

Position Description – Project Engineer / Site Engineer

Position Title: _____

Reporting To: _____

Location _____

Date: _____

Basic Objective: (the purpose of your role) _____

Key Responsibility: (main duties carried out) _____

Quality

- Responsible to the Project Manager for all site operations and management.
- Undertakes all the functions and responsibilities of the Project Quality Representative (PQR).
- Monitoring performance of all suppliers of products and services including subcontractors.
- Establishment and maintenance of the IPMP.
- Establishment and maintenance of inspection and test plans including the management of inspection and test functions.
- Establishment and maintenance of project identification and traceability procedures including lot registers and other controls to be implemented by project staff, subcontractors and testing service providers.
- Prepare recommendations for project variations including work processes, cost estimates and contract variation negotiations.
- Assessment of project non-conformances including recommendations for corrective and preventative actions and the review of these actions.
- The point of contact for any internal or external audits and to ensure that any issues found as a result of the audit are dealt with in an appropriate and timely manner.
- To assess the project resource requirements.
- Liaise with the Group Systems Manager on issues concerned with the management system.
- Verify implementation of solutions.

- Control further processing/delivery/installation of non-conforming product until deficiencies or unsatisfactory conditions have been corrected.

Environment

- Establishment and maintenance of the project environmental management plans.
- Implement all monitoring and reporting requirements including all regular site inspections to ensure all protection measures are in place and adequate.
- Provision of adequate environmental training to all staff, subcontractors and visitors to the site.
- Liaise with relevant Government bodies and environmental consultants as required.
- Liaise with the Principal on remedial and corrective actions in response to non-conformance.
- Keeping a register of environmental complaints and the subsequent remedial action.

Safety

- Ensure the objectives of the BMD Group WH&S Manual are complied with.
 - Liaise with the Site Supervisor on any special activities, including activities of subcontractors, which may require safety supervision.
 - Ensure that safety is considered in all forward planning in the arrangement, scheduling and operation of labour, materials, plant and equipment.
 - Regularly inspect and monitor the site for potential safety problems.
 - Ensure regular safety audits are carried out.
 - Assist the Project Manager or Foreman on safety issues when required.
 - Development and implementation of emergency procedures.
 - Administer and obey site safety rules.
-
-
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Additional Requirements: (duties which fall outside your key responsibilities which need to be carried out ad-hoc) _____



Employee Sign Off

Employee Name	
Employee Signature	
Manager	
Date	

Training Needs Analysis

Project No.: _____

Project Name: _____

Date: _____

Occupation	Qualification Required	Recommended	On-Site Training	Other Responsibilities	Names
Labourer	White Card				
		Manual Handling			
			Fire Extinguisher		
			Emergency Response		
				Confined Space	
				Dogger	
				Work at Heights	
				Plant Tickets	
Leading Hand	White Card				
		Manual Handling			
		First Aid/CPR			
		Defensive Driver			
		Traffic Management			
		Safety Leadership			
			Fire Extinguisher		
			Emergency Response		
				Confined Space	
				Dogger	
				Work at Heights	
				Plant Tickets	
Foreman/Supervisor	White Card				
	Safety Supervisor				
	Cert III Construction				
		Manual Handling			
		First Aid/CPR			
		Defensive Driver			

Occupation	Qualification Required	Recommended	On-Site Training	Other Responsibilities	Names
		Traffic Management			
		Safety Leadership			
		Fire Warden			
			Fire Extinguisher		
			Emergency Response		
Safety Officer	White Card				
	Safety Supervisor				
	Fire Warden				
		First Aid/CPR			
		Defensive Driver			
		Traffic Management			
		Safety Leadership			
			Fire Extinguisher		
			Emergency Response		
				Occupational First Aid	
				Cert IV OH&S	
				Rehabilitation Coordinator	
Engineer	White Card				
	Safety Supervisor				
	Bachelor Engineering				
		First Aid/CPR			
		Defensive Driver			
		Traffic Management			
		Safety Leadership			
			Fire Extinguisher		
			Emergency Response		
				Project Management	
				Contract Management	
				Negotiation Skills	
Project Manager	White Card				
	Safety Supervisor				
	Bachelor Engineering				

Occupation	Qualification Required	Recommended	On-Site Training	Other Responsibilities	Names
		First Aid/CPR			
		Defensive Driver			
		Traffic Management			
		Safety Leadership			
			Fire Extinguisher		
			Emergency Response		
				Project Management	
				Contract Management	
				Negotiation Skills	



Performance Review

The BMD Group (BMD) is Australia's largest privately-owned civil construction, consulting and urban development organisation. BMD Constructions is a wholly owned subsidiary of the Group. The company was established on a set of values and beliefs that are still apparent throughout the business today. Our unwavering loyalty to staff, suppliers and clients is underpinned by a desire to achieve the highest levels of success for our people, partners and the communities in which we operate.

Name:	
Position Title:	
Division/State:	
I report to:	
Roles that report to me:	
Date of Meeting:	

Key Performance Indicators

Include 4-6 performance measures which indicate the key requirements/responsibilities of the role.

Requirements/Tasks	Employee Rating (To be completed first)					Manager Rating (To be completed in Response)				
	Poor	Improvement Required	Adequate	Good	Excellent	Poor	Improvement Required	Adequate	Good	Excellent

Comments

<u>Manager</u>
<u>Employee</u>

Professional Behaviour Analysis

Key Behaviours	Employee Rating (To be completed first)					Manager Rating (To be completed in Response)				
	Poor	Improvement Required	Adequate	Good	Excellent	Poor	Improvement Required	Adequate	Good	Excellent
Punctual and Reliable.										
Displays ethical behaviour at all times.										
Willingness to accept delegated tasks and responsibilities with a positive attitude.										
Ability to work as an effective member of a team.										
Use of appropriate and effective communication.										
Interpersonal skills including work relations with other staff members.										
Takes ownership of responsibilities with a positive attitude.										
Upholds the BMD Values and The BMD Way.										
Demonstrates initiative.										

Comments

Manager

Employee

Training and Development

	Employee Comments	Manager Comments
In performing your current role what are your areas of strength?		
In performing your current role what are the areas you think you could improve?		
Is there development or training that could assist you in your current role?		
Have you encountered any difficulties or are there any issues you would like to discuss further?		
What do you believe your next career step is?		
What do you need to do to progress?		
Are you interested in hearing about interstate or inter-business unit opportunities? If yes, where would you be willing to relocate to?		



Agreed 6 Month Development Plan

Manager: Choose areas for development as a result of the review. Identify who is responsible for executing the required actions and/or arranging the identified training through HR.

Development Areas	Actions to take	Who	Target Date
1.			
2.			
3.			
4.			

Comments

<u>Manager</u>
<u>Employee</u>

Sign Off

Employee: _____ Date: _____

Manager: _____ Date: _____



Skills Assessment & Recommendation – Senior Project Engineer

Employee Name: _____

Date of Review: _____

Objective

To provide a consistent approach when formally assessing the skills of a BMD Senior Project Engineer, this criteria provides a baseline of technical skills for this position. This assessment must be completed, prior to an individual being recommended for a promotion.

It will be the responsibility of the Construction Manager to carry out the role of assessor. The Skills Assessment and Recommendation form must be completed and submitted to the relevant General Manager for approval. A copy of this assessment must then be sent to HR once approved.

Quality

Description	Competent	Not Yet Competent
Can demonstrate knowledge of BMD's overall approach to quality and can provide examples of establishing a projects quality system and aligning with various clients specifications and contracts		
Demonstrates a good understanding of DTMR or other relevant clients project specifications		
Demonstrates ability to review specifications and drawings to identify and resolve discrepancies		
Understanding of different material types and types of conformance testing required for material to be included in permanent works.		
Demonstrates knowledge of methods of ensuring finished works is assessed against specification and contractual obligations		
Reviews and submits RFIs as required for each item of work to clients representative		

Description	Competent	Not Yet Competent
Demonstrates record of attending and chairing weekly progress/planning meetings		
Adequately resolves technical issues through consultation with the consulting engineer or clients representative		

Safety and Environment

Description	Competent	Not Yet Competent
Ability to deal with Workplace Health and Safety representatives		
Demonstrates commitment to safety and can provide positive examples of how this has been achieved in the past		
Demonstrates knowledge of gathering and reviewing all Safety and Environmental information from Subcontractors working in their area		
Demonstrates knowledge of being involved in the development of SWMS's and/or JSEA's for self-performed works		
Demonstrates knowledge of the projects KRA targets for safety and active participation in ABC's.		
Ensures all site activities are being carried out in accordance with approved work method statements.		
Assists in maintaining safe working environment.		
Review Subcontractor Safety and Environmental systems and make recommendations to PM.		

Commercial

Description	Competent	Not Yet Competent
DAS		
Demonstrates ability to logically allocate cost codes to entire sections of work		
Regularly monitors Engineer and Foreman cost code allocations		
Understands relationship between cost code allocation and CWIP output from Jobpac (P,L,M,S)		
Understanding DJC's		
Can demonstrate knowledge of BMD's estimating system and how to locate tender information for productivities and budgets for area of works		
Detailed knowledge of relevant DJC items for their area of works (earthworks, concrete, services)		
Can demonstrate knowledge of "rule of thumb" productions for earthworks, concrete and pavement construction		
Can demonstrate examples of coordinating various sections of works to being measured against DJC's (production rates)		
Understand target production rates in budget. Analysis of productivities vs. budget rate		
Procurement / Subcontract Tenders		
Ability to compile major Subcontracts		
Demonstrates understanding of Project EBA's and how they relate to direct and subcontract labour costs		
Can demonstrate knowledge of BMD's estimating system and how to locate tender information for productivities and budgets for area of works		

Description	Competent	Not Yet Competent
Can review and understand estimated budgets for his / her scope of works.		
Can demonstrate knowledge of vetting pricing data and providing recommendations to the PM		
Subcontractor Management		
Reviews and actions any variation claims or notices of delay		
Can demonstrate knowledge of establishing a scope of works to be tendered by a Subcontractor.		
Can demonstrate knowledge of managing complete subcontract packages		
Chairs coordination meetings to ensure program sequences and interfaces are understood and achieved		
Reviews Subcontractor progress claims (knowledge of how to process in Jobpac – SPA etc.)		
Forecasting		
Knowledge of DJC's for entire area of works		
Demonstrates knowledge of reviewing daily costs and comparison with DJC allowance		
Forecasts costs to complete for his / her scope of works		
Has knowledge of 'earned value' analysis and how it relates to final cost estimates		
Can demonstrate understanding of the month end valuation processes (i.e. production of claims, Jobpac, costs, accruals, forecasting etc.)		

Description	Competent	Not Yet Competent
Planning / Programming		
Can demonstrate management of overall Construction programme for area of works		
Understand the importance of a project baseline programme		
Can demonstrate involvement with establishment of the WBS, sequencing/logic of construction activities, resource and cost loaded programmes and understands importance of the critical path		
Reviews short term and medium term programmes against Contract programme		
Reviews foreman and SE/PE resource allocations		
Demonstrates ability to makes decisions about ongoing resource needs and/or deficiencies.		
Understand and reports project KPI's to PM		
Demonstrates knowledge and participation in the development and monitoring of schedules for procurement of materials		
Contractual Management		
Demonstrates understanding of common key clauses within contracts (EOT, claims, scope, etc.)		
Can demonstrate examples of involvement with EOT claims		
Can demonstrate examples of pricing EOT claims, submitting to client and negotiating outcomes		
Can demonstrate knowledge of pricing, submission and resolution of variations to contract works		

Leadership & Communication

Description	Competent	Not Yet Competent
Provides clear direction to Project and Site Engineers regarding project requirements, deliverables and potential issues		
Ability to communicate in an open, timely and concise manner with relevant stakeholders including the Project Manager, BMD Management and the wider project team		
Demonstrates the ability to mentor and develop other project staff		
Assist the Project Manager with team development to ensure 'Best for BMD' outcomes whilst upholding the reputation of the company and its values at all times		
Plans and executes responsibilities on a consistent basis		
Plans and executes responsibilities on a consistent basis		
Ensures all BMD processes including Administration, Human Resources and Finance are adhered to and complied with at all times		

Qualifications / Skills / Experience Required

Required:

- Degree in Civil/Structural Engineering or related field.
- 5 – 8 years relevant working experience.
- Good communication skills.
- Proficient in Ms Office.
- Experience in project management of civil construction.
- Independent and mature personality, results driven, and good negotiation skills.
- Must be self-driven, dynamic and highly motivated.

Recommendation

If the assessor is recommending the promotion to take place the below table must be completed.

Employee Name:		General Comments:
Current Position Title:		
Division/State:		
Recommended Position:		
Requested Promotion Effective Date:		
Is there training required to be completed upon promotion?		
State Required Training and Timeframe:		

If the assessor is not recommending the promotion to take place, please complete the below questions.

1. Is extra training required for this employee to meet the recommended position? If so, please state the identified training need:

Approving General Manager Name:

Approval Date:

Effective date for payroll implementation:

General Manager Signature:



Professional Development Policy

This policy encompasses all BMD Group subsidiaries including BMD Constructions, BMD Urban, Empower Engineers & Project Managers, JMac Constructions and Urbex. For ease of reference, the term 'BMD' is used throughout this policy to refer to the BMD Group and its subsidiaries.

BMD was founded on the principle of achieving success through our people, a belief which is still apparent in the business today. We facilitate a flexible approach to staff development which enables us to demonstrate commitment to employees through a range of practical, forward thinking and focused initiatives, including both formal and informal training and development opportunities.

Personal development and career progression are the focal points of the training and development opportunities provided by BMD and our success in training is measured by the direct benefits it creates for individual employees.

BMD promotes a training culture that supports and encourages employees to increase their knowledge and skills based on three key principals:

- access to development on and off project sites
- time away from work and financial support to further studies and/or development
- support through senior staff and mentors.

BMD has systems and strategies in place to ensure employees successfully complete further training including tertiary education, traineeships and apprenticeships, and professional development programs. It is important to BMD that employees are provided training that offers continuous improvement and challenging opportunities and as such, we regularly evaluate and improve our training approach to achieve this.

BMD provides a culture that rewards hard work and loyalty, which is why we select the best qualified person for every position and promote, whenever possible, from within our current employee base. We are continuing to develop a competency framework that will further assist in providing employees with clarity for their career pathway, enabling BMD to invest in, and focus on developing the skills critical to their career progression underpinning the success of BMD, as our business is our people.

Scott Power
Group Director – Chief Executive Officer

Mick Power, AM
Group Board Chairman



HSE ISSUE (REGULATORY) RESOLUTION

Standard
Business Management Systems (BMS) Group
Document No.: HEQ-STD-00297

Document Version Control

Note: Updated content will be highlighted in grey

Rev. No.	Rev. Date	Details of Revision	Approved By
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11	09/12/2021	Inclusion of Section 11, 11.1 and 11.2. Update to Sections 3, 4, 6, 7, 8, 8.1, 8.2, 9, 12 and 13.	Brian Olsen
10	14/01/2021	Amendments to Section 3 due to reflect ISO 45001 update.	Brian Olsen
9	08/09/2016	Update of logo	Brian Olsen
8	15/03/2016	Amendment to Section 5 Issue Resolution Process and update of link.	Brian Olsen
7	27/03/2015	Inclusion of Doc Control Record table and changes to document permissions.	Brian Olsen
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5	06/08/2013	Logo Updated	Laureen Constable
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1	08/05/2012	Inclusion into the BMS	Laureen Constable

HSE Issue Resolution Management

Business Management System Group Standard

Document No.:HEQ-STD-00297

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1. Purpose

The purpose of this Group standard is to manage and escalate Safety or Environmental (HSE) issues when a satisfactory resolution is not reached or agreed upon by all parties.

2. Scope

This document encompasses all BMD Group subsidiaries including BMD Constructions, Empower, JMac Constructions and Urbex. For ease of reference, the term BMD is used throughout this document to reference the 'Group'.

This document does not cover reporting of accidents and incidents – refer to the [Incident and Accident Management](#) standard.

3. Introduction

When an issue arises, the affected worker/workers and interested parties (or their elected/appointed HSE representatives) must try and resolve it using an agreed issue resolution procedure.

- If the issue is not resolved within a reasonable time, any of the parties may request an inspector from the respective legislation body to attend the workplace.
- If a HSE matter remains unresolved after discussion between the parties, it becomes a HSE issue subject to this issue resolution process.

Each party and their representative, if any, are required to make reasonable efforts to achieve a timely, final, and effective resolution of the issue.

All HSE issues should be resolved as soon as possible to avoid further dispute or a recurrence of the issue or a similar issue, therefore an issue should be resolved 'once and for all' to the extent that is possible in the circumstances.

Each party's representative is entitled to enter the workplace for the purpose of attending discussions with a view to resolving the issue.

The Work Health and Safety Act 2011 states that all parties must make reasonable efforts to reach an effective resolution.

4. Roles and Responsibilities

Senior Management
• Liaise with HSE representatives, senior and/or project/site management to assist with HSE issue resolution. • Request an inspector from the respective legislation body to attend a workplace to assist with HSE issue resolution. • Liaise with the inspector to assist with HSE issue resolution. • Escalate issue resolution through the management hierarchy to expedite an effective and timely issue resolution. • Provide final reports to management, HSE representative and the project manager.
Project/Site Management
• Liaise with workers, interested parties or HSE representatives to assist with HSE issue resolution. • Escalate issue resolution to management as and when required. • Any Regulatory notices must be entered into the Incident/Accident as per Standard • Request an inspector from the respective legislation body to attend the workplace to assist with HSE issue resolution. • Record details of the issue resolution process. • HSE issue resolution process communicated through the induction
HSE Representatives (Elected/Appointed)
• Represent workers to assist with HSE issue resolution • Consult with senior and project/site management to assist with HSE issue resolution • Request an inspector from the respective legislation body to attend the workplace to assist with HSE issue resolution. • Direct a worker to cease work if the risk is so serious and immediate or imminent as to threaten their or other workers health and safety. • Report all activities and outcomes of 'directing a worker to cease work' to management. • Issue and/or cancel a Provisional Improvement Notice (PIN). • Ensure a PIN is displayed in a prominent location relevant to the issue of the PIN.
Workers
• Liaise with HSE representatives, site supervisor or project manager to request HSE issue resolution • Request an inspector from the respective legislation body to attend the workplace to assist with HSE issue resolution. • Cease work if they have a reasonable concern that to carry out the work would expose them to a serious risk to their health or safety. • Remain available for alternative work if they have ceased work.

5. Issue Resolution Process

In the event that a HSE issue is identified and unresolved, the [HSE Issue Resolution & Flowchart](#) is to be followed.

Note: This process is to be communicated through the site induction.

6. Parties to Issue Resolution

The following people are the *parties*¹ to a work HSE issue:

- the person conducting the business or undertaking (PCBU) with whom the issue has been raised or their representative
- any other PCBU who is involved in the issue or their representative
- if the affected workers are in a work group, their HSE representative or the Project HSE representative, and
- if there are no HSE representatives for the affected workers then the affected workers themselves or their representative.

If BMD is represented, they must ensure their representative has, for the purposes of issue resolution, sufficient seniority, and competence to act as their representative. The subclause in the Act also prohibits BMD from being represented by an elected/appointed HSE Representative. This latter restriction is necessary because HSE representatives are essentially workers' representatives and representing both sides constitutes a conflict of interest.

7. Resolving an Issue

Where any worker has an HSE issue or situation that needs to be resolved, the following steps are taken:

- The worker reports the matter to their immediate Supervisor or one up Manager for discussion and resolution.
- If the issue is not resolved, where there is an HSE representative available, the Supervisor shall advise and consult with the HSE representative in relation to the issue with a view to agreeing to a strategy for resolving the issue and implementing appropriate risk controls.
- If the issue remains unresolved, then the HSE representative, Site Supervisor and/or Project HSE Officer refer the issue to the Project Manager for resolution.
- If the issue remains unresolved the HSE representative or the Project Manager refers the issue to the Regional Systems Manager and Group Functional Manager for discussion and resolution.
- If the issue remains unresolved the Group Functional Manager notifies the appropriate jurisdictional Safety Authority and requests resolution.
- HSE representatives, senior management and the Project Manager are notified of the documented outcomes and resolution.

• ¹ Refer to the Definitions section.

7.1. HSE Representative Involvement

If a HSE representative represents any workers involved in the issue, BMD will resolve the issue with the HSE representative.

7.2. Efforts to Resolve

The parties in the dispute must make reasonable efforts to achieve a timely, final, and effective resolution of the issue in accordance with this procedure.

A representative of a party to an issue may enter the workplace for the purpose of attending discussions with a view to resolving the issue.

The employee will be offered an opportunity to nominate a witness or seek the support from a third-party if required.

8. Issue Not Resolved

If an issue has not been resolved within BMD after reasonable efforts have been made to achieve an effective resolution of the issue.

The following options are available:

- ask a regulator to appoint an inspector from the respective legislation body
- cease work (actioned by a worker or the direction of legislative elected Safety representative)
- legislative elected HSE representative may issue a Provisional Improvement Notice (PIN).

8.1. Inspector Involvement

Only after reasonable efforts have been made to resolve the issue can parties seek assistance from an inspector of the respective legislation body. This right arises whether all, some or only one of the parties have made reasonable efforts to have the HSEQ issue resolved. A party's unwillingness to resolve an issue does not necessarily prevent an inspector being called in.

The worker, legislative elected HSE representative or BMD may ask the regulator to appoint an inspector from the respective legislation body.

The inspector's role is to assist in resolving the issue, which could involve the inspector providing advice or recommendations or exercising any of their compliance powers.

If an inspector has been called in to assist with resolving a HSE issue, the rights of a worker to cease unsafe work or the right of a legislative elected HSE representative to direct that unsafe work cease or issue a Provisional Improvement Notice (PIN) under the model WHS Act remain.

8.2. Right of HSEQ Representative to Direct Cessation of Unsafe Work

A legislative elected HSE representative or Regulatory Body Officer should consult with appropriate BMD management with regard to HSE issues and their resolution.

After consultation, and if the issue still remains unresolved, a HSEQ representative may direct a worker who is in a work group represented by the representative to cease work if the representative has a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard.

The HSE representative may direct a worker to cease work without carrying out that consultation or attempting to resolve the matter if the risk is so serious and immediate or imminent that it is not reasonable to consult before giving the direction. In this case, consultation is carried out with BMD as soon as practicable after directing the worker to cease work.

Any actions taken by the HSE representative are reported back to the Project Manager and the Groups Functional Manager.

8.3. Right of Worker to Cease Unsafe Work

A worker may cease, or refuse to carry out, work if the worker has a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard.

Once work has stopped, they must inform their HSE representative / immediate supervisor or project manager.

A worker, once they have ceased work, must remain available for alternative work.

8.4. Issuing a Provisional Improvement Notice (PIN)

An appointed HSE representative may issue a Provisional Improvement Notice (PIN) if they believe a person:

- is contravening a provision of the Act; or
- has contravened a provision of the Act in circumstances that make it likely that the contravention will continue or be repeated.

The PIN may be issued only after consultation with the worker and may require the person to:

- remedy the contravention; or
- prevent a likely contravention from occurring; or
- remedy the things or operations causing the contravention or likely contravention.

Refer to the *Provisional Improvement Notice* form available from the QLD WHS website and Appendix 1: Indicative Process for Issuing a PIN.

8.4.1. Displaying a PIN

Once issued, the person receiving the PIN must display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that, is affected by the notice.

8.4.2. Requesting a PIN Enquiry

A request to have an inspector conduct an enquiry about a PIN can be made if you are:

- The person who was given the PIN, and you wish to dispute the PIN, you must make this request within 7 calendar days after the date the PIN was issued to you
- The HSE representative who issued the PIN, and you want to report the person has failed to comply with the PIN, you cannot report non-compliance until after the date by which compliance with the PIN is/was required.

8.4.3. Cancelling a PIN

A PIN may be cancelled by:

- HSE representative
- Inspector (after review of the circumstances for the PIN being issued).

9. Workplace Entry by WHS Entry Permit Holders

The model Work Health and Safety (WHS) Act provides authorised union officials with a right of entry, for specific reasons, to workplaces where there are 'relevant workers'².

Regional HSEQ/System Lead is to be immediately notified via phone of any Regulatory bodies accessing BMD sites.

If there is no potential request for information, BMD Group General Counsel, and the relevant Group Functional Manager to be notified of the visit via email (Regulatory@bmd.com.au) before COB that day, providing details of the occurrence.

For further information regarding right of entry provisions and legislative requirements, refer to the [Right of Entry Procedures Manual](#).

10. Complaints

BMD will within one working day of receiving a complaint about any issue arising from a workplace / project site under a contract, supply a written report to the Principal detailing the complaint and immediate action taken to alleviate the problem.

Records of complaints include the following information:

- the date and time of the complaint

- ² Refer to Definitions.

- the method by which the complaint was made
- any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect
- the nature of the complaint
- the action taken in relation to the complaint, including any follow-up contact with the complainant
- if no action taken, the reasons why no action was taken.

If no resolution can be reached quickly, the advice of, and intervention for resolution by senior management, is requested.

A final report with proposed measures to prevent the occurrence of a similar incident is submitted to the Principal within five working days.

All details of a complaint, including actions taken and resolution are record in the [Corrective Actions](#) database.

11. Receiving or Providing of Information

11.1. Receiving Information or Documentation

Any Regulatory documentation issued to BMD must be immediately emailed to Regulatory@bmd.com.au, followed by a phone call to the relevant BMD Senior Management, Group General Counsel, and the relevant Group Functional Manager.

11.2. Requested by or Providing Information

Any request for information from an external party (e.g., Regulatory Body, client etc) must be received via formal documentation (either electronic or handwritten) issued to the Project, verbal request is not acceptable.

Any information requests, along with copy of the information required must be emailed to Regulatory@bmd.com.au for review prior to being sent, followed by a phone call to BMD Group General Counsel and the relevant Group Functional Manager.

The Project must await approval from BMD Group General Counsel and the relevant Group Functional Manager prior to providing to the external parties

12. Issue Resolution Reporting

During each stage of the issue resolution process, steps taken for resolution are recorded in the [Corrective Actions](#) database.

When the issue is resolved, resolution details are recorded, and the issue closed. Any corrective action required is implemented into policies, procedures, Job Hazard Analysis (JHA) or Work Method Statements (WMS) to prevent a reoccurrence of the issue in the future.

13. Definitions

Parties to an issue	Parties, in relation to an issue, means the following: - the person conducting the business or undertaking (PCBU)/BMD or the person's representative - if the issue involves more than one business or undertaking, the person conducting each business or undertaking or the person's representative - if the worker or workers affected by the issue are in a work group, the HSE representative for that work group or their representative - if the worker or workers affected by the issue are not in a work group, the worker or workers or their representative. (Div. 5, Section 80 of Work Health and Safety Act 2011)
Consultation	BMD discuss, consider, and include the views of their workers, elected/appointed HSE representatives, Management and WorkSafe Inspectors on all HSE issues. Giving all parties an opportunity to have input into the resolution made by management.
Issue Resolution	Method to resolve issues through a consultation process.
HSE Officer	HSE Officers (BMD) that hold Management positions are nominated by management to follow up HSE Issues. They have the authority to make decisions in consultation with employees.
HSE Representative	A HSE representative who is a worker and elected by other workers (known as a work group) to represent other workers in regard to HSE issues and discuss/report with the HSE Committee or Management.
BMD Management	PCBUs and the appropriate escalation hierarchy accordingly to decisions to be made in relation to HSE issues as documented in the HSE Issue Resolution flowchart.
PCBU	Persons conducting a business or undertaking (new term that includes employers).
Workers	Employees, contractors, subcontractors, labour hire workers.
Work Group	A group of workers in the same workplace or work area with similar HSE conditions. The work group has an HSE representative or Committee member.
Alternative work	If a worker ceases work, BMD may direct the worker to carry out suitable alternative work at the same or another workplace if that work is safe and appropriate for the worker to carry out until the worker can resume normal duties.
PIN	Provisional Improvement Notice - a tool to improve health and safety in a workplace, encouraging BMD and workers to openly discuss HSE hazards and risks in their workplace. A PIN is a written direction from a workplace HSE representative to an employer or employer representative (BMD) requiring them to fix a workplace HSE problem. A PIN should only be used if agreement to fix the problem cannot be reached through the normal consultation processes.
WHS Entry Permits	A Work Health and Safety (WHS) permit given to a person who holds an office in a union or is an employee of a union (WHS entry permit holders), to enter workplaces and exercise certain powers while at those workplaces.

Relevant Worker

A worker:

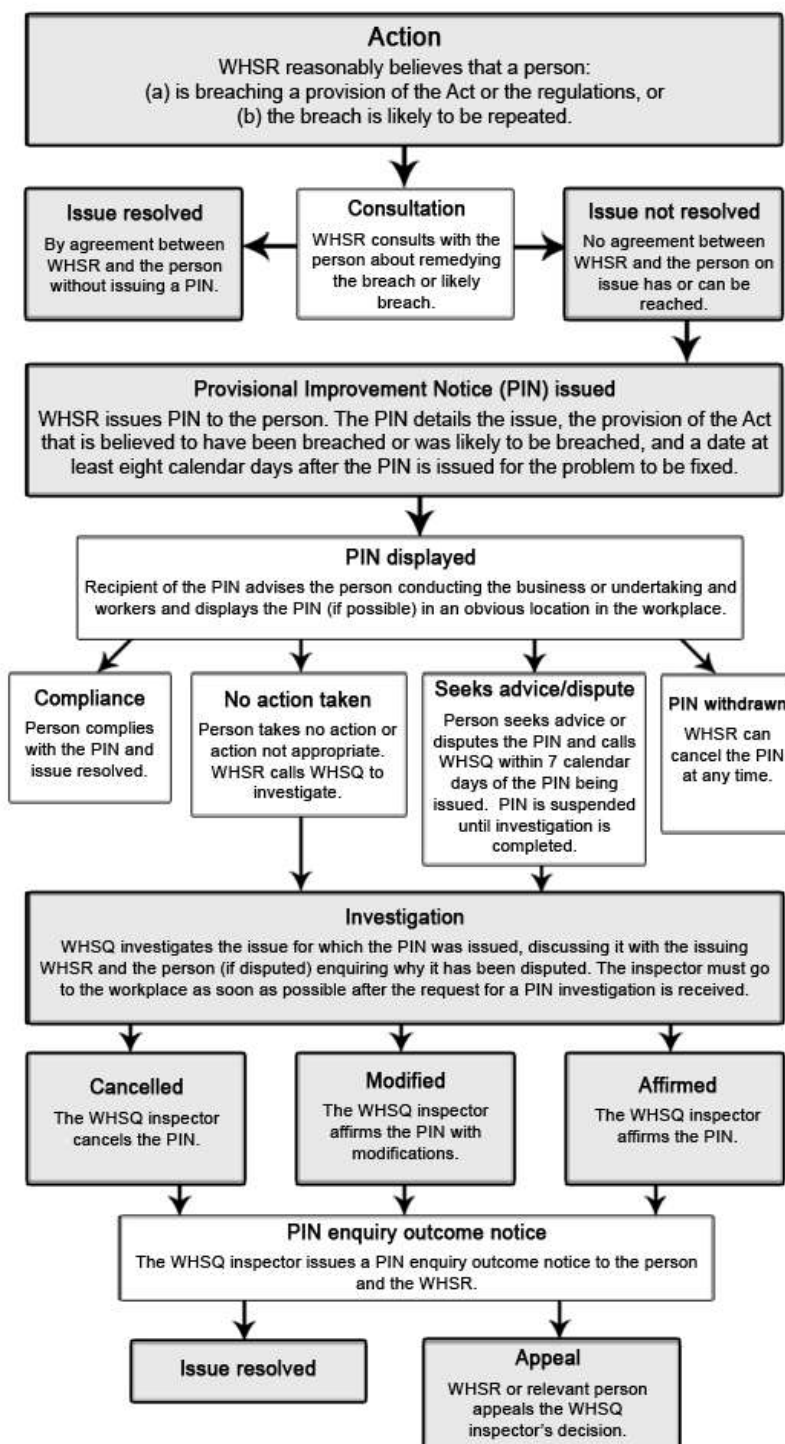
- who is a member, or eligible to be a member of the union which the permit holder represents
- whose industrial interests the relevant union is entitled to represent, and
- who works at that workplace.

14. Associated Documents

-  [HSE Issue Resolution Flowchart](#)
-  [Provisional Improvement Notice \(PIN\)](#)
-  [Corrective Actions database](#)
-  [Incident and Accident Management Standard](#)

Appendix 1: Indicative Process for Issuing a PIN

The following is an indicative process for issuing a *Provisional Improvement Notice* as supplied by Queensland Government website: <http://www.deir.qld.gov.au/workplace/law/legislation/pins/index.htm>







Disciplinary Guidelines

Business Management Systems (BMS) Group Guideline



Document Version Control

Revision No.	Revision Date	Details of Revision	Approved By
8	06/09/2018	Amendment to first paragraph Section 1 Disciplinary Procedures, and Step 4 Final Action; Termination.	Steve Thomas
7	12/10/2017	Minor content amendments.	Steve Thomas
6	27/08/2015	Amendment to the wording in the first paragraph of 1. Disciplinary Procedures	Steve Thomas
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4	25/07/2013	The guideline has been reviewed to add more clarity and align with current business requirements and standards.	Steve Thomas
3	18/04/2013	Minor format change	Steve Thomas
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Disciplinary Guidelines

Business Management System (BMS) Group Guideline

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1. Disciplinary Procedures

In order for BMD to have consistent and fair discipline procedures, the following guidelines have been adopted. This document is intended as a guide, therefore management should use their discretion in determining at what stage to commence in the disciplinary procedure process. For example, if deemed applicable by management it may be appropriate to bypass the verbal counselling and progress straight to a final written warning and in the case of serious and wilful misconduct, instant dismissal. Termination without a counselling process may also occur within the probationary period without provision of any reason.

Note: *Should an employee return a confirmed positive result for either drugs or alcohol twice within a 12-month period or a BrAC reading greater than 0.1%, immediate termination procedures will be implemented.*

Step 1 – Verbal Counselling Session

The Manager/Supervisor and the Human Resources (HR) Manager will be responsible for using a clear, constructive and fair counselling and disciplinary process to manage any employees who is not performing, conducting, or behaving in an acceptable manner. BMD's disciplinary procedures and actions will be consistent with the principles of procedural fairness. When an employee is failing to perform to the established standards or is in violation of company policy or has engaged in other misconduct, the manager/supervisor will discuss the issue with the employee, address the inappropriate behaviour and highlight the acceptable behaviour required. This discussion should occur immediately upon determination of the unsatisfactory performance or behaviour. If the problem is corrected, the manager/supervisor acknowledges this to the employee and reinforces their expectations of the improved behaviour. If the problem is not corrected, the next step in the procedure is implemented.

Step 2 – Written Warning

If an employee continues to fail to meet established performance standards or engages in misconduct or violates company policy following a verbal counselling session, the manager/supervisor will contact the HR Manager to obtain assistance in preparing a written warning.

The documentation from the written warning is to be sent to the BMD HR Manager and placed on the employee's file. If the issue is not corrected then Step 3 is implemented.

Step 3 – Final Written Warning

If the employee continues to fail to meet performance standards or engages in further misconduct or violates company policy, a final written warning is given by the supervisor/manager following a discussion with the HR Manager. The final written warning must be written by Human Resources.

The final written warning is to be sent to the BMD Human Resources Manager and retained with all other documentation in the employee's file.

Step 4 – Final Action: Termination

The next stage may be termination of the employee in the event of the employee continues to fail to meet performance standards or engages in further misconduct or violates company policy. An employee may also be summarily dismissed in the event of serious misconduct or a serious breach of their contract of employment. A formal termination is usually accompanied by and comes as a final action subsequent to:

- An assessment of an employee's suitability for the role, during the probationary period;
- A history of unsatisfactory work;
- Repeated failure to obey directions;
- Lack of demonstrated improvement from training;
- Lack of efficiency;
- Some other record of unsatisfactory work or behaviour;
- Breach of company policy; and
- Breach of any OH&S policies and procedures.

The decision to dismiss an employee and the execution of that decision must be done with the authority of the relevant Manager in liaison with the BMD Human Resources Manager. The relevant form of industrial regulation and applicable legislation will identify the mechanisms and procedures required to manage the termination of an employee.

1.1. Dismissal Without Warning

An employee will be similarly dismissed without notice if it is established, after investigation and hearing the employee's version of the matter, that there has been an act of gross misconduct, major breach of duty or conduct that brings the company into disrepute. Such behaviours include:

- Insubordination;
- Serious breach of safety rules;
- Theft or fraud;
- Under the influence of drugs or alcohol;
- Failure to follow Company procedures;
- Deliberate damage to Company property or that of other Company employees;
- Disorderly or indecent conduct;
- Fighting on Company premises or at sanctioned functions or threatening physical violence;
- Acts of incitement, or actual acts of discrimination on the grounds of sex, race, religion, colour or ethnic origin;
- Confirmed positive result for either drugs or alcohol twice within a 12 month period;
- Refusal of alcohol and/or drug testing twice within a 12 month period; and
- Recording a confirmed BrAC reading greater than 0.1%.

1.2. Suspension

At any stage of the disciplinary procedure the employee may be suspended with pay while the circumstances of a complaint are investigated.

2. Appendices

2.1. Appendix A: Dismissal Guide

