

**evansbuilt**

**QUALITY, SAFETY & ENVIRONMENTAL  
IMS  
INTEGRATED MANAGEMENT SYSTEM**





# QUALITY, SAFETY & ENVIRONMENTAL IMS

Approved by:

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Director

1 JANUARY 2023

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## PART A: INTEGRATED MAGEMENT SYSTEM (IMS)

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### 1. Introduction

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Evans Built Pty Ltd (the Company) has developed and implemented a Quality, Safety and Environmental (QSE) Integrated Management System (IMS) to document the company's best business practices, better satisfy the requirements and expectations of its clients and improve the overall management of the company.

The QSE Integrated Management System of Evans Built meets the requirements of the international standard ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. This system addresses the implementation, maintenance, and continual improvement of our Health, Safety and Environmental programs.

This document applies to the Company's operations in providing Building Construction, Project and Design Management services and is developed as an overview of the organisational QSE structure, responsibilities, processes, procedures, and resources for implementing standard ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 and to consistently provide product and services that meet or exceed customer, industry or other applicable regulatory or specified standards, including commercial building construction, design management and project management services for both private and public sectors.

The IMS enables Evans Built to maintain QSE policy and processes and to implement strategies and targets for efficient:

- Control and improvement of performance and quality
- Limiting or eliminating injury and incidents in regard to Health and Safety
- Minimising impact and pollution prevention of the environment

The QSE Integrated Management System is approved by the Company Directors and is reviewed on a minimum yearly basis through the IMS Management Review process.

### 2. References

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The following key documents have been referenced in the creation of this manual and serve as supplemental for the IMS:

- ISO 9001:2015 Quality Management Systems – Requirements
- ISO 14001:2015 Environmental Management system – Requirements
- ISO 45001:2018 Occupational Health and Safety Management Systems - Requirements

### 3. Terms & Definitions

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*Not Used*

## 4. Context of the Organisation

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### 4.1 Understanding the Organisation and its Context

Established in 2011, Evans Built provides services to public and private sectors in commercial building construction, project management and design management.

The Company is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technical issues influence our strategic direction and our organisational context. Evans Built identifies, analyses, monitors and reviews factors that may affect our ability to satisfy our clients and stakeholders, as well as factors that may adversely affect the stability of our process, or the integrity of our management system.

To ensure that our IMS is aligned with our strategy, whilst taking account of relevant internal and external factors, we initially collate and analyse pertinent information in order to determine potential impact on our context and subsequent business strategy. Evans Built then monitors and reviews this information to ensure that a continual understanding of the organisation's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings, which are conveyed via minutes.

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. Refer to Section 6.1 for more information on our risk and opportunity management framework.

We acknowledge that ISO 9001:2015 does not require our organisational context to be maintained as documented information, however we maintain and retain, in addition to this document, the following documented information to describe our organisational context:

- SWOT analysis reports for internal and external issues.
- Minutes of Management and Review meetings, IMS Operating Procedures, internal reports etc.

### 4.2 Understanding the Needs and Expectations of Interested Parties

Evans Built has identified interested parties which can affect, be affected by, or perceive themselves to be affected by the decisions or activities of the organisation implementing the IMS.

These include, but are not limited to, the following categories:

- Responsibility
- Influence
- Proximity
- Dependency
- Representation
- Authority

Evans Built has evaluated the requirements [needs and expectations] of these interested parties that are relevant to our IMS within the SWOT Analysis – Register of Interested Parties.

### 4.3 Scope of the IMS

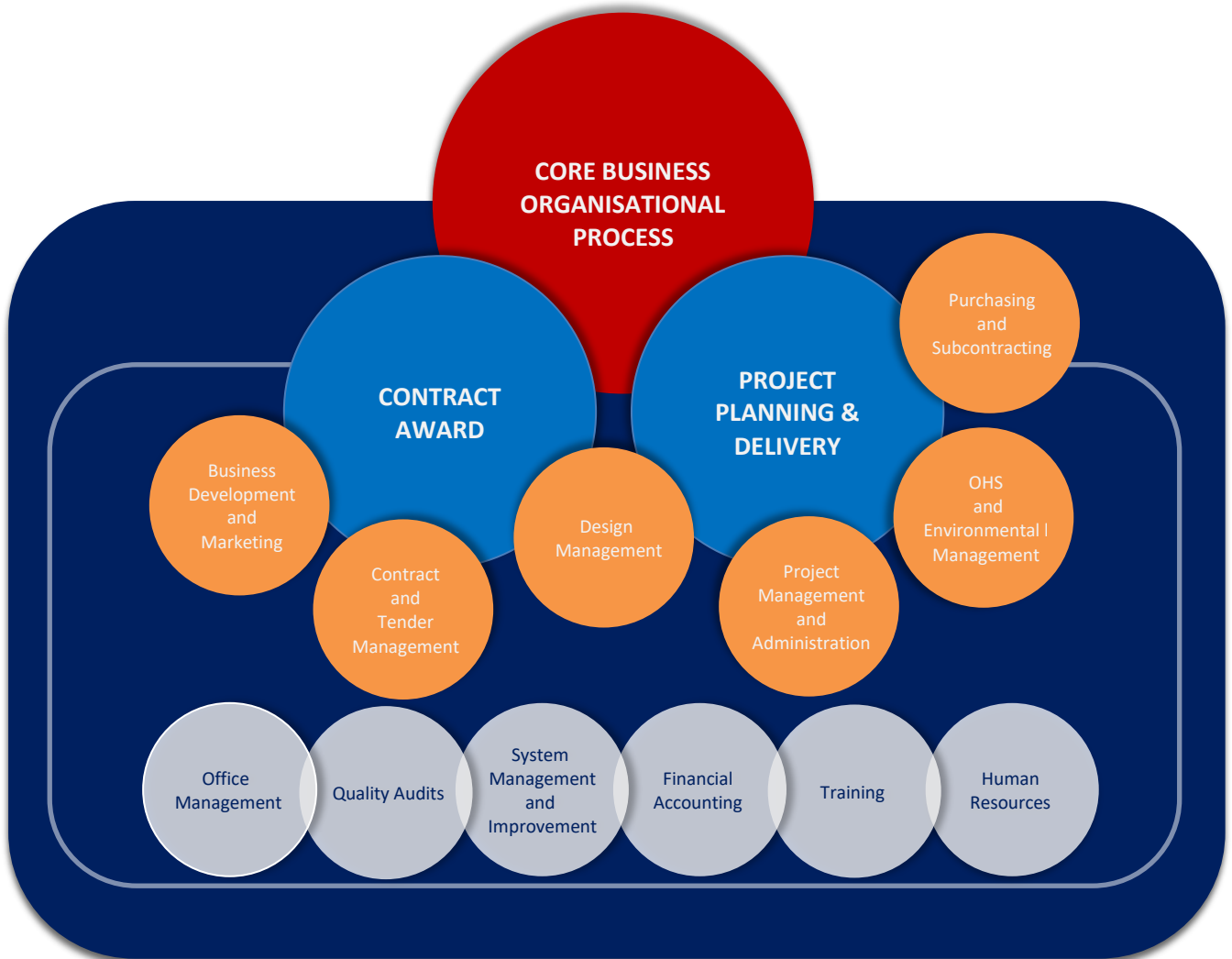
Evans Built has its corporate office located in Mooloolaba, Queensland and the Company's IMS encompasses the provision of professional services in the design, planning, project management and construction of commercial building projects within the Queensland and northern New South Wales regions of Australia.

4.4 IMS and its Processes

The organisation is required to establish, implement, maintain and continually improve an IMS, including the processes needed and their interactions. The Company has determined the processes needed for the IMS and their application in the organisation based on:

- Inputs required and outputs expected
- Sequence and interaction of processes
- Criteria and methods needed to ensure effective operation and control
- Resources needed and ensuring availability
- Assignment of responsibilities and authorities
- Address risks and opportunities
- Evaluation of processes and, if required, changes to processes to ensure they achieve intended results
- Improvement of processes and the system

**Core Business Organisational Process Chart:**



4.5 External Reference Documents		
<b>ISO 45001</b>	<b>ISO 14001</b>	<b>ISO 9001</b>
4.1, 4.2, 4.3, 4.4	4.1, 4.2, 4.3, 4.4	4.1, 4.2, 4.3, 4.4
4.6 Internal Reference Documents		
<b>Document Name</b>	<b>Document No.</b>	<b>Revision</b>
IMS Review Meeting	IMS004	JUL 2021
SWOT Analysis	IMS001A	JAN 2023
Register of Interested Parties	IMS001A	JAN 2023
System Procedures	IMS011 TO IMS014	JAN 2023
Operational Procedures	IMS015 to IMS021	JAN 2023



## 5. Leadership and Worker Participation

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### 5.1 Leadership and Commitment

Evans Built top management exhibits their leadership and commitment towards its IMS by ensuring QSE policy and objectives are established, and are consistent with the Company's overall strategic direction and the context in which the organisation operates.

Top management will take responsibility for the effectiveness of the IMS and will demonstrate their commitment to the IMS by:

- Defining roles, allocating responsibilities and accountabilities, and delegating authorities to facilitate effective IMS management.
- Roles and responsibilities are documented in 5.3 Organisational Roles, Responsibilities and Authorities, and through Position Descriptions, and IMS Procedures where applicable. Ensuring:
  1. That relevant policies and objectives are established for the IMS and that these are aligned with the context and strategic direction of the organisation.
  2. The integration of the IMS requirements into the organisation's business processes.
  3. That resources needed for the IMS are available.
  4. The IMS achieves its intended results.
  5. The process approach and risk based thinking is promoted.
  6. Communicating the importance of conforming to the IMS requirements and its effectiveness.
  7. Engaging, directing and supporting personnel to contribute to the effectiveness of the IMS.
  8. Improvement is promoted.
  9. Other relevant management roles are supported to demonstrate their leadership as it applies to their areas of responsibility.

### 5.2 IMS Policy

#### **Quality, Occupational Health & Safety, and Environmental (QSE) Policy Statement**

Evans Built Pty Ltd provides quality services in commercial building design, construction, project management and design management. It is the goal of Evans Built Pty Ltd to complete projects on time, to be of premium quality and within budget, and to provide these services in a manner that both satisfies and meets our Clients' needs and expectations, along with all statutory requirements.

Within this goal Evans Built Pty Ltd commits to carrying out its activities in a manner which minimises harm to the environment, and strives towards the elimination of work related injuries and illnesses.

To achieve these objectives and to continually improve our services, Evans Built Pty Ltd has implemented a fully documented Integrated Management System (IMS) which conforms to the requirements of both Australian and International Standards: ISO 9001:2015, ISO 45001:2018 and ISO 14001:2015.

We are committed to:

- Maintaining a safe workplace and the prevention of injury and illness.
- Complying with relevant legislation, regulations, standards and codes of practice.
- Demonstrating leadership, accountability and commitment by all the managers and supervisors of the Company.
- Maintaining a framework for measurable objectives and targets to continually improve our performance.
- Ensuring Company Policy and Objectives are communicated to all staff and interested parties.

- Consultation with and participation of workers, and where they exist, worker's representatives, and other interested parties.
- Encouraging the adoption of our IMS principals by subcontractors and suppliers engaged by the organisation.
- Encouraging the accurate and timely reporting and recording of all incidents and injuries.
- Investigating all reported incidents and injuries to identify contributing factors and, where appropriate, formulate plans for corrective action.
- Identifying all existing and new hazards and risks, and taking all practicable steps to eliminate or minimise the exposure to any hazards and risks.

<p><b>Sean Evans</b> Director 1 JANUARY 2023</p>	<p><b>Lee Ferguson</b> Director 1 JANUARY 2023</p>
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### 5.3 Organisational Roles, Responsibilities and Authorities

The commitment and accountability for QSE begins at the highest level of management as represented in the company structure.

Evans Built management has developed the QSE Policy and process and aims to ensure policy is adhered to. Management also ensures that quality is provided to the client at all times by providing leadership and vision to all levels and sections of staff involved with a project, to provide products and services of a high quality delivered in an efficient and cost effective manner. Evans Built will promote safe working and environmental practices across all workplaces and activities under its control.

The management responsibility for securing adherence to the company's QSE policy is through a Management Representative who, irrespective of other duties, has defined authority and responsibility for ensuring that the requirements of this QSE policy are implemented and maintained.

The role of Management Representative is fulfilled by the Directors.

The QSE objectives are established by the Directors.

Employees are responsible for advising their respective manager or supervisor of any conditions which are adverse to the QSE of the work being produced, or adverse to the satisfactory operation of the IMS.

Further details of the responsibility and authorities for personnel who manage the work can be found in the relevant procedures, work instructions and related documents.

Where considered necessary by the Directors job descriptions are prepared to describe the specific responsibilities and authorities of key personnel and/or functions in more detail. This manual contains the general responsibilities for key staff as follows:

#### **Directors**

Sean Evans and Lee Ferguson are appointed Directors, and Senior Management. Formal senior management meetings should take place no less than quarterly. Director's responsibilities include:

- Day to day management of the company.

- Maintain an overview of the company's construction activities.
- The active pursuit of construction opportunities.
- The responsibility for all design and construction work.
- The maintenance of an active interest in industry association.
- The responsibility for research and implementation of information technology systems to ensure the company is provided with current technology.
- The provision of engineering expertise to the company.
- Ensuring all of the company's construction work is delivered on time and within budget.
- Building and maintaining cohesive team of Project Managers and operatives to ensure projects are completed to the highest possible standards.
- Fostering client relationships and building a reputation as a contractor of choice for ongoing work.
- Review matters of a corporate nature which may involve contract negotiation, risk and financial management, or project management.
- Provide support to projects on contractual or financial issues.
- Review financial status of all projects.
- Conduct completion reviews of project performance and recommend system improvements in line with the company's continuous improvement policy.
- Setting of management objectives for the company.
- Implement appropriate QSE management systems that maintain a high level of QSE commitment.
- Interpretation of the company's QSE management policy and providing proactive support and leadership for it.
- Instigate training in the company's QSE management system and ensure supervision is provided at all levels to ensure the adoption of the company's QSE policy.
- Ensuring all authority and responsibility for the successful performance of the QSE management system is effectively delegated and accepted.
- Ensuring sufficient resources are allocated to successfully implement and maintain the company's QSE policy.
- Ensuring that company-wide and individual QSE performance is a formal part of the staff performance appraisal process.
- Monitor, measure and evaluate the performance of the QSE management system and its objectives.
- Review QSE performance and address any failure to discharge duties as set by responsibility and accountability statements.
- Overseeing the development and successful implementation of continuous improvement in QSE actions.
- Maintaining awareness of current legislations and the company's relative obligations.
- Ensuring that the moral, statutory and common law obligations of the company in respect of QSE are met or exceeded at all times.
- Ensure efficient systematic distribution of pertinent QSE information.
- Ensure the systematic maintenance of subcontractors' requirements to comply with the company's QSE management system and current legislations.
- Ensure operational compliance of all company construction sites and workplaces with the QSE policy.

#### **Project Manager (Including Design and Construct)**

The Project Manager, as a Senior Manager with overall WHS responsibility for the project, will manage all the activities of the works from conception to completion. Project Managers' responsibilities include:

- The overall supervision and administration of the contract, including all contracted works on the construction site, the administration of all documents and the preparation and procurement of all resources.
- Management of all internal staff allocated to the contract.
- Ensure everyday activities on site are carried out to the requirements of the QSE system.

- Provide accurate and timely cost and progress reporting to management.
- Provide feedback to estimating regarding trends in labour market and subcontract pricing.
- Ensure all company projects are presented to the public in a clean and tidy condition.
- Develop a firm knowledge and understanding of QSE legislations and the Evans Built QSE management system.
- Ensure subcontractors are assessed on their QSE performance.
- Implement the Evans Built QSE management system on individual projects.
- Develop a site Work Health and Safety, Quality and Environmental management plan for each project.
- Provide guidance, motivation and resources required to achieve QSE goals and initiatives outlined.
- Resolve any disputes which may arise over QSE issues on site.
- Monitor and review procedures and systems to that an optimum level of QSE is maintained and adhered to at all times.
- Comply with company reporting requirements and provide feedback in regard to the performance of the QSE management system.

#### **Design:**

- Selection and appointment of design consultants.
- Ensuring the design documentation complies with the client's brief and is in accordance with statutory requirements and regulations.
- Preparation of detailed design programs for inclusion with consultancy agreements.
- Monitoring the emerging detail design against the cost plan.
- Liaison with client/project team and local authority/utilities/other statutory bodies for obtaining permissions and approvals.
- Evaluating changes in client requirements for time/cost implications, and incorporating approved items into the design process.
- Monitor progress and provide regular reports with respect to design documentation progress against program, exceptions, status of client/statutory approvals, critical areas.
- Obtaining client approval to the detailed design and production information.
- Approval of changes to design documentation prior to documents being issued to site.

#### **QSE Manager**

The Quality, Safety & Environment Manager (QSEM) is assigned the general responsibilities of monitoring the project performance of the Evans Built QSE Integrated Management System (IMS). Responsibilities of the QSE Manager include:

- Monitoring the QSE system by way of internal auditing.
- Authorising amendments to the QSE System for all sections of the system documentation.
- Training of all staff as required for their involvement and responsibilities in the QSE System.
- Maintain awareness of the current legislation and obligations of Evans Built in the areas of QSE.
- Implement appropriate OHS management systems that maintain a high level of safety commitment.
- Instigate training in the Evans Built OHSMS and ensure supervision is provided at all levels to ensure the adoption of the Evans Built Health & Safety program.
- Ensure a system is established which will distribute pertinent information about OHS.
- Implement Continuous Improvement and OHS Action Plan.
- Provide support to Construction personnel in all matters of OHS.
- Conduct documented internal audits and site inspections as determined in IMS.
- Enforce Company Policy in matters of non-compliance when required.
- Assist Site Manager/Foremen with clarification of QSE duties and provide guidance when required.
- Liaise with external organisations (WHS, MBA, Unions) when required.
- Attend and chair Safety Committee Meetings where required.

- Assist in the development of company QSE systems.
- Assist in the investigation/reporting of accidents and incidents.
- Ensure all QSE activities undertaken by Evans Built are completed in accordance with the IMS, respective legislation and Australian Standards.

### **IMS Representative**

#### **Responsibilities of the IMS Representative include:**

- Maintaining currency of and ensuring the effective implementation of the IMS.
- Managing the requirements of the certification body, surveillance audits, etc.
- Facilitating scheduled internal and external system audits.
- Managing corrective actions resulting from internal and external audits.
- Control all records & documents associated with the IMS.
- Ensure review of OHS data & statistics is undertaken in accordance with procedure.
- Monitoring measurable objectives and targets.
- Maintaining Continual Improvement Register.
- Emergency management within corporate offices & workplaces.
- OHS conditions within corporate offices & workplaces, in liaison with Director.
- Documentation & communication of any changes made to the IMS as a result of process improvement or recommendations.

### **Site Manager**

#### **Responsibilities of the Site Manager include:**

- Responsible for all construction activities on site under the direction of the Project Manager.
- Responsible for the maintenance of the QSE System on the project site.
- The quality of work carried out by personnel under their control.
- Maintaining all necessary equipment, instructions and facilities to enable the Contract Program to be followed.
- Taking action to ensure that non-complying work is expediently rectified and that problems causing non-compliances are removed.

### **Estimator/Quantity Surveyor**

#### **Responsibilities of the Estimator/Quantity Surveyor include:**

- Preparation of tenders and estimates.
- Reviewing tender documents and reporting to the Directors any divergence from standard documentation that may expose the company to adverse risk prior to any work proceeding on a tender.
- Provision of assistance to development/design management in preparation of estimates and feasibility studies.
- Ensuring the orderly handover of construction documentation when a contract award occurs.
- Engagement and briefing of external consultants as required.
- Maintenance of an active interest in industry associations.
- Provide accurate and timely reporting to Directors as required.

### **Chief Financial Officer**

#### **Responsibilities of the Chief Financial Officer include:**

- Ensuring the company's accounting systems conform to current regulatory requirements and practices.
- Preparation of budgets and cash flows and monitoring same to ensure the company is operating within its financial capacity.
- Liaison with the company's bankers, external accountants and auditors.
- Ensuring creditors are paid within time frames set by management.
- Ensuring subcontractors are paid within legislated time frame requirements.

- Maintenance of debtors system to ensure all progress payments are received within contracted time frames.
- Maintenance of the payroll system.
- Ensuring the accounts department is adequately staffed with skilled personnel.
- Maintenance of the CHEOPS software system.
- Maintenance of all insurance matters under the control of the Directors.
- Maintenance of an active interest in industry associations.
- Implementing recruitment and employment processes.
- Coordinating apprenticeships and training.

The Company is also committed to communicating our mission, vision, strategy, policies and processes to all employees in order to:

- Create and sustain shared values of fairness and ethical behaviours.
- Establish a culture of trust and integrity.
- Encourage commitment to quality, health and safety, and environmental best practice.
- Provide people with the required resources, training and authority to act with accountability.
- Inspire, encourage and recognise people's contribution.

#### 5.4 OHS Consultation and Participation of Workers

Evans Built is proactive in consultation, representation and participation in matters of OHS and places a strong emphasis on this process on all construction sites. The full procedure to comply with the requirements of the Queensland Work Health and Safety Legislation, including issue resolution, is contained within the Work Health and Safety Management Plan (WHSMP) and Operational Procedures IMS012 – OHS Management, and IMS021 – Communication and Consultation.

Evans Built site management will consult with subcontractors and any persons who attend or carry out works on the construction site, in relation to matters of Health and Safety.

Evans Built is of the belief a safe construction site is more easily achieved when everybody involved on the Project communicates and reviews risks and hazards in a proactive manner to achieve solutions. This is achieved through Tool Box or Site Safety Meetings depending on the nature of the project.

The consultation process will be further supplemented to involve other persons who have a Duty, and/or the same Duty, via Client Meetings, Design Meetings and various Project Management Meetings as appropriate.

The process for employees of Evans Built is managed through internal meetings within the Corporate Office and the workplace.

The organisation commits to ensuring that employees have the opportunity to be fully involved in the development, implementation and operation of safe workplace practices, and are actively encouraged to participate.

5.5 External Reference Documents		
<b>ISO 45001</b>	<b>ISO 14001</b>	<b>ISO 9001</b>
5.1, 5.2, 5.3, 5.4	5.1, 5.2, 5.3	5.1, 5.2, 5.3
5.6 Internal Reference Documents		
<b>Document Name</b>	<b>Document No.</b>	<b>Revision</b>
Position Descriptions	HRM030	
Induction Records	HRM006	APR 2022
Employee Handbook	HRM007	OCT 2022
Employment Agreements	HRM002	MAR 2022
Employee Training Information	HRM009	APR 2022
Employee Training Records	IMS008	JAN 2023
IMS Policy	IMS010	JAN 2023
Mission Statement	HRM007 (within)	OCT 2022
OHSMS Procedure	IMS012	JAN 2023
Communication & Consultation Procedure	IMS021	JAN 2023
Work Health Safety Management Plan	WHSMP	JUN 2022

## 6. Planning

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### 6.1 Actions to Address Risks and Opportunities

The Company is committed to identifying and addressing relevant risks and opportunities as a means for:

- a. Increasing the effectiveness of the IMS.
- b. Improving performance.
- c. Preventing or mitigating negative effects.

When undertaking risk management activities the Company must give consideration to the:

- a. Positive and negative factors or conditions.
- b. External context and issues, such as legal, regulatory, technological, competitive, cultural, social, political and economic environments.
- c. Internal context and issues, such as values, culture, organisation structure, knowledge and performance of the business.
- d. Determining the requirements (needs and expectations) of interested parties relevant to the IMS.
- e. Authority and ability to exercise control and influence.
- f. Activities, products and services relevant to the business.

The Company may adopt any or a combination of the following risk options:

- Avoid the risk.
- Eliminate the risk source.
- Take the risk to pursue an opportunity.
- Change the likelihood or consequences of the risk.
- Share the risk.
- Retain the risk by informed decision.

Opportunities identified by the Company may lead to:

- a. Adoption of new and improved processes.
- b. Launching new products or services.
- c. Pursuing new markets.
- d. Utilising new technology.
- e. Improved ways of addressing customer needs.

The Company will manage risk and opportunities as follows:

- a. Through ongoing effective leadership and commitment to the IMS.
- b. Through the IMS Review Meeting and Senior Management and Construction Management Meetings.
- c. Through the effective management and control of suppliers and subcontractors.
- d. Through the effective training of personnel to ensure that they are competent to perform relevant tasks safely.
- e. By monitoring, measurement and review of relevant processes and outputs.



## 6.2 QSE Objectives and Planning to achieve them

Evans Built has established specific objectives and targets for the QSE performance of the Company at varying levels of the organisation. A number of the objectives and targets are included in the Company's Schedule of Objectives and Targets and monitored through the IMS Review Process.

Objectives and targets shall show commitment to the measurable improvement of the IMS with consideration to the following:

- Consistency with the IMS policy.
- Compliance to legal and organisational requirements.
- Commitment to continual improvement.
- Business considerations – financial, operational, interested parties, technological.
- Commitment to eliminating or minimising exposure to OHS and Environmental risks and hazards.
- QSE objectives and targets are established to support the Company's efforts in achieving the IMS Policy and are reviewed annually for suitability. Objectives are measurable, and reviewed against performance goals at IMS Review Meetings. To meet OHS objectives Evans Built has determined the infrastructure required, including buildings, workspace, utilities, resources, and supporting services.

## 6.3 Planning of Changes

The scope of the Company's risk and opportunity management process includes the assessment of the internal and external issues identified in Section 4.1 – Context of the Organisation.

Risk management and maximisation of opportunities may at times require change to management systems, as may other internal or external contextual factors affecting the IMS.

External factors might include changing markets or new opportunities, adopting new technologies, client feedback (positive or negative), and supply chain performance.

Internal considerations might be process innovations, equipment, products or services, business restructures, management review output, employee feedback, monitoring of objectives and targets, results of audits etc.

Depending on the complexity of the IMS change, the Plan, Do, Check, Act (PDCA) method is employed as part of the process, ie:

- Plan the change
- Do – implement the plan
- Check the change has had the desired outcome
- Act to embed the new state, or revisit the PDCA cycle if the desired outcome has not been achieved.

More complex changes to the IMS may require more structured approaches which are determined, documented and actioned via the IMS Review Meeting.

Changes to the IMS are recorded on the Continual Improvement Register.

6.4 External Reference Documents		
<b>ISO 45001</b>	<b>ISO 14001</b>	<b>ISO 9001</b>
6.1, 6.2	6.1, 6.2	6.1, 6.2, 6.3
6.5 Internal Reference Documents		
<b>Document Name</b>	<b>Document No.</b>	<b>Revision</b>
IMS Review Meeting	IMS004	JUL 2021
Construction Management Meeting	IMS005	NOV 2015
Purchasing & Subcontracting Operational Procedure	IMS018	JAN 2023
HR, Training & Competency Operational Procedure	IMS015	JAN 2023
Objectives and Targets	IMS001	JAN 2023
Continual Improvement Register	OMS002A	JAN 2023

## 7. Support

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### 7.1 Resources

Personnel performing work that affects delivery of the organisation's services are competent on the basis of appropriate education, training, skills and experience. Consideration shall be given for both internal and external resource requirements and capabilities eg: training, software, appropriate work instructions, competency skills, contract requirements, supply chain etc.

Key resources required for the Company to deliver our services are:

- People
- Infrastructure
- Environment for the operation of process
- Tools to monitor and measure resources
- Organisational knowledge

#### **People**

The Company will ensure that we can consistently meet Client and applicable statutory and regulatory requirements and will provide the persons necessary for the effective operation of the IMS, including the processes needed.

#### **Infrastructure**

The Company makes the necessary arrangements to determine, provide and maintain the infrastructure as needed, in order to achieve and maintain conformity to services provided requirements, such as buildings, workspace, associated utilities, process equipment and supporting services.

#### **Environment for the Operation of Process**

The Company makes the necessary arrangements to determine and manage the environment, as appropriate, in order to achieve and satisfy conformity to the services provided. Evans Built will determine through risk assessment what a suitable work environment is to ensure conformity of services provided.

#### **Monitoring and Measuring Resources**

Functional management determines the necessary frequency and competence for personnel performing activities affecting the delivery of services under the IMS, and provides training or similar actions to ensure and satisfy required needs. Any action taken to improve the competence and/or training is evaluated to ensure compliance. Personnel are made aware of the relevance and importance of their activities and how they contribute to the achievement of IMS objectives.

Education, training, skill, and experience records will be maintained by HR on file.

The Company will ensure that any person(s) performing actions that may have a significant impact or any OH&S risk, will be competent to perform such actions on the basis of appropriate education, training or experience, and will retain such records. Details of the process are contained within the Operational Procedure IMS015 – Human Resources, Training and Competency. Personnel will be made aware of the importance of conformance to procedures and to the requirements of the IMS, their roles and responsibilities in achieving conformance to the IMS Policy, emergency preparedness procedures and response requirements, the potential consequences of departure from operating procedures, and the benefits of improved personal performance in adherence to procedure. Training requirements are also identified.

#### **Organisational Knowledge**

Qualifications of personnel are reviewed prior to engagement, when an employee changes positions or the requirements for a position change. HR maintain records of employee qualifications. If any discrepancies between

personnel's qualifications and the requirements for the role are found, training or other action will be taken to provide the employee with the necessary competence for the position. The results will then be evaluated to determine the effectiveness of the training or action.

## 7.2 Competence

All personnel who manage, perform, or verify activities affecting services provided under the IMS are qualified and/or competent to established minimum requirements for that function on the basis of appropriate education, training, skills, experience and other recognised criteria. This will be determined through the Company's HR processes.

## 7.3 Awareness

All persons performing work under the Company's control shall be aware of the IMS Policy, any objectives that are relevant to them, through the employment induction process. They will be required to confirm their understanding of how they are contributing to the effectiveness of the IMS and what the implications are if they fail to comply with IMS requirements.

## 7.4 Communication

Executive Leadership ensures the IMS, related policies, processes and procedures and their effectiveness is communicated at all levels within the organisation. This includes, but is not limited to, information from internal QSE audits, management reviews, and client feedback.

Operational Procedure IMS021 – Communication, Participation and Consultation details key processes that are established for communication within and outside of the organisation. Methods of communicating the effectiveness of the IMS procedures include departmental and management meetings, management review, and other routine business communication.

Pertinent QSE information is communicated to and from employees and other interested external parties. External communication will be limited to positive items unless specifically requested by other interested external parties. The Company will not release information about significant aspects, risks and hazards externally.

Employees will participate as appropriate in:

- Hazard identification
- Risk assessments
- Determination of controls
- Incident investigations
- Development and review of IMS policies and procedures (via audits)
- Consultation of changes which affect employee HSE
- Membership on the HSE Committee (if applicable)

Subcontractors will be informed of HSE changes as relevant to the work they are engaged to perform. Subcontractors will inform Site Management teams of any activities they may perform which could affect employee HSE, for onward transmission to inform employees of those activities.

Formal external communications shall be managed at corporate level.

## 7.5 Documented Information

### General

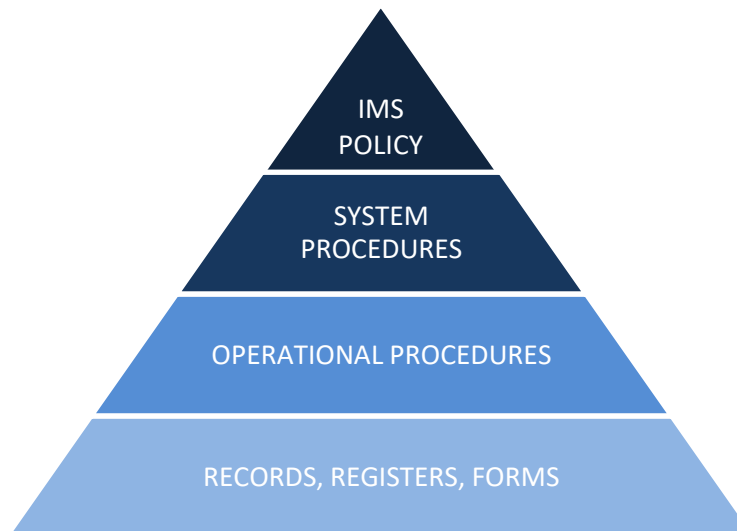
The IMS includes documented processes and procedures as required by the organisation and as described within

this manual to ensure effective and consistent operation and control of the IMS for delivery of services under the IMS.

The IMS consists of the following levels of documented information:

<b>IMS Manual &amp; Policies</b>	<ul style="list-style-type: none"> <li>▪ Documents that demonstrate the overall commitment to improving quality performance and are authorised by the Management Team.</li> </ul>
<b>System Procedures</b>	<ul style="list-style-type: none"> <li>▪ High-level procedures that define the activities that are to be fulfilled to ensure that the IMS complies with standards.</li> </ul>
<b>Operational Procedures</b>	<ul style="list-style-type: none"> <li>▪ Meet customers' requirements.</li> <li>▪ Provide supplementary guidance and instructions to support the intent of the IMS.</li> <li>▪ Ensure that the requirements of the IMS will be adequately addressed within the organisation.</li> </ul>
<b>Records &amp; Documents</b>	<ul style="list-style-type: none"> <li>▪ Forms, registers and records are evidence to prove the IMS is operational.</li> </ul>

A diagram of the structure of the IMS documented information is presented below.



### Managing Documentation

The IMS documentation used to ensure the QHSE compliance of the Company's services is maintained and controlled as described in Operational Procedure IMS016 – Document and Record Control. All such documents and any revisions are approved, uniquely numbered, and available in a legible condition at the point of use. The nature of a given change to a document is denoted for review and approval prior to revision and re-issue. Obsolete documents are withdrawn from service and archived for reference in such a manner to preclude unintended use. External documents and standards, if applicable, are identified and their distribution controlled.

### Control of Documented Information

IMS documents are controlled according to the Company's document retention procedure, contained within the Operational Procedure IMS016 – Document and Record Control. The procedure outlines the following:

- Approval of documents prior to issue
- Review and update and re-issue as necessary
- Ensure changes and revision status is identified
- Ensure relevant versions are available at points of use
- Ensure documents remain legible and readily identifiable

- Ensure documents of external origin are identified and distribution controlled
- Prevent the unintended use of obsolete documents

Records are established and maintained to provide evidence of conformity and effective operation of IMS processes, and are managed in accordance with the document retention procedure. The procedure establishes the process to ensure records are legible, identifiable, retrievable, retained for specified periods, protected from loss, and disposed in accordance with the procedure, including the results of audits and reviews.

7.6 External Reference Documents		
<b>ISO 45001</b>	<b>ISO 14001</b>	<b>ISO 9001</b>
7.1, 7.2, 7.3, 7.4, 7.5	7.1, 7.2, 7.3, 7.4, 7.5	7.1, 7.2, 7.3, 7.4, 7.5
7.7 Internal Reference Documents		
<b>Document Name</b>	<b>Document No.</b>	<b>Revision</b>
OP HR, Training & Competency	IMS015	JAN 2023
Induction Records	HRM006	MAR 2022
OP Communication & Consultation	IMS021	JAN 2023
OP Document & Record Control	IMS016	JAN 2023

## 8. Operation

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### 8.1 Operational Planning and Control

The Company plans and controls the design development and/or construction delivery of commercial projects.

During design development and/or project delivery planning, the Company determines:

- Design development and/or project delivery stages
- Review, verification, validation appropriate for each stage
- Responsibilities and authorities for design development and/or project delivery

Design Development criteria applies to Client deliverables including plans and drawings, schedules, specifications, manuals, value engineering, safety and environmental impacts (of design).

Project Delivery criteria applies to Client deliverables including quality, cost, time, safety and environmental impacts.

The key elements to operational planning and control are detailed within Operational Procedures IMS020 – Design Development, and IMS019 – Project Delivery respectively, and include:

#### **Design Development**

- Control of design within the cost plan
- Method of procurement and compatibility with the design
- Study of/and subsequent adherence to the Client's brief
- Drawing details - efficiency and practicability by the consultants
- Client specification relevancy and clarity and conflicts with contractual clauses
- Trade specifications and package clarity
- Programmed timings
- Interface between design and project delivery processes

#### **Project Delivery**

- Project commencement
- Commencement of subcontract works
- Construction planning and progress control
- Monitoring of performance
- Non-conformance and Corrective Action Reporting
- Meetings with subcontractors
- Instructions to subcontractors
- Construction records
- Materials handling & storage
- Material identification and traceability
- Post contract maintenance
- Client supplied equipment
- Feedback on subcontractors and suppliers performance
- Occupational health and safety
- Industrial relations
- Site security
- Environmental control
- Project review meetings
- Project administration

The Directors have overall management responsibility for both Design Development and Project Delivery

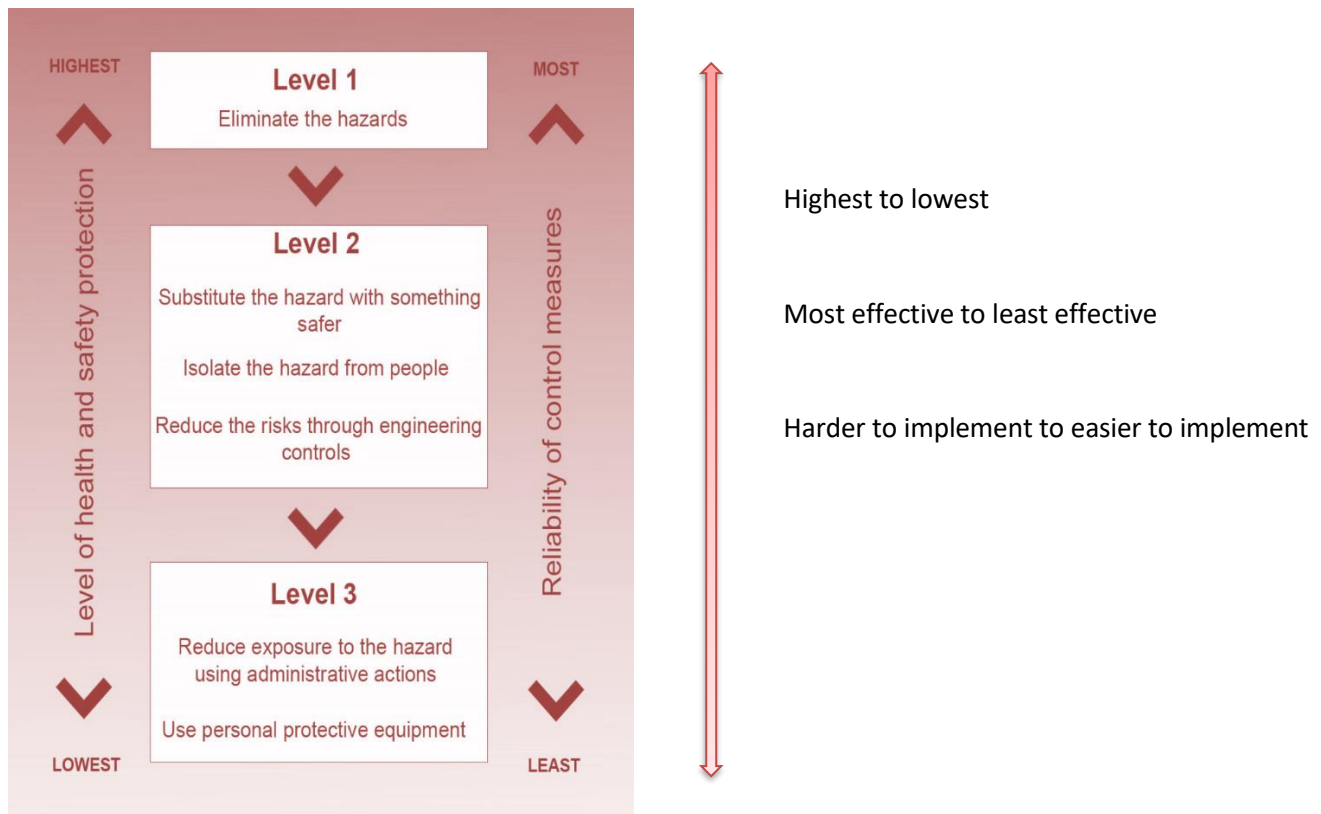
procedures, and allocating the resources necessary to achieve the requirements of the criteria, monitoring progress and reviewing outcomes.

### Hazard and Risk Control

All hazard and risk controls will be planned in the operational controls of the organisations activities. The Company will ensure that the Hierarchy of Controls is applied in order of priority with regard to all risk management principles.

### Hierarchy of Controls

The Hierarchy of Controls is outlined as follows:



## 8.2 Emergency Preparedness and Response (OHS & ENV)

The key elements to Emergency Preparedness and Response are detailed within Operational Procedures IMS012 – OHS Management, and IMS013 – Environmental Management, and include:

- Emergency Management
- Communication of Emergency
- Injury at Heights
- Major Accidents
- Major Incident (Fire, Structural Collapse etc.)
- Medical Treatment
- Emergency Evacuation Plan
- Inspection & Maintenance of Emergency Equipment
- Testing
- Emergency Contact Numbers
- Corporate Offices & Workplaces
- Management of Environmental Events (including Inclement Weather)

Emergency Preparedness Response Risk Assessments (EPRRA) will be completed to determine the First Aid and Emergency Equipment needs for construction sites and workplaces in accordance with relevant legislation, codes



of practice and standards. EPRRAs will be completed by a persons or persons holding a minimum of Fire Warden qualification, as per the IMS009 Training Matrix.

### 8.3 Products and Services (QUALITY)

Client requirements are determined in order to ensure understanding of availability, delivery and support. The following minimum criteria is taken into consideration for Client related product/service requirements:

- Contractual Requirements
- Requirements not stated by Client, but necessary for specified use
- Statutory and regulatory requirements related to the product/service, if applicable
- Any additional requirements considered necessary by the organisation
- Client communication regarding product/service information, contracts, issue resolution etc

The key elements to the Requirements for Products and Services are detailed within the following Operational Procedures:

- IMS017 – Contract & Tender Management
- IMS018 – Purchasing & Subcontracting
- IMS019 – Project Delivery
- IMS020 – Design Development

These key elements include, but are not limited to:

- Responsibility
- Tender Evaluation and Review
- Subcontractor OHS Risk Assessment
- Subcontracting Process
- Purchasing Process
- Supply Contracts
- Direct Site Purchases
- Delivery & Verification
- Monitoring and Performance
- Inspection and Testing
- Non-Conformance and Corrective Action
- Handling and Storage of Materials
- Design input requirements relating to product/service
- Review of requirements relating to product/service
- Changes to requirements for product/service
- Externally provided product/service

The Company undertakes to ensure these procedures and processes are adequately resourced and managed, and that opportunities for improvement are identified and acted upon. Risk-based planning enables the organisation to determine the factors that could cause these procedures to deviate from planned results, to implement preventative controls to minimise negative effects, and to maximise beneficial opportunities as they arise.

8.4 External Reference Documents		
<b>ISO 45001</b>	<b>ISO 14001</b>	<b>ISO 9001</b>
8.1, 8.2	8.1, 8.2	8.2, 8.3, 8.4, 8.5, 8.6, 8.7
8.5 Internal Reference Documents		
<b>Document Name</b>	<b>Document No.</b>	<b>Revision</b>
OP Design Development	IMS020	JAN 2023
OP Project Delivery	IMS019	JAN 2023
OHS Management Procedure	IMS012	JAN 2023
ENV Management Procedure	IMS013	JAN 2023
Emergency Preparedness Response	QSE048	JUL 2022
IMS009 Training Matrix	IMS009	JAN 2023
OP Contract & Tender Management	IMS017	JAN 2023
OP Purchasing & Subcontracting	IMS018	JAN 2023

## 9. Performance and Evaluation

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### 9.1 Monitoring and Assessment

The Company plans and implements the monitoring, measurement, analysis and improvement processes needed to:

- Demonstrate conformity to product/service requirements
- Ensure conformity of the IMS
- Continually improve the effectiveness of the IMS

These processes include determining applicable methods, including statistical techniques, and the extent of their use. Key monitoring and measurement, analysis and improvement processes are detailed within Procedures:

- IMS011 – IMS Management
- IMS012 – OHSMS Management
- IMS013 – EMS Management
- IMS020 – Design Development

These processes include:

- Monitor and review design risk management process
- Monitor and review project risk management process
- Monitor and review potential health hazards
- Monitor and measure project safety performance
- Monitor and assess effectiveness of OHS risk control measures
- Monitor and measure key operations and activities that may impact on the environment
- Monitor and assess effectiveness of ENV risk control measures
- Monitor, measure and review performance of the IMS and its objectives
- Monitor and review measurable objectives and targets
- Monitor and review organisational performance improvement
- Monitor and assess individual performance and competency
- Monitor and assess subcontractor performance
- Monitor and review corrective actions resulting from inspections, investigations and audits

The Company determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the IMS and to evaluate where continual improvement of the effectiveness of the IMS may be initiated. This includes data generated as a result of monitoring and measurement, and from other relevant sources.

The analysis of data, at a minimum, provides information related to the following:

- Client satisfaction
- Conformity to product/service requirements
- Characteristics and trends of processes and services, including opportunities for preventative action
- Subcontractors and suppliers

### 9.2 Internal Audit

In order to verify the compliance of the IMS with internal processes and procedures, and with the ISO 9001, ISO 14001 and ISO 45001 international standard, internal IMS audits are planned and carried out by trained auditors on a regular basis. These determine whether the IMS:

- Conforms to the planned arrangements, to the requirements of the International Standards and to the IMS requirements established by the Company

- Is effectively implemented and maintained
- Is effective in meeting the organisation’s policy and objectives

Key elements of the internal audit process are detailed within IMS011 – IMS Procedure, and include:

- Responsibility
- Audit schedule
- Conducting audits
- Audit reports
- Corrective and preventative action
- Senior management review
- Communication of audit results

Audits will be conducted to review the Integrated Management System (IMS) and demonstrate the effectiveness and compliance of the system. The audits will provide a mechanism of feedback on effective implementation of the system and improvements to the system.

The type and frequency of the internal audit is detailed within IMS003 Audit Schedule. Internal audits shall be undertaken by a person holding a minimum of Principal Auditor qualification issued by Exemplar Global, or BSBWHS606A (Conduct an OHS audit), or the superseded equivalent, who is independent of the activity, function or project being audited.

### 9.3 Management Review

Senior Management reviews the IMS bi-annually, or upon a major change in operations. This review will be in the form of an IMS Review Meeting, which is conducted to establish whether the implemented system continues to be suitable and effective for the Company’s operations, and is supplemented with regular Construction Management Meetings.

The IMS Review Meeting is attended by the Directors, IMS Representative and QSE Manager. Minutes of the IMS Review Meeting will be kept and will contain an overview of the meeting with particular attention paid to any findings, decisions made or actions to be taken.

The IMS review process is detailed within IMS011 – IMS Procedure, and includes:

PART A: REVIEW		PART B: ASSESS	
1.	Previous Meeting Minutes	11.	SWOT Analysis
2.	Follow up actions from previous minutes	12.	Analysis of Targets & Objectives
3.	Customer Feedback and Satisfaction	13.	Injury and Incident Data
4.	Changes that could affect the IMS	14.	Training & Resource Needs
5.	Project and Corporate QSE Performance	15.	Results of Audits
6.	Subcontractor and Supplier Issues	16.	Review of Performance Improvement Register
7.	WHS Issues	17.	Review of IMS including HIRAC Processes
8.	Environmental Issues	18.	Other Business
9.	Quality Issues		
10.	Recommendations for the PIR		

9.4 External Reference Documents		
<b>ISO 45001</b>	<b>ISO 14001</b>	<b>ISO 9001</b>
9.1, 9.2, 9.3	9.1, 9.2, 9.3	9.1, 9.2, 9.3
9.5 Internal Reference Documents		
<b>Document Name</b>	<b>Document No.</b>	<b>Revision</b>
IMS Management Procedure	IMS011	JAN 2023
OHSMS Management Procedure	IMS012	JAN 2023
EMS Management Procedure	IMS013	JAN 2023
OP Design Development	IMS020	JAN 2023
Audit Schedule	IMS003	JAN 2023
IMS Review Meeting	IMS004	JUL 2021

## 10. Improvement

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### 10.1 General

The Company is committed to the ongoing development and continual improvement of the IMS. The Company will identify and select improvement opportunities and take necessary actions that will better enable the organisation to meet Client requirements and enhance the quality of product/service delivery and customer satisfaction.

### 10.2 Incident, Non-conformity and Corrective Action

Project incidents, non-conformances and corrective actions are generally actioned by the Project Team. However, where trends and recurring items are identified through the review of audit results and analysis of data, which appear common to a number of projects, the issue will be raised at the Construction Management Meeting for review and possible referral to the IMS Representative and QSE Manager for inclusion within the Continual Improvement Register.

### 10.3 Continual Improvement

The Company aims for continual improvement of the effectiveness of the IMS through the use of policy, objectives, audit results, analysis of data, corrective and preventative actions, and management review.

The key elements of the process for Continual Improvement are detailed within Procedure IMS011 – IMS Management, and include utilising the Plan Do Check Act cycle (PDCA) to:

- Record the issue on the Continual Improvement Register
- Investigate the cause of any problem
- Determine any action to correct the problem and prevent its recurrence, and subsequently review the effectiveness of this action.
- Review any issue and consider the improvement it may have on the IMS

The continued improvement and implementation of the IMS will come from various sources, including:

- Internal Audits
- External Assessment and Surveillance
- Client Feedback
- Project post-completion reviews
- Project non-conformances and corrective action reporting
- Incident reports
- External industry bodies
- Miscellaneous feedback
- Training

Issues identified from any source which may require an improvement to the IMS or its implementation shall be referred to the IMS Representative who will determine whether the issue be included on the Continual Improvement Register for action and review at the IMS Review Meeting.

10.4 External Reference Documents		
<b>ISO 45001</b>	<b>ISO 14001</b>	<b>ISO 9001</b>
10.1, 10.2, 10.3	10.1, 10.2, 10.3	10.1, 10.2, 10.3
10.5 Internal Reference Documents		
<b>Document Name</b>	<b>Document No.</b>	<b>Revision</b>
IMS Procedure	IMS011	JAN 2023
Continual Improvement Register	IMS002	JAN 2023
IMS Review	IMS004	JUL 2021
Construction Management Meeting	IMS005	NOV 2015

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*PART B: MANAGEMENT SYSTEM PROCEDURES*

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<b>Procedure</b>	<b>Document Reference</b>
IMS MANAGEMENT	IMS011
OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT	IMS012
ENVIRONMENTAL MANAGEMENT	IMS013
QUALITY MANAGEMENT	IMS014



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*PART C: OPERATIONAL PROCEDURES*

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<b>Procedure</b>	<b>Document Reference</b>
HUMAN RESOURCES, TRAINING AND COMPETENCY	IMS015
DOCUMENT CONTROL AND RECORD CONTROL	IMS016
CONTRACT AND TENDER MANAGEMENT	IMS017
PURCHASING AND SUBCONTRACTING	IMS018
PROJECT DELIVERY	IMS019
DESIGN DEVELOPMENT	IMS020
COMMUNICATION, PARTICIPATION & CONSULTATION	IMS021

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*PART D: RECORDS, REGISTERS AND FORMS*

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Procedure	Document Reference
1. EB STANDARD DOCUMENTS MASTER LIST	ADM001