

# HSEQ solutions

*health, safety, environment & quality*



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## Mission

### □ Management System

The Management System is a voluntary action taken by Gruppo GM, beyond the logic of taxation and proceeding towards the continuous improvement in performance.

The system management Gruppo GM to define their individual roles, to ensure the results, in the productive sector (quality), Safety and Environment and verify that the different roles are adequately covered.

Gruppo GM decided to adopt that system, seeking to integrate the national standards with international standards, with substantial benefits in the area of its security and knowledge.

### □ Getting Started

The point of a management system is the policy expressed by the direction of the company, consists of 4 stages:

#### 1<sup>st</sup> Planning

On the basis of the policy identify the objectives and programs;

#### 2<sup>nd</sup> Implementation

Definition of a structure that can achieve the goals and setting operational criteria for their implementation;

#### 3<sup>rd</sup> Control

The organization of the internal control system to record and manage the non-compliance;

#### 4<sup>th</sup> Review

Analysis by the direction of the relationship of control and definition of objectives, programs, responsibilities and procedures. In practice have a Management System means:

- ⇒ think about it before;
- ⇒ organize;
- ⇒ check that each must do its part.

### □ What you get

During 2001 Gruppo GM has completed the implementation of compliance with UNI EN ISO 9001:2000 (ISO 9001:2000 Quality).

In 2009, management system has been renewed and supplemented, under the new ISO 9001:2008 (ISO 9001:2008 Quality).

Integrating the systems between them has led to the unified management of quality, environment, security, and has contributed to risk reduction, environmental protection and pollution prevention in a manner consistent with the needs of production, ensuring that the management of Safety, Quality and Environment is in a structured and planned.

□ **What does**

The adoption of these systems has provided for the establishment of a Policy Environment and Quality Improvement, and the achievement of the following activities:

- *creation of a working group that deals with all activities relating to environmental management*
- *management, quality and security of the company and is active for the proper functioning of the management systems;*
- *involvement of all functions in the planning of activities and environmental programs;*
- *creation of a management system failure;*
- *creation of a register of applicable legislation;*
- *creation of a training program that involves all staff;*
- *creation of a full internal documentation system, which regulates every aspect and operational management;*
- *definition of a program to audit and periodic review systems to ensure ongoing applicability to the operation performed in the environmental and efficiency.*

□ **The continuous improvement**

In addition to improvements in the management of archives and documents, particularly in monitoring environmental and safety management systems help in the selection and awareness of staff and external suppliers, which must also meet specific requirements.

Every stage, from selection of raw materials, control of the finished product is checked and reviewed to ensure effectiveness and efficiency and ensure compliance of the surrounding environment and the protection of health and safety of workers.

The Integrated System allows the optimization of production processes, the prevention of any deficiencies and improving the business climate, risk reduction, environmental protection and pollution prevention in a manner consistent with the production requirements through the implementation of corporate structure and definition of operational criteria to reduce the risks to people, for facilities and the environment.

## Management Systems

A management system is principally a business tool to plan, organise and control.

A management system may address a single discipline such as health, safety, environment or quality, or it can be fully integrated and manage all business processes including finance, human resources and equipment maintenance.

Other functions of a management system include:

- *to communicate the organisation's values, guiding beliefs, understandings, ways of thinking and "the way things are done around here"*
- *to provide a stable platform from which improvement initiatives may be launched. The management system provides a mechanism for continuous improvement and a receptacle for corporate learning and knowledge*
- *as a demonstration of "due diligence"*
- *as a marketing device by providing customers with confidence in the organisation's ability to deliver the specified product or services*
- *as an integrative force for the organisation*

We develop, implement & assess all types of systems to any specified standard (as follow).

Documentation may include manuals, plans, procedures, instructions and forms.

We specialise in seamless, fully integrated systems that minimise duplication, overlap and error.



## Standards, Codes & Guidance Documents

HSEQ Solutions has extensive experience and skills applying the following legislation, standards, codes and guidance documents:

<b>AS/NZS ISO 9001:2000</b>	<i>Quality management systems - Requirements</i>
<b>AS/NZS 4801:2001</b>	<i>Occupational health and safety management systems - Specification with guidance for use</i>
<b>HB 53:1994</b>	<i>A management system for occupational health, safety and rehabilitation in the construction industry</i>
<b>AS 1470:1986</b>	<i>Health and safety at work - Principles and practices</i>
<b>AS/NZS ISO 14001:1996</b>	<i>Environmental management systems - Specification with guidance for use</i>
<b>AS/NZS 4581:1999</b>	<i>Management system integration - Guidance to business, government and community organizations</i>
<b>AS/NZS 4360:1999</b>	<i>Risk management</i>
<b>AS/NZS 3931:1998</b>	<i>Risk analysis of technological systems - Application guide</i>
<b>HB 105:1998</b>	<i>Guide to pipeline risk assessment in accordance with AS 2885.1</i>
<b>HB 142:1999</b>	<i>A basic introduction to managing risk</i>
<b>HB 158:2002</b>	<i>A guide to the use of AS/NZS 4360, Risk Management, within the internal audit process</i>
<b>HB 203:2000</b>	<i>Environmental risk management - Principles and process</i>
<b>AS 3806:1998</b>	<i>Compliance programs</i>
<b>AS 4269:1995</b>	<i>Complaints handling</i>
<b>AS 2885</b>	<i>Pipelines - Gas and liquid petroleum</i>
<b>DITR</b>	<i>Guidelines for the Preparation and Submission of Facility - Safety Cases</i>
<b>AS/NZS 3906:1994</b>	<i>Quality of service - Guide to customer expectations</i>
<b>AS 4608:1999</b>	<i>Guide to the prevention, handling and resolution of disputes</i>
<b>AS/NZS 9004.5:1998</b>	<i>Quality management and quality system elements - Guidelines for quality plans</i>

## Legislation

HSEQ Solutions has extensive experience and skills applying the following legislation and associated documents.

- Commonwealth – Petroleum (Submerged Lands) Act 1967
- Western Australia - Petroleum (Submerged Lands) Act 1982
- Western Australia – Petroleum Act 1967
- Petroleum Pipelines Act 1969 (including Regulations 1970)
- Schedule 7 – Occupational Health & Safety (part of the 1967 P(SL)A )
- Schedule of General Requirements for Occupational Health & Safety - 1993 ( the "green book")
- Schedule of Specific Requirements as to Offshore Petroleum Exploration & Production 1995
- Schedule of Onshore Petroleum Exploration & Production Requirements 1991
- Petroleum (Submerged Lands) (Management of Safety On Offshore Facilities) Regulations 1996
- Occupational Safety and Health Act 1984
- Occupational Safety and Health Regulations 1996
- Mines Safety & Inspection Act 1994
- Mines Safety & Inspection Regulations 1995

## Hazard & Risk Management

- Identifying Hazards
- Analysing and Assessing the Risks
- Reducing the Risk

Capabilities:

- Job Hazard Analysis (JHA/JSA)
- Hazard Identification (HAZID)
- Formal Safety Assessment (FSA)
- Risk Assessment (RA)
- Fault Tree Analysis (FTA)
- Failure Mode & Effect Analysis (FMEA)





## Ergonomics & Manual Handling

Ergonomics is concerned with the design of systems in which people carry out work. It is effectively interfacing people and man made environments with the principal objective of increasing the effectiveness of resulting systems, while maintaining human well-being.

Ergonomics and human factors are work planning and productivity issues. Simple changes to work design methods, equipment or layout can provide positive outcomes in the prevention of workplace injury and ill-health by raising productivity and increasing worker comfort and morale.

Poor productivity, poor quality, and workplace incidents can be directly attributable to poor ergonomics.

HSEQ Solutions is able to assist with:

- *Prevention of overuse strain injury.*
- *Prevention of back and shoulder injuries.*
- *Control of slipping and tripping hazards.*
- *Independent advice on the selection of ergonomic office equipment.*
- *Balancing workloads and adjusting work rates.*
- *Lighting: getting it even, balanced and adequate.*
- *Noise: measuring and controlling problems.*
- *Heat and cold: measuring and adjusting for balanced thermal comfort.*
- *Office layout and distribution of people and furniture.*
- *Screen-based workstation adjustment, advice and training.*
- *Machine guarding.*

## What is a facilitator ?

In any group action, it takes the leadership and abilities of a trained and skilled individual to provide the impetus and dynamic energy to bring the group together, provide momentum, and keep the team focussed.

The facilitator directs meetings, brings diverse ideas together, and helps the group work toward goals. *"The Whole is Greater than the Sum of the Parts"*.

A good facilitator will:

- *Help people think in new ways about sharing information and resources.*
- *Use brainstorming at sessions to allow ideas to flow.*
- *Help relate and tie together ideas, comments, questions, observations, and concerns raised in the discussion.*
- *Be sure everyone is aware of decisions being reached.*
- *Always involve the "quiet people" in the meeting.*
- *Maintain a proper balance between process and goal orientation.*
- *Keep the discussion going long enough to draw out relevant ideas, opinions, concerns, and questions, but keep the discussion focused on the objective of the group.*
- *Be alert to the fine line between diversionary and related, helpful discussion.*
- *Approach controversial issues head on, discuss them thoroughly; and bring all the views, values, feelings, and concerns to the table for discussion to find common ground.*

## Training

HSEQ Solutions delivers effective training courses at your workplace. These technical courses combine theory and practical components to enhance the participant's learning outcomes.

HSEQ Solutions also designs and delivers tailored training for individual companies. This training targets your specific skill requirements.

Our trainers are qualified, skilled and experienced.

HSEQ Solutions is able to provide the following specific training:

- *Quality management.*
- *Safety management.*
- *Environmental management.*
- *Workplace ergonomics.*
- *Manual handling.*
- *Back-care*
- *Working at heights.*
- *Working in confined space.*
- *Hazard and risk management.*
- *Job hazard (safety) analysis.*

## Incident Investigation & Reporting

When an incident occurs it should be immediately investigated to prevent recurrence. Other objectives may include:

- *identification and elimination of the causative factor*
- *to minimise further potential risk to the company and other stakeholders*
- *to improve morale*
- *to improve operating efficiency*
- *to reduce further work disruption*
- *to satisfy legal and customer requirements*
- *training of employees*

In many cases an HSEQ Solutions' independent, skilled investigator is able to effectively and efficiently satisfy all of the above objectives whilst providing an objective viewpoint and lending credibility and validity to the investigative process.

The extent of any injury or loss and all contributing factors will be established together with an analysis of the involved processes, in order to minimise the risk and prevent a recurrence.

The investigation will normally result in the preparation of a logical, sequential report of the events with recommended preventative strategies.

HSEQ Solutions' Investigators are facilitators and skilled communicators. They are trained to seek out, record, and report on the circumstances and causal factors, draw conclusions and make recommendations to reduce the risk of a recurrence of the circumstances.

HSEQ Solutions' investigators minimise disruption at the workplace and act with sensitivity.

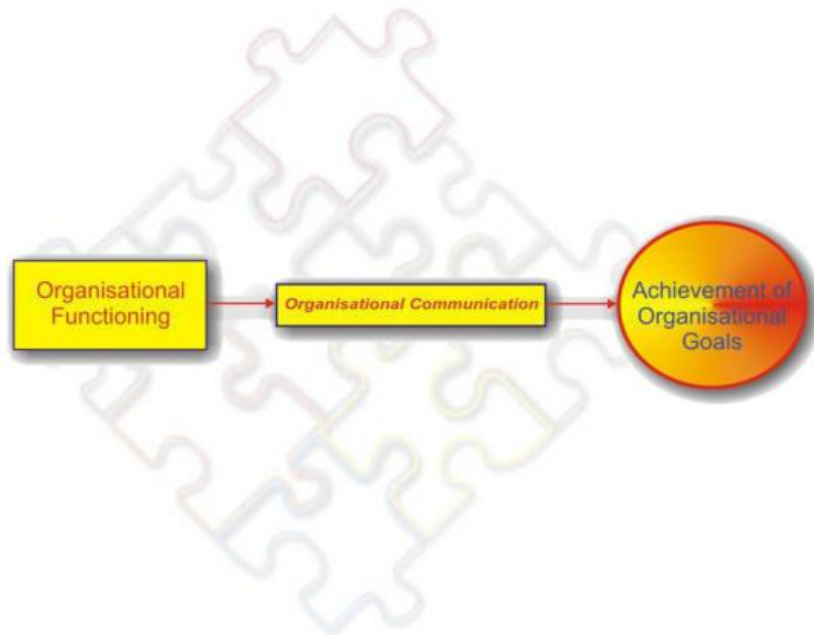
## Documentation & Reports

HSEQ Solutions' consultants are skilled communicators that prepare professional documentation and reports to suit an identified target audience.

We use clear, straight forward expression with only as many words as are necessary.

Our documentation and reports are designed to inform the target reader about the particular issue or topic. They have the following characteristics:

- *purpose*
- *are targeted at an identified primary audience*
- *communicates a clean, concise, precise meaning*
- *are appropriately economical with no "padding"*
- *uses logical and sequential thought*
- *uses specialised vocabulary (not jargon) where appropriate*
- *are functional in nature*
- *uses objective facts and not subjective opinions*
- *includes professional, well designed graphics where necessary*
- *are visually appealing to the reader*
- *are presented ethically*



## Inspection & Audit

- **Is your business efficient and effective?**
- **Are you actually doing what you say you do?**
- **Do you have unidentified hazards?**
- **Are your controls effective?**
- **Is risk being managed?**
- **Do you comply with regulatory requirements?**
- **Is your product conforming to specification?**
- **Is your management system implemented and effective?**

Inspections measure, examine, test and verify the characteristics of the workplace and compare findings with specified requirements to determine conformity.

Inspections are not audits.

An audit is a systematic, independent and documented examination to determine whether your business is complying with planned arrangements. An audit can determine whether these arrangements are implemented effectively and are suitable to achieve objectives. An audit can determine the effectiveness and efficiency of your operation.

Our Consultants:

- **are highly qualified** - registered senior (lead) auditors with QSA International;
- **are experienced** - over 20 years inspecting and auditing all industry types;
- **are ethical - trust, integrity and confidentiality;**
- **are fair** - report truthfully and accurately;
- **show professional care** - apply diligence and judgement in inspection & auditing;
- **value-add** - will improve your business;
- **listen to the customer.**

## **Injury Management & Rehabilitation**

**Recognising that injury may occur, HSEQ Solutions are able to provide injury management and rehabilitation guidance.**

The aim is to facilitate early communication and joint decision making between an injured worker, the customer and treating medical practitioners.

HSEQ are able to assist with the development of injured worker return to work programmes.

Rehabilitation processes include clear guidelines for implementing case plans for return to work, retraining and other measures to ensure that all employees who are either injured or ill are appropriately managed with regards to return to work requirements

## Tender & Contract Support

HSEQ Solutions will help you win and maintain the contract.

We are able to provide extensive expertise in submission and contract development across a range of industries.

We are always focused on winning you new work and profitably expanding your business.

We can assist you with winning health, safety, environment and quality submissions for:

- *expressions of interest;*
- *pre-qualifications;*
- *tenders, and;*
- *contract preparation & development.*

Our services include:

- *submission structuring, layout and graphics;*
- *winning responses to difficult questions;*
- *professional and technical writing;*
- *executive summaries;*
- *critical and peer reviews;*
- *electronic assembly and submission.*