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Policy Statement

Bowhill Engineering is committed to quality providing our clients a Lean Business System that is an Integrated Management System that complies with ISO 9001:2015

Our quality objective is to meet or exceed all customer & applicable legislative requirements and expectations in a proactive, professional and cost effective manner.

To achieve this objective we will:

- Set objectives and targets to measure our performance and identify opportunities for improvement.
- Provide adequate resources to continually review and improve our business process and quality management system
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility.
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.
- Ensure that we communicate our commitment to quality to our staff using a variety of methods.
- This policy and associated documents shall be subject to continuous review.

This policy applies to 68 Weber Road, Bowhill SA 5238 and includes all business activities, operational activities and administration services associated with heavy and complex structural engineering, located at this site. This policy is to be read in conjunction with our [Integrated Systems Management](#) Manual. It applies to all staff, clients, customers, suppliers and sub-contractors whilst they are located on our site. The IMS Manual is the over-riding top document

Communication

- [Staff Induction Procedures](#) - All staff shall have a formal introduction to the system and relevant training in those procedures with which they must comply to uphold the system. They are paired with a Buddy who can support with any queries.
- [Performance Appraisal Procedures](#) – All staff have an annual formal Performance Appraisal followed by a 6 month review. This process addresses, but is not limited to: Staff Performance, Individual Goals, Training Requirements, Skills Matrix, Staff Morale, Business Improvements and Wage Negotiations
- [Management Review Meetings](#) (MRM) are held monthly for Board, Admin & Production. Set Agenda's which contain reporting prompts and specific action plans are created to ensure all set actions are achieved.

- [Toolbox Meetings](#): Hazard Committee meet monthly, Admin & Production teams meet each Monday, with set agenda & documented action plans.
- [Celebration Hour](#): Work sponsored time to enjoy & celebrate successes at both a business and personal level.
- [Documented Processes](#) – all workflows stem from the four core business processes: Tender Setup > Project Setup > Project Checklist > Project Completion. All work flows are documented and hyperlinked back to these four core procedures.
- [Management Structure](#) – shows the company structure and Line Management hierarchy, also details which MRM groups each individual is a part of.
- [Reporting Chart](#) – details what form staff should submit to what person
- [Notice boards](#) – located in lunchroom, admin office, production office, and 5S zones

Training

- Included in our [WHSE Calendar](#), our [Training Register](#) is set up to ensure that appropriate staff are trained in all required areas & equipment.
- This is reviewed individually via [Staff Induction](#) & [Performance Appraisals](#) & [Skills Matrix](#)
- This is reviewed by type of equipment annually via the [Service Register](#) & [Training Register](#)
- This is reported monthly via [EOM Procedures](#)

Objectives & Targets

- Maintain our In Full on Time Delivery rate of 100%
- Commit to keeping Rework under 1% of Production Hours
- Quality NCR issues are closed out within 30 days
- Feedback from customers is actioned (via Debrief meetings) within 30 days
- Customer Satisfaction (Survey Monkey) results are 80% or higher
- Net Promoter score of 40% or higher

Measures

[Internal Audit](#) & [Internal Audit Report](#)

- **Board:** [Business Plan Summary](#) > [Monthly Business Plan Reports](#) (and actions)
- **Management Review:** [Business Plan Framework](#) > Management Review
- **Admin & Finance:** EOM & EOFY Procedures which includes KPI's & Benchmarking data
- **Production:** Tender Setup > Project Setup > Project Checklist > Project Completion
- **Hazard Committee:** [Agenda](#) > [WHSE Calendar](#)> WHSE Monthly Reports > [Action Plans](#) & [WHSE Statistics](#)
- **Customer Satisfaction & Delivery Performance** (part of [Project Completion Procedures](#) & [Business Plan Summary](#) > [Customer](#))
- **HR:** [Recruit](#) > [Induct](#) > [Performance Appraisal](#) > [Train](#) > [Farewell](#) & [Annual Report](#)
- **WHSE:** [WHSE Calendar](#) > Monthly Reports (and actions) > [WHSE Statistics](#)
- **Morale** ([WHSE Calendar](#)– annual staff survey's undertaken)
- **Quality** ([NCR Procedure](#) – part of EOM procedures)
- [Data for Dashboard](#) (updated monthly via EOM audits)

Quality System Overview



- **Benchmarking** (part of [EOFY audit](#))
- **Annual Report** (part of [EOFY audit](#))

Customer Focus

- [Business Plan Review - Customer](#) including [Customer Focus](#) Policy reviewed annually via MRMB Annual Agenda to ensure we meet (and preferably exceed) our customer expectations.

Supplier Selection & Evaluation

- [Supplier Evaluation](#), [Supplier Evaluation Form](#), [Supplier Agreements](#), [Supplier Code of Conduct](#)
- [Purchasing Procedure](#) & [Safe Purchasing Policy](#)
- [Red Important Notice](#) – Is attached to any Purchasing paperwork that Non-Conforms
- [NCR Procedure](#) & [Non Conformance Register](#) – Any use of above form, must also be entered on the register and corresponding ID number entered on the form.

Safe Purchasing Policy

- As part of our [Purchasing Procedure](#)
- Our suppliers are asked to comment on their Quality, Safety & Environment Systems as per our [Client Account Application Form](#) and inform us immediately if they cannot abide to the terms shown on our [Supplier Code of Conduct](#)
- The person tendering for any project will use the [Project Bid Performa](#) to help gauge the suitability of the project and client.
- Existing clients will be reviewed at our monthly MRMA via our [Client Relationship Checklist](#)

Legal and Regulatory

- Awards, Memberships & Groups – Boweng Website > [Success](#)
- IMS > Safety > Reporting > [Licences & Registrations](#) – reviewed annually via [WHSE Calendar](#).

Policy > [WHS Policy](#)

- [WHS Procedures](#)
- [WHSE Hazard Committee](#)
- [Contractor's Management Policy](#)
 - [Contractors WHSE Induction Checklist](#)
 - [Contractor Register](#)
- [Safe Purchasing Policy](#)
- [Risk Management Policy](#)

Communication > [WHS Procedures](#)

- [WHSE Annual Calendar](#) which lists all legal requirements into an annual schedule
- Refers to [Work Health and Safety Act 2012 \(SA\)](#) and the [Work Health and Safety Regulations 2012 \(SA\)](#), [Australian Standards](#), [WHSE Reporting Policy](#)
- [Codes of Practice](#) – are now included within the relevant WHSE monthly Reports
- [Safety Inspection Checklists](#) – are now included within the relevant WHSE monthly Reports
- [Risk Assessment Process](#)
- [WHSE Reporting Policy](#)
- [WHSE Reporting Chart](#)
 - [WHSE Report Form](#)
- [Grievance Procedure](#)
- [Management Review Meetings](#)
- [WHSE Hazard Committee](#)
- [Induction Procedures](#)
 - [Induction Handbook incl Policies and Procedures Acceptance](#)
- [Register of Training - Individual](#)

Training

- Included in our [WHSE Annual Calendar](#), our [Training Register](#) is set up to ensure that appropriate staff are trained in all required areas & equipment.
- This is reviewed individually via [Induction Procedures](#), [Performance Appraisals](#) & [Skills Matrix](#)
- This is reviewed by type of equipment annually via the [Service Register](#).
- This is reported monthly via [EOM Procedures](#) for the [Service Register](#)– Training required.

Measures

All procedures are setup as checklists and must be 100% completed and signed off on by a Team Leader.

- **WHSE:**
 - [WHSE Annual Calendar](#) (topics identified per month)
 - [WHSE Monthly Report](#) (topics reported on per month)
 - [Non Conformance Reports](#) (for both Safety Checklists & Incidents/Accidents & Near Misses)
 - [WHSE Statistics](#) (showing Reportable, Non Reportable, by injury type, lost man hours & days)
- **Board:** [Business Plan Summary](#) > [Monthly Business Plan Reports](#) (and actions)
- **Project Management:** Tender Setup > Project Setup > Project Checklist > Project Completion
- **HR:** Recruit > Induct > Performance Appraisal > Train > Farewell
- **Admin & Finance:** EOM & EOFY Procedures

Legal and Regulatory

- [Licences & Registrations](#)
- [Working at Heights Register](#)
- [Electrical Testing & Tagging](#)
- [Emergency Control SIT](#)
- [Calibration Register](#)
- [Noise Assessment Register](#)
- [Pollution Control Register](#)

Environment System Overview



Policy Statement

Bowhill Engineering is committed to quality providing our clients a Lean Business System that is an Integrated Management System that complies with **ISO14001:2015** – Environment.

This policy applies to 68 Weber Road, Bowhill SA 5238 and includes all business activities, operational activities and administration services associated with heavy and complex structural engineering, located at this site. This policy is to be read in conjunction with our [Integrated Systems Management](#) (ISM) Manual. It applies to all staff, clients, customers, suppliers and sub-contractors whilst they are located on our site.

Bowhill Engineering is committed to the prevention of pollution and compliance to all regulatory & legal requirements.

All managers, staff and sub-contractors are responsible for compliance with, and on-going improvement of the environmental management system and for ensuring that all procedures are properly performed. The success of the system depends on a commitment from all levels and functions of the organisation.

The system and its use shall be subject to continual review.

Objectives & Targets

- Quantified from our [Aspects & Impacts Register](#) – determined by impact score –
 - To continuously improve by reducing the "total" score to less than 20%
 - Reduce the number of Environmental Impacts with a score greater than 5 to less than 20%
 - Reduce/Maintain an average score of Environmental Impacts to less than 20%
 - Reduce/Maintain emissions for Gas/Electricity/Waste (per production hours)
 - Close out NCR's within 90 days
- Managed via Hazard Committee (WHSE Report – March) - highest impact scores are highlighted yellow
- Allocated as Improvements on Maintenance Register - that address (What to do, what resources, who is responsible, by when)
- reported annually via our [Data for Dashboard](#),
- displayed in our WHSE Corridor and on our website > low risk
- updated & evaluation of results reviewed annually via [Annual Report > Environmental – Management Review](#)

Legal and Regulatory

- [Licences & Registrations](#) & hardcopy Licences in Finance Filing Cabinet > Licences Updated via [Purchasing Procedures](#) & reviewed annually as per [WHSE Annual Calendar](#)
- [EPA guidelines](#)
- Council controls – Filed in Asset Filing Cabinet > Council Approvals

Control of Documents & Records

- [Control of Documents & Records](#): Includes all hyperlinked documents within this document, including records.

Communication, Training & Reporting

- The policy statement will be available on our website and displayed in our WHSE Corridor for visitor & contractor induction.
- All correspondence received & sent will be located in the Admin Filing Cabinet > Correspondence
- All requests for information must be direct to the Managing Director who will be happy to discuss any questions or concerns
- [Environmental Community Survey](#) – for interested parties (locals & neighbours) to assess their needs & expectations and monitor how we are seen within our community
- [Contractor Management](#) – for all visitors working on site at Bowhill Engineering.
- [Staff Induction Procedures](#) – Staff are inducted showing our commitment to the environment and renewable energy and welcome improvement strategies through our monthly MRM “Continuous Improvement Ideas” set item on our agendas and [Environmental Awareness](#) Induction policy.
- [Management Review Meetings](#) (MRM) are held monthly for Board, Admin & Production. “Continuous Improvement Ideas” are a set item on our agendas.
- [Hazard Committee](#) meet 6 weekly, with set agenda & documented action plans. May be allocated specific actions from the MRMB in relation to the Aspects & Impacts Register.
 - Emergency Response as per [WHSE calendar](#)
- **Non Conformance** – reported as per [NCR Procedures](#)
 - NCR's are audited via [EOM Payroll](#) & [EOFY Procedures](#) which the MRMB delegates action plans to individuals or the Hazard Committee
- [MRMB Annual Agenda](#): - All environmental systems now managed via WHSEE calendar and ratified by MRMB Annual Report > Measurement > Environmental Management Review
- [WHSEE Annual Calendar](#)
 - FEB - [CoP Managing the Work Environment & Facilities](#)
 - FEB - [Environmental System Overview](#) – Policy Review
 - MAR - [Aspects & Impacts Register](#) – actions to [NCR – Environment](#) or Maintenance Register as Improvements
 - APR - [Safe Purchasing Policy](#)– Energy Efficiency considered when purchasing – inverter welders, ducted air con, power saving mode etc
 - JUN - [Environmental Community Survey](#) – distributed annually via. Asks participants for feedback on Noise, Smell, Visual & Other factors. Any issues allocated to the [NCR – Environment](#) and action plans distributed. [Data for Dashboard](#) statistics updated annually.
 - EOFY - [Document Review](#)
 - OCT – [Training Checklist Environmental Awareness](#)
 - NOV - Managing the Work Environment Audit - Actions to [NCR – Environment](#)
 - NOV – Emergency preparedness & response
- [Annual Report](#) – will collate all statistics & report annually in one central location
 - KPI's from Aspects & Impacts Register – including extent to which objectives & targets have been met including Community Survey results
 - NCR's for Environment – including status of corrective & preventative actions
 - External Communications – including complaints
 - Follow up actions from previous management reviews
 - Changing circumstances, including developments in legal & other requirements
 - Recommendations for improvement
 - Policy review (include results from FEB - [Safety Inspection Checklist – Environment](#))

Operational Control & Measures

Items identified and control measures identified will be added to [Safety Inspection Checklist – Environment](#), with pre-set actions to monitor and review.

This will ensure a complete and accurate overview of all processes is recorded.
It will also ensure that items previously addressed are not forgotten or dropped off the list.

Internal Audit

Annually, as per [Internal Audit](#), reported in [Annual Report](#) ratified by MRMB via [MRMB Annual Agenda](#)

Implementation & Operation

The MRMB will nominate their management representative (Jodie Hawkes – CFO) who will undertake the annual updating of the Aspects & Impacts Register. All action plans & outcomes will be ratified via the Hazard Committee and/or MRMB.

Environmental Aspects and Impacts

Our company will annually analyse the effect its activities have on the environment.

It does this by:-

1. Identifying the processes and operations (activities) of the business that can potentially harm the environment or use resources unsustainably – **ASPECTS**.
2. Identify the type of impacts these Aspects have on the environment – **IMPACTS**
3. Identify the current controls in place for the identified impacts
4. Identify areas for improvement for each activity where the control is not sufficient for the impact

1&2 above = [Aspects Considered.doc](#), 3&4 above = [Aspects and Impacts Register.xls](#)

Impact Score (as opposed to Risk Matrix)

Score	Matrix	Likelihood	Consequence
0	N/A	Not Applicable	impacts not requiring any treatment
1	Low	minimal, non-permanent, no cost	minor management action required impact occurring, but have capacity to manage
2	Medium	temporary, easy repair	
3	High	short term, planning required	manageable but at some cost or disruption
4	Extreme	Permanent, Widespread, Public	critical impact, major consequent disruption, heavy cost

Environment System Overview



ACTIVITIES	SOIL	WATER	AIR	IMPACT SCORE
Painting	2	3	4	9
Blasting	3	2	4	9
Welding	2	2	3	7
Outside Storage	3	3	1	7
Storage of Chemicals	4	4	1	8

List the controls against the activities impacts

ACTIVITIES	IMPACT SCORE	CONTROLS	SOIL	WATER	AIR	CONTROL SCORE
Painting	9	Booth filtration, preventative maintenance, training, SOPS	3	3	4	10
Blasting	9	Booth filtration, preventative maintenance, training, SOPS	3	3	4	10
Welding	7	Extraction filters,	3	3	3	7
Outside Storage	7	Water catchment, revegetation, drains	1	1	1	3
Storage of Chemicals	8	Bunding, spill kits, cabinets, MSDS	3	2	3	8

Take the Control Score from the Impact score to find the biggest weaknesses.

Any items with a score over 5 require an Action Plan to be developed, this can be passed on to the relevant committee for actioning.

5. Put an Action Plan in place to address the gaps
 - a. Action Plans
 - b. Maintenance Request
 - c. Service Instruction Template – Environment
 - d. Safety Inspection Checklist – Environment
 - e. Non-Conformance Register - Environment
6. Re-Audit as required (annually)
7. Try to reduce your total impact score and increase your control score, year by year.