



INTEGRATED MANAGEMENT SYSTEM

Strait Support Pty Ltd are committed to ensuring the provision of high-quality services to clients and a safe and healthy work environment for all employees, contractors and clients. In order to achieve this commitment, Strait Support Pty Ltd have implemented an internal integrated management system. This document outlines the policies, procedures and actions that form Strait Support Pty Ltd's integrated management system.

1. SYSTEM OVERVIEW

Strait Support Pty Ltd's integrated management system comprises of three (3) elements:

- Quality
- Work Health and Safety
- Environmental Best Practice

Whilst the system comprises of three (3) elements, each element interacts with the other to create an integrated system.

2. QUALITY

To achieve high quality services, Strait Support Pty Ltd have implemented the following:

- Quality Policy
- Quality Audits and Internal Annual Audit
- Improvement Register
- Client Feedback
- Employee Development Training and Qualifications

Quality Policy

Strait Support Pty Ltd have implemented a Quality Policy to document the commitment to quality. The policy also establishes standards and expectations relating to quality as well as management and employee responsibilities in contributing to quality.

Quality Audits and Internal Annual Audit

Quality Audits

Strait Support Pty Ltd undertakes random quality audits on job sites throughout the year to audit whether works and services comply with quality standards established by Strait Support Pty Ltd. The audit is documented on the Job Quality Audit Form.

The following actions may be taken to address any works or services provided that do not meet quality standards:

- Undertake rework to rectify serious quality breaches
- Document all serious quality breaches in the Improvement Register to ensure follow up and close out of serious quality breaches
- Provide guidance and feedback to workers
- Conduct specific toolbox talks as required
- Retrain workers



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Employee Site Audits

Audits are conducted on each employee of Strait Support Pty Ltd at least once annually. The audit is documented on the Employee Site Audit Form and maintained on the employee's personnel file. The audit focuses on the following areas in relation to quality and safety:

- Correct uniforms and PPE being used
- Employees taking adequate breaks
- Employees following correct manual handling techniques and holding appropriate qualifications for the work performed
- Completion of the daily job safety analysis

Internal Annual Audit

An internal audit is conducted by management on an annual basis to review the actions and procedures implemented under the integrated management system focusing on quality and safety. The audit is documented on the Internal Annual Audit Form. The purpose of the internal audit is to review the effectiveness of the system and ensure that the actions and processes are being adhered to which effectively contributes to the overall achievement of Strait Support Pty Ltd's quality and safety commitment.

Improvement Register

Strait Support Pty Ltd utilise an improvement register to internally document corrective, preventative and improvement recommendations and actions. The improvement register allows Strait Support Pty Ltd to document improvement actions and review the actions and effectiveness to facilitate and support ongoing improvement within the organisation. The improvement register is reviewed by the Director.

Client Feedback

Strait Support Pty Ltd utilise a client feedback form to collate feedback from clients to continuously improve operations and services. Completed client feedback forms are reviewed by management and records maintained for future use. Client feedback and/or complaints are also documented in the Client Feedback and Complaints Register and reviewed by the Director.

Employee Development Training and Qualifications

When an employee commences at Strait Support Pty Ltd, a copy of all relevant licenses and qualifications are obtained with a copy maintained on the employee's personnel file. In the event that the employee does not hold the necessary licenses and qualifications, the employee will be required to obtain such qualifications prior to conducting work that requires the qualification. The details of each individual employee's licences and qualifications are documented in the Training and Qualifications Register.



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3. WORK HEALTH AND SAFETY

To achieve a safe and healthy work environment, Strait Support Pty Ltd have implemented the following:

- Workplace Health and Safety Policy
- Risk Assessment and Management Register
- Online Workplace Health and Safety Management System - iAuditor
- Job Safety Analysis and Prestart
- Safe Work Method Statements
- Safety Data Sheets
- Machinery Prestart
- Monthly Toolbox Talks
- Incident Reporting

Workplace Health and Safety Policy

Strait Support Pty Ltd have implemented a Workplace Health and Safety Policy. The policy clearly establishes standards, expectations and procedures relating to work health and safety. The policy also documents each employee's responsibilities in contributing to a safe and healthy work environment.

Risk Assessment and Management Register

The Work Health and Safety Act 2011 outlines the primary duty of care for a person conducting a business or undertaking (PCBU), which includes a duty to ensure, so far as is reasonably practicable, the provision and maintenance of safe systems of work. Keeping records and the risk management process is not only essential to comply with WH&S legislation, it is vital in identifying and managing hazards and risks from a broader perspective.

The Risk Assessment and Management Register documents the hazards and their associated risks identified for employees of Strait Support Pty Ltd as well as the control measures implemented to minimise the risks of the hazards identified.

The Risk Assessment and Management Register also outlines the risk rating assessed for each task and the residual risk rating applicable to the control methods.

All employees are required to read and abide by the control measures outlined in the Risk Assessment and Management Register. Employees sign their understanding and agreement to the Risk Assessment and Management Register on an annual basis.

The Risk Assessment and Management Register is also available in all work vehicles to ensure easy access to the document.



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Job Safety Analysis and Prestart

The supervisor undertakes a daily risk assessment of works to be completed at the worksite prior to commencement and holds a prestart meeting with the team. This is documented in the Job safety analysis (JSA) and all employees sign off on the daily JSA. The JSA also allows employees to take photographs of particular hazards or actions on site.

Safe Work Method Statements

The primary purpose of Safe Work Method Statements is to assist supervisors, employees and any other persons at the workplace to understand the requirements that have been established to carry out the high-risk work in a safe manner. The Safe Work Method Statements are not intended to outline specific procedures on how to safely undertake work, rather the Safe Work Method Statements are predominately used as a tool to help confirm and monitor the control methods required.

Strait Support Pty Ltd's Safe Work Method Statements comprehensively document the breakdown of an activity and include the following information:

- Description of the activity or task to be undertaken in logical sequence (the hazards)
- The risk associated with the identified hazards
- Control Methods - the resources (i.e. PPE), skills and actions required to reduce the risks to enable employees to safely undertake the activity/ task

The Safe Work Method Statements are reviewed by all employees, training is provided to employees on the content of each Safe Work Method Statement and employees sign their understanding and agreement to the Safe Work Method Statements.

To ensure Safe Work Method Statements are readily accessible, all of the Safe Work Method Statements are located in the online library on iAuditor. Hard copies of Safe Work Method Statements relevant to each project are also kept on each job site.

Safety Data Sheets (SDS)

Strait Support Pty Ltd obtain safety data sheets (SDS) from relevant manufacturers as required for hazardous substances and/or chemicals. The SDS are available for employees to access whilst undertaking work on site. A copy of the SDS is also maintained at the location that the substance or chemical is located.

Machinery Prestart

Prior to using machinery, employees complete a machinery prestart which is recorded through iAuditor. The prestart includes a visual inspection of certain components of the machine and the ability to record any maintenance issues or safety concerns.



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Monthly Toolbox Talks

Toolbox talks are an important form of informal training within the workplace which occur on a monthly basis. Toolbox talks are generally centred around work health and safety issues relevant to Strait Support Pty Ltd's operations. Toolbox Talks are documented in the toolbox talk form in iAuditor.

Incident Reporting

Strait Support Pty Ltd utilise an Incident Report to document incidents and injuries that occur at Strait Support Pty Ltd. The form is available on iAuditor which ensures workers have easy and consistent access in order to report any incidents. All incidents are reviewed/investigated by Management.

4. EMPLOYMENT DOCUMENTATION

Strait Support Pty Ltd utilise a number of employment documents to implement best practice human resource management. The employment documents also contribute to the achievement of quality and safety commitments and objectives. The following section outlines how these documents contribute to our commitments.

Employee Handbook

The employee handbook provides a consistent set of policies and procedures that the employee is able to refer to and shows employees how you will deal with any problems or complaints. The handbook also outlines general working conditions and the workplace behaviour and contributions that you expect from employees as well as key safety information such as:

- Fit for work
- Sun safety
- Heat and dehydration guidelines
- Vehicle operation and policy
- Drug and alcohol use
- Safe manual handling practices
- Ergonomics
- Hazardous substances
- Guidelines on hazard identification, assessment and management
- Emergency procedures
- First aid procedures
- Fire prevention, safety and evacuation
- Use of Personal Protective Equipment
- Security
- Electrical safety guidelines
- Near misses and accident reporting



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Employees are required to read and sign the Employee Handbook on an annual basis which contributes to ongoing work health and safety training and refreshes employees' knowledge on how to deal with hazards associated with the work they are performing.

Inductions

All employees undergo an induction process wherein they are welcomed to Strait Support Pty Ltd and provided with information to assist them in their position as well as establish clear expectations and standards from the commencement of employment. The induction also provides employees with the opportunity to familiarise themselves with the workplace including vehicles, exit points, location of safety equipment, first aid kits and fire extinguishers as well as key safety information.

Employees are required to undergo the induction presentation and complete a quiz on commencement of their employment which contributes to the employees' knowledge on how to deal with hazards associated with the work they are performing.

Position Descriptions

Position descriptions outline the daily duties and main responsibilities required in a job role. Position descriptions are designed to be high level and not drill down to describe every specific task. Position descriptions ensure that all parties are clear on the expectations and requirements of the employee as well as set physical and safety requirements of the role.

5. ENVIRONMENT

Environmental Best Practice Policy

Strait Support Pty Ltd have implemented an Environmental Best Practice Policy to document the commitment to conducting business in an environmentally aware and responsible manner. The policy also establishes guidelines to assist in the achievement of environmental commitments.

6. INTEGRATED SYSTEM

The processes outlined in this integrated management system contribute to the achievement of an integrated and holistic cycle of quality and work health and safety training, communication and improvement. The system embeds quality and safe work practices into everyday work and supports a positive quality and health and safety culture within the company at Strait Support Pty Ltd.