

IMS MANUAL



MASTER COPY

Date: 1st April 2019

Section 1**NATIONAL INFRASTRUCTURE SOLUTIONS & NATIONAL VAC SOLUTIONS OVERVIEW**

National Infrastructure Solutions & National Vac Solutions provide the highest level of service and excellence in Civil Construction, Class A and Class B Asbestos Removal, Cabling, Cable Hauling, Non Destructive Digging and Water Pressure Jetting, producing to the highest quality standard. Its mission is for all staff to work as a team to provide our customers with the best and safest possible service that we can provide.

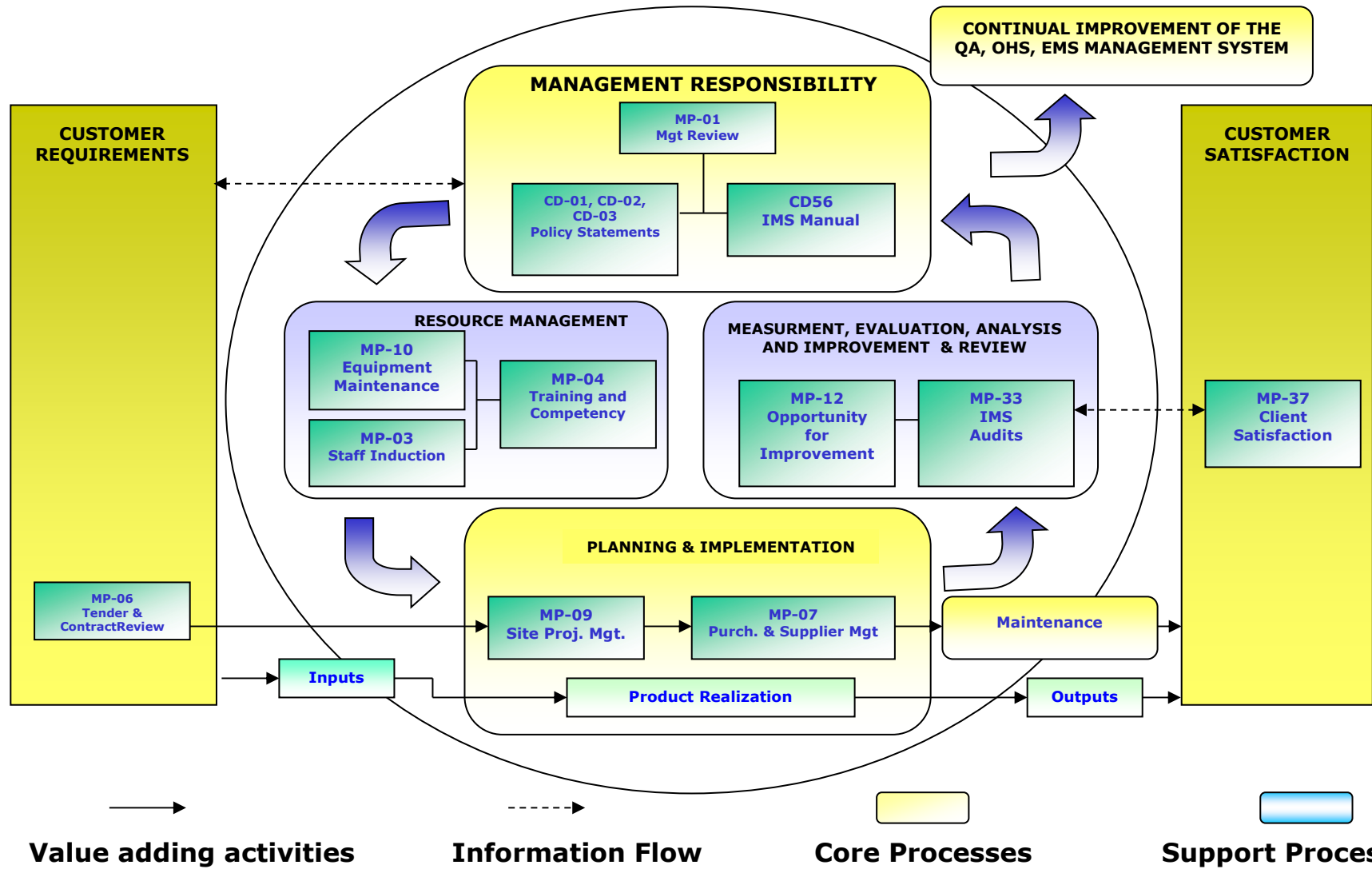
The Company Organisation is structured and resourced to meet the needs of the business. It is continually reviewed by Senior Management through an internal audit program.

Customer Satisfaction is a key focus of National Infrastructure Solutions & National Vac Solutions. All of our actions in organisational development, staff recruitment & motivation, management of human resources and the implementation of our operational procedures reflect and support this focus.

The company's approach is to establish a culture in which both teamwork and individual excellence are encouraged through respect for and recognition of team members' specialised skills and professionalism.

Section 2

MANAGEMENT SYSTEM PROCESS MODEL



Section 3

Quality Policy Statement

National Infrastructure Solutions & National Vac Solutions provide the highest level of service and excellence in Civil Construction, Class A and Class B Asbestos Removal, Cabling, Cable Hauling, Non Destructive Digging and Water Pressure Jetting, producing to the highest quality standard. Our mission is for all staff to work as a team to provide our customers with the best and safest possible service that we can provide.

Commitment:

- Senior management to lead and involve employees in establishing a quality culture;
- Lead in innovation of our products and services to market;
- Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management.
- Maintaining, monitoring, reviewing, auditing and continually improving the applicable business Quality Management Systems consistent with ISO 9001:2015
- Provide sufficient resources to implement and maintain the business Quality Management Systems.
- Educate and train our people in order to continually improve their knowledge of quality practices to meet our internal and external business requirements.
- Communicating and educating our stakeholders including subcontractors and suppliers to ensure they understand and meet our quality standards and minimise our business risks exposure, whilst creating value for our Clients.

As relevant to our operations and services, we will:

- Maintain a Quality Management System as per ISO 9001:2015
- Ensure the products and services provided meet the applicable laws, regulations and standards;
- Maintain a learning culture ensuring development of employees as relevant to their roles;
- Establish measurable objectives and targets to positively influence continual improvement;
- Monitor and measure product and process performance and use data analysis to support decision making;
- Review and report defects and non conformances and follow-up for corrective action;
- Regularly review the effectiveness of the Management System and Client Feedback for opportunities for improvement;
- Communicate and consult employees and others concerned (e.g. community, customers and suppliers) on this policy.

Management will regularly review the business processes and performance, and identify and implement required corrective and preventive action, within an overall philosophy of continual improvement. The company has committed to continual improvement of the quality management system.

Managing Director

Occupational Health & Safety Policy Statement

National Infrastructure Solutions is an Accredited Asbestos Removal organisation and is committed to providing & maintaining a safe working environment for all its employees, contractors and visitors in compliance with the Occupational Health and Safety Act 2004, AS/NZS 4801:2001

We set and review our policies, objectives and targets regularly within a framework of consultation with our employees and other interested parties.

Our Commitment to Safety includes:

- We continually seek to improve our performance in respect of health and safety by following the processes and reviews laid out in our management system in accordance with AS/NZS 4801:2001
- All employees shall take reasonable care for their own health and safety, and that of their work companions and the public, and to support and assist the company objectives to improve health and safety conditions in our workplace.
- Complying with all applicable health and safety laws, regulations.
- Implementing risk and hazard management systems which are; relevant and suitable for the organisation's risk exposure as well as identify, promote and continuously improve health and safety performance.
- Establishing clear targets and objectives on an annual basis to improve health and safety in the workplace.
- Ensuring our employees are made aware of health and safety information relevant to our organisation as part of consultative process including Tool Box talks and publications.
- Maintaining a positive safety culture through encouraging active participation, consultation and cooperation of all employees, contractors and visitors in promoting and developing measures to improve health and safety at work.
- Actively responding to and investigating all incidents, and ensuring injured employees are returned to suitable work at the earliest possible opportunity through equitable claims management and rehabilitation practices

We will implement and maintain these systems, inclusive of standards, policies and procedures. These procedures will be monitored regularly to ensure their integrity and effectiveness to facilitate continuous improvement.

Managing Director

Environmental Policy Statement

National Infrastructure Solutions is a Civil Construction Company that specialises in cabling, cable hauling and Class A and B Asbestos Removal, we strive to work to the highest Environmental standard.

We recognise that environmental conservation is one of the important issues the community faces. Senior management will take responsibility and lead the way in integrating the environmental management system and commits to minimising pollution, ensuring efficient usage of energy, water and materials in every aspect of our products and services. This will contribute towards a sustainable future by adequately resourcing its processes for maximum efficiency.

Our objective is to focus on opportunities, which minimise impact to the environment and reduce waste and the use of utilities. To achieve these objectives we will:

- Maintain a Environmental Management System as per ISO 14001:2015
- Comply to the applicable laws, regulations and apply procedures that minimise any adverse impact to the environment;
- Regularly review to ensure the site Environmental Management Plan is effective;
- Ensure improvement initiatives are established to conserve resources, minimise waste and improve processes to protect the environment;
- Ensure risks assessments are carried out for activities and/or processes so the impact to the environment is minimised;
- Ensure hazard analysis are carried out and ensure the necessary plans are effective to prevent accidents and failures of our processes;
- Where applicable, communicate with the community, customers and suppliers and provide training to relevant personnel on environmental issues and their individual responsibilities;
- Ensure that employees and suppliers of goods and services are informed about this policy and are aware of their environmental responsibilities;

For Project activities Senior Management will interact closely with the relevant parties to carry out the following in addition to above:

- Assess its operations and activities to identify environmental risks and allocate resources to minimise its impact;
- Establish an Environmental Management Plan, in liaison with our Clients and subcontractors as applicable, setting out the responsibilities and processes to implement the environmental requirements under the contract;
- Ensure the site work practices comply with the project environmental system, laws and Regulations and any contractual obligations;
- Monitor the performance of processes and activities to ensure the environmental obligations are being adhered to.

The management will regularly review the environmental processes and performance, and identify and implement any need for corrective and preventive action and for continuous improvement.

Managing Director

Section 4

Purpose

The purpose of this document is to provide some guidance on the structure of the National Infrastructure Solutions & National Vac Solutions Pty. Ltd. Integrated Management System documents against the requirements of ISO9001:2015, AS/NZS 4801:2001 and ISO14001:2015.

Stated below is a summary of the documents to refer to which ensure compliance to relevant areas of the respective ISO/ANZ Standard.

An overall list of all Management Procedures, Standard Operating Procedures and Controlled Documents are included at the back of this Policy Manual

Scope of Works

The scope of the quality, environmental and occupational health and safety known as our IMS (Integrated Management System) includes Civil Construction, Class A and Class B Asbestos Removal, Cabling, Cable Hauling, Non Destructive Digging and High Pressure Jetting.

Organisation Chart

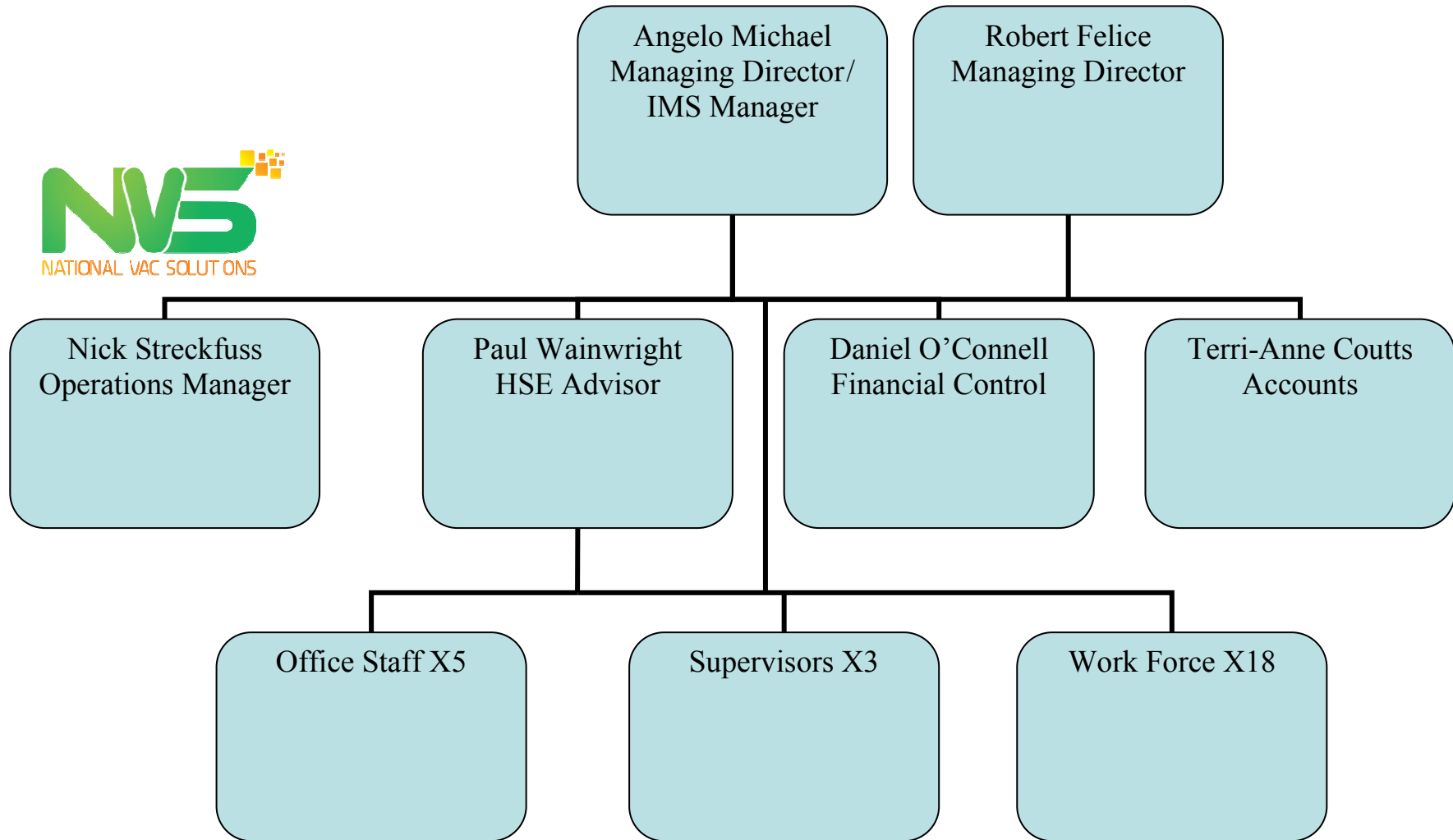
A copy of the company's organisation chart is shown below to demonstrate the company structure:

Section 5



National Infrastructure Solutions & National Vac Solutions

Organisation Chart



Section 6

Scope of the System

The following is a summary of the scope of the system within National Infrastructure Solutions & National Vac Solutions Management System:



Fig. 1

IMS Manual

This manual describes the scope of the Integrated management System including details and any justification for exclusions of the respective Standards.

The description of the interaction between processes of the system is also stated together with the list of documented procedures

Control of Documents

The National Infrastructure Solutions & National Vac Solutions' Integrated Management System documents have been established, implemented and maintained in electronic format via the Head Office server. The Integrated Management System Process Model the core elements and the interaction of the processes and this document (Document Mapping) provide direction to the IMS related documents. The integrated management system model above also communicates how the management system documents are structured. (Refer Document & Data Control procedure)

Control of Records

The Control of Records procedure has been developed and is being implemented to ensure that the documentation is periodically reviewed, they can be located, the versions that are distributed are current and obsolete documents are not in circulation, and electronic superseded documents are placed in the obsolete documents electronic folder. The Project specific documentation and records are controlled at each site, once a project is complete they are archived back at Head Office.

Management Commitment

- MP-01 – Management Review
- MP-33 – IMS Audits
- MP-34 – Continual Improvement

Customer Focus

- MP-37 – Client Satisfaction
- MP-06 – Quotation, Tender and Contract Review

Policy Statements

- MP-01 - Management Review
- CD-01 – Quality Policy Statement
- CD-02 - OHS Policy Statement
- CD-03 – EMS Policy Statement

Quality Objectives

- MP-29 – HSEQ Objectives, Targets and Projects
- CD-14 – IMS Plan

Quality Management System Planning

- MP-05 – Document & Data Control
- MP-33- IMS Audits
- CD-14 – IMS Plan

Responsibility and Authority

- MP-27- HSEQ Communication
- MP-31 – Management Responsibility for HSEQ
- CD-05 – Position Description
- CD-17 – HSEQ Responsibilities Register

Management Representative

At National Infrastructure Solutions & National Vac Solutions, the Managing Director is the management representative of the Integrated Management System.

Internal Communication

- MP-01 – Management Review
- MP-13 – HSEQ Committee
- MP-27 – HSEQ Communication

Management Review Input and Output

- MP-01 – Management Review
- MP-02 – Control of Records

Planning identification of hazards assessment and control of risks

- MP-15 - Hazard Identification, Risk Assessment & Control
- MP-24 - Hazardous Substances & Dangerous Goods
- CD-26 – Office Hazard Identification Checklist
- CD-99 – Risk Scorecard
- CD-69 – Safe Work Method Statement

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- CD-73 – Plant/Equipment Hazard Identification & Risk Assessment
 - CD-74 - Manual Handling Risk Assessment Form

Legal & Other Requirements

- MP-26 - HSEQ Legal & Other Requirements
- CD-46 - HSE Legislation, Codes of Practice & Compliance Codes

Objectives & Targets

The objective and targets are detailed in the IMS objectives and targets documents as well as the site specific safety management documentation.

- MP-29 - HSEQ Objectives, Targets & Projects

OHS Management Plans

- MP-05 - Document & Data Control
- MP-29 - HSEQ Objectives, Targets & Projects
- CD-05 - Position Descriptions
- CD-17 - HSEQ Responsibilities Register
- CD-14 - IMS Plan

Infrastructure, Work Environment, Responsibility, Resources, Responsibility & Accountability

- MP-01 – Management Review
- MP-02 – Control of Records
- MP-08 – Management of Contractors and Visitors
- MP-19 – Workplace Facilities & Inspection
- MP-27 - HSEQ Communication
- MP-29 - HSEQ Objectives, Targets & Projects
- MP-31 - Management Responsibility for HSEQ
- MP-33 – HSEQ Audits
- CD-04 - Organisation Chart
- CD-05 - Position Description
- CD-17 - HSEQ Responsibilities Register

Training & Competency

- MP-04 – Training and Competency
- CD-51 – External Training Form
- CD-06 - Skills Matrix

Consultation, Communication & Reporting

- MP-27 - HSEQ Communication
- CD-13- Toolbox Minutes
- CD-18 - Internal Audit Report
- CD-30 - Opportunity for Improvement
- CD-09 - Hazard / Risk Control Plan
- CD-23 - Worksafe Incident Report form
- CD-99 - Risk Scorecard
- CD-11 - HSEQ Committee Meeting Minutes
- CD-10 - Management Review Minutes

Hazard Identification, Risk Assessment, Control of risks, Evaluation

- MP-15 – Hazard Identification Risk Assessment and Control
- CD-26 – Office Hazard Identification Checklist
- CD-09 - Hazard / Risk Control Plan
- CD-99 - Risk Scorecard
- CD-69 – Safe Work Method Statement
- CD-73 – Plant/ Equipment Hazard Identification & Risk Assessment
- CD-74 – Manual Handling Risk Assessment Form
- CD-27 – Worksite Inspection Checklist

Emergency Preparedness & Response

- MP-04 - Training & Competency
- MP-22 - Emergency Preparedness and Response
- MP-27 - HSEQ Communication
- CD-52 - Emergency Evacuation Plan
- CD-53 - Emergency Evacuation Report
- CD-48 - List of HSEQ & Emergency Numbers
- CD-45 - Visitor Safety Requirements

Monitoring & Measurement

- MP-02 – Control of Records
- MP-10 – Equipment Maintenance
- MP-11 – Hazard / Injury / Incident Reporting and Investigation
- MP-15 - Hazard Identification, Risk assessment & Control
- MP-29 – HSEQ Objectives, Targets and Projects
- CD-09 - Hazard / Risk control Plan
- CD-86 - Calibration Register/Schedule

Health Surveillance

- MP-23 – Health & Environmental Monitoring
- CD-82 - Employee Health Monitoring Schedule

Incident Investigation, Corrective & Preventive Action

- MP-11 – Hazard / Injury / Incident Reporting & Investigation
- MP-12 – Opportunity For Improvement
- CD-30 – Opportunity For Improvement
- CD-28 – Incident Report Form

OHSMS Audit

- MP-33 - HSEQ Audits
- CD-18 - Internal Audit Report
- CD-19 - Approved Internal Auditors
- CD-63 - Internal Audit Schedule

Management Review

- MP-01- Management Review
- MP-13- HSE Committee
- MP-33- HSEQ Audits
- CD-04 - Organisational Chart
- CD-14 - IMS Plan

Environment Aspects

- MP-25– Environmental Aspects and Impacts
- CD-34 – Environmental Aspects and Impacts Register

Legal & Other Requirements

- MP-26 – HSEQ Legal and Other Requirements
- MP-29 – HSEQ Objectives, Targets and Projects

Operational Control

- MP-04 – Training and Competency
- MP-05 – Document and Data Control
- MP-25 – Environmental Aspects and Impacts
- MP-27 – HSEQ Communication
- MP-31 – Management Responsibility for HSEQ
- CD-17 – HSEQ Responsibilities Register

Emergency Preparedness and Response

- MP-22 – Emergency Preparedness and Response

Monitoring and Measurement

- MP-26 - HSEQ Legal & Other Requirements

Evaluation of Compliance

- MP-33 – HSEQ Audits

Section 7

The following elements are not represented in National Infrastructure Solutions & National Vac Solutions Quality Management System. As such, a justification for exclusion to the ISO9001:2015 is sought:

a) Design (Element 7.3 which includes 7.3.1 – 7.3.7)

National Infrastructure Solutions & National Vac Solutions are not Design responsible and as such, this process is not applicable to National Infrastructure Solutions & National Vac Solutions current business requirements.

Based on the above, a justification for exclusion is sought.

Section 8.

At National Infrastructure Solutions & National Vac Solutions, the Managing Director / IMS Manager is the company representative for the quality, OHS and environmental management system

Section 9

Management Procedures, Controlled Documents and WI Matrix's are listed below:

List of Procedures

MP-01	Management Review
MP-02	Control of Records
MP-03	Staff Induction
MP-04	Training and Competency
MP-05	Document and Data Control
MP-06	Quotation/Tender / Contract
MP-07	Purchasing & Supplier Management
MP-08	Management of Contractors and Visitors
MP-09	Site Project Management
MP-10	Equipment Maintenance
MP-11	Hazard / Injury / Incident Reporting & Investigation
MP-12	Opportunity for Improvement
MP-13	HSEQ Committee
MP-14	Issue Resolution
MP-15	Hazard Identification, Risk Assessment & Control

MP-16	Permit to Work
MP-17	Personal Protective Equipment
MP-18	Access Restrictions
MP-19	Workplace Facilities & Inspection
MP-20	Electrical Safety (Portable Electrical Equipment & Appliances)
MP-21	First Aid
MP-22	Emergency Preparedness and Response
MP-23	Health & Environmental Monitoring
MP-24	Hazardous Substances & Dangerous Goods
MP-25	Environmental Aspects & Impacts
MP-26	HSEQ Legal and Other Requirements
MP-27	HSEQ Communication
MP-28	Waste Management
MP-29	HSEQ Objectives Targets & Projects
MP-30	Environmental Incident Investigation
MP-31	Management Responsibility for HSEQ
MP-32	Licence Requirements
MP-33	IMS Audits
MP-34	Continual Improvement
MP-35	Inwards Goods Inspection
MP-36	Defective Plant and Equipment
MP-37	Client Satisfaction
MP-38	Hearing Conservation Policy
MP-39	Administration
MP-40	Registration of Plant
MP-41	Control of Non Conforming Product
MP-42	Quality Planning
MP-43	Materials Storage and Transportation
MP-44	Working in Heat
MP-45	Confined Space
MP-46	Safe Use of Ladders
MP-47	Return to Work Plan
MP-48	Traffic Management
MP-49	Business Plan
MP-50	Cable Work
MP-51	Site Specific HSE Requirements
MP-52	Driver Safety
MP-53	Materials Minimisation

List of Controlled Documents Below:

CD-01	Quality Policy Statement
CD-02	OHS Policy Statement
CD-03	EMS Policy Statement
CD-04	Organisation Chart
CD-05	Position Description
CD-06	Skills & Training Matrix
CD-07	Business Risk Assessment
CD-08	Records Register
CD-09	Hazard Register / Risk Control Plan
CD-10	Management Review Agenda
CD-11	HSEQ Committee meeting Agenda
CD-12	Staff induction/Employee Handbook
CD-13	Tool Box Meeting Minutes
CD-14	IMS Plan
CD-15	IMS Process Map
CD-16	IMS Manual
CD-17	HSEQ Responsibilities Register

CD-18	Internal Audit Report
CD-19	Approved Internal Auditor
CD-20	Plant & Equipment Register
CD-21	Health & Safety LTI Graph
CD-22	Worksafe notice – Intention to Excavate
CD-23	Worksafe Incident Notification form
CD-24	Worksafe Provisional Improvement notice
CD-25	Worksafe If you are injured poster
CD-26	Office Environment Inspection Checklist
CD-27	Workplace Inspection Checklist
CD-28	Incident Report form
CD-29	Site folder Contents list
CD-30	Opportunity for Improvement form
CD-31	Opportunity for Improvement Register
CD-32	Vacant
CD-33	Incident Investigation form
CD-34	Environmental Aspects and Impacts Register
CD-35	Environmental Process Flow Chart Record
CD-36	Significant Impacts Record
CD-37	Waste Management Plan
CD-38	Preferred Suppliers / Contractors List
CD-39	Supplier Rating Criteria
CD-40	Supplier Rating Graph
CD-41	Contractor Rating Criteria
CD-42	Contractor Rating Graph
CD-43	Site Specific Safety Plan
CD-44	Daily Site Register
CD-45	Visitor Safety Requirements
CD-46	Acts, Regs & Compliance Codes
CD-47	Issue Resolution Flow Chart
CD-48	HSEQ & Emergency Numbers
CD-49	Restricted Access Register
CD-50	Purchase Order
CD-51	Training Form
CD-52	Emergency Evacuation Plan
CD-53	Emergency Evacuation Report
CD-54	Contingency Plan
CD-55	Workplace Substance Register
CD-56	Chemical Assessment form
CD-57	Confined Space Entry Permit
CD-58	Ladder Inspection Checklist
CD-59	Vacant
CD-60	Tender Review Form
CD-61	Tender Checklist
CD-62	Asbestos Control Plan
CD-63	Internal Audit Schedule
CD-64	Quotation Template
CD-65	Subcontractor Agreement
CD-66	Site Induction Register
CD-67	General- Hot Work Permit
CD-68	Vacant
CD-69	Safe Work Method Statement
CD-70	Working at Heights Risk Assessment
CD-71	Working at Heights Permit
CD-72	Forklift Pre-Start up Checklist
CD-73	Plant Hazard Identification Checklist
CD-74	Hazardous Manual Handling Worksheet
CD-75	Danger/Do Not Use Tag
CD-76	Environmental Incident Investigation Report

CD-77	Lockout/Tagout Register
CD-78	Worksafe Traffic Management Checklist
CD-79	Return to work plan
CD-80	Client Variation form
CD-81	Head Contractor Waste Minimisation Plan
CD-82	Employee Health Monitoring Schedule
CD-83	Job Sheet
CD-84	Asbestos Disposal
CD-85	Damage Report Register
CD-86	Calibration Register/Schedule
CD-87	Vacant
CD-88	Vacant
CD-89	Health & Safety Co-ordination Plan
CD-90	Major Incident Management Plan
CD-91	Incident Report Register
CD-92	Performance Appraisal
CD-93	Environmental Management Plan
CD-94	Contractor Induction Booklet
CD-95	Vehicle Inspection Checklist
CD-96	Pre Purchase Checklist
CD-97	Vacant
CD-98	First Aid Risk Assessment
CD-99	HSE Risk Scorecard
CD-100	Business Objectives
CD-101	Continual Improvement form
CD-102	Continual Improvement Register
CD-103	Stores Running Sheet
CD-104	Client Rating Graph
CD-105	Client Rating Criteria
CD-106	Final Project Handover form

List of Safety and Environmental Work Instructions Below:

SI-01	Manual Handling
SI-02	Hearing and noise protection
SI-03	Eye Protection
SI-04	Head Protection
SI-05	Operating Construction Plant
SI-06	Working with Construction Plant
SI-07	Working in Trenches
SI-08	Excavation and Trench Protection
SI-09	Traffic Management
SI-10	Work with Sub-Contract lifting Plant
SI-11	Emergency Accident Instruction for a Remote Site
SI-12	Complete Traffic Closure for Remote Track
SI-13	Working under Power Lines
SI-14	Isolation and Lock-out Procedures
SI-15	Handling and Care of Chain Slings
SI-16	Heat and Sun Protection Policy
SI-17	Correct Use of Spill Kit
SI-18	Safety Issue Resolution Procedure
SI-19	Protective Clothing
SI-20	Vacant
SI-21	Use of Explosives
SI-22	Occupational Hazards - Tools & Minor Equipment
SI-23	Rehabilitation of Employees
SI-24	Fire Prevention and Control
SI-25	Protection From Needle & Syringes
SI-26	Excavation and Existing Services

SI-27 Spider Bites
SI-28 Snake Bites

EI-01 Clean up Concrete
EI-02 Fuel Spill
EI-03 Sediment Erosion
EI-04 Noise Pollution
EI-05 Dust and Air Pollution
EI-06 Vibration Control
EI-07 Excavation Soil Management
EI-08 De-watering and Pumping Waste Water
EI-09 Contaminated Material Found During Site Works
EI-10 Washing and Cleaning Plant On-Site
EI-11 Flora and Forma Inspection before Grubbing and Cleaning
EI-12 Site Protection and Restoration of Vegetation
EI-13 Stop Sediment - Drains and Waterways
EI-14 Disposal of Prescribed Waste
EI-15 Site Visual Impacts and Amenities
EI-16 Heritage and Archaeology
EI-17 Community Relations at the Worksite
EI-18 Emergency Procedure for an Environmental Incident
EI-19 Contaminated Water