



INDUCTION: ENVIRONMENTAL, QUALITY & WHS MANAGEMENT



WHO ARE WE?

Ages Build respectfully acknowledges the traditional owners of our country throughout Australia and pays its respect to the ongoing living cultures of Aboriginal peoples.

Established in 2010, and developed on the ideals and principals of 3 generations of master tradesmen, Managing Director Anthony Agius, saw the need for the greater community of Sydney and all surrounding regions to have a builder delivering high integrity projects efficiently without compromise to quality, safety and environmental objectives.

With a plethora of qualifications and experience with Private and Government projects, insurance supported projects, and design and construct of the many aspects of the building industry, Ages Build should be your only choice. We are proud to share that since inception, 729 projects have been completed, with zero injuries, zero late completions and 100% satisfied clients.

OUR SYSTEMS AND WHY WE HAVE THEM

- Ages Build has 3 externally audited management systems in place.
- They help us meet our company objectives
 - Prevent harm
 - Provide a safe workplace
 - Eliminate environment related incidents
 - Minimise our impact on the environment
 - Prevent pollution
 - Comply with all relevant legislation and regulation
 - Client satisfaction and continual improvement
- Industry requirements

MANAGEMENT SYSTEM DOCUMENTS

Our systems are based on the structures required by ISO9001,
ISO14001 & ISO45001

Our Management System Documents are available online at:

www.agesbuild.managementsystem.net.au

Select **LOGIN** 

Enter **guest/guest** as the username and password

Use the icons to select the documents required



LOGIN 



Procore



Take Action Raise a Review



Incident Report



Dashboard



Evacuation



Induction



Projects



Inspection Checklists



Objectives



Performance



Audit



Review



Toolbox Minutes



Policies



Manuals



Procedures



Forms



Templates



Risks



Risk Assessment



Work Methods



Legislation



Compliance Review



Environmental Aspects



Process Map



Chemicals



Incident Investigation



Records



People



Skills Matrix



Training Materials



Certificates



Management Review

MANAGEMENT SYSTEM DOCUMENTS

Employees should be aware of the following documents:

1. Our Policies – WHS, Environment & Quality
2. Our Procedures, which give further detail of our processes
3. Our Safe Work Method Statements, which give details on how specific tasks are carried out.

WHO DOES WHAT?

- Anthony Agius the Management Representative for our WHS, Environment & Quality Systems
- Anthony is also the WHS, Environmental & Quality Coordinator and looks after all 3 workplace systems
- He coordinates internal audits, management reviews, document management, corrective actions and more.

HOW TO CONTRIBUTE

- Read the policies
- Be aware of your impact on the system
 - Each of you are part of it
- Be positive
- If something is wrong or a process can be improved, tell Anthony
- Be system savvy
 - Learn how to find the information
- Enjoy the journey

WORK HEALTH & SAFETY



WORK HEALTH & SAFETY POLICY



The Work Health and Safety (WHS) of all persons employed by Ages Build Pty Ltd is considered by management and staff alike to be of the utmost importance. Management and staff recognise that our organisation operates in the marketplace and is only as good as its people. As our people are our greatest asset, resources in line with the importance attached to WHS will be made available to comply with all the relevant Acts and Regulations to ensure that our sites are safe and without risk to health and that our WHSMS is monitored to provide continuous improvement in WHS performance and the prevention of incidents and injuries.

WORK HEALTH & SAFETY POLICY



Ages Build Pty Ltd is committed to:

- The health and safety of all people in the workplace. This includes workers, consultants, subcontractors, apprentices, visitors and members of the public. The Company acknowledges that anyone who can affect health & safety in the workplace has a LEGAL responsibility to protect it. This includes everyone in the workplace being aware of potential hazards and taking steps to prevent workplace accidents, injuries and illnesses.
- Risk Management processes, in accordance with the NSW Work Health & Safety Regulations, with particular reference to Hazard Identification, Risk Assessment and Elimination or control of risks.
- Ensuring, through support and facilitation, that any injured worker receives prompt & competent medical attention and access to a rehabilitation process that ensures a return to work as soon as possible on medical advice.
- The establishment of measurable objectives and targets to ensure continued improvement aimed at elimination of work-related injury & illness based on monthly data collection showing total hours worked versus working hours lost due to injury.
- Work Health & Safety training and supervision for all workers.
- A process for consultation with workers & subcontractors and to keep workers and subcontractors informed and involved in decisions that may affect their health, safety and welfare, through Toolbox Meetings and the WHS Work Group on site.
- Disseminating Work Health & Safety and related information through Induction Training, Toolbox Meetings, notice board bulletins, display of Workcover posters and safety signage prominently displayed.
- The core of our best practice program is an effective Work Health & Safety system, which is fully integrated into our business practice. The system is based on the NSW Work Health and Safety Management Systems Guidelines 5th Edition, September 2013, and is designed to ensure that these policy requirements are understood by all workers and subcontractors and are met on every occasion.
- Proper adherence to this Policy Statement is required of all workers and subcontractors. All workers and subcontractors are encouraged to suggest process / procedure changes to improve safety. Safety is the responsibility of everyone on site.
- We are well aware that the Work Health & Safety System we have developed and implemented is not an 'end' but a mechanism or means to achieve the end. The end being continuous improvement and enhanced competitiveness.

Anthony Agius

Managing Director

Ages Build Pty Ltd

MANUAL HANDLING PROCEDURES



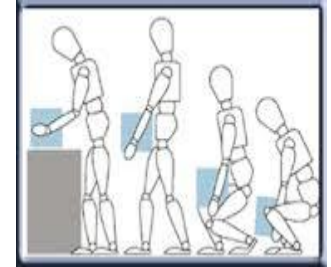
Manual Handling is defined as any activity requiring the use of force or exertion by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any animate or inanimate object. The National Code of Practice: Manual Handling indicates that the risk of injury increases when:

- Lifting weights of more than 4.5 kg while seated.
- Lifting weights above the range of 16-20 kg (weights over 55 kg should not be lifted without mechanical assistance or team lifting).
- Pushing, pulling and sliding objects that are difficult to move.

There is no longer a prescribed maximum weight limit for lifting for either men or women.

The weight of the load needs to be considered in relation to a number of other risk factors such as the:

- actions and movements
- working posture and position when lifting
- duration and frequency of manual handling
- location of loads and the distances moved
- characteristics of the load



Light loads can still be a problem if, for example, they are lifted incorrectly or if they are lifted in an environment that is unsafe. If you feel that an object is too heavy to lift arrange for a team lift or use of a mechanical device.

Safe lifting techniques

- Place your body as close to the load as possible. This helps by keeping your centre of gravity over your feet and keeps back strain to a minimum.
- Bend at the knees, not the hips or back. Bending your knees allows you to lift with your legs and not your back.
- Before you lift, ensure you have a good handgrip. If the load does start to slip, let it go, as catching it will put an enormous strain on your back.
- When lowering the load, again bend the knees. Otherwise you can put unnecessary strain on your back.

Assessments

- Analysis of workplace injury records
- Consultation with workers by supervisors
- Direct observation of the task by supervisors

INCIDENT REPORTING

If you are involved in, or have witnessed an incident or near miss, Ages Build requires you to be actively involved in the reporting process.

- Supervisors have access to incident reports in all work vehicles
- Your direct supervisor and Ages Build, Anthony Agius, **MUST** be informed of any incident or near miss however minor you think it may be.
- A report **MUST** be filled in immediately after the incident/near miss.



SAFETY LEGISLATION STRUCTURE IN NSW



Work Health and Safety Act 2011

The Act sets out the laws relating to health and safety requirements in all workplaces and work activities in New South Wales

Work Health and Safety Regulations 2017

The Regulations tell us how the law is to be implemented and administered in New South Wales

WORK HEALTH AND SAFETY ACT 2011



The objective of the Act is to protect workers against harm to their health, safety and welfare through the elimination or minimisation of risks from work

Under the Act we all have a duty of care to ensure the health and safety of ourselves and others is not put at risk

EMPLOYERS DUTY OF CARE

Your employer must provide a safe workplace for you and other workers

Your employer must ensure that the health and safety of yourself and others is not placed at risk by how business operations are conducted



EMPLOYEES DUTY OF CARE

Your primary duty of care is to take reasonable care for your own health and safety and to ensure that your actions do not affect the health and safety of others.

You must comply, so far as you are reasonably able, with any reasonable instruction that is given by your employer and co-operate with any reasonable health and safety policy or procedure



DUTY OF CARE – YOUR OBLIGATIONS



- Follow the instructions of the employer
- Use safe work procedures at all times
- If you feel that what you have been asked to do is unsafe and could hurt yourself, someone else or the Company, STOP work immediately and consult your supervisor and/or Ages Build Directors (follow the chain of command)
- DO NOT wilfully put at risk the health and safety of another person
- DO NOT wilfully injure yourself
- DO NOT interfere with or misuse workplace safety equipment / items
- If there is ANY doubt in ANY situation this should be reported

DUTY OF CARE – YOUR OBLIGATIONS



- Workers are to **NEVER** work on machinery without relevant training and authorisation.
- Lock Out Tags and Out Of Service Tags are to be used when machinery/plant/equipment is deemed unsafe or unusable. Keys to machinery **MUST** be immediately returned to the Office. For electrical equipment, power plugs must be cut off to render equipment useless

GENERAL EMERGENCY PROCEDURES



Evacuation Procedure

There are three stages to follow if you have to leave the workplace due to an emergency:

- 1. Preparation for evacuation*
- 2. Evacuate from the workplace*
- 3. Meet at the Assembly Point*

Take directions from your supervisor / manager who will tell you what to do

He / she will show you the location of the nominated assembly point for your workplace, this will be discussed in your toolbox meeting

WORKPLACE HAZARDS

This is the legislated process for dealing with hazards:

Spot the Hazard

Identify the jobs or tasks which are likely to or have caused injury or caused harm.

Assess the Risk

Identify which of the hazards pose the greatest risk to us

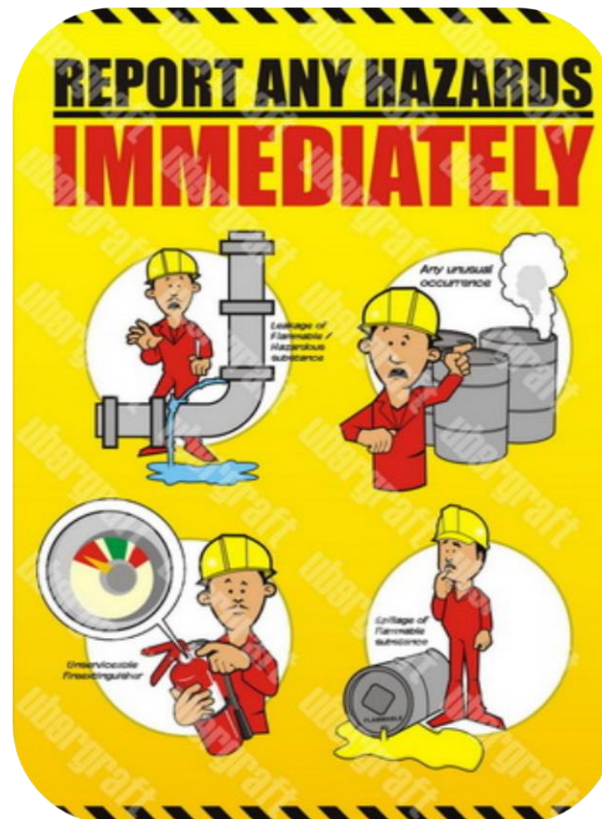


WORKPLACE HAZARDS

Make the Changes

Decide on appropriate controls i.e. eliminate, substitute, engineer or isolate, administration (implement policy, procedure or training) or use protective clothing

Monitor and review implemented controls to ensure they are effective.



SAFE WORK METHOD STATEMENTS

also known as SWMS



- You must read and understand all the Ages Build SWMS that are relevant to your job role
- When working on site, you must sign onto the SWMS for each job.
- By signing the SWMS you are stating that you understand and will follow all the steps
- The next slides are an example of one of Ages Build's SWMS

Scope of Work Activity Covered by this Work Method Statement

Site:

This Work Method Statement outlines the main hazards and risks associated with **General Works**

Instructions for Safe Work Method Statements

A Safe Work Method Statement (SWMS) is a document that sets out the work activities to be carried out at a workplace, the hazards arising from these activities and the measures to be put in place to control the risks. All work must be carried out in accordance with this SWMS. This SWMS must be kept and be available for inspection.


Applicable High Risk Construction Work Activities (highlighted). A SWMS is required for all high risk work activities.

Y	A risk of a person falling more than 600mm	Demolition of a load-bearing structure.	Work on a tele-communications tower
	Work in or near a shaft or thrench with an excavated depth over 1.5m or in a tunnel	Temporary load-bearing support structures for structural installations or repairs	Work on or near a pressurised gas distribution mains or piping
	Work on or near chemical, fuel or refrigerant lines	Work on, in or adjacent to a road, railway, shipping lane or other traffic corridor in use by traffic other than pedestrians	Work on or near energised electrical installations or services
	Likely to involve disturbing asbestos	Work in or near a confined space	Work in an area with movement of powered mobile plant
	Work in areas with artificial extremes of temperature	Work in or near water or other liquid that involves a risk of drowning	Work in an area that may have a contaminated or flammable atmosphere
	Use of explosives	Tilt-up or precast concrete elements	Diving work

Personal Protective Clothing & Equipment (PPE) Required



**LONG SLEEVE
SHIRT AND
TROUSERS
MUST BE WORN**

Safety Boots		Protective Gloves	
Safety Glasses		High Visibility Clothing / Vests	
Hearing Protection		Hard Hat	

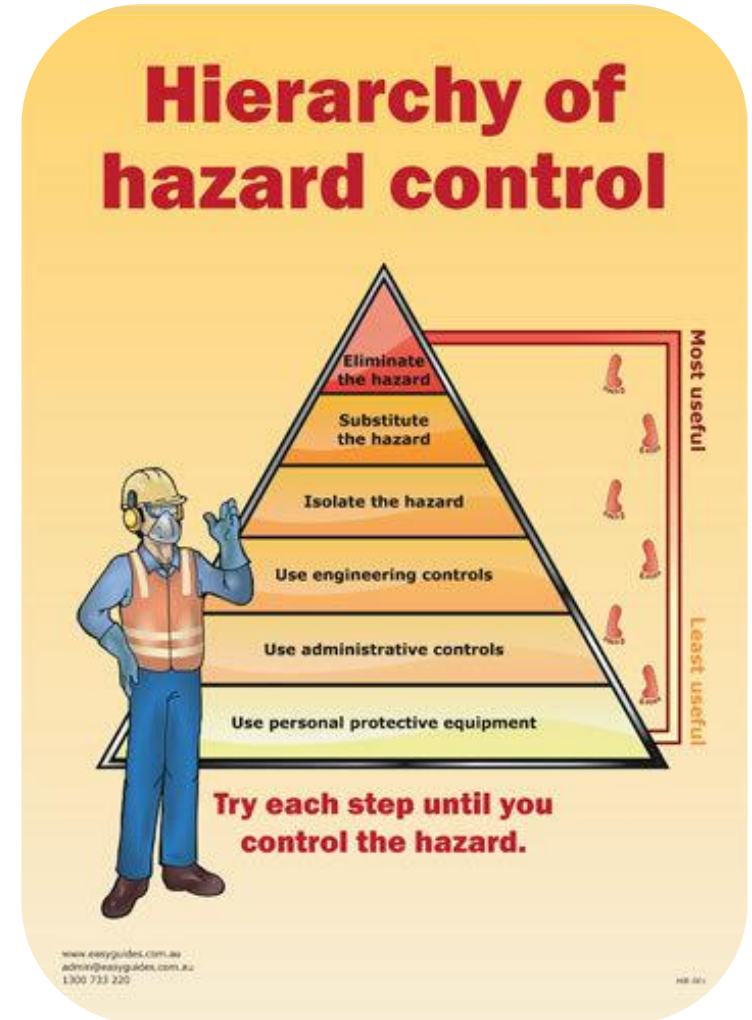
General Works

Task	Hazard	Probability	Consequence	Ranking	Control	Person Responsible	Probability	Consequence	Ranking
		Inherent Risk					Residual Risk		
Working at Heights	Falls, Damage to persons, equipment and property	4	5	E9	1 - Ensure scaffolding is erected by ticketed personnel 2 - Ensure harness's are worn and that all harness and ropes and fixing points are inspected prior to working on roof 3 - No one is to walk under any works carried at heights	Site Supervision All Workers	3	2	M5
Remove existing materials	Dust, Cuts, abrasions, Electrocutation, heavy lifting	4	3	H7	1 - Wear correct PPE 2 - All leads are tagged 3 - Safe manual handling practices	All Workers	2	2	L4
Install new materials	Dust, Cuts, abrasions, Electrocutation, heavy lifting	4	3	H7	1 - Wear correct PPE 2 - All leads are tagged 3 - Safe manual handling practices	All Workers	2	2	L4
Finish and gap all materials	Dust, Cuts, abrasions, Electrocutation, heavy lifting	4	3	H7	1 - Wear correct PPE 2 - All leads are tagged 3 - Safe manual handling practices	All Workers	2	2	L4
Remove and Load waste	Dust, Cuts, abrasions, Electrocutation, heavy lifting	4	3	H7	1 - Wear correct PPE 2 - All leads are tagged 3 - Safe manual handling practices	All Workers	2	2	L4
Work Place Aggression	Physical injury, damage to persons, equipment and property	3	3	M6	1 - Ensure all disagreements and disputes are forwarded to the site supervisor and or project manager for clarification.	All Workers	2	2	L4
Pedestrians and Traffic	Damage to persons, equipment or property	4	3	H7	1 - Ensure site security fencing is securely in place. 2 - Ensure appropriate traffic measures are implemented if required to notify pedestrians and drivers of potential hazard.	Site Supervision	3	2	M5
Monitor & Review		4	4	H8	1 - SWMS to be reviewed by all staff through daily pre-start and weekly toolbox talks for effectiveness & application to site. 2 - Compliance to the SWMS is monitored using a system of routine or random workplace inspections. 3 - In the event that the work is not being carried out in accordance with the SWMS, all work will cease immediately. The SWMS are reviewed to identify non-compliance and ensure the method in the SWMS is the most practical and safest way of doing the task. The SWMS is revised if another method is identified as being a safer option, before work resumes. 4 - Feedback to be given by all staff and improvements to be included in revision of SWMS.	Supervisor Work Team	1	1	L2

HIERARCHY OF CONTROLS IN THE WORKPLACE

The hazard controls in the hierarchy are:

1. Elimination (*the most effective control measure*)
2. Substitution
3. Isolation
4. Engineering
5. Administration
6. Personal protective equipment (*the least effective control measure*)



SPECIFIC HAZARDS

Scaffolding



SPECIFIC HAZARDS

Plant & Equipment



A FEW CONTROL MEASURES

Consultation



Workplace Inspections

PPE



ENVIRONMENT



ENVIRONMENT POLICY



Ages Build Pty Ltd is committed to planning, carrying out and monitoring its operations in order to:

- comply with relevant EPA regulations and other legal requirements, any local council development application consent conditions and any additional customer requirements relating to the environment;
- set environmental targets for each project site in the Environmental Management Plan;
- prevent pollution;
- minimise waste through efficient material and plant utilisation, plus re-use or recycling of material when appropriate. Dispose of waste properly;
- respond promptly to any emergency situation which could cause adverse environmental impacts;
- support the principles of Ecologically Sustainable Development.

Environmental compliance will be regularly reviewed. We aim to prevent problems from occurring and promote continuous improvement towards best practice in environmental management.

Appropriate training and instruction will be provided to ensure that project staff understand how to implement the Environmental Management Plan. Staff are encouraged to offer suggestions about how environmental protection measures can be improved. Such suggestions will be assessed by Steelworks Engineering management and implemented as appropriate.

Ages Build is open about its environmental policy and will make it available to relevant interested parties.

A handwritten signature in black ink, appearing to read 'Anthony Agius'.

Anthony Agius

Managing Director

Ages Build Pty Ltd

WHAT SHOULD YOU KNOW

- We must all comply with the environment policy and procedures
- We must all comply with environment laws
- Our work and services have an impact on the environment
- Our operational controls minimise these impacts and prevent pollution
- Deviating from these controls will adversely impact the environment and may break the law

REQUIREMENTS: GENERAL

- The organisation must develop an effective system that meets the requirements of the Standard
- Document, implement and maintain the system
- The EMS documents need to be controlled
- Follow a Plan-Do-Check-Act approach.
 - **Plan** - Establish the objectives and processes needed to deliver the results (in line with the EMS)
 - **Do** - Implement the needed processes of the EMS
 - **Check** - Check the processes against the policy, objectives, targets, regulations, and report on the results (auditing)
 - **Act** - Take actions that will continually improve the EMS

To minimise environmental impact, it is important to understand the link between various construction activities and the potential for these activities to impact the environment

ENVIRONMENTAL ASPECTS



1. The organisation shall establish, implement and maintain a procedure(s):
 - To identify the environmental aspects of its activities products and services within the defined scope of the environmental management system that it can control and those that it can influence taking into account planned or new developments or new or modified activities , products and services
 - To determine those aspects that have or can have significant impact(s) on the environment significant environmental aspects).
2. The organisation shall document this information and keep it up to date.
3. The organisation shall ensure that the significant environmental aspects are taken into account in establishing implementing and maintaining its environmental management system.

ENVIRONMENTAL ASPECTS



Aspect	Impact	Risk Rating	Significant	Controlled
Waste	Contaminated Soil	High	Yes	Yes
Cultural Heritage	Contamination	Medium	Yes	Yes
Contamination	Soil Erosion	High	Yes	Yes
Contamination	Landfill, Contaminated Soil, Waste	Medium	Yes	Yes
Hazardous Materials	Contamination	Medium	Yes	Yes

ENVIRONMENTAL LEGISLATION STRUCTURE IN NEW SOUTH WALES

Protection of the Environment Operations Act 1997

The objects of this Act are as follows:

- (a) to protect, restore and enhance the quality of the environment in New South Wales, having regard to the need to maintain ecologically sustainable development,
- (b) to provide increased opportunities for public involvement and participation in environment protection,
- (c) to ensure that the community has access to relevant and meaningful information about pollution,
- (d) to reduce risks to human health and prevent the degradation of the environment by the use of mechanisms that promote the following:
 - (i) pollution prevention and cleaner production,
 - (ii) the reduction to harmless levels of the discharge of substances likely to cause harm to the environment,
 - (iia) the elimination of harmful wastes,
 - (iii) the reduction in the use of materials and the re-use, recovery or recycling of materials,
 - (iv) the making of progressive environmental improvements, including the reduction of pollution at source,
 - (v) the monitoring and reporting of environmental quality on a regular basis,
- (e) to rationalise, simplify and strengthen the regulatory framework for environment protection,
- (f) to improve the efficiency of administration of the environment protection legislation,
- (g) to assist in the achievement of the objectives of the Waste Avoidance and Resource Recovery Act 2001 .



ENVIRONMENTAL LEGISLATION STRUCTURE IN NEW SOUTH WALES

Federal	Environment Protection and Biodiversity Conservation Regulations 2000
Federal	The Environment Protection and Biodiversity Conservation Act 1999
New South Wales	Contaminated Land Management Act 1997 No 140
New South Wales	Contaminated Land Management Regulation 2008
New South Wales	Environmental Planning and Assessment Act 1979
New South Wales	Environmentally Hazardous Chemicals Act 1985
New South Wales	Native Vegetation Act 2003
New South Wales	Protection of the Environment Operations (Clean Air) Regulation 2010
New South Wales	Protection of the Environment Operations (Noise Control) Regulation 2008
New South Wales	Protection of the Environment Operations (Waste) Regulation 2005
New South Wales	Protection of the Environment Operations Act 1997 No 156

Under the Protection of the Environment Operations Act 1997, everyone has a general duty not to harm the environment by polluting.

Pollution can include soil, water, air and noise pollution.

Penalties for offences against environmental legislation are significant.

It is important that construction activities are undertaken in accordance with environmental legislation. Everyone on site is responsible for complying with environmental legislation.

ENVIRONMENTAL MANAGEMENT PLANS

To minimise environmental impact, it is important to understand the link between various construction activities and the potential for these activities to impact the environment.

Environmental management relates to the control of human activity which could impact upon the environment. Construction of infrastructure can have significant environmental impacts if not undertaken with care.

Ages Build maintains a detailed Environmental Management Plan covering all operations. The purpose of this Environmental management Plan is for Ages Build to be aware of their responsibilities in protecting the various local environments that may be affected by the contract. The aim of the Environmental Management Plan is to minimize the effect of the work on the local environment. This includes the control of siltation, noise and visual pollution, water quality, odour, traffic control and safety of workers.

The table on the following page gives examples of common construction activities and potential impacts. It is not a complete listing.

The following environmental safeguards will be applied:

Soil and Water Management

- All stormwater inlets will be protected with silt containment devices and checked at regular intervals to maintain effectiveness.
- All bulk material stockpiles will be fenced with silt stop fabric to prevent any erosion taking place, such fabric will be held in place by steel posts and where there is a possibility of runoff such stockpiles will be bundled.
- Open trench area will be minimized and excess spoil disposed of properly. Where it is not practical to temporarily store excavated spoil on the grassed footpath areas the material will be contained by silt containment devices and any road areas swept as soon as possible and the lawn areas rehabilitated by re-seeding after completion of works.
- During times of high wind and low humidity where there is a chance of stockpiled material contaminating the air stockpiles will be watered or covered to prevent any compromise of air quality.
- Construction will not commence in periods of wet weather.

Noise Control

- All noise generated by construction activities is to comply with the noise levels specified in the Environmental Protection Authority's Noise Control Manual. All vehicles and equipment will be fitted with silencing devices, where applicable.

Public and Visual Amenity/Community Liaison

- To minimize the disruption to public and visual amenity the following safeguards will be implemented:
- All construction equipment will be removed as soon as it is not required, including any material and refuse related to the works. This equipment will be stored in such a manner as to offer the least inconvenience to the local community. In addition, stockpiles and amenities sheds will be placed in a location with minimum visual impact where possible.

Traffic Management

- Ages Build will conform to the local traffic regulations and take out the appropriate permits, provide plans etc.

WH&S and Public Safety Provisions

- Ages Build WH&S Policy will satisfy the requirements of the Occupational Health & Safety Act 2000 and Regulations.
- The site must be secured in accordance with WorkCover requirements while work is carried out and at the completion of the works all equipment and materials will be stored safely within the site.
- All open trenches will be protected by the use of trestles and barrier mesh, and warning signage (refer safe work plan).
- Signs placed warning the public of potential danger on site.

Environmental safeguards continued:

Waste Disposal

- All waste material generated will be handled and disposed of carefully to minimise the risk of pollution. All materials able to be recycled shall be separated and recycled at approved facilities.
- All construction waste shall be collected daily and disposed of at an approved facility. General garbage bins will be located on site.
- Liquid waste will be disposed of by use of a vacuum or similar system and taken to approved facility.

Dust Control

- All stockpiles and excavations shall be kept either covered or in a wet state when necessary to prevent dust.

Flora

- Disturbed areas will be returned to their original condition promptly after the completion of the works.
- If required disturbed areas will be reseeded after completion of works.
- When required, barriers will be erected creating an exclusion zone around the trunks of trees to prevent them from damage by excavators etc operating in the immediate area.
- Materials stockpiles will not be placed around tree trunks.

Fauna

- Disturbance of timber and rockeries will be minimised to avoid disturbance to potential reptile habitats.

Utilities and Services

- If any service is damaged the relevant authority will be immediately notified.

Air Quality

- All vehicles will be fitted with approved and properly maintained exhaust systems which comply with Australian Standards.

Operational procedures are detailed in Work Method Statements.

Environmental Management Plans and Work Method Statements are available online at:

www.agesbuild.managementsystem.net.au

ENVIRONMENTAL EMERGENCY RESPONSE

Examples of environmental incidents are:

- significant spill of fuel or oil
- significant chemical spill
- severe erosion from flooding
- fire (on site or from off site)
- damage to a heritage site (Aboriginal or non-Aboriginal)
- overflow from on-site wash-down areas into creeks or drainage lines
- destruction of a rare plant outside the defined construction zone.



ENVIRONMENTAL EMERGENCY RESPONSE

OPERATOR RESPONSIBILITIES



- Ensure that you are aware of the site environmental emergency response plan.
- Locate emergency equipment that may be relevant to your responsibilities.
- Ensure that you are familiar with using emergency equipment that is relevant to your responsibilities.
- Ensure that you know whom to contact in the case of an emergency.



- Do not endanger the health and safety of yourself or others when responding to an emergency situation.

QUALITY



QUALITY POLICY



Ages Build Pty Limited was established in 2010, developed on the ideas and principals of 3 generations of master tradesmen. The Company offers the community of greater Sydney a builder committed to works of integrity and excellence. Our project outcomes reflect the experience & dedication to detail of our staff focussing on customer satisfaction. As a consequence, Ages Build Pty Limited generate a high level of repeat business. The development of this Quality Management System is but one example of the commitment to excellence that is manifest in our works & client outcomes.

The company is fully committed to quality and is pursuing a program to achieve best practice in all aspects of the business. Our Quality objectives include:

- Meet the requirements of the Client contract including drawings, specifications & requisite Australian Standards.
- Controlling & implementing contract alterations as they occur.
- Supplying only those products & components which have the quality to meet all customer and regulatory specifications
- Requiring the same standards of our sub-contractors, and
- Meeting Government & Company requirements for OHS&R, Environment and Industrial Relations.

The core of our best practice program is an effective quality assurance system, which is fully integrated into our business practice. The system is based on AS/NZS ISO 9001:2016 and is designed to ensure that customer requirements are understood by all employees involved and are met on every occasion.

Proper adherence to this Policy Statement is required of all employees. All employees are encouraged to suggest process/procedure changes to improve quality. Quality is the responsibility of all employees.

We are well aware that the quality management system we have developed and implemented is not the 'end' but a mechanism or means to achieve the end. The end being continuous improvement & enhanced competitiveness.

A handwritten signature in black ink, appearing to read 'Anthony Agius', is positioned above the printed name.

Anthony Agius

Managing Director

Ages Build Pty Ltd

WHAT IS A QUALITY MANAGEMENT SYSTEM?



- A set of documentation consisting of policies, procedures, forms and records
- Describes the process flows of an organisation and the interaction between functional units
- Ours is based on the standards of ISO 9001

YOUR QUALITY RESPONSIBILITIES



- Read the policy
- Be aware of your impact on the system – each of you are part of it
- Be positive – if something is wrong or a process can be improved, tell Anthony Agius, the System Coordinator
- Be system savvy – learn how to find the information

Objectives



Discipline	Ref	Objective
Environment	2	Minimise Environmental Impacts
Quality	0	Continually Improve the Management System and It's Operational Processes
Quality	2	Customer Satisfaction
Safety	2	Minimise Harm
Strategic	1	Certified Management Systems

Targets

Discipline	Ref	Program, Process or Procedure	Target	Actual	Status
Environment	2.1	Environmental Response	Effective Operational Controls. Maintain Zero Environmental Incidents.	Number of Environmental Incidents.	Met
Quality	1	Planned System Events Carried out As Scheduled. Internal Audits carried out as per Audit Schedule. NCRs (Reviews) actioned by nominated date.	No Red Status	Current System Activities ON Schedule	Met
Quality	2	HBCF Builder Eligibility Assessment Scheme	Maintain Low Risk Rating	Non Financial Risk Rating	Met
Safety	2.2	Hazard & Risk Management	Number of Incident/Injuries Recorded	One Near Miss Incident @ Blue Mountains Hospital Project	Met
Strategic	1.1	Management System Certified to ISO 90001, ISO 14001, ISO 45001 & NSW Government OHS Management System Guidelines Version 5	Achieve Certification	Certified to ISO9001 & NSW Government OHS Management System Guidelines Version 5 February 2019	Partial