



# MANUFACTURING IMS MANUAL

ISO 45001 | ISO 14001 | ISO 9001

## Abstract

This Integrated Management System (IMS) Manual establishes the framework for implementing, maintaining, and continually improving our Health, Safety, Environmental & Quality Management System in accordance with the requirements of ISO 45001 | 14001 | 9001.

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**Disclaimer:** This document contains material to assist in addressing HSEQ obligations. Although every effort is made to ensure the accuracy of this information at the time of publication, it is provided as guidance only and does not provide legal advice.

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## 6.4 OHS Issue Resolution

### POLICY

Ensure that all OHS issues arising in the workplace are resolved efficiently and in a timely and suitable manner.

In attempting to resolve any OHS issue, {company\_name} will have regard to relevant matters, including, but not limited to:

- The degree and immediacy of the risk to workers or other persons affected by the OHS issue.
- The number and location of workers and other persons affected by the OHS issue.
- Corrective measures (temporary or permanent) that must be implemented to resolve the issues.
- Responsibility for implementing the resolution measures.
- Consultation between all parties involved and affected by the OHS issue.

Workers will not be penalised for raising safety issues.

### RESPONSIBILITIES

Top Management will ensure that workers are trained and familiar with and have access to the Issue Resolution Procedure and associated mechanisms.

Supervisor(s)/Manager(s) are responsible for:

- informing workers and others about the requirement to participate actively, follow, the Issue Resolution Procedure,
- ensuring that workers are adequately trained in how to follow and action the Issue Resolution Procedure in the workplace,
- conducting, enabling, issue resolution when required with workers and workgroups,
- ensuring workers have access to adequate issue resolution information and mechanisms and that they actively participate in issue resolution,
- informing and consulting with Top Management regarding issue resolution,
- seeking assistance from the Regulator, as per the Issue Resolution Procedure Flow Chart (figure 4).

### ISSUE RESOLUTION PROCEDURE

Workers are responsible for actively participating in and following reasonable directions in respect of issue resolution.

Informal Issue Resolution Procedure: A worker(s) who wishes to raise an OHS hazard/concern must first discuss the issue directly with their supervisor or manager. The Supervisor/Manager will:

- Consider and investigate the issue, including contacting other workers who may be able to assist with resolving the OHS issue.
- If possible, implement, or arrange to be implemented, actions to address the hazard/issue, as soon as practicable.
- Inform the worker who raised the issue of the outcome of the investigation and all corrective actions.
- Ensure a *Hazard Report Form* is completed and retained as a record.

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## RESPONSIBILITIES

The Departmental Managers are responsible for:

- overseeing and implementing the development of the *Emergency Response Plan*,
- implementation, maintenance and communication of policy and procedures around emergency response planning,
- chairing necessary emergency response meetings,
- identifying who should participate in the initial risk/impact assessment,
- provide guidance when necessary.

HSEQ Response Representative:

- the HSEQ Response Representative will review the suitability and effectiveness of the emergency procedures after each accident or emergency.

The Disaster Recovery Team is responsible for:

- the execution of the appropriate emergency procedures as advised by the Function/Departmental Manager,
- ensuring the appropriate resources for the emergency response implementation are available,
- attending emergency response review meetings as required,
- ensuring communication of any changes is made known to workers, Top Management, any affected parties,
- participation in post-emergency incident review processes.

Workers are responsible for:

- keeping informed and be familiar with the emergency response procedures,
- attending any required training concerning emergency response procedures,
- following emergency procedures.

## EMERGENCY PREPAREDNESS AND RESPONSE

The procedures will follow the general steps listed below. Each step within this general process may then be further detailed as necessary.

1. Function/Departmental Managers will take proactive steps to initiate and implement a hazard and risk assessment of potential HSEQ accidents and emergencies that may arise from tasks and processes. (*Risk Assessment Form*).
2. A review will be undertaken to determine if any risk response procedures are already in place for identified operations and activities based on the risk assessment. Should no risk response procedure be identified, they will be developed and implemented for the activity.
3. All operations and activities requiring a risk response procedure to be recorded in the *Emergency Response Register*.
4. Function/Departmental Managers will take proactive steps to ensure an *Emergency Response Plan* is prepared based on the outcomes of the hazard and risk assessment.
5. The emergency team is developed and resourced sufficiently to implement the emergency plan when required.

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