.

Scaffolding >4m must hold a basic, intermediate or advanced scaffolding high risk work licence, as outlined in Schedule 3 of the WHS Regulation.

A handover certificate shall be obtained from the licenced scaffold erector prior to use.

For scaffold >4m a scaffold compliance certificate must be attached to the scaffold in a sealed plastic sleeve.

Scaffolding shall be inspected in accordance with manufactures specifications, relevant legislation, code of practice and Australian standards and other requirements to ensure that it is fit for purpose including inter alia:

- After construction
- immediately following any repairs to the scaffold
- immediately following any incident that may affect the stability of the scaffold
- At least every 30 days regardless of the previous conditions
- Inspection shall be documented

Elevated Work Platform

The Site Supervisor shall ensure that working with an Elevated Work Platform (EWP) shall not be permitted until completion of the following:

- All plant/equipment shall be documented in Plant/Equipment Register and verified in the Daily Pre-Start (Risk Assessment)
- Plant Risk Assessment to be completed and identified hazards shall be documented in a SWMS. All hazards/risks documented in the Plant Operations Manual shall also be included in the SWMS.
- The latest records of maintenance, inspections and tests shall be verified against the manufacturer's specifications and plant/equipment operator's manual, relevant legislation, code of practice and Australian standards (AS/NZS 1418.10:2011 Cranes, hoists and winches – Elevating work platforms) to ensure that plant is fit for purpose
- ensuring the EWP is only used as a working platform and not as a means of entering and exiting a work area unless the conditions set out in AS 2550.10: Cranes, hoists, and winches – Safe use –Part 10: Mobile elevating work platforms are met.
- All workers shall be trained in Working at Heights (RIIWH204 - Work safely at heights)
- All worker operating EWP shall have the relevant EWP ticket/licence. E.g. RIIHAN301E Operate elevating work platform for EWP less than 11 meters and TLILIC0005 Licence to operate elevating work platform and HRW licence (WP) for EWP over 11m.
- For EWP < 11m a VOC shall be performed on all intended EWP operators under the EPC class.
- VOCs shall be recorded in the project VOC register tab of the Daily Pre-Start (Risk Assessment)
- A compliant harness shall always be worn by operators and all harnesses shall be inspected by a competent person
- Prior to use an EWP Pre-start Checklist shall be completed by competent persons being RIIHAN301E Operate elevating work platform for EWP less than 11 meters and TLILIC0005 Licence to operate elevating work platform for EWP and HRW licence (WP) for over 11m.

24. FALL RESTRAINT AND FALL ARREST SYSTEM

Safe systems of work shall be developed to ensure that where fall restraint/fall arrest equipment is being used on site:

- workers have been formally trained in the use of such equipment

- there is a maintenance and inspection schedule for the equipment;
- attachment points are designed and certified by a qualified person; and
- attachment points are installed by a trained person and regularly inspected by a competent person

Where fall restraint and/or fall arrest system is used the Site Supervisor shall ensure that:

- workers have been formally trained in the use of such equipment.
- there is a maintenance and inspection schedule for the equipment.
- attachment points are designed and certified by a qualified person; and
- attachment points are installed by a trained person and regularly inspected by a competent person

Situations where it may not be reasonably practicable to use a restraint technique include when:

- the user can reach a position where a fall is possible
- the user has a restraint line that can be adjusted in length so that a free fall position can be reached
- there is a danger the user may fall through the surface, for example fragile roofing material
- the slope is over 15 degrees
- there is any other reasonably likely use or misuse of the system that could lead to a free fall

Fall Restraint (Work Position Systems)

The Site Supervisor and Project Manager must only use work position systems if it's not reasonably practicable to provide a fall prevention device such as physical barrier (guardrail), scaffolding or elevating work platform (EWP).

The Site Supervisor shall ensure that fall restraint system is not permitted until completion of the following:

- Hierarchy of control has been assessed and it's not reasonably practicable to

provide a fall prevention device.

- All equipment shall be documented in Equipment Register and verified in the Daily Pre-Start (Risk Assessment)
- All hazards identified shall be documented in relevant SWMS.
- All workers using fall restraint equipment shall be trained in Working at Heights (RIIWH204 - Work safely at heights)
- Restraint systems shall be selected, used and maintenance in compliance with AS/NZS 1891(set)4: Industrial fall-arrest systems and devices
- It must be set up to prevent the worker from reaching an unprotected edge.

Horizontal Life lines shall:

- Comply with AS/NZS 1891.2 Supp 1: Industrial fall-arrest systems and devices – Horizontal lifeline and rail systems – Prescribed configurations for horizontal lifelines

Anchorage points shall:

- Comply with the specified in AS/NZS 1891:4:2009: Industrial fall-arrest systems and devices – Part 4: Selection, use and maintenance. e.g. anchor strength, signed/tagged if used for longer than 1 month
- be designed and certified by a qualified person being RPEQ engineer
- Installed under supervisor of a qualified person being RPEQ engineer
- They shall be capable of withstanding the force applied to them as a result of a person's fall.

The maintenance, inspections, certification, and tests shall be verified against the relevant manufacturer's specifications, equipment operator's manual, Legislation, Codes of Practice and Australian Standards to ensure that equipment is fit for purpose including inter alia:

- Harness, lanyards, ropes and slings - inspection every 6 months and operator inspection before and after every use
- Anchorage points - Certified before use, inspection every 12 months or 6 months if frequently used and operator inspection before and after every use
- Horizontal and vertical lifeline –inspection every 12 months or 6 months if frequently used and operator inspection before and after every use

The above requirements shall be verified by the Site Supervisor.

Fall Arrest Systems

A fall arrest system is intended to safely stop a worker falling an uncontrolled distance and reduce the impact of the fall. Example safety net, individual fall arrest.

The Site Supervisor and Project Manager must only use fall arrest system if it's not reasonably practicable to provide fall prevention device or fall restraint system.

The Site Supervisor shall ensure that fall arrest system is not permitted until completion of the following:

- Hierarchy of control has been assessed and it's not reasonably practicable to provide a fall prevention device or fall restraint system
- All equipment shall be documented in Equipment Register and verified in the Daily Pre-Start (Risk Assessment)
- Hazards shall be identified and documented in a SWMS.
- All workers using fall arrest equipment shall be trained in Working at Heights (RIIWH204 - Work safely at heights)
- Fall-arrest devices shall be designed and manufactured to the requirements of AS/NZS 1891.3.
- fall arrest systems shall be selected, used and maintenance in compliance with AS/NZS 1891(set)4: Industrial fall-arrest systems and devices
- fall arrest system shall be installed to manufacturers specification and relevant legislation and Australian standards

Horizontal Life lines shall:

- Comply with AS/NZS 1891.2 Supp 1: Industrial fall-arrest systems and devices – Horizontal lifeline and rail systems – Prescribed configurations for horizontal lifelines

Anchorage points shall:

- Comply with the specified in AS/NZS 1891:4:2009: Industrial fall-arrest systems and devices – Part 4: Selection, use and maintenance. e.g. anchor strength, signed/tagged if used for longer than 1 month
- be designed and certified by a qualified person being RPEQ engineer
- Installed under supervisor of a qualified person being RPEQ engineer
- They shall be capable of withstanding the force applied to them as a result of a person's fall.

Fall arrest equipment should be installed by a competent person in accordance with the manufacturer's instructions, relevant regulation, code of practice and Australian standards.

Fall arrest system is designed and installed so that the person travels the shortest possible distance before having the fall stopped

Do not use lanyards in conjunction with inertia reels as this can result in an excessive amount of free fall before the fall is arrested.

The latest records of maintenance, inspections, certification, and tests shall be verified against the relevant manufacturer's specifications, equipment operator's manual, Legislation, Codes of Practice and Australian Standards to ensure that equipment is fit for purpose including inter alia:

- Harness, lanyards, ropes and slings - inspection every 6 months and operator inspection before and after every use
- Fall-arrest devices (e.g. inertia reels) - inspection every 6 months and operator inspection before and after every use
- Anchorage points - Certified before use, inspection every 12 months or 6 months if frequently used and operator inspection before and after every use
- Horizontal and vertical lifeline –inspection every 12 months or 6 months if frequently used and operator inspection before and after every use

Compliant harnesses/lanyards shall always be worn, and all harnesses shall be inspected before and after use.

Follow the WHS Regulation sets out requirements on the use of fall arrest harness systems in construction work

The above requirements shall be checked by the Site Supervisor.

25. SAFE ACCESS AND EGRESS WHERE WORK AT HEIGHT IS BEING UNDERTAKEN

The system shall ensure that there is safe access and egress for all areas where work at heights is being undertaken.

The Site Supervisor and Project Manager shall ensure there is safe access/egress to/from areas where work at height is being completed and documented in the Daily Pre-Start (Risk Assessment)

Safe access and egress for areas where work at height is being undertaken includes:

- Ramps, with appropriate Structure fencing, and when >2m addition of handrailing (Refer to Section - Fall Prevention Systems/)
- Steps cut into embankment/slope, with appropriate fencing, and when >2m addition of handrailing (Refer to Section - Fall Prevention Systems/Structure)
- Scaffold stairs and railing (Refer to Section - Fall Prevention Systems/Structure)
- Rope access and egress (requires specific rope access/egress training)
- Ladder (to be used as the last resort, refer to Section - Working with Ladders)

26. PREVENTION OF FALLING OBJECTS PROCEDURE

The risks associated with the potential for falling objects are identified, assessed and controlled in accordance with the Hierarchy of Control.

The Site Supervisor and Project Manager shall apply RNL Constructions' HIRAC process to ensure potential activities on the project are where objects may fall from height are identified, assessed and controlled in accordance with the Hierarchy of Control, legal and other requirements (refer to Project Risk Assessment for relevant Codes of Practice and Australian Standards e.g., Managing the risk of falls at workplaces Code of Practice 2021).

The outputs of the HIRAC process shall be documented as follows:

- Project WHS Risk Assessment
- Daily Pre-Start (Risk Assessment)
- SWMS's e.g. Working at Heights

Where there is a risk of falling objects during construction, a clear fall zone will be implemented around the area where the work is taking place.

In the event that a clear fall zone is not possible, the platform the working platform being used will have controls in place to prevent falling objects, for example, kickboards, mesh or hoarding, or the use of lanyards for loose tools and equipment.

27.WORKING ADJACENT TO BUILDING STRUCTURES PROCEDURE

Risks associated with adjacent building structures/materials/foundations

This is the **documented** process to ensure that the risks associated with adjacent building structures/materials/foundations have been identified, assessed and controlled.

This criterion requires the company to have a process in place to manage the risks associated with digging in and around structures and adjacent areas.

The Project Manager shall ensure the Project Risk Assessment (HIRAC process) is used to identify risks associated with adjacent building structures/materials/foundations.

The Project Manager shall ensure HIRAC process is applied, as documented in this management plan, to identify risks associated with adjacent building structures/materials/foundations. The HIRAC process shall also be used to assess and determine controls, in accordance with the Hierarchy of Control (HOC).

The Project Manager shall ensure the risks associated with adjacent building structures/materials/foundations, assessment, and controls are documented in the:

- Project/site-specific Risk Assessment (Project Risk Assessment) and
- Relevant Safe Work Method Statement SWMS i.e., Excavation SWMS, and

relevant Mobile Plant SWMS relating to excavation works (SWMS), and

- Daily Pre-start Form

The Design Risk Assessment and/or engineering/geotechnical report(s) shall be used to provide additional information in the application of the HIRAC process (risk assessment), with regards to the risks associated with adjacent building structures/materials/foundations, and any additional controls stipulated shall be implemented.

All relevant excavation activities that may affect adjacent building structures/materials/foundations shall be documented in the Daily Pre-Start or CRM.

This process shall ensure the risks associated with digging in and around structures and adjacent areas are appropriately managed.

28. MOBILE CRANE PROCEDURE

Safe systems of work for the use of mobile cranes

This is the documented process to ensure safe systems of work shall be developed for the use of mobile cranes taking into account:

- Ground conditions;
- Lifting of materials and workers.
- Development of lift plans in accordance with relevant legislation, codes of practice and Australian standards.

Multiple crane lifts are NOT permitted on any RNL CONSTRUCTIONS construction sites. The lifting of workers by cranes is PROHIBITED at RNL CONSTRUCTIONS, including the use of crane work boxes.

The Project Manager shall ensure Federal Sections 16.1.1, 16.1.2, 16.1.3 and 16.1.4, within this Procedures Manual (this document), are implemented for the use of mobile cranes.

The Project Manager shall also ensure that the following additional safe systems of

work are established and implemented for the operation of mobile cranes taking into account:

- The ground conditions shall be assessed by an RPEQ Engineer for suitability and adequacy to support the crane – considering the outrigger pads or the crane tyres, the slope of the ground including both the side slope and the slope of the ground in the direction of the crane travel if the crane has mobile ratings. An exception is for Franna cranes lifting on its tyres on a level concrete or asphalt public road/surface which does not need an RPEQ assessment of ground conditions – only verification of the road/surface by the Project Manager. Documentation of the use of a Franna in the Daily Pre-start implies that the road/surface has been verified.

A Lifting Plan shall be developed taking into consideration the following requirements:

- Code of Practice for Safe Use of Mobile Cranes 2017, and Safe Work Australia – General Guide for Cranes
<https://www.safeworkaustralia.gov.au/system/files/documents/1703/general-guide-for-cranes.pdf>
- Australian Standards – refer to Project Risk Assessment and Project Company Legal Register for list of relevant Australian Standards for lifting including slings, chains etc.
- Relevant legislation – refer to Project Risk Assessment and Project Company Legal Register for list of other relevant legislation for lifting

The Lift Plan shall include but not limited to the following:

- Environment
- Ground conditions
- Safe working load
- Weight of the lift
- Visibility
- Working around suspended loads
- Attaching / detaching and securing loads
- Plant for the lift
- Location
- Overturning
- Proximity hazards
- Derating
- Lifting people

- Materials of load lifted e.g., Worker, Pipes etc.
- Overload
- Pre-use checking
- Continuing integrity of the equipment

The Site Supervisor shall ensure that the following safe systems of work are implemented to ensure the safe operation of mobile cranes:

- Compliance with Sections 16.1.1, 16.1.2, 16.1.3 and 16.1.4, within this management plan
- Licenced crane operator (relevant High-risk Work Licence)
- Lifting shall be strictly in accordance with the Lift Plan and Lifting SWMS (refer to SWMS section of this Safety Manual for requirements of a SWMS)
- Lifting of materials shall be managed by a Licenced Rigger/Dogger within the limitations of the crane, and their licence, with lifting gear appropriately selected and equipment managed using Lifting Gear Register (RNL CONSTRUCTIONS-Equipment Register)
- Lifting gear e.g., hooks, shackles, slings and chains etc., shall be inspected and tested in accordance with manufacturers' requirements and relevant legislation, codes of practice and Australian standards (refer to Project Risk Assessment and Project Company Legal Register for list of relevant legislation for lifting gear)
- Only the crane operator and qualified Rigger/Dogman shall work within the exclusion zone of the crane operations (exclusion zone shall be set-up by the Site Supervisor according to the requirements stipulated in the Lift Plan).
- Approved safe working load (SWL) markings shall be on the crane (or excavator, if used for lifting from an approved lift point).
- Inspection and maintenance program for rigging and lifting equipment

This is the documented process to ensure an inspection and maintenance program for rigging and lifting equipment.

The Site Supervisor shall ensure lifting and rigging equipment is inspected and maintained in accordance with manufacturers and relevant legislation, Codes of Practice and Australian standards (always refer to Project Risk Assessment and Project Company Legal Register for the most updated version/date of relevant legislation, Codes of Practice and Australian standards for lifting and rigging

equipment).

All lifting and rigging equipment shall be managed using the Asset Register 9 (Lifting Gear Register), which contains the specific items of lifting and rigging gear, together with expiry date/test due date (maintenance program). Certificates of inspection shall be maintained together with the Lifting Gear Register (Equipment Register).

In addition, all rigging and lifting equipment shall be visually inspected by the licenced Dogger/Rigger immediately prior to use to ensure it is appropriately tagged and within test date immediately prior to use, and inspected visually for any defects.

Any equipment that is found faulty shall be tagged-out with an “out of service” tag, and set aside, and marked accordingly in the Lifting Gear Register (Equipment Register). Lifting equipment shall be formally inspected and tagged by an accredited company prior to introduction to service.

All lifting equipment will be visually inspected prior to use. All Synthetic Slings will be destroyed and disposed of 12 months after being introduced to service.

Chains and/or slings must be inspected every 12 months by an accredited company. Wire Rope and related components will be formally inspected 12 monthly by an accredited company.

29. ELIMINATING PROTRUSION(S) PROCEDURE

Any hazardous protruding objects created as a result of construction work, for example starter bars, tie down bolts, copper pipes, stirrups, should be removed, capped, bent over or barricaded so that they do not pose a risk of injury to persons on site.

30. CONFINED SPACE PROCEDURE

A confined space is determined by the hazards present in the particular circumstances—not merely because the area is small. It is defined as an enclosed or partially enclosed space that:

- Is not designed or intended primarily to be occupied by a person; and
- Is, or is designed or intended to be, at normal atmospheric pressure while any

person is within it; and

- Is or is likely to be a risk to health and safety from factors such as an unsafe oxygen level, airborne contaminants (gases, vapours, or dusts) that pose fire or explosion risks, or the possibility of engulfment.

Legal and Regulatory Compliance

All work in confined spaces must comply with current legislation, including the Confined Spaces Code of Practice and relevant Work Health and Safety (WHS) regulations, to ensure industry standards and legal obligations are met.

Training

RNL CONSTRUCTIONS does not permit entry into any confined space without all relevant workers having received suitable and adequate information, training (Confined Space Training from an RTO), and instruction. In addition all workers involved in confined space operations to undergo comprehensive training on hazard identification, safe work practices, emergency response, and rescue procedures.

Risk Assessment

Prior to entry, conduct a thorough risk assessment to identify potential hazards specific to the confined space and determine the necessary control measures to protect everyone involved, and documented in the Daily Pre-start or CRM.

Safe Work Method Statement (SWMS):

A SWMS must be prepared and followed, outlining all suitable control measures to mitigate these risks.

Atmospheric Monitoring

Before entry, perform atmospheric testing for oxygen levels, toxic gases, flammable vapours, or other contaminants. If conditions may change during work, continuous monitoring must be implemented.

Ventilation and Environmental Control

Use appropriate ventilation systems to maintain a safe atmosphere within the confined space by controlling contaminant levels and ensuring adequate oxygen supply.

Access and Egress Safety

Confirm that the confined space has safe, unobstructed entry and exit points. These should be clearly marked and, where necessary, barricaded to prevent unauthorised or accidental entry.

Personal Protective Equipment (PPE)

All workers must wear the appropriate PPE—such as respirators, harnesses, and protective clothing—based on the risk assessment for that specific confined space.

Communication Protocols

Maintain reliable and continuous communication between personnel inside the confined space and those stationed outside, using approved communication devices to ensure that any emergency is immediately reported.

Rescue and Emergency Preparedness

Develop and rehearse a robust rescue plan that includes:

- Trained rescue personnel,
- Appropriate retrieval systems,
- Readily accessible first aid equipment and emergency response kits.

Supervision and Competency

A competent person must oversee all confined space work to ensure that procedures are followed, hazards are continuously monitored, and emergency protocols are in place and understood.

31. NOISE MANAGEMENT PROCEDURE

The Site Supervisor shall conduct thorough, site-specific noise assessment before commencing work. Identify noise sources and measure levels using calibrated equipment to ensure exposures do not exceed the legal limit of 85 dBA for an 8-hour period.

The Site Supervisor shall ensure the following controls are implemented:

Control of Noise Exposure

No worker shall be exposed to noise levels above 85 dBA. Where noise levels approach or exceed this limit, engineering controls (e.g., noise barriers, equipment enclosures) and administrative controls (e.g., work rotation, scheduling) should be implemented.

Engineering Controls and Plant Maintenance

Implement engineering controls by selecting quieter models where possible, retrofitting noise suppression devices (e.g., mufflers, enclosures), and scheduling regular maintenance to keep noise emissions within acceptable limits.

Administrative Controls and Work Scheduling

Introduce administrative measures such as work rotation, time limiting exposures, and scheduling noisy activities during periods when fewer personnel are present, to minimize overall noise exposure for workers.

Provision of Personal Protective Equipment (PPE)

Supply and mandate the use of certified hearing protection (earmuffs or earplugs) for employees working near or operating noisy plant where noise levels exceed the 85 dBA threshold.

Control Measures for High-Noise Operations

For tasks or machinery that consistently produce high noise levels, consider additional

controls such as physical barriers, sound attenuation screens, or adjusting the layout to increase the distance between the noise source and the worker.

Clear Signage and Zone Demarcation

Clearly mark high-noise areas with signage that details noise hazards and required PPE. Communicate safe working distances and establish demarcated zones to limit unnecessary exposure.

Personal Protective Equipment (PPE)

Where engineering or administrative controls do not reduce noise exposures to below 85 dBA, workers must be provided with appropriate hearing protection. This PPE is mandatory for any task known to generate noise levels above the exposure standard.

Audiometric Testing

Workers who are required to wear noise-reducing PPE due to exposures above 85 dBA will receive audiometric testing within 3 months of commencing work, with follow-up tests conducted at least every 2 years during their employment with RNL CONSTRUCTIONS.

Communication & Signage

Signage regarding noise hazards and the required PPE use within high-noise areas. Inform all workers of noise management procedures and emergency protocols in place for unexpected excessive noise generation.

Training & Awareness: Provide comprehensive training for all workers on noise hazards, the correct use and maintenance of hearing protection, and the importance of adhering to noise exposure limits. Reinforce the procedures whenever new equipment or changes to the work environment occur.

Monitoring and Record Keeping

Regularly monitor noise levels across the site and maintain records of noise assessments, control measures, PPE issuance, and audiometric test results as

required by legal and company standards.

Equipment Maintenance & Calibration

Ensure that all noise measurement instruments and control equipment are maintained and calibrated according to manufacturer guidelines and regulatory standards to guarantee accurate readings and effective noise control. Use of mobile phones as instruments are prohibited.

Training and Worker Awareness

Provide comprehensive training to all workers on noise hazards, the legal exposure limits (85 dBA), proper use and maintenance of hearing protection, and the importance of reporting changes in noise levels or equipment malfunctions.

Documentation, Record Keeping, and Continuous Improvement

Maintain detailed records of noise measurements, maintenance logs, training sessions, PPE distribution, and audiometric test results. Periodically review and update the noise management procedure to ensure ongoing compliance with legal requirements and best practices.

32. DUST MANAGEMENT PROCEDURE

The Site Supervisor shall conduct a risk assessment and implement suitable dust mitigation measures and document in the Daily Pre-start. Examples of controls include:

Dust Suppression Techniques

Implement effective dust suppression methods, such as water spraying/misting systems, at key dust-generating activities (excavation, demolition, material handling). Incorporate chemical dust suppressants where water alone is not sufficient, ensuring these methods are applied consistently to keep dust emissions within permissible limits.

Enclosures and Physical Barriers

Use physical barriers, such as tarpaulins, temporary enclosures, or site fencing, to contain dust at its source. Position these controls around high-dust areas to minimize the escape of dust into adjacent residential zones or worker areas.

Equipment and Vehicle Management

Ensure that all vehicles, heavy machinery, and plant equipment are fitted with dust extraction systems or other emission control devices. Regular maintenance schedules should be established to support these devices, and operational practices (such as minimizing idling) should be optimized to reduce dust generation.

Material Handling and Stockpile Management

Designate controlled areas for the storage and handling of dust-generating materials (e.g., sand, gravel, demolition debris). Cover and/or wet down stockpiles to prevent dust from becoming airborne, while also scheduling material movements to avoid excessive dust creation during peak wind conditions.

Air Quality Monitoring and Alerts

For sites with known hazardous substances in the soil e.g. asbestos, lead, implement continuous or periodic air quality monitors around the site to track real-time dust levels. If monitoring shows that dust levels approach or exceed legal limits, implement immediate corrective actions such as increasing dust suppression measures or adjusting work practices.

Worker Training and Awareness

Train all site personnel on the hazards of dust exposure, the importance of proper dust-control practices, and the correct use of personal protective equipment (PPE) such as respirators when required.

Regular Inspections and Maintenance

Schedule routine inspections of all dust suppression systems, enclosures, and monitoring equipment to ensure they remain effective and compliant with regulatory requirements. Document maintenance activities and any corrective actions taken when

dust levels exceed threshold values.

33. WASTE MANAGEMENT PROCEDURE

There are many items of legislation that deal with waste management. Legal requirements include the National Waste Policy (2018), relevant State Environmental Protection Acts, and local council regulations. from the federal level down to local council regulations.

Specific legal requirements shall be identified and documented as controls in the Project Risk Assessment.

The Site Supervisor shall ensure the following requirements are implemented on site, which covers segregation for plastic, cardboard, steel, oils and chemicals, concrete, and general waste; includes hazardous waste controls; and aligns with Australian legal requirements such as those stipulated under the National Waste Policy and state environmental acts.

Waste Segregation & Sorting

Establish designated areas and clearly labeled containers for different waste streams: plastics, cardboard, steel, oils and chemicals, concrete, and general waste. Sorting waste at the source minimizes contamination and facilitates recycling.

Clear Labeling & Signage

Use standardized labels and signage on all waste storage areas to ensure proper segregation. Ensure that hazardous waste and non-hazardous waste are clearly distinguished to meet compliance and prevent cross-contamination.

Plastic Waste Management

Collect plastics in dedicated, clearly marked waste bins. Recyclable plastics should be segregated and stored for collection by licensed recycling facilities, in line with local recycling guidelines.

Cardboard & Paper Recycling

Designate specific bins for cardboard and paper waste. Flatten cardboard where possible and ensure it is kept dry to maximize recycling effectiveness. Arrange regular pickups by authorised recyclers.

Steel & Metal Scrap Handling

Segregate steel and other metal scraps in secure, separate storage areas. Arrange for collection by licensed scrap metal processors and ensure documentation of volumes and disposal in accordance with environmental guidelines.

Concrete Waste Management

Collect concrete off-cuts, rubble, and demolition debris separately. Where feasible, re-use or crush and recycle concrete waste on-site as recycled aggregates, following local environmental and construction reuse protocols.

Oils & Chemicals Management

Store used oils, solvents, and chemical residues in clearly labeled, secure containers with secondary containment to prevent spills. Arrange collection by licensed hazardous waste contractors, ensuring compliance with the Protection of the Environment Operations Act 1997 (or relevant state legislation). Maintain a hazardous waste register, and ensure that such waste is stored, transported, and disposed of only by licensed operators.

General Construction Waste

Collect all non-recyclable, non-hazardous construction waste (e.g., packaging, non-reusable materials) in designated areas. Use licensed waste transport and disposal services that adhere to local environmental control legislation.

On-Site Storage & Containment

Ensure that temporary waste storage is secure, weather-protected, and located away from active work areas. Utilize secondary containment methods (such as bunding) to prevent spills of liquids or hazardous wastes from escaping the storage area.

Record-Keeping & Documentation: Maintain detailed records for all waste streams, including measurements of waste volumes (using calibrated scales or weights where applicable), transfer notes, disposal certificates, and hazardous waste manifests. Documentation is critical for regulatory audits and to achieve RNL Constructions' Waste Objectives and Targets.

34. HAZARDOUS OR CONTAMINATED MATERIALS MANAGEMENT PROCEDURE

The Site Supervisor shall ensure the following requirements are implemented on site, which includes Hazardous or Contaminated Materials Management which aligns with Australian legal requirements—including licensed disposal, safe handling, storage standards, and specific controls for asbestos and contaminated soils—and is designed to protect workers and the environment.

Material Identification & Categorisation

Clearly identify and segregate all materials based on their hazard classifications, ensuring that hazardous chemicals, asbestos-containing materials (ACMs), and contaminated soils are readily distinguishable from non-hazardous items through proper labelling and documentation.

Licensed Disposal Requirements

All hazardous or contaminated waste must be disposed of by licensed contractors only, in accordance with the Australian Dangerous Goods (ADG) Code and state-specific regulations.

Disposal manifests and certificates must be obtained and maintained as part of the record-keeping process.

Personal Protective Equipment (PPE): Ensure that all workers handling hazardous or contaminated materials are provided with and trained to use appropriate PPE—including gloves, respirators, eye protection, and high-visibility clothing—to reduce the risk of exposure.

Asbestos Management

Handle any asbestos-containing materials (ACMs) solely by accredited and licensed asbestos removalists. Follow the Code of Practice for Asbestos Management and Removal, ensuring proper containment, decontamination, and disposal procedures are strictly adhered to.

Contaminated Soil Control

Manage soil contaminated with oils, fuels, or chemicals by isolating, sampling, and testing it to classify the hazard level. If deemed hazardous, treat, remediate, or dispose of it as per environmental regulations and with the required permits.

Secure and Suitable Storage

Store hazardous and contaminated materials in designated, clearly marked areas that are secure, well-ventilated, and compliant with secondary containment requirements. Access to these areas must be restricted to trained personnel only. Use heavy duty plastic bags for storage, with a second bag as an outer containment barrier.

Spill Prevention and Containment

Equip storage and handling areas with spill kits, secondary containment systems, and emergency shut-off mechanisms. Train workers in spill response procedures to rapidly contain and mitigate any accidental releases.

Transport & Packaging

All hazardous or contaminated materials must be appropriately packaged, labelled, and secured for transport using licensed vehicles. Ensure that transport conforms to the Australian Dangerous Goods Code and all road transport regulations.

Documentation & Record Keeping: Maintain detailed records of all hazardous materials, including risk assessments, storage inventories, disposal manifests, training records, and incident logs. These documents are essential for audits and demonstrating compliance with legal obligations.

35. SEVERE WEATHER MITIGATION PROCEDURE

The Project Manager shall ensure the following:

Pre-Planning & Seasonal Scheduling

Review historical climate data and consult local meteorological services (e.g., the Bureau of Meteorology) to identify the wet season and determine high-risk periods. Schedule high-risk activities such as earthworks, drainage, and pavement work for times outside these periods whenever possible.

Installation of On-Site Weather Monitoring Systems

Set up a dedicated weather station on site equipped with sensors for rainfall intensity, wind speed, and temperature. Calibrate the equipment regularly and integrate its readings into a real-time digital dashboard that alerts Site Supervisors when thresholds are exceeded (e.g., rainfall intensities above 20 mm/hr or wind speeds over 50 km/h).

Daily Weather Forecast Review and Briefing

Each morning and at critical stages throughout the day, review detailed weather forecasts and on-site sensor data for the upcoming 72 hours. Confirm that soil moisture, temperature, and drainage conditions meet safe operational criteria before authorizing work.

Work Scheduling & Trigger Conditions

Program work orders with built-in trigger conditions. For example, if forecasted rainfall or wind speeds exceed preset thresholds, halt new operations and suspend ongoing tasks until conditions become favorable. Clearly communicate this protocol to all supervisors and crews.

Pre-Work Risk Assessments & Site Inspections

Prior to starting operations for the day, perform a technical and visual inspection of the site. Check critical areas (e.g., slopes, embankments, and water-collecting zones) for

vulnerabilities. Use digital gauges and moisture meters to verify that subgrade moisture levels are within safe limits.

Technical Controls for Earthworks

At earthworks sites (formation, batters, cuttings, and embankments), pre-install temporary runoff drains using engineered channels and pump systems with submerged float valves. Cover exposed surfaces with geotextile fabrics (geofabric), ensuring proper anchorage and tensioning to prevent displacement during heavy influxes of water.

Soil Stabilization and Protection

For areas with exposed subgrades, apply a pre-measured layer of gravel (minimum 50 mm thickness) to reduce erosion. When severe weather is imminent, supplement this layer by mixing soil stabilizers such as lime or cement with on-site mechanical mixers, following recommended proportions to enhance subgrade resistance.

Advanced Controls for Drainage & Culvert Construction

When replacing existing road crossings, maintain current drainage pipes until the new system is fully operational. Install engineered sandbag barriers (using specified fill weights and volumes) as temporary erosion controls at headwalls, aprons, and areas where stone pitching is incomplete.

Pavement Work Technical Measures

Limit the length of exposed subgrade at any one time. Use depth gauges to verify that all subgrade areas are covered with a protective gravel layer by the end of each shift. If forecasts indicate significant weather events, secure approval from the Superintendent to add lime or cement to further stabilize the subgrade.

Immediate Site Shutdown Protocol

Upon detection of severe weather conditions either via on-site sensors or updated forecasts, immediately instruct a site-wide shut down. Secure all machinery, cover vulnerable areas, and initiate lock-down procedures without awaiting external

authorization if an imminent threat is identified. Move all machinery, chemicals and equipment to high ground, above designated water way limits, and above historical flood levels, where appropriate based on the forecast event.

Emergency Support Activation

Activate a standby emergency response team equipped with mobile generators, highcapacity water pumps, and additional containment barriers. Ensure that technical support with mobile communication devices is available to coordinate rapid response and mitigation actions. RNL Constructions' other projects may be able to provide backup emergency response equipment.

Post-Event Emergency Inspection & Remote Verification

Once the weather event subsides, conduct a thorough technical inspection of the entire site. Utilize drones or remote sensing equipment (e.g., GIS mapping and high-resolution cameras) to safely assess hard-to-reach areas for structural damage, erosion, and blocked drainage systems.

Detailed Damage Documentation & Reporting

Record all findings with geotagged photographs and detailed measurements. Compile a comprehensive report comparing pre- and post-event conditions, outlining the damage, materials affected, and remedial actions taken.

Submit this report to the Superintendent along with data logs from monitoring equipment.

Cost Capturing

Review and analyze the collected weather, sensor and operational data to identify lessons learned and refine event-response protocols. Establish a cost-capturing system to record labor, equipment, and material expenses associated with recovery measures. Share findings and recommendations with the client, ensuring that any future severe weather plan is updated accordingly and insurers are notified as required.

36. EMERGENCY PREPAREDNESS AND RESPONSE PLAN (ERP) PROCEDURE

Emergency Response Plan (ERP) Procedure (Emergency Management Plan)

This is the **documented** process to identify potential emergency situations for the project.

Identify Potential Emergency Situations for the Company, and Developing the Emergency Response Plan (ERP) (Template) (or Emergency Management Plan Template)

The Director, Project Managers and Site Supervisors shall, jointly, identify all of the potential and foreseeable project-specific emergencies that may occur (using the Company Risk Assessment) at the first Monthly Management Meeting.

The Director, Project Managers and Site Supervisors shall then develop a step-by-step procedure to manage each emergency scenario, and document this as an **Emergency Response Plan (ERP) (Template)**.

In addition to step-by-step procedures to manage each identified and plausible emergency scenario, the Emergency Response Plan (ERP) (Template) shall include the following mandatory requirements:

- Emergency contact numbers
- Emergency services contact numbers
- Evacuation diagrams
- Designated Emergency Personnel including:
 - Warden and Deputy Warden
 - First Aiders
 - Fire Fighters
- Warden training
- First aid training
- Fire extinguisher training
- Identifying First Aid Equipment by Competent Person

- Identifying Emergency Equipment by Competent Person
- Making available the required First Aid and Emergency Equipment
- Inspection, Test and Maintenance of First Aid and Emergency Equipment
- RACE flowchart for basic emergency response
- DRS RNL CONSTRUCTIONSD for cardio-pulmonary resuscitation
- Training of all workers and sub-contractors with updates via. Daily Pre-start

The above specific requirements are discussed in detail further on in this section of this **Procedures Manual**.

Update of the Emergency Response Plan (ERP) (Template) (or Emergency Management Plan Template)

The Emergency Response Plan (ERP) Template shall be reviewed and updated when any new or foreseeable emergency scenario materialize for the business as identified on projects, and when there is a relevant material update to either the **Project Risk Assessment** or **Company Risk Assessment**.

This review shall take place at the immediate **Monthly Management Meeting**, or at the **Management Review**, whichever comes first (documented in the minutes).

Developing a Project-specific Emergency Response Plan (ERP) or Emergency Management Plan

The Project Manager and Site Supervisor shall identify all plausible emergency situations/scenarios for the specific project scope (prior to works) using the Project-specific Risk Assessment, and project-specific Design Risk Assessment.

The Project Manager and Site Supervisor shall then use the **Emergency Response Plan (ERP) Template**, as a framework to develop a **Project-specific Emergency Response Plan (ERP)**, with relevant step-by-step procedures to manage foreseeable project-specific emergencies that may occur.

Important note:

The **Emergency Response Plan Template** may not contain all plausible emergency scenarios or project-specific emergency procedures as required for a project. Therefore, the Project Managers (with input from Site Supervisors) can only rely on the

Emergency Response Plan (ERP) Template as a basic framework and starting point for the development of their Project-specific Emergency Response Plan (ERP).

The following emergency requirements, arrangements and scenarios shall be considered and included by the Project Manager, as an absolute minimum, when developing the **Project-specific Emergency Response Plan (ERP)**:

Mandatory Requirements to be Documented in the Emergency Response Plan (ERP): :

- Emergency contact numbers and Emergency Services
- Evacuation diagrams
- Designated Emergency Personnel including:
 - Warden and Deputy Warden
 - First Aiders
 - Fire Fighters
- Warden training
- First aid training
- Fire extinguisher training
- Identifying First Aid Equipment by Competent Person
- Identifying Emergency Equipment by Competent Person
- Making available the required First Aid and Emergency Equipment
- Inspection, Test and Maintenance of First Aid and Emergency Equipment
- RACE flowchart for basic emergency response
- DRS RNL CONSTRUCTIONSD for cardio-pulmonary resuscitation
- Communication and training of all workers and sub-contractors

Plausible Emergency Scenarios:

- Evacuation
- Fire
- Explosion
- Gas leak or chemical leak
- Personal threat response
- Bomb threat response
- Suspect Package
- **Mobile Plant (refer to additional notes below for details on requirements)**
- Plant rollover

- Vehicle accident
- **Excavations (refer to additional notes below for details on requirements)**
- **Fall from Heights (refer to additional notes below for details on requirements)**
- **Arrested Fall (refer to additional notes below for details on requirements)**
- Entrapment/engulfment e.g. trench or confined space
- Remote work
- Medical Emergencies – Heart Attack / Cardiac Arrest, Stroke, Seizures, Head Injury, Venomous snakes / spiders, Choking, Fainting, Head injuries, Crush and Break Injuries
- Electrocution or electric shock
- Exposure to Hazardous Substances
- Needle and syringe spikes

Emergency Procedure for Mobile Plant

This is the documented process to ensure that emergency procedures are established specific to the scope of works.

The Project Manager shall develop site-specific emergency procedures to manage potential emergencies associated with plant and plant operation on the project, and documented using the Project/site-specific Emergency Response Plan (ERP).

The Project Manager shall identify all plausible plant-specific emergency scenarios (involving plant), with a step-by-step procedure to manage each emergency, including:

- Immediate action to be taken
- Specific roles and responsibilities in managing the emergency scenario
- Emergency equipment needed to manage the emergency scenario
- Identification of specific emergency training required
- Communication requirements

Emergency procedure for the excavations

This is the documented process to ensure that emergency procedures are established for the excavation.

The Project Manager shall develop site-specific emergency procedure to manage

potential emergencies when working in and around excavations, and document these in the **Site-specific Emergency Response Plan (ERP)**.

The Project Manager shall identify all plausible emergency scenarios working in and around excavations, with a step-by-step procedure to manage each emergency, including:

- Immediate action to be taken
- Specific roles and responsibilities in managing the emergency scenario
- Emergency equipment needed to manage the emergency scenario
- Identification of specific emergency training required
- Communication requirements

The Site Supervisor shall ensure workers are trained in emergency scenarios as required by the Emergency Management Section of this SMP, and that relevant emergency equipment is readily available.

Also, as required by the Emergency Management Section of the Company Management Systems Manual, emergency drills shall be conducted at the frequencies specified.

Emergency Procedures for an Arrested Fall

The Project Manager shall develop site-specific emergency procedure to manage emergency situations at heights as well as rescue of any workers who have been subjected to an arrested fall from height on the project.

37. EMERGENCY PERSONELL PROCEDURE

This is the **documented** process to ensure designated emergency personnel for the project:

- Have been inducted in the site-specific emergency procedures/plans; and
- Have obtained any qualification or formal training defined by the company as required to fulfill the role.

The Project Manager shall ensure that designated emergency response personnel, as identified in the project-specific Emergency Response Plan, have been trained in the

site-specific emergency procedures/plans (site-specific ERP) prior to commencement of works with all emergency personnel signed-off of the ERP (in the Emergency personnel table) acknowledging training.

The Project Manager shall ensure that designated emergency response personnel hold relevant qualifications and formal training as defined by the project-specific ERP, and once training is provided, documented in the **Company Training Register**, for the following roles (as a minimum) for each individual project over \$600,000:

- Warden x1 for greater than 30 people
- First aiders as required

38. FIRST AID AND EMERGENCY EQUIPMENT PROCEDURE

Identification of First Aid Equipment Needed by a Qualified Person

This is the **documented** process to ensure a qualified person identifies site first aid equipment and requirements in accordance with relevant legislation, Codes of Practice and Australian Standards.

The Project Manager shall ensure a qualified person (qualified Occupational Nurse) completes a site-specific review of the first aid requirements (in accordance with the relevant legislation, Code of Practice and Australian Standards), based on the Project-specific Risk Assessment and number of workers.

The Occupational Nurse shall provide a report to the Project Manager identifying the required first aid equipment and requirements.

The Site Supervisor shall ensure the first aid arrangements on site are in line with the report, and all first aid and other requirements/provisions match what has been identified in the assessment and are made readily available on-site.

The Project Manager shall ensure that the location of all first aid and other requirements/provisions are documented and shown on the site-specific Evacuation Diagram, as per relevant Australian Standard.

Note

Qualified means a person who holds a recognised degree, certificate or professional

standing relevant to the activity or works. RNL CONSTRUCTIONS shall use an Occupational Nurse.

Identification of Emergency Equipment by Competent Person

This is the **documented** process to ensure a competent person identifies site emergency equipment and requirements.

The Project Manager shall ensure that a competent safety person completes a review of the site-specific Emergency Response Plan (emergency scenarios), site layout and location, including consideration and placement for the following (as a minimum):

- Fire extinguishers
- Defibrillator, if required

The documented review shall state the relevant competencies of the person performing the review, with endorsement and/or recommendation (for additional equipment) in terms of the emergency equipment defined in the proposed site-specific Emergency Response Plan (ERP) – developed by the Project Manager in consideration of the possible and plausible emergency scenarios, based on the Project Risk Assessment.

The Project Manager shall ensure that the location of the site-specific emergency equipment (as endorsed by the competent person) is documented on the site-specific Evacuation Diagram, as per relevant Australian Standards.

The Site Supervisor shall ensure that the equipment is located as per the site-specific Evacuation Diagram.

Inspection, Test and Maintenance of First Aid and Emergency Equipment

This is the **documented** process to ensure inspection, test and maintenance requirements for first aid and emergency equipment are identified, scheduled and undertaken.

The Project Manager shall ensure that all first aid and emergency equipment on site is inspected and maintained, and that any inspections required on equipment on site is

up to date.

The Project Manager shall ensure all first aid and emergency equipment is documented in the Asset Register (Emergency Equipment Register), with date of next inspection, test or maintenance (at the frequencies required by the specific manufacturer's instructions and relevant legislation and Australian Standards).

The **Asset Register** shall therefore be the project schedule for inspection, test and maintenance, and updated when new inspections, tests and maintenance take place.

The Project Manager shall ensure inspections, tests and maintenance takes place according to the schedule (as per the required due dates for each item documented in the RNL CONSTRUCTIONS-Asset Register).

First Aid and Emergency equipment shall be appropriately tagged to reflect the required inspection, test or maintenance.

First Aid and Emergency equipment shall only be inspected, tested and maintained by licensed professionals, who are authorised under relevant legislation and Australian Standards to perform such work.

However, for the checking and stocking of First Aid kits, the Project Manager shall ensure the First Aid kits are replenished by the trained First Aider, against the First Aid kits contents list.

After inspection and replenishment, the next due date shall be updated in the First Aid Register for each First Aid kit on site, including those in the main site office, and all company vehicles.

39. COMMUNICATION OF THE EMERGENCY RESPONSE PLAN (ERP) PROCEDURE

This is the documented process to ensure emergency response arrangements are communicated to all personnel and visitors.

The Project Emergency Response Plan (ERP) shall be communicated by the Site

Supervisor to all workers and sub-contractors, at the prior to commencement of works, as follows:

- Daily Pre-start Meeting Form (when there are updates to the Project Emergency Response Plan (ERP))
- Via details listed on the Purchase Order

40. EMERGENCY PRACTICE DRILLS PROCEDURE

This is the **documented** process to ensure emergency practice drills:

- Are scheduled and carried out on site;
- Are scenario based and test a variety of the identified potential emergency situations;
- Are recorded and evaluated for effectiveness; and
- Incorporate a process for the identification and management of corrective actions.

The Project Manager shall ensure procedures are reviewed to make sure they remain valid for the project activities, and to ensure all workers and sub-contractors get practice and are able to provide input, by conducting emergency drills of 1 emergency drill every 6 months, and after the drill evaluate the emergency drill and procedure with workers.

Where changes are identified, the Project Manager shall ensure procedure(s) shall be updated in the Project Emergency Response Plan (ERP) (as discussed in the previous section).

The project emergency drill schedule shall be 1 emergency drill every 6 months (date determined by the Project Manager and documented in the Site Supervisor/Supervisors diary) for the duration of the project, selecting different emergency scenarios for each drill from the Project-specific Emergency Response Plan.

The Site Supervisor shall ensure that emergency drills as documented in the site-specific ERP are practiced on site, that the drills are based on the identified project-specific situations, and that the results are recorded and reviewed, together with worker and sub-contractors, for effectiveness and necessary improvements, using the Emergency Drill Record.

The Site Supervisor shall ensure that lessons learned from the drills are discussed with all personnel in attendance, and that lessons learnt are included in the review of the **Project-specific Emergency Response Plan (ERP)**.

The Project Manager shall ensure the site-specific drills selected for practice, are documented in the **Company Planning Calendar**, prioritising the highest risk emergency scenarios for practice first.

Not all scenarios have to be practiced; however, more than just generic evacuation is required.

Improvements to emergency procedures shall be discussed at the Monthly Management Meeting by reviewing all the project-specific Emergency Drill Records, and where agreed by the management team, incorporated into the Master Emergency Response Plan by the Managing Director, and into the site-specific Emergency Response Plan by the Project Manager, with changes communicated to workers via the Daily Pre-start Meeting.

Notes

Not all scenarios have to be practiced; however, more than just generic evacuation is required.

41. REVIEW OF THE EMERGENCY MANAGEMENT PLAN PROCEDURE

This is the **documented** process to ensure procedures/plans are developed and regularly reviewed for identified emergency situations. (Completed annually by the Director)

As before, the Project Manager and Site Supervisor shall identify all plausible emergency situations/scenarios for the project (prior to works) based on the Project-specific Risk Assessment, and project-specific Design Risk Assessment, and then use the Emergency Response Plan Template as a template to develop a project-specific Emergency Response Plan (ERP), with relevant step-by-step procedures to manage each foreseeable project-specific emergency that may occur.

The Project Manager shall review the project-specific Emergency Response Plan (ERP), when any new or foreseeable emergency scenario materialize on the project. New or foreseeable emergency scenarios are identified upon updates to either of the following:

- Project-specific Risk Assessment and
- Design Risk Assessment, and
- Daily Pre-start held with workers and sub-contractors e.g., identification of new and/or changing hazards risks and/or newly foreseeable emergency situations
- Lessons learnt from **Emergency Practice Drill**
- Notifications of emergencies or incidents from WorkSafe e.g., Alerts, Newsletters
- Industry updates on hazards/risks and emergencies e.g., updates from Master Builders

The Project Manager shall then update the project-specific **Emergency Response Plan (ERP)** where applicable.

Again, the Project Manager shall approve and authorise the updated **Project Emergency Response Plan (ERP)** by sign-off and communicate the updates to the plan to workers at the **Daily Pre-start (Risk Assessment)**,.

The Project Manager shall also ensure procedures are reviewed to make sure they remain valid for the project activities, by conducting emergency drills (according to schedule) and evaluating the emergency drill and procedure with workers.

Where changes are identified, the procedure(s) shall be updated in the Project Emergency Response Plan (ERP).

The project emergency drill schedule shall be 1 emergency drill every 3 months (date determined by the Project Manager) for the duration of the project, selecting different emergency scenarios for each drill from the Project-specific Emergency Response Plan.

Again, the Project Manager shall approve and authorise the updated Project ERP by sign-off and communicate the plan to workers at the Daily Pre-start, including lessons learned from the drills.

42. CRITICAL INCIDENT MANAGEMENT PROCEDURE

There is a **documented** process for managing critical incidents, including:

- The company's definition of a critical incident (define the type and level of incident that would be regarded as critical);
- Clearly defined roles;
- Return-to-work of injured workers;
- Employee assistance/counselling; and
- The process for review of the effectiveness of critical incident response procedures.

The company's definition of a critical incident is any event or series of events that is sudden (e.g., severe flood or natural disaster, or exposure to unsafe oxygen levels), overwhelming, threatening or protracted. As such, this may be an assault, threat e.g., bomb threat, severe injury (LTI > 30 days), death or fire.

Critical incident reporting starts with the immediate notification, by the worker or persons affected, to the Site Supervisor that a critical incident has occurred on site, who, in turn, shall immediately notify the Project Manager and Director.

The Project Manager shall also immediately notify the Superintendent/Client within 3 hours, or within the time specified in the contract, if defined.

The Project Manager and Warden, together with the Director will manage the critical incident using the site-specific Emergency Response Plan and following the step-by-step processes documented as follows:

Critical Emergency Response Plan

It is incumbent on the Director to decide the extent of implementation of the processes documented in the **Critical Emergency Response Plan**, depending on the specific circumstances of the critical incident and relative impact and effects on the organisation and employees.

The Director and Project Manager shall communicate and consult with the whole project team to assist in the investigation of the incident to determine the root cause of the incident and determine the necessary corrective and preventative action required.

Employee assistance/Counselling shall be prioritised for all workers affected, and provided by the company without cost to the worker, through the engagement of professional industrial counselling services.

The Project Manager shall complete an Incident Report within 24 hours using the Incident Investigation Report.

The Project Manager shall manage the return to work of injured persons (Rehabilitation and Return to Work Policy and requirements of legislation), together with employee assistance and counselling.

The Director shall be responsible for the incident investigation, and ensure that a Incident Report is completed.

43.REVIEW OF THE EFFECTIVENESS OF THE CRITICAL INCIDENT RESPONSE PROCEDURE

The Director shall ensure a **Critical Emergency Drill** is completed annually and recorded as an Emergency Drill Record and evaluated for effectiveness and appropriateness.

The Emergency Drill Record contains the process for the evaluation of the effectiveness and appropriateness of a practice drill scenario. The outcome of the drill and lessons learnt shall be communicated at the Daily Pre-start across all sites by Project managers.

44.RETURN TO WORK PROCEDURE

Return to Work of Injured Persons and Employee Assistance/ Counselling

RNL CONSTRUCTIONS recognises the substantial benefits from effective rehabilitation principles and practices and is committed to their implementation where appropriate.

RNL Constructions' **Rehabilitation and Return to Work Policy** provides the framework for rehabilitation and return to work.

For critical Incidents RNL Constructions' **Rehabilitation and Return to Work Policy** includes shall extend to include stress and psychological trauma and therefore return to work and employee assistance is not limited to physical injuries.

The Director shall nominate a preferred medical provider and ensure the preferred medical provider is able to provide the project with adequate and appropriate rehabilitation services.

Employee assistance/Counselling shall be prioritised for all workers affected, and provided by the organisation without cost to the worker, through the engagement of professional industrial counselling services.

The Project Manager will act as the Rehabilitation and Return to Work Coordinator.

Any workers requiring employee assistance/counselling can contact the Project Manager in full confidence, which shall be documented in the Emergency Response Plan.

Then Rehabilitation and Return to Work Policy and employee assistance/counselling availability is communicated during the induction process.

Employees have an obligation to co-operate and participate in rehabilitation.

Injured personnel shall not be permitted to return to work until a doctor's medical certificate has been sighted giving clearance to return to either light duties or full duties.

45. DOCUMENT AND RECORD MANAGEMENT PROCEDURE

The Managing Director and Project Managers shall ensure the following is implemented at company and project level:

Document Identification & Naming

Every controlled document shall start with the prefix “RNL” and include a descriptive title. In the document footer, list both the title and the version number (which is the date of creation or update) for clear identification.

Creation & Updating

When creating or revising documentation, use standard approved templates and forms. Each document must record essential metadata (title, version/date, etc.) to ensure consistency and traceability.

Document Formats & Accessibility

Documents are produced in appropriate formats (electronic or paper) to meet the needs of end users. Formats must be compatible with the intended use, and files are stored on the share drive or electronic document management system.

Only the latest versions are available on the share drive or electronic document management system.

Only use documents from the share drive or electronic document management system. Do not use versions stored locally on your PC or backup storage. This is to ensure you are using the latest version.

Review & Approval Process

All documents must be reviewed for adequacy and competence by relevant personnel and then authorised by the Managing Director before issue. This ensures conformity with ISO standards, customer requirements, and internal controls.

All documents available on the share drive or electronic document management system reviewed for adequacy and competence by relevant personnel and then authorised by the Managing Director before issue.

Version Control & Change Management

Changes to documents are strictly version-controlled by date. Any revisions are logged, communicated, and maintained so that only the current version remains in active use, and available on the share drive or electronic document management system.

Controlled Document Storage

Controlled documents are stored electronically within a dedicated document management system that is regularly backed up. Read/write access is limited to authorised personnel only, ensuring document integrity and confidentiality. Only the Managing Director shall have read/write access. All other authorised persons granted access have read access only on the share drive or electronic document management system

Legibility & Identification Requirements

Every copy of a controlled document must clearly display the “RNL” prefix, the document title, and the version (date) in the footer. “Uncontrolled” hard copies must include a footer label stating **“Uncontrolled when printed.”**

External Document Control: Documents of external origin (such as legislation, codes of practice, or third-party specifications) are identified and controlled with only the latest versions available on the share drive or electronic document management system.

Obsolescence Procedures

When a document is superseded, the previous version is reclassified as “ARCHIVED.” For electronic copies, the obsolete version is moved to a secure “ARCHIVED” folder with restricted access.

Printed copies issued for reference are marked “SUPERSEDED” to prevent inadvertent use.

Printed Document Handling

Printed copies of controlled documents revert to “uncontrolled” status and must be clearly marked. Any updates to the controlled electronic version must be re-distributed, and users are instructed to use the electronic version as the official source.

“Uncontrolled” hard copies must include a footer label stating **“Uncontrolled when printed.”**

Document Change Authority

The Managing Director is responsible for overseeing all document changes. Any revision, update, or change is authorised and documented in the change log to maintain an audit trail.

This change log shall be maintained within the document management system. In addition, the following documents also have a DOCUMENT CONTROL table to provide details of changes:

- Company Management System Manual
- Company Procedures Manual
- Emergency Response Plan (ERP) Template

Secure Storage of Documents

All controlled documents (both electronic and, where applicable, hardcopy) are stored in secure environments. Hardcopy records are kept in dedicated, damage-proof storage, with labeling that reflects the contents.

Annual Document Review

All IMS documents undergo an annual review to confirm that they remain relevant, accurate, and compliant with current legislation. Amendments are recorded in the management review documentation.

Distribution of Controlled Documents

Distribution is limited to designated personnel who need access to current documents. The Project Manager shall ensure that the current version is in circulation and that outdated documents are removed.

Training on Document Retrieval

Personnel are provided with regular training on how to locate and retrieve current versions of documents from the electronic system. This training reinforces correct procedures and prevents reliance on obsolete copies.

Record Management Integration

In addition to IMS-controlled documents, all company records (including outsourced, contracted, or digital records) are captured and maintained to support transparent, evidence-based decision-making.

There is a directory structure on the share drive or electronic document management system for both company documents and a directory structure for each project.

Electronic and Hardcopy Records Policy

To maintain a paperless office where possible, all essential records are stored electronically on a secure shared network. If hardcopy records are necessary, they are stored under controlled conditions with corresponding electronic backups.

Mandatory Retention Times & Compliance

All records must be maintained for the period mandated by Australian legislation. Below is a summary table outlining specific record types and their legally required retention times.

Refer to following section for specific retention times.

Record Disposal Procedures

When the retention period expires, records are not simply discarded. Disposal must be authorised by the Managing Director. Sensitive or confidential records are shredded, while nonconfidential records can be recycled using conventional methods. Proper logging of disposal actions is maintained.

Archiving & Recovery Arrangements

Non-current yet legally significant documents are securely archived. These archived

records are stored in a manner that ensures legibility, protection, and rapid retrieval when required by regulators or for historical reference. These shall be on the electronic document management system for both company documents and a directory structure for each project. Restricted access granted by the managing Director.

46. DOCUMENT AND RECORD RETENTION REQUIREMENTS

The Managing Director, Project Managers and Site Supervisors shall ensure the following requirements for the retention of documentation and records:

Corporate Financial Records (e.g., income and expense details, receipts, invoices, balance sheets, profit/loss statements) **Retention Time:** 7 years from the end of the relevant accounting period.

GST Records (e.g., taxable supplies, input-taxed supplies, related invoices) **Retention Time:** 5 years following the end of the applicable assessment period.

Banking and Reconciliation Documents (e.g., bank statements, cheque records, reconciliation reports) **Retention Time:** 5 years from the end of the associated accounting period.

General Accounting Records (e.g., ledger entries, trial balances, journals, and supporting documentation) **Retention Time:** 7 years in line with Australian Taxation Office (ATO) and audit requirements.

Company Documents and Statutory Registers (e.g., board meeting minutes, resolutions, registers of directors and members) **Retention Time:** Retained indefinitely to maintain a complete corporate history.

Employee and Personnel Files (e.g., payroll records, employment contracts, HR files, training records) **Retention Time:** 7 years from the end of employment or financial year in which the employment relationship ceases.

Business Contracts and Legal Agreements (e.g., service contracts, leases, partnership agreements) **Retention Time:** 7 years after termination or expiry (with certain key contracts retained indefinitely for historical reference).

Insurance Policies and Claims Records (e.g., policy documents, claims files, settlement records) **Retention Time:** 7 years following the expiry or settlement of the policy.

WHS Notifiable Incident Reports (incidents that result in fatality, serious injury/illness, or are considered dangerous incidents, which require immediate notification under WHS law) **Retention Time:** At least 5 years from the date the incident was notified to the relevant WHS authority

WHS Non-notifiable Incident Reports (minor incidents that do not meet notifiability thresholds but are still recorded for internal safety improvement) **Retention Time:** At least 5 years from the date of occurrence; organisations may choose to retain these records for longer periods to support comprehensive safety analyses.

WHS Health Assessments and Health Monitoring Reports (including occupational health surveillance records, biological monitoring, and health assessments conducted in accordance with WHS and associated regulations) **Retention Time:** Retain for at least 30 years from the date of the report or assessment, to account for the latency of occupational illnesses and to satisfy regulatory obligations

Noise and Vibration Monitoring Reports (supporting compliance with occupational exposure and environmental standards) **Retention Time:** 7 years, in accordance with industry monitoring standards.

Asbestos Registers (documenting locations and conditions of asbestos-containing materials) **Retention Time:** Minimum 40 years (or as specified by local regulatory requirements).

Asbestos Incident Reports

Notifiable Incidents: 80 years after business action is completed.

Non-notifiable Incidents: 7 years after business action is completed.

Asbestos-Related Workers' Compensation Claims: Retention Time: 100 years after the incident.

Hazardous Waste Management Records (e.g., waste manifests, disposal records, hazardous waste incident reports) **Retention Time:** 7 years; where significant spills or

accidental releases occur, retention may extend to 10 years in line with state-specific or environmental guidelines.

Environmental Notifiable Incident Reports (incidents defined as having caused, or having the potential to cause, moderate to significant environmental damage under regulators such as NOPSEMA) **Retention Time:** At least 7 years from the date of the incident, in keeping with best practice and applicable environmental legislation.

Environmental Non-notifiable Incident Reports (recordable incidents that do not require immediate notification but still document environmental non-compliances or minor incidents) **Retention Time:** Typically retained for at least 7 years to ensure a complete record of environmental performance.

Environmental Compliance and Monitoring Documents (e.g., environmental permits, monitoring reports, impact assessments, audit reports, compliance certificates) **Retention Time:** Minimum 7 years; for some critical documents (such as those related to water or air quality), retention may be required for 10 years or longer.

Environmental Incident and Spill Reports (documents recording environmental releases, spill responses, and remedial actions) **Retention Time:** Between 7 and 10 years depending on jurisdictional requirements and the long-term significance of the incident.

Industrial Chemicals and Dangerous Goods Documentation (e.g., Safety Data Sheets (SDS) and chemical inventories) **Retention Time:** 30 years or for the lifecycle of the product plus additional years as advised by WHS guidelines.

Environmental Permits and Approvals (e.g., water discharge permits, air quality permits) **Retention Time:** 10 years after the permit expires or is renewed, as stipulated by relevant environmental authorities.

Records under Environmental Legislation (e.g., Environmental Impact Assessments, environmental audits, compliance reports) **Retention Time:** 10 years to ensure ongoing availability for regulatory review and historical reference.

Depreciating Asset Records (e.g., asset purchase documents, depreciation schedules, disposal records) **Retention Time:** Retain for as long as the asset is held,

plus an additional 5 years after its disposal.

Other Business Registers and other IMS Internal Documents (e.g., customer and supplier registers, transaction logs, miscellaneous business records) **Retention Time:** 5 years from the date of the last entry or related transaction.

Electronic Correspondence Related to Business Transactions (e.g., emails and digital memos that support contracts, tax matters, or compliance activities) **Retention Time:** Generally, 5 years—extendable where these serve as essential legal or tax evidence.

Trust and Not-for-Profit Documents (if applicable; e.g., trust deeds, beneficiary resolutions, associated tax documents) **Retention Time:** Typically retained indefinitely or for the period specified by applicable regulatory frameworks.

Records under the National Greenhouse and Energy Reporting (NGER) Act **Retention Time:** 7 years after submission as required by the legislation.

47. EQUIPMENT CALIBRATION PROCEDURE

Noting that RNL do not currently own equipment requiring calibration and hires this equipment. If applicable, the Managing Director and Project Managers are responsible to ensure the following is implemented to ensure:

- that all equipment used for inspection, measurement, and testing delivers accurate, traceable, and valid results.
- comply with legislative, industry, and customer requirements—including those regarding health and safety.
- establish clear traceability and documentation for calibration activities.

Scope of Calibration

- Applies to all inspection, measuring, and test equipment used in production, quality control, HSEQ, and environmental monitoring.
- Covers both in-house calibrations and calibrations conducted by approved external service providers.
- Includes the special category of equipment used to measure health and safety—

related hazards, as detailed in Procedure.

Key Definitions for this Calibration Procedure

Calibration: The process of verifying and adjusting equipment accuracy by comparing it with a recognized standard.

Approved Service Provider for Calibration: A supplier accredited (i.e. NATA accredited) and listed in the Approved Supplier Register.

Approved Personnel: Trained RNL CONSTRUCTIONS staff, whose details are maintained in the Training Register or equivalent system, and who are authorised to perform in house calibrations. **Calibration Register (Asset Register):** A record maintained by the Project Manager that lists each piece of equipment, including assets' serial numbers, dates of their last calibration, and the next scheduled calibration dates.

Calibration Sticker/Certificate A label or document that evidences a piece of equipment's calibration status, due date, and serial number.

Responsibilities

The Project Manager shall ensure the following:

- every piece of equipment used for measurement is identified, documented in the Calibration Register, and scheduled for calibration.
- confirm that equipment used in the measurement of health and safety hazards is calibrated and maintained in accordance with manufacturers' requirements, relevant legislation, Codes of Practice, and Australian Standards.
- update the Calibration Register with the latest calibration records, drawing on the information from calibration stickers and certificates provided by accredited agencies.
- Add or update equipment calibration schedules in the Company Planning Calendar.

Approved Personnel/Calibrators shall ensure the following:

- Perform in-house calibrations strictly according to the manufacturer's or supplier's documented procedures.
- Record all calibration data immediately after completion, including date, serial

number, testing results, and next due date.

Approved Service Providers shall:

- be accredited and listed in the Approved Supplier Register.
- Provide calibration services that comply with all relevant Australian requirements and Australian Standards.
- Supply a full calibration certificate along with any inspection and testing records.

Site Supervisors shall ensure:

- Verify copies of calibration, inspection, and testing certificates for equipment provided by external providers.

All Equipment Users shall ensure:

- Only use equipment that displays a current and valid calibration sticker reflecting the status, calibration due date, and equipment serial number.
- Immediately report any equipment that appears to be out of calibration or requiring maintenance.

Equipment Identification

- Each piece of equipment is uniquely identified in the Calibration Register.
- Equipment used for testing and inspection has a clear calibration sticker (or an equivalent effective method) that indicates its calibration status, calibration due date, and serial number.

Scheduling Calibration

- Calibration frequency is determined by the manufacturer's instructions or as advised by a competent person.
- All calibration events are scheduled via the **Company Planning Calendar** to ensure timely recalibration.

Calibration Execution

In-House Calibration:

- Performed by approved, trained personnel using the manufacturer's or supplier's documented procedures.
- Calibration results are documented immediately and are used to update the

equipment's calibration sticker and the Calibration Register.

External Calibration:

- Equipment is sent only to accredited service providers (e.g., NATA accredited testing and inspection agencies).
- Calibration certificates and records from external providers must be received and verified by the Site Supervisor/Supervisor before updating the Calibration Register.

Post-Calibration Documentation & Record Keeping

- Upon completion of any calibration, update the Calibration Register with details including the last calibration date, serial number, and the next scheduled calibration date.
- Calibration stickers are updated to display the current status and due date.
- Calibration certificates and related records are maintained as part of the company's overall records to ensure full traceability and compliance with audit requirements.
- Records of calibration (both in-house and external) are maintained in accordance with legislative, regulatory, and company requirements.

Out-of-Specification Equipment:

- Any equipment failing to meet calibration standards is immediately taken out of service.
- Equipment must be either repaired or replaced as necessary.
- Non-Conformance Report (NCR): A report is generated whenever an item fails to meet calibration standards, detailing the incident and assessing impacts on both the customer and the company.
- Customer Notification: If a calibration error directly affects a customer, they must be notified immediately.
- Service Recall: If it is determined that measurement results are invalid due to an unfit piece of equipment, all affected services are recalled, and corrective actions are taken promptly.

Training & Competence

- Only approved personnel, as confirmed via the Training Skills Responsibilities Register, are permitted to perform in-house calibrations.
- Regular training sessions and competence assessments ensure that personnel

remain current with calibration techniques and legislative requirements.

Calibration and Maintenance of Inspection, Measuring, and Test Equipment Procedure

This is the documented to ensure that all inspection, measuring, and test equipment used to assess health and safety hazards is identified, calibrated, and maintained in strict accordance with the manufacturers' requirements, relevant Australian legislation, Codes of Practice, and Australian Standards.

The Project Manager shall ensure:

- Ensure that any equipment used for measuring health and safety related hazards is identified, calibrated, and maintained per the manufacturers' instructions.
- Document all such equipment in the Asset Register (Calibration Register).
- Confirm that calibration and maintenance are carried out only by accredited testing agencies—specifically NATA-accredited testing and inspection agencies.
- When equipment is calibrated, update the Calibration Register with the latest records (dates) using information from the calibration stickers and certificates provided by accredited agencies.
- If the equipment is supplied by an external provider, the Site Supervisor/Supervisor is responsible for verifying the relevant calibration, inspection, and testing certificates.

Notes:

Testing from non-accredited agencies will not satisfy this criterion.

Stickers and/or certificates alone will not satisfy this criterion.

This criterion does not include equipment that is not used to measure health and safety-related exposures (e.g., lasers, theodolites, etc.).

48. AUDIT PROCEDURE

This is the documented process to ensure a safety, quality and environmental management system audit program is established for the company and project, and

audits are scheduled in accordance with the program.

This is also the documented process to ensure that the audit program defines the audit:

- Scope
- Methodology
- Reporting Requirements
- Process for identifying and managing corrective actions
- Company Level Audit Program

Annual Company IMS Audit (incorporates an ISO Systems Audit against Standards)

An IMS Company Audit (Company systems audit) shall be conducted on an annual basis.

The IMS Company Audit shall be limited to company level processes and information only (scope of the audit), with the specific audit criteria being:

- IMS ISO Standards (audit against each clause of the relevant ISO Standards)
– **ISO Systems Audit**

RNL Constructions' internal audit criteria for company level audits is based on the requirements of each clause of the relevant ISO Standards, and the relevant OFSC Scheme Criteria, and associated requirements.

Company Audit Schedule

The Audit Schedule shall be as follows:

HSEQ Company Audit (Company level systems audit) shall be conducted on an annual basis against the specified ISO and OFSC Scheme Criteria (the program) and documented as an IMS Company Audit.

Audit Scope

The Director shall ensure the criteria and scope of the audit program is communicated to the Project Managers at the Monthly Management Meeting, prior to the audit, limited to the project scope and hazards. OFSC Hazard Criteria not applicable to the project will not be included in the audit program.

Company Audit Methodology

The audit program shall be at Head Office, where the auditor will conduct the audit with the Director present, as per Audit Schedule.

Reporting Requirements

The auditor shall provide the Audit Report 1 week after the audit, including non-conformances to the audit criteria/program.

The Company Audit Report shall also be discussed at the Monthly Management Meeting (by the Director and all Project Managers).

Process for Identifying and Managing Corrective Actions

The Director, and Project Manager shall also follow the Process for Identification and Management of Corrective Actions, in the Company Management Systems Manual.

Formally Trained Auditors

This is the **documented** process to ensure audits take place in accordance with the schedule, and that auditors are formally trained.

The Director shall ensure that audits are conducted by a competent auditor in accordance with both the Audit Program (as documented in the previous section) and Audit Schedule (as documented in the previous section).

49. IDENTIFICATION AND MANAGEMENT OF CORRECTIVE ACTIONS

Process for Identification and Management of Corrective Actions

This is the **documented** process to ensure that the audit and inspection program defines:

- Reporting requirements; and
- Process for identifying and managing corrective actions

Once an inspection or audit is completed, the inspector or auditor, shall provide a report within 48 hours to the Director, and Project Managers, respectively.

The Director shall ensure the audit findings (including non-conformances and observations) are discussed at the Monthly Management Meeting (documented in the minutes), attended by the Director, and Project Managers.

The auditor (for audits) and Director/Project Manager (for inspections) shall enter the non-conformances in the **Improvement Register** (as a non-conformance).

Non-conformances shall be reviewed at the Monthly Management Meeting including root cause and corrective action, so-as to understand the issues, and provide a platform for identifying systemic issues that may arise across construction sites, and determine whether changes and/or improvements are required to processes and/or procedures, together with lessons learnt.

The Director, Safety Advisor and Project Managers shall identify the factor(s) that led to the non-conformance by determining to root cause, and determine necessary corrective action(s), together with responsible person and due date, to prevent the non-conformance happening again, and update the **Improvement Register**.

Corrective actions shall be based on what is reasonably practicable, to ensure the non-conformance does not happen again.

The Project Manager is responsible to ensure corrective actions are closed-out by the due date.

Any corrective action involving changes and/or improvements to processes and/or procedures (stemming from the Monthly Management Meeting), including changes to Safe Work Method Statements (SWMS) shall be implemented by the Project Manager in consultation with workers at the Daily Pre-Start.

50. INCIDENT REPORTING & NOTIFICATION

Incident Reporting and Notification

There is a documented process to ensure all health and safety incidents are reported and recorded, with external notification completed where required.

Workers are responsible for reporting incidents to the Site Supervisor and this shall be communicated in the induction. The Project Manager shall ensure that all HSEQ incidents are recorded within 24 hours in the **Improvement Register**, including date, category, description of incident, persons injured, date, time, immediate correction taken, and relevant notification to WHSQ, Environmental, and OFSC authorities, Asset Owner (or a combination), or client (for quality)., where required by contract

Following the outcome of the investigation of the incident by the Project Manager, the root cause, corrective action, preventative action, responsible person for action, and due date for corrective/preventative action shall also be recorded in the **Improvement Register**.

Notification to Asset Owner

Where required, the Project Manager shall make notification to the relevant asset owner (e.g., by calling the designated contact as per DBYD and/or relevant contacts documented in the PMP), together with notification to the client within the timeframe specified in the contract.

Notification to Regulatory Authority – Workplace Health and Safety Queensland (WHSQ)

The following incidents shall be immediately reported by the Project Manager to the regulatory authority (WHSQ) by calling:

 [1300 362 128](tel:1300362128)

A notifiable incident is any one or more of the following:

- The death of a person;
- A serious injury or illness of a person; or
- A dangerous incident
- A serious injury or illness of a person where a person requires-
- Immediate treatment as an in-patient in a hospital; or
- Immediate treatment for-

- The amputation of any part of the body; or
- A serious head injury; or
- A serious eye injury; or
- A serious burn; or
- The separation of skin from underlying tissue; or
- A spinal injury; or
- The loss of a bodily function; or
- Serious laceration.
- Medical treatment within 48 hrs of exposure to a substance
- A dangerous event which is an incident that exposes the worker or any other person to a serious risk to a person's health or safety from-
 - An uncontrolled escape, leakage or spillage of a substance; or
 - An uncontrolled implosion, explosion or fire; or
 - An uncontrolled escape of gas or steam; or
 - An uncontrolled escape of a pressured substance; or
 - Electric shock; or
 - The fall or release from a height of any plant, substance or thing; or
 - The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use under a regulation; or
 - The collapse or partial collapse of a structure; or
 - The collapse or failure of an excavation or of any shoring supporting an excavation; or
 - The inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
 - The interruption of the main system of ventilation in an underground excavation or tunnel; or
 - Any other event prescribed under a regulation.

Notification to the Office of the Federal Safety Commissioner

A notifiable incident to the Office of the Federal Safety Commissioner is an incident that is required to be notified under the relevant WHS legislation in the jurisdiction in which the project is being undertaken.

There is a **documented** process to ensure all incidents are investigated, and an incident report completed (where required by the Managing Director).

The Project Manager shall ensure that all incidents are immediately recorded in the **Improvement Register** (Date, time, description, type of incident, persons involved and notifications).

The Project Manager shall then ensure that all health and safety incidents are investigated and where determined by the Director, complete an **Incident Investigation Report** within 48 hours, with a copy sent to the Director (All Incident Report shall be discussed at the Monthly Management Meeting).

The Project Manager shall then update the **Improvement Register** (with Root cause, corrective action, due date, responsible person and close-out date).

The Project Manager shall ensure all corrective and preventative actions are closed-out by the due date.

Note: An extract from the Improvement Register, where it contains relevant information as per Incident Investigation Report, shall also be considered an Incident Investigation Report.

Requirements for Incident Investigations

There is a **documented** process to ensure Investigations:

- Are undertaken by a trained person(s);
- Identify the factor(s) that led to the incident;
- Incorporate a process for the identification and management of corrective actions;
- Involve and/or are reviewed by site/senior management as defined by the company's system; and
- Prompt a review of relevant processes/procedures.

The relevant person, trained in basic Incident Investigation, shall ensure that all health and safety incidents are recorded and investigated and complete the Incident Report.

The Manager shall ensure that all training records are entered into the **Company Training Register**.

The Manager shall ensure the incident is investigated by following the 5Y process as per relevant training and documentation/processes to determine the most likely root cause(s), and determine necessary corrective and preventative action. In terms of the investigation, the output of the 5Y process, being the root cause, shall be documented in the Incident Report.

Once the Incident Investigation Report is submitted to the Director, the Project Manger shall update the RNL CONSTRUCTIONS **Improvement Register** with Root cause, corrective action, due date, responsible person and close-out date.

All incidents, as documented in the **Improvement Register**, shall be reviewed by the Director, and Project Managers at the Monthly Management Meeting, including those incidents which prompt a review of relevant processes/procedures.

Incidents reviewed by Senior Management at the Monthly Management Meeting (chaired by the company Director, and attended by the Safety Advisor and Project Managers) shall include a review of the root cause and corrective action, for the purpose of the management team to understand the issues, so-as to provide a platform for identifying systemic issues (company-wide issues) that may arise across project construction sites, and for the management team to determine whether changes and/or improvements are required to RNL CONSTRUCTIONS processes and/or procedures, together with lessons learnt.

Any corrective action involving changes and/or improvements to processes and/or procedures (stemming from the Monthly Management Meeting), including required changes to Safe Work Method Statements (SWMS) shall be done in consultation with workers at the Daily Pre-Start Meeting.

Where changes include an update or change to a SWMS, a new version of the SWMS will be communicated and with consultation of changes with workers at the Daily Pre-start Meeting, and upon agreement, approved and authorised by the Project Manager, followed by all workers re-signing the new SWMS.

Notes

Completed incident reports alone will not satisfy this criterion.

Management of Corrective Actions Procedure

There is a **documented** process to manage corrective actions, including:

- Specified target completion dates;
- Allocated responsibility for addressing corrective actions;
- Closure of corrective actions by the specified completion date; and
- Identifying organisation-wide issues and ensuring lessons learnt are communicated throughout the organisation.

The Project Manager shall ensure that any corrective actions raised in the Incident Investigation Report are managed so that the actions have a due date, allocated specific responsibility, completed by the specified target completion date, and closure of corrective actions by sign-off of the RNL CONSTRUCTIONS-Incident Investigation Report.

The Manager shall also ensure the RNL CONSTRUCTIONS **Improvement Register** is updated with corrective action, due date and person responsible, together with the close-out date.

Incident Reports shall be reviewed at the Monthly Management Meeting together with the Improvement Register (chaired by the company Director), including root cause and corrective action, so-as to understand the issues, and provide a platform for identifying systemic issues (company-wide) that may arise across construction sites, and determine whether changes and/or improvements are required to processes and/or procedures, together with lessons learnt.

Incidents shall be communicated, including lessons learnt – where relevant, to all individual project teams (including Site Supervisors, Workers and Sub-contractors by the Project Managers, and documented as a **Toolbox Talk**.

51. DISCRIMINATION & BULLYING COMPLAINT PROCEDURE

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy

and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).

2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager. Employees may also lodge a complaint with the Queensland Human Rights Commission, the Australian Human Rights Commission, or take action under the *Fair Work Act 2009*.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

Procedure: To receive a complaint

When a manager receives a complaint or becomes aware of an incident that may contravene RNL Constructions EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of RNL Constructions EEO policies) then the manager should:
 - act promptly.
 - maintain confidentiality.
 - pass any notes on to the manager's manager.

If an investigation is requested or is appropriate, follow the next procedure.

Procedure: To investigate a complaint

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt.
2. Advise on the potential outcomes of the investigation if the allegations are substantiated.
3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.
6. Interview the alleged harasser, separately and confidentially and let the alleged

harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision regardless.

7. Listen carefully and record details.
8. Ensure confidentiality, minimise disclosure.
9. Decide on appropriate action based on investigation and evidence collected.
10. Check to ensure the action meets the needs of the complainant and RNL Constructions.
11. If resolution is not immediately possible, refer the complainant to more senior management.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

Possible outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal).
- staff training.
- additional training for the perpetrator or all staff, as appropriate.
- counselling for the complainant.
- an apology (the particulars of such an apology to be agreed between all involved).

52. CUSTOMER ABUSE AND DE-ESCALATION PROCEDURE

This procedure sets out how RNL Constructions staff, supervisors and contractors must respond when dealing with rude, abusive, aggressive or threatening behaviour from clients - either in person or on the phone. The aim is to protect staff, maintain professionalism and ensure issues are handled safely and appropriately.

Definitions

Abusive behaviour: Swearing, yelling, name-calling, threats, intimidation, aggressive body language or persistent disrespect.

De-escalation: Actions taken to remain calm, lower tension and prevent conflict.

Guiding Principles

- Be kind, calm, and professional at all times.

- Do not react emotionally, argue or raise your voice.
- Your safety comes first.
- If abuse continues, disengage immediately and follow the procedure.
- All incidents must be reported to the office as soon as possible.

In-Person Procedure

If a client becomes rude, aggressive or abusive on site:

1. Stay calm and keep your distance.

Maintain a neutral tone and non-threatening body language.

Do not match their energy or argue.

2. Use a de-escalation statement:

Example: "I'm here to help, but I can only continue this conversation if we speak respectfully."

3. If behaviour continues:

Pause the conversation then calmly state: "I'm going to leave site now. If you have any queries, please email or call the office and they can assist you."

4. Leave the site immediately and safely.

Do not remain on site to "finish the job" or "press the point."

Prioritise physical safety

5. Call the office immediately to report the incident.

Provide:

Time & location

What was said/done

Whether the client made threats

Whether you feel safe returning

The office will determine next steps

Make sure you document what happened in your notes in Aroflo

Phone Procedure

If a client becomes rude, yelling, or abusive on the phone:

1. Remain calm and speak in a neutral tone.

2. Attempt de-escalation:

Example: "I want to help you, but I can only continue this call if we speak respectfully."

3. If the behaviour continues:

State clearly: "I'm going to end this call now. Please email or call the office when you're ready to discuss this respectfully."

4. End the call immediately (do not wait for a response).

5. Report to management immediately

Report the incident and any concerning behaviour and include notes on the job on Aroflo

Zero-Tolerance Behaviour

Staff must leave site or end the call if any of the following occurs:

- Threats of violence
- Personal insults or targeted abuse
- Racist, sexist or discriminatory comments
- Attempts to block your exit or physically intimidate
- Repeated yelling, swearing or verbal attacks
- Any behaviour that makes you feel unsafe

Follow-Up & Documentation

All abusive customer interactions must be logged.

Management may contact the client in writing to outline acceptable behaviour expectations moving forward.

Serious incidents may be escalated to legal advice or police involvement where appropriate.

53. COMPRESSOR OPERATION PROCEDURE

This procedure sets out the minimum safety requirements for operating an air compressor and associated air receiver, hoses, fittings and connected tools. It is intended to reduce the risk of injury, equipment damage, unexpected release of pressure, and uncontrolled energy during operation, shutdown and basic maintenance.

Responsibilities

- Operators must be trained, competent and authorised before using the compressor.
- Operators must complete pre-start checks, use required PPE and stop work if defects or unsafe conditions are identified.
- Maintenance or repair work must only be carried out by competent persons.

Required PPE

- Hearing protection appropriate to noise level
- Protective footwear
- Task-appropriate gloves when handling hoses, fittings or hot components
- Additional PPE as required by the task, site rules, and risk assessment

Main Hazards and Controls

Hazard	Control
Stored pressure and unexpected release of air	Use correct rated equipment, inspect hoses and fittings, isolate and depressurise before maintenance, never disconnect pressurised lines.
Air receiver over-pressure or failure	Do not exceed rated pressure, ensure pressure gauge and relief valve are fitted and serviceable, maintain inspections and testing.
Whipping hoses or failed couplings	Use suitable hose restraints where required, secure connections, replace damaged hoses and fittings immediately.
Noise exposure	Wear hearing protection and keep covers/guards fitted.
Electrical hazards	Ensure current test and tag status. Inspect leads, plugs and switches, keep the area dry and do not use damaged electrical equipment.
Dust or debris propelled by compressed air	Never direct compressed air at people or yourself and avoid unsafe cleaning methods.
Hot surfaces and moving parts	Keep guards in place, avoid contact during and after operation, allow cooling before service.

Pre-Start Check

A visual pre-start check must be completed prior to each use.

1. Confirm you are authorised and familiar with the manufacturer instructions and site controls.
2. Inspect the compressor, air receiver, guards, switches, pressure gauge, relief valve, drain valve, hoses and couplings for damage, leaks or missing parts.
3. Check test and tag is current and check electrical lead, plug or isolator for damage and ensure the power source is suitable.
4. Ensure the compressor is positioned on a stable surface with adequate ventilation and clear access.
5. Confirm hoses are routed to prevent trips, crushing, sharp bends or contact with hot surfaces.
6. Check condensate has been drained if required and that maintenance status is current.
7. Ensure the work area is clear of unauthorised persons and ignition sources where relevant.
8. Do not use the compressor if defects are found. Tag out and report the issue.

Starting the Compressor/General Compressed Air Use

1. Connect hoses and air tools using the correct fittings and confirm all connections are secure
2. Position compressor on stable surface.

3. Ensure hose connections are secure.
4. Start the compressor in accordance with the manufacturer instructions.
5. Allow pressure to build gradually and check the pressure gauge for normal operation.
6. Listen and look for unusual vibration, leaks, overheating, warning lights or abnormal noise.
7. Use compressed air only for its intended purpose. Never direct compressed air at yourself or another person.
8. Do not bypass guards, tamper with the relief valve or leave defects unattended.
9. Maintain control of hoses at all times.
10. Keep hose clear of walkways.

Shutdown Procedure

1. Turn off the compressor using normal controls.
2. Isolate the power source at wall outlet
3. Depressurise hoses and connected tools safely before disconnecting.
4. Drain condensate from the air receiver in accordance with site and environmental requirements.
5. Allow hot parts to cool before handling or storing.
6. Store hoses and accessories neatly to prevent damage and trip hazards.
7. Report faults, damage or maintenance needs promptly.

Maintenance and Inspection

Scheduled inspection and servicing of the compressor, pressure relief devices and air receiver must be completed in line with manufacturer requirements and applicable workplace obligations.

Prohibited Uses

The following are prohibited:

- Horseplay with compressed air.
- Cleaning skin or clothing with compressed air.
- Blowing dust / creating excess dust.
- Using damaged hoses or fittings.
- Modifying pressure settings outside manufacturer limits

54. FORKLIFT OPERATION PROCEDURE

This Standard Operating Procedure sets out the minimum requirements for the safe operation of forklifts. Its purpose is to prevent injury to workers and visitors, reduce damage to stock, equipment and infrastructure and support compliance with applicable work health and safety requirements. This SOP applies to all workers, contractors and authorised visitors involved in or

affected by forklift operations at 12 Allworth Street Northgate, including receiving and storage zones.

Responsibilities

- **Management/Supervisors:** Ensure forklifts are operated only by authorised and competent persons.
- **Forklift Operators:** Ensure forklifts are suitable for the task and maintained in safe condition. Operate forklifts safely, follow this SOP and manufacturer instructions, complete visual pre-start checks, wear required PPE, report defects immediately and stop work if conditions are unsafe.
- **Workers and Pedestrians:** Follow designated walkways and exclusion zones, comply with site signage and instructions and do not approach or pass under raised loads.

Forklift Operators

Only trained, licensed and authorised personnel may operate a forklift. Operators must be familiar with the specific forklift model, attachments and warehouse traffic controls before use.

- Operators must hold the relevant high risk work licence where required by law.
- Conduct visual pre-start inspections.
- Operate forklift safely and within manufacturer limits.
- Report defects, incidents or hazards immediately.
- Ensure forklifts are maintained and safe.
- Understand Manufacturer operating instructions.

Personal Protective Equipment (PPE)

- Safety footwear must be worn when operating forklifts.
- Seat belt or operator restraint system must be worn where fitted and required for the forklift type.

Pre-Start Inspection

Before operating the forklift, operators must complete a visual pre-start inspection. The forklift must not be used if any safety-critical defect is identified.

- Check tyres, forks, mast, chains, hydraulic hoses, overhead guard and attachments for condition and damage.
- Check brakes, steering, horn, lights, reversing alarm, warning devices and controls.
- Check seat, seat belt/restraint system, mirrors and visibility aids.
- Check battery charge and fuel level.
- Check for leaks, unusual noises, dashboard warnings and correct operation of lift, tilt and lower functions.

- Check fork for any damages/cracks.
- Check load capacity plate.
- Check general condition of the forklift.

Safe Operating Procedure

1. Conduct the pre-start inspection and confirm the forklift is safe to use.
2. Ensure you are wearing the seat belt at all times.
3. Do not jump from the forklift.
4. Maintain clear visibility.
5. Start the forklift in accordance with manufacturer instructions.
6. Travel at a safe speeds.
7. Keep forks as low as practicable when travelling, with the mast tilted appropriately for stability.
8. Sound the horn and slow down at doorways, blind corners, intersections and other restricted-visibility areas.
9. Follow designated traffic routes.
10. Maintain a safe distance from pedestrians, other mobile plant, racking, dock edges and fixed structures.
11. Never carry passengers on the forklift.
12. Never use mobile phones whilst operating forklift.
13. Stop operations immediately if pedestrians enter the exclusion zone, the load becomes unstable, visibility is inadequate or any unsafe condition arises.

Load Handling

- Do not exceed the rated capacity of the forklift or any attachment. Consider load centre and de-rated capacity where attachments are fitted. Travel with load tilted back slightly.
- Ensure loads are stable, secure, evenly distributed and suitable for the pallet or handling device used. Keep loads as low as practicable.
- Insert forks fully under the load where practicable and space forks appropriately for the load width.
- Do not raise or lower loads while travelling except where necessary for controlled stacking or unstacking.
- Do not move a load if it obstructs forward vision; travel in reverse or use an alternative safe method where permitted by site rules.
- Do not lift unstable or damaged pallets.
- Take extra care with oversized, awkward, fragile or unstable loads and use suitable attachments where required.

Pedestrian Safety

- Pedestrians must remain clear of forklift operating areas.
- Forklift Operators always have the responsibility to avoid collisions.
- Operators must make positive visual checks before moving, reversing, entering trailers or containers or approaching shared work areas.

Refuelling

- Refuelling must only be carried out in designated areas with suitable ventilation, equipment and spill controls.
- Shut engine down before refuelling.
- No ignition sources, smoking or unauthorised persons are permitted in refuelling areas.
- Report leaks, spills, damaged connectors or cylinders immediately and isolate the area if required.
- Clear spills immediately.

Parking

- Lower forks fully to the ground, apply the parking brake, place controls in neutral, switch off the power and remove the key or isolate the unit as required.
- Do not leave a forklift unattended with the engine running or forks raised.
- If parking on an incline is unavoidable, apply additional controls in accordance with manufacturer instructions and site procedure.
- Key to be removed when not in use and stored in the office.

Maintenance and Defect Reporting

- Planned maintenance, inspections and servicing must be completed in accordance with manufacturer instructions and site maintenance schedules.
- Monthly maintenance records must be maintained.
- Safety devices must not be bypassed or removed.
- Any defect affecting safe operation must be reported immediately and the forklift tagged out of service until repaired.

Prohibited Activities

The following are prohibited:

- Carrying passengers
- Operating without a licence
- Exceeding load capacity

- Standing under raised forks/load
- Using forklift to lift person/s unless approved equipment is fitted
- Speeding or unsafe driving
- Operating under influence of drugs/alcohol
- Using damaged forklifts

55. ISOLATED PLASTERBOARD REPAIR PROCEDURE

RNL Constructions Pty Ltd is committed to maintaining the highest standard of repairs, in compliance with AS 2589-2017 Installation and Finishing of Plasterboard and to guarantee structural integrity, durability and a high-quality finish. By implementing strict guidelines for joint preparation, back-blocking and installation techniques, we aim to minimise the risk of future issues such as joint movement, cracking or surface irregularities, while also maintaining customer satisfaction and adherence to industry best practices.

All works must comply with the Australian Standard AS 2589-2017, which governs the installation and finishing of plasterboard.

In addition to the above, RNL expect all isolated repairs of both wall and ceiling sheets will consist of:

1. Back-blocking Perimeter Joints:

- All perimeter joints of the repair must be back-blocked with a 70mm x 35mm pine stud
- The pine stud must be securely screwed to both the existing plasterboard sheet and the new sheet along the joint. This ensures the joint is even, flat and provides additional strength to the repair.

2. Back-blocking New Joints Within the Repair:

- Any new plasterboard joints within the repair area, not aligning with the edges of an existing sheet, must be back-blocked with plasterboard as per the Australian Standards.

3. Glue Patterns and Screw Placement:

- Follow the specified glue pattern of 300mm, 600mm and 900mm spacing during sheet installation.
- Screw centres must align with 400mm and 800mm intervals, adhering strictly to AS 2589-2017 requirements.

Worker Responsibilities

If, upon attending the site to conduct repairs, the Trade finds the ceiling is not in good enough condition to accept an isolated repair, stop work immediately and contact the job supervisor. Further assessment and potential additional works may be required to ensure a warrantable, durable and aesthetically pleasing result.

The trade completing the repairs must upload photos to the CRM of:

- plasterboard before removal
- removed plasterboard sheeting
- Insulation installed (if required)
- glue photos
- back-blocking
- repair in progress
- completed installation prior to setting
- after setting
- completed repair prior to painting

Assessor Responsibilities

During the initial assessment of the plasterboard wall or ceiling, determine whether the area is suitable for an isolated repair.

If any deviations, cupping, bowing, popped fixings or other structural or surface irregularities are identified, an isolated repair may not be viable. In such cases, full replacement of the affected plasterboard area will be required to warrant the repair and achieve a high-level finish.

All information, documents and photographs will be uploaded to the company CRM.

56. VEHICLE OPERATION PROCEDURE

Purpose

To ensure all employees operate company vehicles safely, efficiently and in compliance with legal and company requirements. This guide applies to all RNL Constructions employees authorised to operate company vehicles.

Driver Responsibilities

- Only authorised and licensed drivers may operate company vehicles.
- All road rules, speed limits and signage must be obeyed at all times.
- Vehicles must be kept clean and tidy, both inside and out.

- Report any accidents, damage, or defects immediately to your supervisor.
- Never use a mobile phone while driving unless using approved hands-free equipment.
- No smoking or vaping in company vehicles.

Pre-Start Checks (Daily walk-around)

Before driving, conduct a visual inspection:

- Tyre condition and pressure.
- Lights, indicators and brake lights working.
- Windscreen and mirrors clean and undamaged.
- Check load security and weight compliance before departure.

Load Restraint Guidelines

General Principles:

- Loads must be secured so they cannot move or fall from the vehicle under normal driving conditions, including braking, cornering or rough roads.
- The Hilux single cab has a limited payload capacity – do not exceed the manufacturer's GVM (Gross Vehicle Mass).
- Use load-rated straps, ropes or chains (no frayed or damaged restraints).
- Heavy items should be placed at the front of the tray, close to the headboard and evenly distributed.

Minimum Restraint Rules (as per National Transport Commission Load Restraint Guide):

- Light items – Rope, straps or netting.
- Heavy or awkward items – Ratchet straps.

Ensure load restraint devices are tensioned correctly and checked during travel.

Towing Guide

When Towing:

- Always connect safety chains to the tow bar with rated D-shackles.
- Connect trailer lights and ensure they work before departure.
- Distribute weight evenly, with approx. 60% of the load over the axle.
- Drive at reduced speeds, especially in wet or windy conditions.
- Allow extra braking distance.

Using Trailers

- Inspect trailer tyres, lights, brakes (if fitted) and floor before use.
- Never overload beyond the trailer's Aggregate Trailer Mass (ATM).

- Secure all loads with straps or netting – nothing loose in the trailer.
- Park and load on flat, stable ground where possible.

Parking & Security

- Park in safe, legal locations.
- attended and secure valuable tools in lockable boxes.
- Do not leave keys in the ignition or in an unlocked vehicle.

Incident & Breakdown Procedures

Follow directions in RNL Constructions Emergency Response Plan

Fuel & Maintenance

- Refuel at the designated fuel provider using the company fuel card.
- Report maintenance issues promptly – do not operate a vehicle with known safety defects.
- Drivers are responsible for flagging servicing requirements as per sticker/log book
- Drivers are responsible to conduct Monthly Vehicle Checks

57.DRONE OPERATION PROCEDURE

Purpose

To ensure the safe, lawful and responsible use of Remotely Piloted Aircraft (RPA) (drones) by RNL Constructions personnel and contractors for the purpose of inspections, progress monitoring, condition assessments, photography, videography and project documentation.

Operator Requirements

Drone operations may only be undertaken by persons who:

- Hold current CASA Remote Pilot Accreditation (RePL or equivalent where required).
- Have completed familiarisation training for the specific drone model being used.
- Are authorised by RNL Constructions management.
- Comply with all CASA Standard Operating Conditions (SOC).

Pre-Flight Planning

Prior to each flight, the operator shall:

- Confirm approval has been obtained from the Site Supervisor.
- Review weather conditions including wind, rain and visibility.
- Identify hazards including powerlines, structures, cranes, plant, vehicles and pedestrians.
- Confirm airspace restrictions using CASA-approved applications.

- Verify battery charge levels and equipment condition.
- Establish take-off and landing zones.
- Ensure emergency procedures are understood.

Operational Requirements

During drone operations:

- CASA requirements must be followed at all times.
- The drone must remain within visual line of sight.
- Safe separation distances from people, vehicles and structures shall be maintained.
- The operator must not fly over workers or members of the public.
- Flights shall cease immediately if unsafe conditions arise.
- Operations shall not interfere with site activities or emergency procedures.

Privacy and Confidentiality

When collecting photographs or video recordings:

- Images shall only be captured for legitimate business purposes.
- Privacy of workers, clients and members of the public shall be respected.
- Images containing sensitive or confidential information shall be securely stored.
- Any client-specific privacy requirements must be followed.

Equipment Inspection and Maintenance

Prior to use, the operator shall inspect:

- Airframe condition.
- Propellers.
- Batteries and charging equipment.
- Camera and sensors.
- Controllers and communication systems.

Defective equipment shall be removed from service immediately.

References

- Civil Aviation Safety Regulations 1998.
- CASA Drone Safety Rules.
- RNL Constructions Incident Reporting Procedure.
- RNL Constructions Risk Management Procedure.

58. JSEA PROCEDURE

RNL Constructions Pty Ltd recognises the importance and impact of work health and safety to

all employees and subcontractors when out on client job site.

The purpose for this procedure is to ensure all relevant employees and subcontractors adhere to RNL Constructions requirements to maintain a safe workplace when on client jobsites. This requires the RNL's frontline team to issue and sign off daily Job Safety Environmental Analysis (JSEA's) on each residential jobsite. This essential process allows RNL Constructions to always keep their employees and subcontractors safe thereby being mindful of their duty of care to their employees and subcontractors especially when unable to implement controls and/or oversee the welfare of employees and/or subcontractors on a day-to-day basis.

As principal contractor RNL Constructions will provide SWMS specific to their commercial client's requirements as needed. RNL Constructions SWMS will outline RNL's job tasks, potential hazards and risks, risk score (consequence x likelihood), controls, risk score (after control measures) and person responsible (whilst on jobsite).

Each specific commercial job project will be issued a JSEA's before commencing work on jobsites daily. SWMS/JSEA's are held in the client record management (CRM) system. Note: RNL will adhere to their client's emergency procedures when on jobsite. Should an emergency occur while on site, RNL frontline trades team will communicate incident to RNL management immediately and clarify if incident will slow/stop works so as RNL management can inform the principal client immediately.

All employees attending client site whether it is scope of works, assessment, quoting and/or Makesafe request are required to complete and sign a JSEA found in the task of the job under the Tab – Compliance Form.

The daily JSEA form to complete includes manual handling risk assessments identifying the hazards within the work site. Each employee must identify if high risk construction work is involved or importantly, any additional hazards that can be identified especially environmental or manual handling.

RNL Constructions requires all employees to complete daily JSEA evaluation by completing the task compliance form. The evaluation is to safeguard all employees to be mindful when working on site, to identify any risks or hazards that may cause harm to them and others whilst on job site. RNL Management reviews all new hazards added to JSEAs and implements into the Master Risk Assessment Document.

59. INSURANCE ASSESSMENT SITE CONDUCT PROCEDURE

This procedure establishes the expected standards of conduct and communication for all assessors attending insurance-related sites. Its purpose is to ensure assessments are conducted respectfully, safely and neutrally. This procedure supports the obligations outlined within the Sedgwick Supplier Agreement in relation to Assessor's conduct on site during assessments.

Role of the Assessor

The role of the assessor is limited to gathering evidence, documenting observations, preparing reports and developing repair scopes. Assessors must protect all confidential and personal information obtained during the course of their duties and act in a manner that reflects positively on RNL Constructions, Sedgwick and the insurer at all times.

Expectations

Assessors are expected to arrive on time and present themselves in a neat and professional manner. Upon arrival, they must introduce themselves politely and clearly explain the purpose of the visit. Assessors should show empathy toward customers without making promises or commenting on claim outcomes. Professional and respectful conduct must be maintained throughout the inspection.

Assessors are required to remain neutral and factual at all times during all interactions. Assessors must avoid expressing personal opinions regarding insurers, claim decisions, liability or coverage matters. All customers are to be treated respectfully, courteously and professionally, regardless of the circumstances or the customer's behaviour. Assessors must avoid escalating emotional or contentious situations and should remain calm and composed throughout the inspection process.

Assessors must remain calm, courteous and respectful even where a customer is upset, frustrated or emotional. They are expected to listen actively without arguing, becoming defensive or engaging in confrontational discussions. Conversations should remain focused on the inspection and damage assessment.

Assessors must not criticise insurers, claim handlers, previous assessors, tradespersons or claim decisions while attending site or communicating with customers. They must not make comments or assumptions about whether a claim should or should not be covered under an insurance policy, as coverage decisions are determined solely by the insurer.

Assessors are not permitted to promise claim outcomes, approvals, repair timeframes, payments or any other insurance decision that is outside the scope of their role. Personal, political or controversial views must not be discussed or expressed during any customer interaction.

Assessors must avoid engaging in arguments, emotional debates or confrontational discussions with customers or other parties. Inappropriate humour, sarcasm, dismissive language or unprofessional comments are strictly prohibited. Discussions with customers should remain relevant to the inspection, assessment and repair process and must not involve unrelated personal matters.

Assessors must not pressure, influence or encourage customers to provide particular opinions, statements or versions of events. All information gathered must be obtained professionally, voluntarily and without coercion.

If queried on site, the recommended wording is:

“Unfortunately, I can’t comment on policy coverage or claim decisions. My role is to inspect the damage and provide a report and scope back to the insurer. They’ll assess the claim against the policy coverage and provide a decision.”

Assessors must not say:

- “They’ll never cover that.”
- “Insurance companies always reject these.”
- “I don’t think that’s what happened”
- “This has been happening for longer than you claim”
- “You should fight this.”
- “I’m not looking at that because I don’t think it’s related”
- “This definitely will/won’t be approved.”

Vulnerable Customers

In accordance with our Vulnerability Training, Assessors must identify and appropriately respond to vulnerable customers or heightened situations, including:

- Elderly persons;
- Customers with disabilities;
- Customers experiencing distress, trauma or mental health concerns;
- Non-English speaking customers;
- Customers impacted by major loss events;
- Aggressive or emotionally escalated situations;

- Domestic violence or safety concerns;
- Financial hardship indicators.

Where vulnerability is identified, assessors must remain patient and calm and speak clearly and respectfully and avoid technical jargon where possible. Assessors must escalate concerns to the office immediately (to be reported via Repairline to the Loss Adjuster) and document relevant observations factually within the relevant section of the report.

Assessors must never exploit vulnerability, raise their voice, dismiss emotional concerns or argue with customers.

Site Safety & Hazards

We have a duty of care whilst on site to ensure we assess and record any hazards and conduct a makesafe if practicable and authorised. Assessors must identify and report any unsafe structures, electrical hazards, asbestos concerns, mould contamination, slip or trip hazards, hazardous materials or aggressive occupants or animals.

A JSEA is required to be conducted prior to any assessment. Hazardous substances or unsafe conditions discovered on site must be reported immediately to the RNL office for action with Sedgwick.

No assessor is to enter unsafe areas without appropriate controls, PPE or authorisation.

Privacy and Confidentiality

All customer information, photographs, reports and claim details are confidential. Assessors must only collect information relevant to the claim, protect customer privacy and avoid discussing claims with unauthorised parties.

60. ROOF MAKESAFE PROCEDURE

This Roof Makesafe Guide has been developed to assist RNL Constructions' employees and contractors in conducting safe and effective makesafe procedures for damaged roofs.

Makesafe operations are crucial in preventing further damage to properties and ensuring the safety of occupants.

A Roof Makesafe may be required after a property experiences damage from a storm, impact, lightning, or a fire. This damage exposes the internal structures of a property to the elements and may result in further damage.

Emergency roof repairs are to be sufficiently durable to withstand severe weather, storms and high winds for 3 months for roofs in poor condition or 6 months for all other roofs.

Safety

Prior to commencing a make safe, perform a pre-start Risk Assessment and consider the following:

- Applicable high risk SWMS
- relevant Queensland laws and regulations, including occupational health and safety guidelines
- The severity of the damage
- Hazards and risks to the occupants and their guests
- Hazards and risks to members of the public and neighbouring properties
- Hazards and risks to personnel performing a makesafe
- Risk of further damage occurring to the property or its contents

Minor Makesafe Repairs

Emergency repairs to prevent water ingress, requiring minimal materials and under authorised limit.

Examples:

- Cleaning of storm or maintenance related debris causing water ingress
- Replacement and/or silicone sealant to leaking dektites/penetrations
- Silicone sealant to leaking flashings & capping
- Clearing blocked gutter/valley
- Additional screw or rivet fixings
- Replacement skylight domes
- Isolation and removal of Solar PV Systems
- Replacement roof tiles (up to approved limit)
- Replacement roof sheets (up to approved limit)
- Isolation of Solar HWS & installation of temp electric HWS
- Structural bracing to support existing structure
- Installation of tarps to specified area - minimal joins, with overlap of 1.5m or greater. Secured by heavy duty ropes to structural members. Where structural members cannot be accessed, Tarps must be fastened to sandbags, at ground level only. Screw fixing of tarps is not allowed. No weights to be used at roof level.
- Installation of flashing tape to broken/cracked tiles

Major Makesafe Repairs

Emergency repairs requiring multiple trades, specialist safety requirements and complex methods which exceed authorised limit. Major make safes require approval by RNL Constructions management prior to commencement.

Examples:

- Removal of full elevations or more of existing cladding or tiles
- Removal and disposal of all broken tiles from a roof with full temporary protection
- Building new or reinforcing existing structures to support temporary protection
- Temporary re-sheeting of a metal roof blown off by a storm.
- Storm Sealing a roof
- Removal / demolition of part or whole structure (awning / patio / carport etc)
- Asbestos roof makesafes

Makesafe Notes:

- Prioritise safety at all times. Evaluate the safety of the site, including electrical hazards, unstable structures, and weather conditions. Never proceed with a makesafe operations if conditions are unsafe
- When a roof has been damaged by a fire, do not traffic. The structural integrity of the property must be confirmed prior to makesafe.
- All debris in ceiling cavities are to be removed (only access ceiling cavity if power is isolated)
- Prominent Signage / markings to advise of skylights, voids, and translucent sheeting
- If there are risks to the public, please ensure temporary fencing or signage are installed at ground level.
- A makesafe report must be prepared at the completion of the make safe and include before and after photos.
- Refer also to the Safe Work Australia "Safe Work on Roofs" Information Sheet