

## Contents

Policy Statement .....	1
Communication .....	1
Training .....	2
Objectives & Targets .....	2
Measures.....	2
Customer Focus.....	3
Supplier Selection & Evaluation.....	3
Safe Purchasing Policy .....	3
Legal and Regulatory.....	3

## 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
- [Meeting Rhythms](#) 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. All Agendas have [Continuous Improvement](#) as a set agenda item.

# Quality System Overview



- [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%**  
*Tracked monthly via EOM Projects, audited by Management monthly*
- **Commit to keeping Rework under 1% of Production Hours**  
*Tracked monthly via EOM Reception, audited by Management monthly*
- **Quality NCR issues are closed out within 30 days**  
*Tracked monthly via EOM Accounts, audited by Management monthly*
- **Feedback from customers is actioned (via Debrief meetings) within 30 days**  
*All customer feedback is actioned as NCR as per NCR Procedure, tracked monthly via EOM Accounts, audited by Management monthly*
- **Customer Satisfaction (Survey Monkey) results are 80% or higher**  
*Results analysed annually, reported in Annual Report, audited by Management annually*
- **Net Promoter score of 40 or higher**  
*Results analysed annually, reported in Annual Report, audited by Management annually*

## 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)
- **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 Statement:

Bowhill Engineering will provide a **healthy and safe workplace for all employees and visitors**, to meet the requirements of ISO45001:2018. Bowhill Engineering places equal importance to Health and Safety as it does to all other operational considerations of the company. The employer, team leaders and employees work together to ensure that Bowhill Engineering provides safe & healthy working conditions for the prevention of work related injury.

It is the aim of Bowhill Engineering to minimise the risk of injury to our employees and other persons by adopting a planned and systematic approach to the management of work health, safety and welfare and providing the resources for its successful implementation and continuous improvement. Leadership has a commitment to the overall responsibility and accountability for the prevention of work-related injury, ill health & psychological risk as well as the provision of safe and healthy workplaces and activities.

The policy statement is available on our website and is reviewed at least annually to ensure it remains relevant and appropriate to our organisation.

## Commitments:

- to establishing measurable objectives and targets to ensure continuous improvement aimed at eliminating work related injury and illness
- We have a commitment to consultation & participation of workers and/or their representatives.
- Assess and control all hazards and risks within the organization through our [WHS Procedure](#)
- ensure that our operations, products and services comply with all relevant statutory requirements
- strive to continuously improve our work health and safety performance
- ensure our employees and contractors are aware of their responsibility for their own safety as well as for the safety of their fellow employees
- ensure our employees are trained in workplace health and safety
- provide effective support and rehabilitation for employees who are injured whilst at work
- Eliminate hazards where possible or reduce risk by managing & implementing systems to identify, assess, monitor and control hazards and by regularly reviewing performance
- continuously monitor and be responsive to evolving community expectations in relation to work health and safety
- communicate openly and constructively with employees, customers, relevant authorities and the community generally on occupational health and safety in relation to our operations and products
- assess and monitor psychological health in employees and the workplace

It is our belief that good occupational health and safety performance is an **integral part of effective business management**.

**Interested Parties** - The Person Conducting Business or Undertaking (PCBU) is responsible, under WHSE law, and is accountable for the Work Health Safety (WHSE) of workers. This accountability means that responsibilities can be delegated throughout an organisation from Senior Management, Hazard Committee and to workers. However, accountability always remains with the Person Conducting a Business or Undertaking Business.

The [HR Coordinator](#) is responsible for the administration of the WHSE administration maintaining and updating policies & procedures, undertaking monthly reporting requirements via [EOM WHSE](#) Procedures and is secretary of the Hazard Committee. Roles delegated are documented & assigned responsibility through [FACE & PACE](#).

The [Hazard Committee](#) represents both our administration and production staff with equal representation of management, production and administration. The committee has the responsibility of taking action & monitoring items identified as a Risk via the [WHSE Report form](#) and listed on the [NCR Reports- Action List](#) via [NCR Procedures](#) which includes Management Plans.

The Committee has the responsibility for coordinating Bowhill Engineering's management of health and safety with the assistance of the HR Coordinator on behalf of the Managing Director. The Hazard Committee does not assume the responsibility of Managers and Team Leaders.

The Committee has the oversight of providing relevant information relating to the emergency preparedness and response process to emergency response services, government authorities and as appropriate the local community.

Communication (both internal & external) will be documented & reviewed by the Hazard Committee. This includes consideration to what, when, how and who (including consideration to internal & other interested parties). Diversity considerations are via our [CSR Policy](#).

Team Leaders are responsible as an Officer for the effective implementation of the organisation's WHSE system. Team Leaders provide the practical assistance in meeting the PCBU (Person Conducting Business) obligations. They allow an organisation to integrate Safe Work into day-to-day work.

Employees are responsible to protect his or her own health and safety at work and to avoid adversely affecting the health or safety of any other person. There will be no reprisal for reporting an incident.

Employees, in particular, so far as is reasonable are required to use any equipment provided for health or safety purposes; report any incident or hazards at work to their team leader or the Hazard Committee member; obey any reasonable instruction that his or her employer may give; comply with any policy that applies at the workplace; ensure that, by the consumption of alcohol or a drug, does not endanger his or her own safety or the safety of any other person while at work. They have the ability to remove themselves from work situations that they consider present an imminent and serious danger.

Employee Safety Culture continuously measured through PA > Safety, Employee Engagement Survey and WHSE Monthly reports.

Contractors and visitors Bowhill Engineering expects them to comply with all Work Health Safety policies and procedures and to follow direction of team leaders and employees regarding safe work operations at Bowhill Engineering as per the [Contractors Management Policy](#) & [Contractor WHSE Induction Checklist](#)

**Objectives:** Measurable Objectives and Targets are established by the Hazard Committee upon review of previous year's results. They are reported via [EOM WHSE](#) on [Data for Dashboard](#) and [WHSE Statistics](#). They are also displayed on Sharepoint & various noticeboards through the lunchroom & offices. The reports are reviewed annually by the Hazard Committee as per [WHSE Annual Calendar](#) and presented to Management via the [Annual Report](#). All efforts will be taken to prevent or reduce undesired effects.

- Reduce recordable incidents to less than 6
- Reduce lost time incidents to less than 6
- Reduce lost man days to less than 6
- Close out NCR's within 30 days

**Statistics:** ([WHSE Statistics](#), [NCR-Safety](#), [WHSE Monthly Report - Template.docx](#) based on items from [WHSE Annual Calendar](#) and work injury reports) will be reported to Hazard Committee for immediate & corrective actions, MRMP (for staff awareness, upskilling and notification of changes) and MRMB via Annual Report for Review of Effectiveness.

The Work Health Safety Policy and associated documents will be reviewed on an annual basis as per [WHSE Annual Calendar](#)

**Distribution:** This policy will be provided to each employee, as part of his or her induction package. Employees have access to all health and safety policies and procedures through Sharepoint, Team

## WHS Policy



Leaders, HR Coordinator and copies are displayed in the WHSE Corridor and Visitor Induction Handbook. This policy is also available publicly via our website > compliance.

# 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, ongoing environmental performance towards its set objectives & target, 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](#)
- Communicated to staff via Hazard Committee – WHSE Calendar – November via Internal Annual Audit Results, copy of minutes to Lunchroom Notice Board and discussed at NOV Production Monthly.

## **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 in the CFO Filing Cabinet > Environmental 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. This is now done via survey monkey – link provided.
- [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 meeting “Continuous Improvement Ideas” set item on our agendas and [Environmental Awareness](#) Induction policy.
- [Monthly](#) Meetings are held monthly for Board, Admin & Production. “Continuous Improvement Ideas” are a set item on our agendas.
- [Hazard Committee](#) meet 4 weekly, with set agenda & documented action plans. May be allocated specific actions 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 WHSE](#) & [EOFY Procedures](#) which the Board delegates action plans to individuals via the Hazard Committee
- [MRMB Annual Agenda](#): - All environmental systems now managed via WHSE calendar and ratified by MRMB Annual Report > Measurement > Environmental Management Review
- [WHSE Annual Calendar](#) – each monthly report is ratified by the Hazard Committee
  - FEB - [CoP Managing the Work Environment & Facilities](#)
  - FEB - [Environmental System Overview](#) – Policy Review
  - MAR – Policy Review
    - This policy, [Environmental Awareness](#)
    - [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](#)
  - AUG – [Internal Annual Audit – Quality](#)
  - SEPT – [Internal Annual Audit – Safety](#)
  - OCT – [Internal Annual Audit - Environment](#)
  - OCT – [Training Checklist Environmental Awareness](#)
  - NOV - Managing the Work Environment Audit - Actions to [NCR – Environment](#)
  - NOV – Emergency preparedness & response
  - NOV – [Internal Annual Audit](#) – Review & Ratification to Board



# Environment System Overview



- [Annual Report](#) – will collate all statistics & report annually in one central location
  - 8.c) - Policy review (include results from FEB - [Safety Inspection Checklist – Environment](#))
  - 8.k) - KPI's from Aspects & Impacts Register – including extent to which objectives & targets have been met including
  - 8.k) - Community Survey results
  - 8.k) - NCR's for Environment – including status of corrective & preventative actions
  - 8.k) - External Communications – including complaints
  - 8.k) - Follow up actions from previous management reviews
  - 8.k) - Changing circumstances, including developments in legal & other requirements
  - 8.k) - Recommendations for improvement
  - Ratified by Leadership & Management

## **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.

## **Resourcing**

Leadership review Resourcing Requirements, annually via Annual Report > [Management Structure](#) and [Management Structure – Upscale](#). This is then ratified by the Board.

## **Internal Audit**

Annually, as per [Internal Annual Audit Policy](#), using the template [Internal Annual Audit](#), reported in [Annual Report](#) ratified by Board.

## **Implementation & Operation**

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

## **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
5. Allocate Action Plans that Address Resourcing, Who, What, When, How.

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

# Environment System Overview



## 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
2	Medium	temporary, easy repair	impact occurring, but have capacity to manage
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

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.

6. 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
7. Re-Audit as required (annually)
8. Try to reduce your total impact score and increase your control score, year by year.