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ANC CRANES PTY LTD

**ANC CRANES PTY LTD INTEGRATED MANAGEMENT SYSTEM**

**VERSION CONTROL**

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| --- | --- | --- | --- |
| **Version No.** | **Date** | **Description** | **Approved By** |
| 1 | 26-06-2025 | Draft IMS | Ben Knox |
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**CONTENTS TABLE**

[1. SCOPE 6](#_Toc202174804)

[1.1. Company Description and Scope of Works 6](#_Toc202174805)

[1.2. Integrated Management System 6](#_Toc202174806)

[2. NORMATIVE REFERENCES, LEGAL and OTHER REQUIREMENTS 8](#_Toc202174807)

[3. TERMS AND DEFINITIONS 11](#_Toc202174808)

[4. CONTEXT OF THE ORGANISATION 21](#_Toc202174809)

[4.1. Understand the Organisation and its Context 21](#_Toc202174810)

[4.1.1. External Context Issues 21](#_Toc202174811)

[4.1.2. Internal Context Issues 21](#_Toc202174812)

[4.2 Understand the Needs and Expectations of Interested Parties 22](#_Toc202174813)

[4.3 Determining the Scope of the Integrated Management System 23](#_Toc202174814)

[4.4 Integrated Management System 24](#_Toc202174815)

[5. LEADERSHIP 26](#_Toc202174816)

[5.1. Leadership and Commitment 26](#_Toc202174817)

[5.1.1. Customer Focus 26](#_Toc202174818)

[5.2. Organisational Roles, Responsibilities and Authorities 27](#_Toc202174819)

[5.2.1. Elements of PCBU Duty 32](#_Toc202174820)

[5.3. Consultation and Participation of Workers 32](#_Toc202174821)

[6. PLANNING 34](#_Toc202174822)

[6.1. Actions to Address Risks and Opportunities 34](#_Toc202174823)

[6.1.1. General 34](#_Toc202174824)

[6.1.2. Hazard Identification and Assessment of Risks and Opportunities and Environmental Aspects 36](#_Toc202174825)

[6.1.2.1 Hazard Identification 36](#_Toc202174826)

[6.1.2.2. Assessment of WHS Risks and Other Risks to the Integrated Management System 37](#_Toc202174827)

[6.1.2.3. Assessment of HSEQ Opportunities and Other Opportunities for the Integrated Management Systems 38](#_Toc202174828)

[6.1.2.4. Environmental Aspects 40](#_Toc202174829)

[6.1.3 Determination of Legal Requirements and Other Requirements 40](#_Toc202174830)

[6.2. HSEQ Objectives and Planning to Achieve Them. 41](#_Toc202174831)

[6.2.1 HSEQ Objectives 41](#_Toc202174832)

[6.2.2 Planning to Achieve HSEQ Objectives 43](#_Toc202174833)

[6.3. Planning of Changes 44](#_Toc202174834)

[7. SUPPORT 45](#_Toc202174835)

[7.1. Resources 45](#_Toc202174836)

[7.1.1 General 45](#_Toc202174837)

[7.1.2 People 46](#_Toc202174838)

[7.1.3 Infrastructure 46](#_Toc202174839)

[7.1.4 Environment for the Operation of Processes 47](#_Toc202174840)

[7.1.5 Monitoring and Measuring Resources 48](#_Toc202174841)

[7.1.6 Organisational Knowledge 49](#_Toc202174842)

[7.2. Competence 49](#_Toc202174843)

[7.3. Awareness 50](#_Toc202174844)

[7.4.2. Internal Communication 51](#_Toc202174845)

[7.4.3. External Communication 52](#_Toc202174846)

[7.5. Documented information 52](#_Toc202174847)

[7.5.1. General 52](#_Toc202174848)

[7.5.2. Creating and Updating 53](#_Toc202174849)

[7.5.3. Control of Documented Information 54](#_Toc202174850)

[8. OPERATIONS 55](#_Toc202174851)

[8.1. Operational Planning and Control 55](#_Toc202174852)

[8.1.1. General 55](#_Toc202174853)

[8.1.2. Eliminating Hazards and Reducing HSEQ Risks 56](#_Toc202174854)

[8.1.3. Management of Change 56](#_Toc202174855)

[8.1.4. Procurement 57](#_Toc202174856)

[8.1.4.1. General 58](#_Toc202174857)

[8.1.4.2. Contractors 59](#_Toc202174858)

[8.1.4.3. Information for External Providers 61](#_Toc202174859)

[8.1.4.4. Outsourcing 62](#_Toc202174860)

[8.1.5. Emergency Preparedness and Response 63](#_Toc202174861)

[8.2. Requirements for Products and Services 64](#_Toc202174862)

[8.2.1 Customer Communication 64](#_Toc202174863)

[8.2.2 Determining the Requirements for Products and Services 64](#_Toc202174864)

[8.2.3 Review of the Requirements for Products and Services 65](#_Toc202174865)

[8.2.4 Changes to Requirements for Products and Services 66](#_Toc202174866)

[8.3. Design and development of Products and Services 66](#_Toc202174867)

[8.4 Control of Externally Provided Processes, Products and Services 66](#_Toc202174868)

[8.5 Production and Service Provision 66](#_Toc202174869)

[8.5.1 Control of Production and Service Provision 66](#_Toc202174870)

[8.5.2 Identification and Traceability 70](#_Toc202174871)

[8.5.3 Property Belonging to Customers or External Providers 70](#_Toc202174872)

[8.5.4 Preservation 71](#_Toc202174873)

[8.5.5 Post-Delivery Activities 71](#_Toc202174874)

[8.5.6 Control of Changes 72](#_Toc202174875)

[8.6 Release of Products and Services 72](#_Toc202174876)

[8.7 Control of Non-conforming Outputs 72](#_Toc202174877)

[9. PERFORMANCE EVALUATION 74](#_Toc202174878)

[9.1. Monitoring, Measuring, Analysis and Evaluation 74](#_Toc202174879)

[9.1.1. General 74](#_Toc202174880)

[9.1.2. Evaluation of Compliance 75](#_Toc202174881)

[9.2. Internal Audits 76](#_Toc202174882)

[9.2.1. General 76](#_Toc202174883)

[9.2.2. Internal Audit Programme 76](#_Toc202174884)

[9.3. Management review 76](#_Toc202174885)

[9.3.1. Management Review Inputs 77](#_Toc202174886)

[9.3.2. Management Review Outputs 78](#_Toc202174887)

[10. IMPROVEMENTS 79](#_Toc202174888)

[10.1. General 79](#_Toc202174889)

[10.2. Incident, Non-conformity and Corrective Action 79](#_Toc202174890)

[10.3. Continual improvement 80](#_Toc202174891)

[Disclaimer 82](#_Toc202174892)

[Review of Document 82](#_Toc202174893)

[Appendix A: ANC Cranes Pty Ltd Company Organisation Structure 83](#_Toc202174894)

# 1. SCOPE

## 1.1. Company Description and Scope of Works

The business systems described in this manual cover all aspects of the company’s operations and conform to the requirements of ISO 45001:2018 Occupational Health & Safety Management Systems, ISO 9001:2016, Quality Management Systems Requirements and ISO 14001:2016 Environmental Management Systems. This includes both Products and Infrastructure operations.

To determine the scope, ANC Cranes Pty Ltd considers the external and internal issues, the needs, and expectations of interested parties and the planned and performed work-related activities.

ANC Cranes Pty Ltd provides mobile crane hire. This includes the services of Franna cranes, all terrain cranes, city cranes, crawler cranes, operators, doggers, riggers and associated support services.

## 1.2. Integrated Management System

The implemented Integrated Management Systems will help ANC Cranes Pty Ltd to improve customer satisfaction, environmental performance, prevention of injury and ill - health, fulfilment of compliance obligations, achievement of HSEQ objectives and promote the appropriate culture within the organisation.

This Integrated Management System Manual has been developed to support the various processes of planning, establishment, implementation, and maintenance functions within ANC Cranes Pty Ltd. Documented information in this manual will be made available to interested parties as required.

This Manual is designed to comply and align with all clauses of ISO 45001, ISO 9001 and ISO 14001 standards. The purpose of doing this is to demonstrate how compliance is achieved for the various sections of the standard and to continually improve through implementing and monitoring the ANC Cranes Pty Ltd Integrated Management System.

This Manual is supported by four policies:

1. Work Health and Safety Policy
2. Environment Policy
3. Quality Policy
4. Injury Management Policy

This Manual is also supported by other documented information such as procedures, work instructions, flow charts, Safe Work Method Statements (SWMS), various forms, and records as required for operational requirements. The documented Integrated Management System allows ANC Cranes Pty Ltd business units to operate within a framework that provides other benefits including:

* Documenting improvement practices.
* The ability to consistently provide products and services that meet customer and applicable Statutory and Regulatory requirements.
* Cost reduction (reduce maintenance, reduces incidents and accidents, integrate audits, add value, optimise processes and resources etc.).
* Improved environmental performance.
* The ability to plan and improve our processes and their interactions by employing the
* Plan-Do-Check-Act (PDCA) cycle and risk-based thinking in our daily operations.
* Addressing risks and opportunities associated with its context and objectives.
* The implementation of risk-based thinking, an essential tool for achieving and maintaining an effective Integrated Management System.

# 2. NORMATIVE REFERENCES, LEGAL and OTHER REQUIREMENTS

The Work Health & Safety Act 2011 is the principal piece of safety legislation that applies to work in Australia. The Work Health & Safety Regulation 2017 supports this. Different jurisdictions across Australia refer to workplace health and safety in different terms (i.e., Occupational health and safety or work health and safety). To this manual, references to work health and safety (WHS) include references to occupational health and safety (OHS).

The following documents have been used as guidance material in the development of this system:

* AS/NZS ISO 45001:2018, Occupational Health and Safety Management Systems – Requirements with guidance for use.
* AS ISO 31000: 2018 Risk Management.
* AS/NZS ISO 9001: 2016, Quality Management Systems – Requirements.
* AS/NZS ISO 14001: 2016, Environmental Management Systems – Specifications with Guidance for use.
* Codes of practice and guidance material.

**Guidance Material**

All workers can access the above materials at any time by contacting the manager or visiting www.safework.nsw.gov.au. WHS, industry standards and environmental information is available from SafeWork NSW, Safe Work Australia or EPA Australia. Updated information on legislation will be provided by COH&S through “OHS Alerts” and other relevant subscriptions.

**Evaluating Legislative Compliance**

ANC Cranes will evaluate HSEQ legal requirements at management meetings and internal audit. Refer ANC-IMS-REG-001 Legal and Other Requirements Register to assess if legislation remains current and applicable with the company’s operations. Internal audit Form ANC-IMS-FRM- 004 and ANC-IMS-FRM- 005 Management Review form will be completed at specified frequencies to continually evaluate ANC Cranes compliance to legislation. Compliance OH&S has subscriptions to OHS alert, regulatory subscriptions and Australian/International Standards which will keep ANC Cranes notified to any changes and provide any necessary standards that ANC Cranes require. Legislative changes will be reviewed at regular intervals.

**PCBU Responsibilities:**

The purpose of the WHS Act is to outline the broad legal duties of parties. Under the WHS Act 2011 a PCBU must ensure, so far as is reasonably practicable, the health and safety of workers and other persons.

**Section 19 Primary Duty of Care**

A person conducting a business or undertaking must ensure, so far as reasonably practicable, the health and safety of workers and others who may be affected by the carrying out of work. Because of the expanded nature of the duty of care owed by all PCBU’s it is likely that several PCBU’s will own the same duty of care to the same person concurrently, thus more than one person can concurrently have the same duty.

Under Section 19 a PCBU must ensure so far as is reasonably practicable:

1. The provision and maintenance of a work environment without risks to health and safety; and
2. The provision and maintenance of safe plant and structures; and
3. The provision and maintenance of safe systems of working; and
4. The safe use, handling and storage of plant, structures and substances; and
5. The provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities; and
6. The provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking.
7. That the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

Part 3.2 of the WHS Regulation also imposes a duty on PCBU’s to provide a system of work that includes effective communication with remote or isolated workers.

**Duty to Consult**

Beyond this duty of care, Section 46 and 47 of the WHS Act imposes another duty on PCBU: The duty to consult. Section 46 sets out the duty to consult, co-operate and co-ordinate activities with other duty holders and workers who carry out work for the business who are likely to be directly affected by a matter relating to work health and safety.

**Due Diligence**

Division 4 Section 27 Imposes a positive duty on officers to exercise due diligence to ensure that the person conducting the business or undertaking complies with that duty or obligation.

Due Diligence includes taking reasonable steps:

1. To acquire and keep-up-to-date knowledge of work health and safety matters; and
2. To gain an understanding of the nature of the operations of the business or undertaking of the person conducting the business or undertaking and generally of the hazards and risks associated with those operations; and
3. To ensure that the person conducting the business or undertaking has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking
4. To ensure that the person conducting the business or undertaking has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information; and
5. To ensure that the person conducting the business or undertaking has and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act.
6. To verify the provision and use of the resources and processes referred to in paragraphs (c)–(e).

**Worker Responsibilities:**

Section 28 imposes duties upon workers. While at work, a worker must:

1. Take reasonable care for his or her own health and safety; and
2. Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
3. Comply, so far as the worker is reasonably able with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
4. Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

**Right to cease unsafe work Section 84**

A worker may cease, or refuse to carry out, work if the worker has a reasonable concern that to carry out the work would expose the worker to a serious risk to the workers’ health and safety, emanating from an immediate or imminent exposure to a hazard.

**Supporting Documentation Refer To:**

ANC-IMS-REG-001 Legal and Other Requirements Register

# 3. TERMS AND DEFINITIONS

| **Term** | **Definition** |
| --- | --- |
| Audit | Systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled. |
| Compliance obligations | Legal requirements and other requirements (admitted term). Legal requirements that an organisation had to comply with and other requirements that an organisation had to or chooses to comply with. |
| Competence | Ability to apply knowledge and skills to achieve intended results |
| Conformity | Fulfilment of a requirement |
| Non-conformity | Non-fulfilment of a requirement |
| Corrective action | Action to eliminate the cause of a nonconformity and to prevent recurrence |
| Continual improvement | Recurring activity to enhance performance |
| Confined Space | A confined space means and enclosed or partially enclosed space that:  (a) Is not designed or intended primarily to be occupied by a person  (b) Is, or is designed or intended to be, at normal atmospheric pressure while any person is in the space  (c) Is or is likely to be a risk to health and safety from:  An atmosphere that does not have a safe oxygen level, or  Contaminants, including airborne gases, vapours and dusts that may cause injury form fire or explosion  Harmful concentration of any airborne contaminants  Engulfment |
| Contract | Any accepted instruction from a Client for the PCBU to provide products and services, or any tender by the PCBU that has been accepted by a client. |
| Contract Quality Records | Those records that relate to the provision of products and services to Clients. They include tenders, contracts, inspection and test records, Client surveys, Process Improvement Reports, invoices, communications with Clients and any other documentation relating to the operational activities. |
| Construction Work | Any work carried out in connection with the construction, alteration, conversion, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure. |
| Consult | To share information about risks and what each party is doing to control the risk. |
| Co-operate | Providing assistance where necessary and ensuring that your activities do not interfere with the other person’s duties |
| Co-ordinate | Planning and organising activates together so that each person can meet their duties |
| Client/customer | A general term used to describe the parties with whom the PCBU has contracted to provide products and services. |
| Dangerous incident | An incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person’s health or safety emanating from an immediate or imminent exposure. |
| Due Diligence | As defined by Section 27 of the WHS Act, officers need to show that they have taken reasonable steps to:  (a) Acquire and update their knowledge of health and safety matters  (b) Understand the operations being carried out by the person conducting the business or undertaking (PCBU) in which they are employed, and the hazards and risks associated with the operations  (c) Ensure that the person conducting the business or undertaking has, and uses, appropriate resources and processes to eliminate or minimize health and safety risks arising from work being done  (d) Ensure that the person conducting the business or undertaking has appropriate processes in place to receive and respond promptly to information regarding incidents, hazards and risks  (e) Ensure that the person conducting the business or undertaking has, and uses, processes for complying with duties or obligations under the WHS Act.  (f) To verify the provision and use of the resources and processes referred to in paragraphs above. |
| Design | As defined by the WHS Act plant, a substance or a structure includes:  (a) Design of part of the plant, substance or structure; and  (b) Redesign or modify a design. |
| Effectiveness | Extent to which planned activities are realized and planned results achieved |
| Environmental management systems | Party of the management system used to manage environmental aspects, fulfil compliance obligations and address risks and opportunities. |
| Environmental Policy | Intentions and direction of an organisation related to environmental performance, as formally expressed by its top management. |
| Environment | Surroundings in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans and their interrelationships |
| Environmental Aspect | Element of an organisation’s activities or products or services that interacts or can interact with the environment |
| Environmental Condition | State or characteristic of the environment as determined at a certain point in time |
| Environmental impact | Change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation’s environmental aspects. |
| Electrical Work | As defined by clause 146 of the WHS Regulation, electrical work means:  (a) Connecting electricity supply wiring to electrical equipment or disconnecting electricity supply wiring from electrical equipment; or  (b) Installing, removing, adding, testing, replacing, repairing, altering or maintaining electrical equipment or an electrical installation. |
| Employer organisation | As defined by the WHS Act an employer organisation means an organisation of employers. |
| Engage in conduct | As defined by the WHS Act engage in conduct means doing an act or omitting to do an act. |
| GHS | As defined by the WHS Regulation the GHS means The Globally Harmonised System of Classification and Labelling of Chemicals, third revised edition, published by the United National as modified under Schedule 6. |
| Hazard | A ‘hazard’ is anything that has the potential to cause harm to a person. |
| Health | As defined by the WHS Act health means physical and psychological health. |
| Health and safety representative | Means the health and safety representative elected under Part 5 of the WHS Act for the work group of which the worker is a member. |
| High Risk Construction Activity | High risk construction work means construction work that:   1. Involves a risk of a person falling more than 2 metres: or 2. Is carried out on a telecommunication tower; or 3. Involves demolition of an element of a structure that is load‑bearing or otherwise related to the physical integrity of the structure; or 4. Involves, or is likely to involve, the disturbance of asbestos; or 5. Involves structural alterations or repairs that require temporary support to prevent collapse; or 6. Is carried out in or near a confined space; or 7. Is carried out in or nearby: 8. A shaft or trench with an excavated depth greater than 1·5 metres; or 9. A tunnel; or 10. Involves the use of explosives; or 11. Is carried out on or near pressurised gas distribution mains or piping; or 12. Is carried out on or near chemical, fuel or refrigerant lines; or 13. Is carried out on or near energised electrical installations or services; or 14. Is carried out in an area that may have a contaminated or flammable atmosphere; or 15. Involves tilt‑up or precast concrete; or 16. Is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians; or 17. Is carried out in an area at a workplace in which there is any movement of powered mobile plant; or 18. Is carried out in an area in which there are artificial extremes of temperature; or 19. Is carried out in or near water or other liquid that involves a risk of drowning; or 20. Involves diving work |
| Import | Importing means to bring into the jurisdiction from outside Australia. |
| Integrated Management System | The organisational structure, responsibilities, authorities, procedures, processes and resources for implementing and maintaining integrated management in the company. Also referred to as IMS. |
| Integrated Management System Documentation | The Quality Manual, Operating Procedures, System Procedures, Operating and System Control Forms and other documents approved by the Director as the Integrated Management System. |
| Inspector | The regulator may, by instrument, appoint any of the following as an inspector:  (a) A public servant  (b) An employee of a public authority  (c) The holder of a statutory office  (d) A person who is appointed as an inspector under a corresponding WHS Law  (e) A person in a prescribed class of persons. |
| Internal reviewer | As defined by the WHS Act, the internal reviewer means the regulator; or a person appointed by the regulator. |
| Interested Parties | Those interested parties (internal or external) who have a vested interest in the quality of the organisation’s products and services. |
| SDS | SDS stands for a Safety Data Sheet. It is a document obtained from the supplier of materials outlining the associated storage conditions and safety precautions. |
| Management System | Set of interrelated or interacting elements of an organisation to establish policies and objectives and processes to achieve those objectives. |
| Monitoring | Determining the status of a system, a process or an activity |
| Measurement | Process to determine a value |
| Performance | Measurable result |
| Life cycle | Consecutive ad interlinked stages of a product (or service) system, from raw material, acquisition or generation from natural resources to final disposal |
| Notifiable Incident | A notifiable incident is a death of a person or a serious injury of illness of a person or a dangerous incident. |
| Non-Conformance | A deficiency in service or failure to comply with any of the company policies and procedures. |
| Officer | As per the WHS Act an officer is:  (a) An officer within the meaning of section 9 of the Corporations Act 2001 of the Commonwealth other than a partner in a partnership  (b) an officer of the Crown within the meaning of section 247, or  (c) an officer of a public authority within the meaning of section 252 other than an elected member of a local authority acting in that capacity.  An officer within the meaning of section 9 of the Corporations Act 2001 of the Commonwealth other than a partner in a partnership is defined as,  (a) a director or secretary of the corporation; or  (b) a person:  (i) who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business of the corporation; or  (ii) who has the capacity to affect significantly the corporation's financial standing; or  (iii) in accordance with whose instructions or wishes the directors of the corporation are accustomed to act (excluding advice given by the person in the proper performance of functions attaching to the person's professional capacity or their business relationship with the directors or the corporation); or  (c) a receiver, or receiver and manager, of the property of the corporation; or  (d) an administrator of the corporation; or  (e) an administrator of a deed of company arrangement executed by the corporation; or  (f) a liquidator of the corporation; or  (g) a trustee or other person administering a compromise or arrangement made between the corporation and someone else. |
| Organisation | Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives. |
| Outsource | Make an arrangement where an external organisation performs part of an organisation’s function or process. |
| Others | As defined by the WHS Act, Others include persons at the workplace other than workers or other PCBUs, such as visitors, customers, and members of the public. |
| PPE | As defined by the WHS Regulation, Personal Protective Equipment is anything that is used or worn by a person to minimise risk to the persons health and safety, including air supplied respiratory equipment |
| Person conducting a business or undertaking (PCBU) | As defined by Section 5 of the WHS Act a PCBU is:  For the purposes of this Act, a person conducts a business or undertaking:  Whether the person conducts the business or undertaking alone or with others.  Whether or not the business or undertaking is conducted for profit or gain.  A business or undertaking conducted by a person includes a business or undertaking conducted by a partnership or an unincorporated association.  If a business or undertaking is conducted by a partnership (other than an incorporated partnership), a reference in this Act to a person conducting the business or undertaking is to be read as a reference to each partner in the partnership.  A person does not conduct a business or undertaking to the extent that the person is engaged solely as a worker in, or as an officer of, that business or undertaking.  An elected member of a local authority does not in that capacity conduct a business or undertaking.  The regulations may specify the circumstances in which a person may be taken not to be a person who conducts a business or undertaking for the purposes of this Act or any provision of this Act.  A volunteer association does not conduct a business or undertaking for the purposes of this Act.  In this section, volunteer association means a group of volunteers working together for 1 or more community purposes where none of the volunteers, whether alone or jointly with any other volunteers, employs any person to carry out work for the volunteer association. |
| Process | Set of interrelated or interacting activities which transforms inputs into outputs. |
| Plant | As defined by the WHS Act, plant means any machinery, equipment, appliance, container, implement and tool, any component of any of those things; and anything fitted or connected to any of those things. |
| PSMP | Project Safety Management Plan |
| Quality Certified | The status of a company that has been accredited with quality assurance certification to the International Organisation for Standardisation (ISO) standard AS/NZS ISO 9001:2015. |
| Quality Policy | The expression by management of its intentions, directions and commitment to the provision of quality products and services and continual improvement of those products and services. |
| Quality Records | Those quality related records that demonstrate that DPC is a quality-orientated company. They include records that are completed such as the internal audit records, system change records, performance evaluation records, system reviews and training records. |
| Risk and opportunities | Potential adverse effects (threats) and potential beneficial effects (opportunities) |
| Reasonably practicable | As defined by Section 18 of the WHS Act, reasonably practicable means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, considering and weighing up all relevant matters including:  The likelihood of the hazard or risk concerned occurring; and  The degree of harm that might result from the hazard or the risk; and  What the person concerned knows, or ought reasonably to know, about:  The hazard or the risk; and  Ways of eliminating or minimising the risk; and  (d) The availability and suitability of ways to eliminate or minimise the risk; and  (e) After assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk. |
| Representative | As defined by the WHS Act, a representative, in relation to a worker, means:  (a) The health and safety representative for the worker.  (b) A union representing the worker; or  (c) Any other person the worker authorises to represent him or her. |
| Serious Injury or illness | As defined under the WHS Act a Serious injury or Illness means an injury or illness requiring the person to have:  Immediate treatment as an in-patient in hospital; or  Immediate treatment for:  The amputation of any part of his or her body; or  A serious head injury; or  A serious eye injury; or  A serious burn; or  The separation of his or her skin from an underlying tissue (such as degloving or scalping); or  A spinal injury; or  The loss of a bodily function; or  Serious lacerations; or  Medical treatment within 48 hours of exposure to a substance,  and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind. |
| SSMP | Site Safety Management Plan |
| Structure | As defined by the WHS Act, a structure means anything that is constructed, whether fixed or moveable, temporary or permanent, and includes:  (a) Buildings, masts, towers, framework, pipelines, transport infrastructure and underground works (shafts or tunnels); and  (b) Any component of a structure; and  (c) Part of a structure. |
| Substance | As defined by the WHS Act, a substance means any natural or artificial substance, whether in the form of a solid, liquid, gas or vapour. |
| SWMS | Safe Work Method Statement |
| Supply | As defined by Section 6 of the WHS Act, supply means:  1) A supply of a thing includes a supply and a resupply of the thing by way of sale, exchange, lease, hire or hire purchase, whether as principal or agent.  2) A supply of a thing occurs on the passing of possession of the thing to the person or an agent of the person to be supplied.  3) A supply of a thing does not include:   1. The return of possession of a thing to the owner of the thing at the end of a lease or other agreement; or 2. A prescribed supply.   4) A financier is taken not to supply plant, a substance or a structure for the purposes of this Act if:   1. The financier has, during the financier's business as a financier, acquired ownership of, or another right in, the plant, substance or structure on behalf of a customer of the financier; and 2. The action by the financier, that would be a supply but for this subsection, is taken by the financier for, or on behalf of, that customer.   (5) If subsection (4) applies, the person (other than the financier) who had possession of the plant, substance or structure immediately before the financier's customer obtained possession of the plant, substance or structure is taken for the purposes of this Act to have supplied the plant, substance or structure to the financier's customer. |
| Top Management | Person or group of people who direct and control an organisation at the highest level. |
| Union | As defined by the WHS Act, a union means:  (a) An employee organisation that is registered, or taken to be registered, under the Fair Work (Registered Organisations) Act 2009 of the Commonwealth; or  (b) An association of employees or independent Service Providers, or both, that is registered or recognised as such an association (however described) under a State or Territory industrial law. |
| Volunteer | As defined by the WHS Act, a volunteer means a person who is acting on a voluntary basis (irrespective of whether the person receives out-of-pocket expenses). |
| WHS entry permit holder | As defined by the WHS Act, a WHS entry permit holder means a person who holds a WHS entry permit. |
| Work group | As defined by Section 5 of the WHS Act, a Work Group is to be determined by negotiation and agreement between:  (a) The person conducting the business or undertaking; and  (b) The workers who will form the work group or their representatives |
| Worker | Section 7 of the WHS Act has defined a worker as:  1) A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:   1. An employee; or 2. A Contractor or subcontractor; or 3. An employee of a Contractor or subcontractor; or 4. An employee of a labour hire company who has been assigned to work in the person's business or undertaking; or 5. An outworker; or 6. An apprentice or trainee; or 7. A student gaining work experience; or 8. A volunteer; or 9. A person of a prescribed class.   2) For the purposes of this Act, a police officer is:   1. A worker; and 2. At work throughout the time when the officer is on duty or lawfully performing the functions of a police officer, but not otherwise.   (3) The person conducting the business or undertaking is also a worker if the person is an individual who carries out work in that business or undertaking. |
| Workplace | As defined by Section 8 of the WHS Act, a workplace means:  1) A workplace is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.  2) In this section, place includes:   1. A vehicle, vessel, aircraft or other mobile structure; and 2. Any waters and any installation on land, on the bed of any waters or floating on any waters. |
| WHS | “WHS” means Work Health and Safety |

# 4. CONTEXT OF THE ORGANISATION

ANC Cranes Pty Ltd has determined external and internal issues that could affect the achievement of the intended results of the Integrated Management System. Management will conduct a detailed analysis of the external and internal issues through periodic reviews of data at management review meetings. The management team consider the positive and negative issues, which arise from external or internal issues.

## 4.1. Understand the Organisation and its Context

The results of the context review are used to:

* Understand and determine the scope and issues (positive and negative) that can affect how an organisation manages the Integrated Management System
* Determine HSEQ risk and opportunities.
* Develop or enhance HSEQ policy, set objectives and KPI’s.
* Gain a high-level understanding of the needs and expectations of workers and other interested parties (and differences for managerial and non-managerial workers).

Issues include conditions, characteristics or changing circumstances that can affect the organisation. Internal and external issues can result in risks and opportunities.

## 4.1.1. External Context Issues

External context issues will consider:

* Cultural, political, economic and legal issues, natural surroundings and market competition.
* New competitors, technologies, laws and occupations.
* Key drivers and trends in industry sector.
* Relationships, perceptions and values of external interested parties.

## 4.1.2. Internal Context Issues

Internal context issues will consider:

* Organisational structure, roles, accountabilities, capabilities, and organisational culture.
* Information systems, flows and decision-making.
* Introduction of new products, materials, services, tools, premises, and equipment.
* Standards, guidelines, and contractual relationships.
* Working conditions and working time arrangement.

**Supporting Documentation Refer To:**

ANC-IMS-REG-001 Integrated Management System Register (Internal and External Issues)

## 4.2 Understand the Needs and Expectations of Interested Parties

The interested parties have been identified, their needs and expectations will be reviewed and monitored by conducting management meetings, internal audits, and management reviews.

Interested parties’ needs and expectations and the scope are outlined below:

* The criteria and methods needed to ensure the effectiveness of actual operation and for the smooth running of the processes are determined through a system internal audits and management reviews.
* The availability of the necessary resources and information required to support the operation, and the monitoring of these processes are ensured and supported by top management.
* The processes are regularly monitored, systematically measured and thoroughly analysed through internal and external audits and management reviews.
* To achieve the results as planned the correct actions are implemented. These actions also assist with the objective of continual improvement.
* The responsibilities and authorities will be allocated for these processes.

The controls for the above activities are described in this manual and in the appropriate policies and procedures. The responsibilities for the Integrated Management System are detailed throughout the System and in the job position descriptions. The interested parties we have considered are but not limited to:

* Government and Regulatory Authority.
* Customers.
* Owners / Investors and Shareholders.
* Unions
* Suppliers.
* Sub-Contractors / Service Providers.
* Workers within the business; and
* Community.

These requirements shall be continually monitored and reviewed by the management team to ensure the ANC Cranes Pty Ltd has access to up-to-date information and a plan in place through the Integrated Management System to meet their requirements.

**Supporting Documentation Refer To:**

ANC-IMS-REG-001 Integrated Management System Register (Interested Parties)

## 4.3 Determining the Scope of the Integrated Management System

The Integrated Management System outlines ANC Cranes Pty Ltd plan to satisfy the HSEQ requirements of ISO 45001, ISO 14001 and ISO 9001. The Integrated Management System is applicable to all internal operations and covers all the services provided. The external boundaries of the Integrated Management System are driven by our client’s contractual arrangements. In other words, ANC Cranes Pty Ltd will follow their Integrated Management System or where specified by contractual obligations, the customer’s applicable Management Systems and processes.

ANC Cranes Pty Ltd management team have determined the boundaries and applicability of the Integrated Management System to establish its scope. When determining this scope, considered:

* The external and internal issues referred to in section 4.1.
* The requirements of relevant interested parties referred to in section 4.2.
* The products and services of ANC Cranes Pty Ltd.
* The planned or performed work related activities.

This Integrated Management System is used internally to guide the company’s workers through the various requirements of the ISO 45001, ISO 14001 and ISO 9001. Standards must be executed and maintained to ensure; client satisfaction, minimise environmental impact, the safety of workers, continuous improvement and provide the necessary instructions to create an empowered work force. ANC Cranes Pty Ltd confirms that the Integrated Management System is maintained and amended as required for improved customer satisfaction and company HSEQ performance. Implementation of the system helps to control business processes and deliver quality projects.

This Integrated Management System is used externally to introduce ANC Cranes Pty Ltd Integrated Management System to its customers and other external organisations or individuals. The manual is used to familiarise them with the controls that have been implemented and provide assurance to the integrity of the Integrated Management System.

ANC Cranes Pty Ltd applies all the requirements of ISO 45001, ISO 14001 and ISO 9001 in determining the scope of its Integrated Management System. It is available and maintained as documented information. The scope states the types of products and services covered.

The following scope has been determined by Management team. Exclusions include:

* Design
* Calibrations

**ANC Cranes Pty Ltd Key Contacts:**

|  |  |  |
| --- | --- | --- |
| **Title** | **Name** | **Contact Number** |
| Director | Craig Davies | 0407955569 |
| Operations & Accounts Manager | Alyce Carter | 0407955569 |
| Compliance OH&S Contact | Paeriaeswaran Thanapalan | 0401 618 471 |

**Supporting Documentation Refer To:**

Integrated Management System Implementation Guide

## 4.4 Integrated Management System

ANC Cranes Pty Ltd management team have established, implemented, maintained, and continually improved an Integrated Management System as described in this manual, including the processes needed and their interactions, in accordance with the requirements of the International Standards ISO 45001, ISO 9001 and ISO 14001.

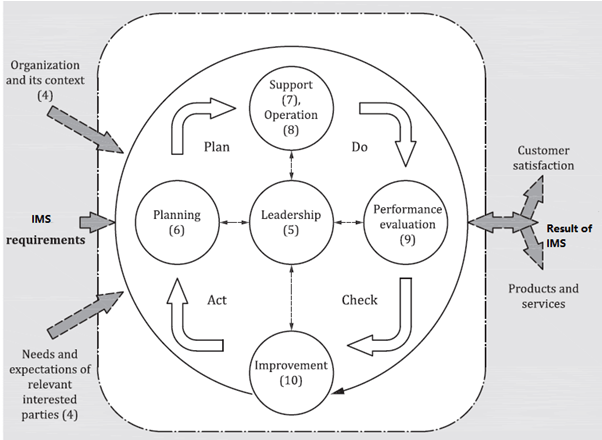
The Integrated Management System is applicable to all operations and covers all products and services. The external boundaries of the Integrated Management System are driven by customers or Principal Contractor’s contractual arrangements. In other words, ANC Cranes Pty Ltd will follow their Integrated Management System or where specified by contractual obligations, the customer’s or Principal Contractor’s Integrated Management System and processes.

The Integrated Management System and associated processes are based on the environmental aspects, impacts, products and services, interested parties’ needs and expectations and the scope as outlined above. Furthermore:

* The criteria and methods needed to ensure the effectiveness of actual operation and the controls thereof for the smooth running of the processes are determined.
* The availability of the necessary resources and information required to support the operation, and the monitoring of these processes are ensured.
* The processes are regularly monitored, systematically measured, and thoroughly analysed.
* To achieve the results as planned, proper actions are implemented. These actions also assist with continual improvement.
* The responsibilities and authorities will be allocated for these processes.

The controls on the above activities are described in appropriate procedures in this manual. The responsibilities for the Integrated Management System are detailed throughout this manual and in the job position descriptions. The internal and external issues are assessed and managed. The risk and opportunities and environmental impacts are determined in accordance with the requirements and detailed in the sections 4.1 and 4.2.

The Integrated Management System and its associated procedures will be reviewed during the management review meetings and internal audits on an annual basis to evaluate the processes and implement changes as required and to ensure the processes are continually improved. The Integrated Management System and associated documentation will be maintained and retained in accordance with company procedures. The PDCA Cycle will be applied to all processes that is part of the Integrated Management System. See PDCA Cycle below.



# 5. LEADERSHIP

## 5.1. Leadership and Commitment

ANC Cranes Pty Ltd management team will take responsibility for the effectiveness of the Integrated Management System and will demonstrate commitment by:

* Defining roles and allocating responsibilities and accountabilities and delegating authorities, to facilitate effective HSEQ management.

Roles and Responsibilities are documented in Leadership - Organisation Roles, Responsibilities and Authorities and through position descriptions, and HSEQ procedures where applicable. Ensuring:

* The HSEQ policies and objectives are established for the Integrated Management System, and these are aligned with the context and strategic direction of ANC Cranes Pty Ltd.
* The integration of WHSMS requirements into the business processes of ANC Cranes Pty Ltd.
* That resources needed for the Integrated Management System are available.
* The Integrated Management System achieves its intended results.
* Communicating the importance of effective HSEQ management and of conforming to the Integrated Management System requirements.
* Engaging, directing and supporting personnel to contribute to the effectiveness of the Integrated Management System.
* Continual improvement is promoted.
* Other relevant management roles are supported to demonstrate their leadership as it applies to their areas of responsibility.

## 5.1.1. Customer Focus

The ANC Cranes Pty Ltd management ensures that the organisation, in every area of its operation, has a clear focus towards meeting and exceeding customer needs and expectations, including legislative requirements and Australian Standards. The first step is determining these requirements, both stated and implied, from the customers.

The second step is the effort towards not only satisfying the customers by fulfilling their requirements, but also towards enhancing the level of their satisfaction. To ensure customer satisfaction, management will collate and analyse past customer feedback and comments (and any other relevant information), to determine whether there are general historical and/or emerging trends, repetitive type problems or unsatisfactory subcontractor performance. Ongoing customer meetings are held throughout the life cycle of each project to maintain customer satisfaction and ensure their requirements/expectations are being met. Customer meetings are held either via phone or face-to-face. Where face-to-face meetings are held, these meetings are documented, including a record of the meeting, action items and attendees.

## 5.2. Organisational Roles, Responsibilities and Authorities

Senior management have ensured that the responsibilities and authorities for relevant roles are assigned communicated and understood within ANC Cranes Pty Ltd. While assigning roles, responsibility and authority, senior management have considered and ensured that:

* The Integrated Management System conforms to the requirements of ISO 45001, ISO 9001 and ISO 14001.
* The processes are delivering their intended outputs.
* Reporting on the performance of the Integrated Management System and on opportunities for improvement, in particular to senior management.
* The promotion of customer focus throughout.
* The integrity of the Integrated Management System is maintained when changes to the Integrated Management System are planned and implemented.

The organisational structure has been established to afford the most efficient utilisation of human resources and to ensure that effective communication is maintained at and between all levels within the organisation. The organisation chart defines the responsibilities, authority and inter-relation of all personnel who manage, perform, and verify work affecting the Integrated Management Systems, for those who require the organisational freedom and authority to:

1. Initiate action to prevent the occurrence of any non-conformances relating to products, processes and the Integrated Management Systems.
2. Initiate recommended corrective actions through designated channels.
3. Verify the implementation of solutions.
4. Control further processing, delivery, or installations of non-conforming product until the deficiency or unsatisfactory condition has been corrected.

Documented position descriptions for each functional position, listing as a minimum, individual duties, responsibilities, authorities, and reporting relationships are maintained.

**Roles and Responsibilities:**

**The Director as a part of their responsibility:**

* Participates in Management Reviews to verify the organisation’s quality performance (i.e. are performance objectives being met) and the availability of resources to meet such objectives.
* To coordinate activities to ensure that customer requirements are formally identified.
* Providing regular and effective communication methods throughout the company to enable information on how the organisation is meeting customer needs, information relating to HSEQ objectives and system performance to be passed onto the workforce.
* Take overall responsibility and accountability for the prevention of work-related injury and ill health, as well as the provision of safe and healthy workplaces and activities.
* Ensure that workers are consulted on issues, which affect their health, and safety and any concerns they may have been referred to ANC Cranes Pty Ltd.
* Manage the acquisition and dissemination of HSEQ information to Operations & Accounts Manager and workforce.
* Participate in regular senior management HSEQ meetings and ensure records are taken.
* Ensure financial support is provided for all reasonable safety initiatives.
* Allocate human, technical and financial resources adequate to meet HSEQ needs.
* Establish and review HSEQ policies and related HSEQ objectives to ensure compatibility with the strategic direction of the company ANC Cranes Pty Ltd.
* Develop, lead and promote a culture at ANC Cranes Pty Ltd that supports the intended outcomes of the Integrated Management System.

**If deemed an Officer, the Officer shall exercise Due Diligence to ensure they comply with their legislative duty. Due Diligence includes taking reasonable steps:**

* Acquire and keep-up-to-date knowledge of HSEQ matters; and
* Gain an understanding of the nature of the operations of the business or undertaking of ANC Cranes Pty Ltd and generally of the hazards and risks associated with those operations; and
* Ensure that ANC Cranes Pty Ltd has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking; and
* Ensure that ANC Cranes Pty Ltd has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information; and
* Ensure that ANC Cranes Pty Ltd has and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act;
* Ensure that ANC Cranes Pty Ltd is made aware of any post implementation issues and maintenance issues required to the Integrated Management system.

**Operations & Accounts Manager as a part of their responsibility:**

* Ensures that all processes needed for the Integrated Management System as per the requirements of ISO Standards are established, implemented and maintained.
* Reports to the senior management on the performance of the systems are completed to enable review, which shall be the basis for further improvement.
* Ensures that the customer requirements are known throughout the organisation.
* Ensures liaison is maintained with external agencies on all matters relating to the Management Systems.
* Ensure that the integrity of the Integrated Management System is maintained when changes are planned and implemented.
* Plan and participate in management review meetings.
* Help establish performance measures.
* Follow up on corrective actions and preventive actions.
* Ensuring the processes are delivering their intended outputs.
* Reporting on the performance of the Integrated Management System and Opportunities for improvement.
* Ensuring the promotion of customer focus.
* Issuing annual performance reviews for Management to conduct worker performance reviews with the workforce to review performance and implementation of quality objectives and plans.
* Establishing a vision, policies and strategic and measurable objectives consistent with the purpose of the organisation, ANC Cranes Pty Ltd.
* Communicating ANC Cranes Pty Ltd direction, values and objectives regarding quality and the Integrated Management System. Communication minutes shall be kept as HSEQ records.
* Reviewing the HSEQ performance of their departments investigating and remedying HSEQ non-conformances on time and in full participating in the selection of workers for their department and ensuring that suitably qualified workers are selected.
* Seeing that the training needs of their workers are met as planned in the annual worker performance review.
* Consult with all workers and duty holders on HSEQ issues, including HSEQ policies, plans and procedures
* Implement emergency procedures.
* Acquire and disseminate HSEQ information to workers.
* Coordinate the rehabilitation of workers who have been injured at work, by encouraging their early return to work through work-based rehabilitation programs.
* Maintain the first aid facilities.
* Manage the acquisition and dissemination of HSEQ information to workers.
* Ensure emergency contact procedures are displayed and clearly communicated at the office.
* Manage and maintain all HSEQ documentation and records.
* Assess Service Providers abilities to comply with HSEQ requirements.
* Ensure all workers attended adequate ongoing HSEQ training.
* Ensure Health and Safety Committee personnel and Health and Safety Representatives attend consultation training where necessary.
* Collate incident and injury statistics.
* Maintain the hazardous chemicals register.
* Ensure payments to sub-contractors and service providers.
* Create Financial management reports for the Director
* Manage Budget process
* Liaise with external accountant

**The Operations/Sales Coordinator as a part of their responsibility:**

* Prepare accurate quotes and hire agreements, ensuring alignment with company policies and HSEQ standards.
* Develop and maintain strong client relationships while promoting a safety-first culture in all communications and service offerings.
* Support job scheduling and site coordination with a focus on operational efficiency and compliance with WHS and environmental regulations.
* Maintain detailed records of client jobs, quotations, and communications, ensuring traceability and adherence to quality management protocols.
* Provide responsive after-sales support, addressing client concerns promptly and ensuring resolution in line with safety and service standards.
* Collaborate with internal teams to ensure equipment and personnel are deployed in accordance with safety procedures and site-specific requirements.
* Monitor job progress and proactively identify potential HSEQ risks, escalating issues as needed to ensure safe and compliant operations.
* Assist in the continuous improvement of operational processes by contributing feedback and supporting HSEQ initiatives.

**The Operations/Office Assistant as a part of their responsibility:**

* Assist with scheduling, bookings, and confirmations, ensuring alignment with operational timelines and safety requirements.
* Manage and maintain compliance documentation, including licenses, certifications, and safety records, to support regulatory and audit readiness.
* Support the processing of purchase orders, supplier invoices, and payroll, ensuring accuracy and adherence to company financial and compliance procedures.
* Perform general administrative tasks such as data entry, filing, and document control, with a focus on maintaining confidentiality and quality standards.
* Assist in preparing reports related to operations, safety, and compliance, contributing to continuous improvement and risk mitigation efforts.
* Coordinate with internal teams to ensure documentation and communications reflect current HSEQ policies and procedures.
* Monitor and update registers for training, inductions, and equipment maintenance to support ongoing compliance and operational efficiency.
* Support incident reporting and follow-up processes by maintaining accurate records and assisting with documentation requirements.

**All workers (e.g. crane operators, dogman, mechanics etc.) as a part of their responsibility:**

* Making themselves aware of the company's HSEQ objectives; values and policies.
* Following the relevant procedures while at work.
* Understanding their role in achieving HSEQ outcomes.
* Acting in a manner consistent with procedures.
* Recommending possible improvements to the Integrated Management Systems.
* Considering the needs of the customers.
* Ensure that cranes and associated equipment are working correctly.
* Take reasonable care for his or her own health and safety; and
* Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
* Comply, so far as the worker is reasonably able with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
* Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

**The Service Provider as a part of their responsibility:**

* Service Providers have the same responsibilities as ANC Cranes Pty Ltd, the PCBU, under the WHS Act 2011 as per above responsibilities.
* Comply with the WHS Regulation 2017, relevant Australian Standards, Codes of Practice and Industry Standards and
* Comply with ANC Cranes Pty Ltd Policies and Procedures.
* Comply with Subcontractor and Contractor Management Guideline.
* Responsible for any Service Providers working on their behalf (subletting of works).
* Failure to comply or observe a direction will be considered a breach of the contract and sufficient grounds for termination of contract.
* Service Providers should provide:
  + Copies of professional insurance details.
  + Copies of relevant licence and accreditations.
  + Copies of a current Workers Compensation policy covering all workers.
  + Copies of SWMS for all tasks that they are to carry out.
  + Copies of SDS for any hazardous chemicals that are to be used on site.
  + Evidence of their own Management Systems e.g. WHS, Quality or Environmental.

**Supporting Documentation Refer to:**

Appendix A Organisation Structure

## 5.2.1. Elements of PCBU Duty

## 5.3. Consultation and Participation of Workers

The participation of workers in the HSEQ decision making process is fundamental to the successful implementation and sustainability of the ANC Cranes Pty Ltd Integrated Management System. Workers are involved, either directly in meetings, or through their elected Health and Safety Representative in:

* The development, implementation and review of hazard and risk related policies and procedure; and
* Consultation regarding changes that effect workplace health and safety.

Consultation and participation at ANC Cranes Pty Ltd. sites will be through the following methods but not limited to:

* Feedback Form
* Incident / Near Miss Reporting
* Inductions
* Issue Reporting
* Meetings, Pre-Start briefs, Review of SWMS, Completion of SLAMS, Review of SOPS,
* Mid-Probation Period Review
* Performance Appraisals
* Toolbox Meetings, training, Audits etc.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-009 HSEQ Resolution

ANC-IMS-PRO-008 WHS Consultation and Toolbox Talks

ANC-IMS-FRM-002 Safety Meeting - Toolbox Talk

# 6. PLANNING

## 6.1. Actions to Address Risks and Opportunities

## 6.1.1. General

The planning at ANC Cranes Pty Ltd is done not only to maintain the implementation of the Integrated Management System, but also to monitor, measure, analyse and improve it on a continual basis. Through the process of planning 'Achieving the Quality Objectives' is targeted. ANC Cranes Pty Ltd will address its risks and opportunities through the planning of objectives and targets.

A risk matrix is used to determine whether each HSEQ issues has the potential to cause a significant impact to the company.

ANC Cranes Pty Ltd has implemented and maintained documented systems needed for risk and opportunity management to ensure:

* Assurance that the Integrated Management System can achieve its intended result(s)
* Enhancement and desirable effects
* Undesired effects, including the potential for external environmental condition to affect the organisation are prevented or reduced.
* Improvement is achieved.
* Compliance obligations are met
* Determining the non‑conformities and their probable root causes.
* Evaluating the need for actions to prevent occurrence of non‑conformities.
* Determining and initiating actions needed.
* Recording results of actions taken.
* Verifying the effectiveness of actions by review of preventive actions taken.

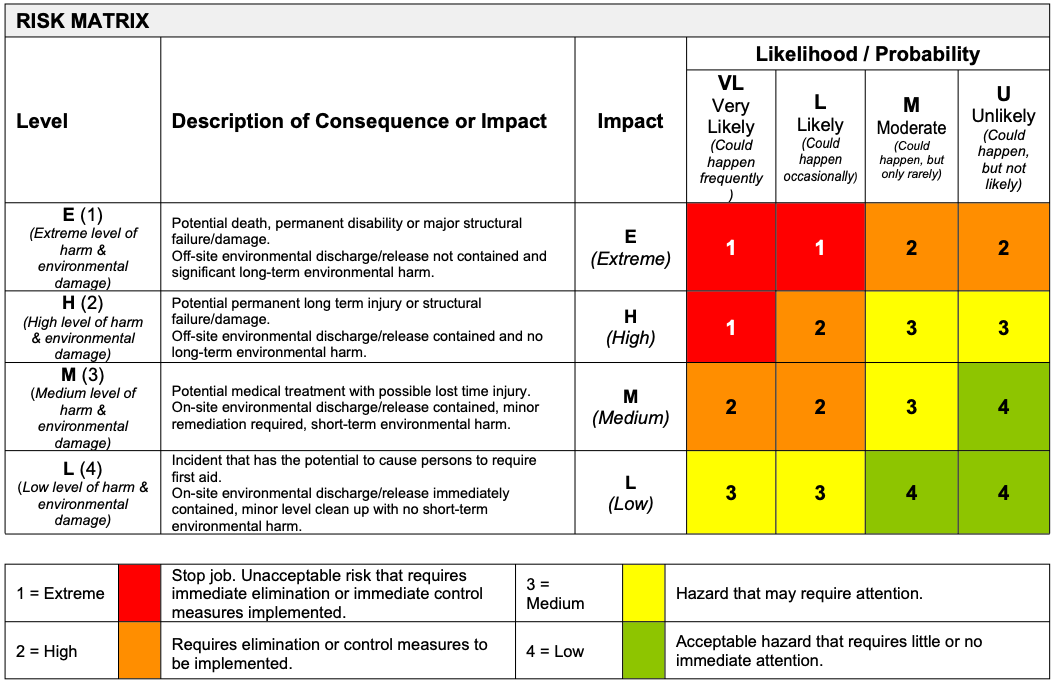
ANC Cranes Pty Ltd has considered:

* HSEQ Hazards and their associated Risks and Opportunities.
* Applicable legal requirements and other requirements.
* Risks and opportunities related to the operation of the Integrated Management System that can affect the achievement of the intended outcomes.

ANC Cranes Pty Ltd Senior management have taken responsibility at Corporate and site level to:

* Provide and assign sufficient resources to carry out risk and opportunity management activities.
* Develop policies, procedures and risk assessments for hazard and opportunity identification and the development of control measures, including those of service providers.
* Review information and results from audits, customer feedback, incident reports and other risk opportunity management activities and apply Statistical analysis as required

In addition to the Corrective action taken, ANC Cranes Pty Ltd has implemented the following Risk and Improvement process to ensure actions are integrated into the Integrated Management System and a way to evaluate the effectiveness of these actions:



Customer Demands and Contractual Requirements

Audits

Risk Identification

Quality Management

Competitor Threat

Claims and Complaints

Customer Feedback

Management meetings

Quality Compliance Audits

Legislation and Regulation

**Supporting Documentation Refer To:**

ANC-IMS-REG-001 Integrated Management System Register (Internal and External Issues)

ANC-IMS-PRO-005 Hazard ID, Risk Assessment and Resolution

## 6.1.2. Hazard Identification and Assessment of Risks and Opportunities and Environmental Aspects

## 6.1.2.1 Hazard Identification

ANC Cranes Pty Ltd has established, implemented, and maintains risk management practices for hazard identification and control measures to eliminate, avoid or reduce risk for all business activities, and services.

The hazard identification process for all ANC Cranes Pty Ltd workplaces shall assess potential hazards arising from but not limited to those outlined below:

* The situation or events or combination of circumstances that identifies potential hazards through injury or illness and regular inspection and routine audit processes.
* The nature of potential injury or illness relevant to the activity through task observation and evaluation.
* Past injuries, incidents and illness through periodic evaluation of statistics and incident investigation.
* Prior to works commencing the following will be carried out as appropriate but not limited to:
* Conduct a pre-work Risk Review Meeting with relevant stakeholders to determine level of risk and controls for identified hazards.
* Identified hazards shall be documented in the Project Risk Register, with site-specific controls and/or corrective actions.
* Scope of works and program shall be referred to when identifying potential hazards.
* Stakeholders shall be consulted during hazard identification to ensure coverage of all hazards.
* Develop JSA or SWMS for HRCW (as defined above) prior to the work commencing.
* Implement relevant controls prior to works commencing.
* ANC Cranes Pty Ltd Manager must review and approve Risk Register before work can commence.

**Supporting Documentation Refer To:**

ANC-IMS-REG-001 Integrated Management System Register (Internal and External Issues, Risk Register, Environmental Aspects & Impacts Register)

ANC-IMS-PRO-005 Hazard ID, Risk Assessment and Resolution

ANC-IMS- FRM-001 JSA

## 6.1.2.2. Assessment of WHS Risks and Other Risks to the Integrated Management System

Identified risks are assessed in accordance with the Risk Management Policy. A Risk Assessment for ANC Cranes Pty Ltd has been completed considering hazard notification, workplace consultation, incident investigation, inspection and audit processes. Risk assessments at ANC Cranes Pty Ltd workplaces include but are not limited to:

* Chemical use and handling.
* Air quality and emissions or dust.
* Client requirements which impact on WHS.
* Emergency access and egress.
* Working at heights.
* Flora and fauna.
* Hazardous substances
* First aid.
* Manual handling.
* Plant and equipment.
* Dangerous goods.
* Electrical safety.
* Ergonomics.
* Slips trips and falls.
* Gas and explosions.
* Psychosocial risks
* Harassment and bullying behaviour.
* Machine guarding.
* Service Providers (i.e., contractors and suppliers).
* Work requiring permits or licences.
* Personal Protective Equipment (PPE).
* Waste.
* Training consultative arrangements; and
* Fire protection.

All hazards and their associated risks shall be assessed and ranked to determine the level of control measures required to eliminate, avoid or reduce the potential risk to the organisation, people and the environment. Risk ranking shall be a key feature in addressing workplace hazards and their potential risk. The ANC Cranes Pty Ltd methodology for risk assessing is outlined in Hazard ID, Risk Assessment and Resolution procedures.

**Supporting Documentation Refer To:**

ANC-IMS-REG-001 Integrated Management System Register (Internal and External Issues, Risk Register, Environmental Aspects and Impacts Register)

ANC-IMS-PRO-042 Psychosocial (Mental Health) Wellbeing Procedure

ANC-IMS-PRO-043 Bullying, Harassment, Sexual and Gender-based Harassment and Discrimination Procedure

ANC-IMS-PRO-005 Hazard ID, Risk Assessment and Resolution

ANC-IMS-PRO-010 Subcontractor and Contractor Management

## 6.1.2.3. Assessment of HSEQ Opportunities and Other Opportunities for the Integrated Management Systems

ANC Cranes Pty Ltd as well as the industry it operates in, plays a role in how the Integrated Management System is structured. Policies are developed about industry standard, as well as being a good corporate citizen. Its context relates directly to our understanding of our place in the industry. Both risk and opportunities are identified during:

* Management Review meetings.
* Internal Audits.

These processes:

* Give assurance that the HSEQ can achieve its intended results.
* Enhance desirable effects.
* Prevent or reduce undesired effects.
* Achieve improvement.

Opportunities for ANC Cranes Pty Ltd present themselves as:

* New work practices that can lead to improvement.
* By launching new products.
* By opening new markets, both to us and to our customers.
* Addressing and attempting to gain new customers.
* Building partnerships (this is sometimes a risk mitigation strategy).
* Developing and/or using new tech.
* Addressing new customers’ needs.

Some of these opportunities will come with a certain level of risk. This risk must be evaluated, and subsequent actions will then by based on these decisions. After reviewing the risk involved in a certain event or opportunity, ANC Cranes Pty Ltd addresses this risk in several ways, including:

* Avoiding the risk altogether.
* Taking the risk to pursue an opportunity.
* Eliminating the risk source.
* Changing the likelihood or consequence of the risk.
* Sharing the risk with a partner.
* Retaining the risk with informed decision.

**Supporting Documentation Refer To:**

ANC-IMS-REG-001 Integrated Management System Register (Internal and External Issues, Risk Register, Environmental Aspects and Impacts)

ANC-IMS-PRO-005 Hazard ID, Risk Assessment and Resolution

ANC-IMS-PRO-034 Internal Audit and Management Review

## 6.1.2.4. Environmental Aspects

The environmental aspects of the business operations have been assessed and controls implemented. Aspects are assessed and all other aspects considered in planning the job. Support is provided by management for any environmental requirements. The environmental aspects are reviewed annually as a minimum, or when new developments, activities, products or services have been introduced.

ANC Cranes Pty Ltd will consider the life cycle perspective to its products and services; the organisation will consider the following:

* The stage in the life cycle of the product or service.
* The degree of influence and control it has over the life cycle stages, e.g. minimizing process waste at the office or site, fuel consumption, disposal of waste etc.
* The life of the product.
* The organisation’s influence on the supply chain,
* The length of the supply chain, and
* The technological complexity of the product.

Any new control measures are discussed at the Quarterly Management Review Meetings and discussed with workers at the designated worker meetings. The following risk matrix is used to determine whether each environmental aspect has the potential to cause a significant impact to the environment.

**Supporting Documentation Refer To:**

ANC-IMS-REG-001 Integrated Management System Register (Internal and External Issues, Risk Register, Environmental Aspects and Impacts, Legal Register)

## 6.1.3 Determination of Legal Requirements and Other Requirements

Section 2 of this manual describes how ANC Cranes Pty legislative requirements are identifies, monitors and applies legislative evaluation. A list of current health and safety Acts, Regulations, Codes of Practice, Standards, and other information relevant to the operations of ANC Cranes Pty Ltd maintained by the ANC Cranes Pty Ltd nominated person.

**Supporting Documentation Refer To:**

ANC-IMS-REG-001 Legal and Other Requirements Register

**6.1.4 Planning Action**

ANC Cranes Pty Ltd management system is planned and implemented to meet our corporate objectives and as such the planning process involves establishing and communicating our corporate policies, objectives and associated operational procedures. This document constitutes our overall plan for establishing, maintaining and improving our Integrated Management System. For each instance of management system planning, the output is documented and retained accordingly. Any changes are conducted in a controlled manner.

All identified significant environmental aspects, WHS hazards, associated risks and opportunities that need to be addressed are used to prioritise planning. ANC Cranes Pty Ltd Operations & Accounts Manager analyses the risks and presents the assessment to senior management for consideration.

The management review process, change control process, and internal audit process ensure that the integrity of the management system is maintained when significant changes affect key processes. The management review makes recommendations to ensure that risks and opportunities that could affect the intended outcomes of the management system are considered and planned for via the most appropriate business processes.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-031 Corrective Action Procedure

ANC-IMS-PRO-025 Incident Reporting and Investigation Procedure

ANC-IMS-PRO-030 Change Management Procedure

ANC-IMS-PRO-005 Hazard ID, Risk Assessment and Resolution

ANC-IMS-PRO-034 Internal Audit and Management Review

## 6.2. HSEQ Objectives and Planning to Achieve Them.

## 6.2.1 HSEQ Objectives

ANC Cranes Pty Ltd has ensured that the quality objectives have been established at relevant functions and levels within the organisation. These objectives ensure that requirements of the product or service are not only identified and met, but also constantly reviewed and improved. ANC Cranes Pty Ltd realise that to make achievable objectives and to enable verification of the continual improvements necessary to achieve them, the objectives are to be measurable. The stated objectives are consistent with the quality policy and measurable to make this verification possible. In making the objectives measurable, management has ensured that the objectives once achieved, can again be set at higher measurable levels. The measurement and communication of objectives is included in the agenda for “Management Review” meetings and, which are held on a quarterly basis.

The Operations & Accounts Manager will monitor and review the Objectives quarterly as per the Quarterly Management Meeting and the results compared to last quarter’s results when presented to management. The objectives will be updated as deemed appropriate. The Operations & Accounts Manager will be responsible for allocating the resources needed and gaining Senior Management support to achieve the objectives.

HSEQ objectives have been established, implemented, and maintained at relevant function and level within ANC Cranes Pty Ltd to maintain and continually improve the Integrated Management System and performances.

The objectives are strategic, apply to the entire company and will be:

* Consistent with HSEQ Policies.
* Measurable (if practicable) or capable of evaluation.
* Considered applicable, legal and other requirements
* Relevant to conformity of products and services and to enhancement of customer satisfaction.
* Considered the results of the assessment of HSEQ risk and opportunities and other risks and opportunities.
* Considered the outputs of consultation with workers, and where they exist, workers’ representatives.
* Monitored.
* Clearly communicated.
* Updated as appropriate

**Supporting Documentation Refer to:**

ANC-IMS-REG-001 Integrated Management System Register (Objectives and Targets)

A balanced approach will be taken to measuring the key attribute to ensure ANC Cranes Pty Ltd is focused on the processes that contribute to the quality of product and services:

|  |  |
| --- | --- |
| **Balanced Approach** | |
| **Customer Relationship Management:**  Customer Satisfaction  Customer Complaints | **Product/Service Performance:**  Profitability  Defect Rate |
| **Process Performance:**  Delivery Performance  Compliance Results | **Resource Performance (including people, equipment and materials):**  Worker Retention Rate  Overall Equipment Effectiveness |

## 6.2.2 Planning to Achieve HSEQ Objectives

As part of the business planning process, each year the Director consults with team leaders, line managers and other employees on HSEQ Objectives and Targets for the year which is approved by the Director.

ANC Cranes Pty Ltd Director and the management team determine the following:

* What will be done.
* What resources will be required.
* Who will be responsible.
* When it will be completed.
* How the results will be evaluated, including indicators of monitoring.
* How the actions to achieve OHS objectives will be integrated into the business processes.

ANC Cranes Pty Ltd maintain and retain documented information on HSEQ objectives and plans to achieve them.

Inputs to the Objectives and Targets setting process include but are not limited to; incident data, lessons learned, known hazards / risks, legal requirements, audit findings, deemed training needs, views of interested parties, technical options, financial, operational and business requirements.

The Director ensures the Objectives are in line with the corporate directives as well as the HSEQ Policies and demonstrates commitment to continuous improvement in WHEQS performance. HSEQ Objectives selected will be measured, the actions tracked against specific timeframes. Objectives and targets are shared in Management Review meeting and HSEQ committee meetings as appropriate.

HSEQ Objectives at ANC Cranes Pty Ltd are achieved by the following methods but not limited to:

* The management system implemented shall be compliant to the International Standard ISO 45001, ISO 14001 and ISO 9001.
* All workers will be encouraged to identify and report any HSEQ related deficiencies. These deficiencies will in turn be investigated and resolved promptly with technical expertise and efficiency.
* Effective implementation of the HSEQ Policies and management system is another objective. This will create control of health and safety related activities, improve productivity and create an environment for improved satisfaction and confidence of workers, stakeholders and customers.
* Other key business objectives, along with the core business processes will be measured and analysed through ongoing audits, Biannual KPI Reviews, Quarterly, Biannual, Annual performance reports and 12-month management reviews to ensure continuing suitability, improvement, and effectiveness.
* HSEQ objectives are contained in the policy statement, it is fundamental to the success of ANC Cranes Pty Ltd to ensure objectives are achieved. The achievement of the objectives has a positive impact on workplace safety, environment, product quality, operational effectiveness and financial performance and thus on the satisfaction and confidence of interested parties.

If shortfalls are identified, management may revise objectives, issue corrective action requests, or take other appropriate actions to address the issue. The following Business objectives are examples, not limited to:

* Zero Fatalities
* Zero Lost Time Injuries
* Zero customer Complaints
* Zero community incidents.
* Zero prosecutions fines or notices - Meet Regulatory and Statutory Requirements
* Completion of internal audits as per schedules
* Obtain Certification to ISO 45001:2018, ISO 9001:2015 and ISO 14001:2015
* Carry out Management Review every 12 months
* Nominated corrective actions to be completed and closed out promptly
* No repetition of serious incidents

**Supporting Documentation Refer to:**

ANC-IMS-POL-001, ANC-IMS-POL-002, ANC-IMS-POL-003 (Safety, Quality & Environmental Policies)

ANC-IMS-PRO-002 Injury Management & Recovery at Work

ANC-IMS-PRO-036 Internal Audit and Management Review Procedure

ANC-IMS-REG-001 Integrated Management System Register (Objectives and Targets)

## 6.3. Planning of Changes

Refer to section 8.1.3 of the Integrated Management System for further information in relation to management of change.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-030 Change Management Procedure

# 7. SUPPORT

## 7.1. Resources

The Senior Management team in consultation with relevant parties determines and provide resources needed to implement and maintain the Integrated Management Systems and continually improve its effectiveness and to enhance customer satisfaction by meeting customer requirements.

Resources may include personnel resources and specialised skills, organisational infrastructure, technological and financial resources essential to the implementation and control of the Integrated Management System. The roles, responsibilities and authorities of key personnel shall be defined, documented, and communicated to facilitate effective HSEQ management. ANC Cranes Pty Ltd has appointed a Management Representative for the implementation and maintenance of the Integrated Management System. Their responsibilities are described in section 5.3 of this manual.

ANC Cranes Pty Ltd has taken a proactive, planned approach to workforce planning ensures ANC Cranes Pty Ltd can attract, retain and deploy key capabilities as required to be successful in winning and delivering projects. Individual business divisions within ANC Cranes Pty Ltd. Resources may also include but are not limited to:

* Infrastructure - ANC Cranes Pty Ltd Buildings, plant equipment, utilities, information technology, communication systems and emergency containment Systems
* Parts /materials and components
* Measurement and test equipment and instrumentation
* Computer software/hardware
* Service Providers
* Documentation – Procedures, Work Instructions, Roles and Responsibilities, Organisation Structure etc.
* Inventory
* Emergency containment systems

**Supporting Documentation Refer to:**

Appendix A Organisation Structure

ANC-IMS-PRO-007 Training, Competency & WHS Induction Procedure

ANC-IMS-PRO-041 Resource Procedure

## 7.1.1 General

Senior Management at ANC Cranes Pty Ltd aim to ensure that the customers’ requirements / expectations are met, and consistent control of these requirements is established, implemented and maintained to ensure the continual improvement of the Integrated Management System. ANC Cranes Pty Ltd will ensure external providers are considered and needs determined as required. ANC Cranes Pty Ltd Management are aware of the need and importance, of timely planning and provision of all resources in adequate quantity and of appropriate quality. ANC Cranes Pty Ltd will ensure a consideration of the capabilities of and constrains on existing internal resources and what needs to be obtained from external providers are undertaken.

## 7.1.2 People

ANC Cranes Pty Ltd will determine and provide the personnel necessary for the effective implementation of its Integrated Management System and for the operation and control of its processes.

Any personnel who have direct customer contact are expected to look for ways to improve:

* Relationships.
* The levels of satisfaction with products and service.
* Recognition of customer expectations and response to them.

The resources also include qualified, trained, experienced and skilled personnel for managing and performing work and verification activities.

## 7.1.3 Infrastructure

The management at ANC Cranes Pty Ltd is satisfied that the infrastructure, which is in place at the time of establishing this Integrated Management System is appropriate for the current and medium-term needs of the company. This infrastructure includes:

* Buildings, workspace and associated utilities, including electricity, water and gas supply
* Process equipment (Plant, Machinery and ancillary equipment, Computer Systems)
* Transport Resources
* Information and Communication Technology,
* Supporting services (Communication, Transport and Crane Hire Services available).

This infrastructure determined and provided is not only maintained but also verified for possible improvement. Changes and additions to infrastructure will be considered and reviewed at Management Meetings. A maintenance schedule will be used to ensure that equipment/machinery is kept in good working order.

Where maintenance or rectification works is required for plant, equipment or machinery, a Repair/Fault Notification form will be used to record any issues, which will be recorded on the Equipment Service Tracking Report register on SharePoint.

Once issues are rectified, the mechanic will complete service and maintenance reports which will be kept on the server at the office. Service and maintenance reports will also be stored in the crane folder, and which will be kept in the associated crane.

## 7.1.4 Environment for the Operation of Processes

The Management at ANC Cranes Pty Ltd aims to manage the work environment required to achieve customer satisfaction. The Management has recognised the work area, and the environment form an essential part of the basic resources to be provided. Processes are qualified by type testing (in-process testing, final inspection and testing), and process change control is exercised by evaluating the test results. Regular monitoring and control of process is exercised throughout with the active use of Job Dockets. The Worker Performance Review Form ANC-IMS-FRM-013 will assist ANC Cranes Pty Ltd to potentially identify the psychological factors impacting workers.

ANC Cranes Pty Ltd shall ensure that appropriate equipment, facilities and instructions are available at all work sites, which will include, but not be limited to:

* Personal Protective Equipment
* Amenities including toilets, water facilities and sun protection
* First Aid Equipment
* First Aid Workers
* Adequate Lighting Levels
* Spill kits
* Lifting gear and associated crane equipment
* All necessary documentation e.g., crane pack, SWMS, forms etc.

Where additional equipment or infrastructure is required, all purchases must be approved by the Director or Operations & Accounts Manager.

Purchases made by the business via credit card will be approved by the Director or Operations & Accounts Manager.

Suppliers are selected and purchases made according to the following criteria:

* Conformance to Australian Standards
* Price/value
* Location and delivery
* Service and warranties
* Locality/past experience

Purchases through suppliers are made by credit card or invoice accounts where possible and receipts are kept for tracking/accounting purposes. Credit accounts are set up for suppliers, good clients where possible.

## 7.1.5 Monitoring and Measuring Resources

ANC Cranes Pty Ltd will determine and provide resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

ANC Cranes Pty Ltd will ensure that all equipment used for monitoring and measurement are calibrated annually by CraneSafe and issued with a registration certificate containing a registration number.

If any device is found to be significantly out of calibration upon returning from the calibrating company, an investigation into the impact this may have on the job/project will be considered and appropriate corrective action taken. If an issue is found, any corrective action will be recorded using the Non-Conformance and Corrective Action Form and reported to Management, with the corrective action being added to the Corrective Actions Register.

Any lifting equipment found to be damaged is to be removed from service until the equipment has been rectified and recalibrated. Calibration certificates are issued at the time of purchase of the lifting equipment.

ANC Cranes Pty Ltd ensures lifting equipment is inspected internally at daily intervals using the lifting gear checklist and quarterly intervals in accordance with the relevant standard and manufacturer’s recommendations and every 12 months by third party check.

ANC Cranes Pty Ltd occasionally subcontracts out work for the performance of the contracts. The contractors are responsible for the calibration of their own monitoring and measurement devices and lift studies.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-041 Resource Procedure

ANC-IMS-PRO-034 Internal Audit and Management Review Procedure

ANC-IMS-PRO-010 Subcontractor and Contractor Management Procedure

ANC-IMS-PRO-038 Non-Conformance Procedure

ANC-IMS-PRO-031 Corrective Actions Procedure

## 7.1.6 Organisational Knowledge

ANC Cranes Pty Ltd ensures all workers have the requisite knowledge to perform their work. Worker’s knowledge will be reviewed regularly by completing worker task observations as part of the site inspections. Knowledge is maintained and available to the extent necessary. When addressing changing needs and trends, ANC Cranes Pty Ltd will consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-005 Internal Audit and Management Review Procedure.

ANC-IMS-PRO-007 Training, Competency & HSEQ Induction Procedure

ANC-IMS-REG-001 Training/Licence Register

## 7.2. Competence

ANC Cranes Pty Ltd shall ensure all persons performing tasks for it or on its behalf, whose work may have a significant impact on work health and safety, are competent based on appropriate education, training and/or experience, and shall retain associated records. ANC Cranes Pty Ltd will need to ensure that all people performing tasks for or on behalf of the organisation, which includes contractors, sub-contractors, temporary staff and remote workers, have had appropriate training.

Where workers are required to perform high-risk work, they will be required to be assessed through the Verification of Competence (VOC) process prior to conducting any of the high – Risk tasks.

The Integrated Management System provides and encourages workers to undertake training to keep a top of new work practices, acquire new skills, enhance or upgrade existing skills to ensure a competent and efficient workforce throughout all levels of the organisation.

All workers are responsible for identifying, through reviews, examinations or other means, where additional training or experience is required. The ANC Cranes Pty Ltd Nominated Manager has the responsibility to update and monitor the Training Matrix. Authority will be delegated where appropriate. Each worker is assessed via a review of their skills to verify training effectiveness and identify future requirements.

Records of inductions, qualifications, certificates and competencies shall be kept in the employee files, nominated folders or training registers. Electronic records are kept in nominated ANC Cranes Pty Ltd Data base.

The Management Representative or their nominee will ensure audits are carried out to ensure certificates; qualifications etc. are appropriate and valid.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-005 Internal Audit and Management Review Procedure.

ANC-IMS-PRO-007 Training, Competency & HSEQ Induction Procedure

ANC-IMS-REG-001 Training/Licence Register

ANC-IMS-FRM-013 Worker Performance Review

Verification of Competency (VOC)/Familiarisation

ANC-IMS-OFF-004 New Employee Induction Checklist Form

## 7.3. Awareness

ANC Cranes Pty Ltd shall establish, implement and maintain procedures to identify the training needs associated Integrated Management System, and develop programmes to ensure awareness and competence, at each relevant function and level, by addressing but not limited to:

* The roles and responsibilities in achieving conformity with the Integrated Management System.
* The importance of conformity with the HSEQ policies, objectives, procedures and the requirements of the structured Integrated Management System.
* Incidents and the outcomes of investigations.
* Hazards, risks and actions relevant to their job role.
* The potential consequences of departure from specified operating procedures.

All workers will be given an induction into the company as well as awareness training in the Integrated Management System with emphasis on policies, procedures, work instructions, methods and safety required for them to perform their duties. The consequences of non-compliance of following procedures are also explained. Records of inductions, qualifications, certificates and competencies shall be kept in the employee files, nominated folders or training registers. Electronic records are kept in training data base.

The ANC Cranes Pty Ltd Management Representative or their nominee will ensure audits are carried out to ensure certificates; qualifications etc. are appropriate and valid.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-005 Hazard ID, Risk Assessment and Resolution

ANC-IMS-PRO-008 HSEQ Consultation and Toolbox Talks

ANC-IMS-FRM-002 Safety Meeting - Toolbox Talk

ANC-IMS-PRO-031 Corrective Action Procedure

**7.4. Communication**

**7.4.1. General**

ANC Cranes Pty Ltd recognises the need for appropriate internal and external communication processes to be established and that communication takes place regarding the effectiveness of the Integrated Management System.

Regular management meetings, worker meetings, and review meetings will be held on a regular basis to report on how the company is doing, major accomplishments, concerns, customer complaints, Incidents, announcements about work, etc

All information is made available to all levels of the organisation as appropriate via notice boards, emails, toolbox meetings etc. (upwards and downwards communication).

Customer related changes/improvements may be communicated at planning meetings, toolbox meetings, change communication sessions, through customer / supplier communication sheets, email and memos, where required.

All changes are communicated to affected parties as required.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-009 HSEQ Resolution

ANC-IMS-PRO-008 HSEQ Consultation and Toolbox Talks

ANC-IMS-FRM-002 Safety Meeting - Toolbox Talk

## 7.4.2. Internal Communication

For internal communication, they shall ensure information regarding the IMS (such as the policies and procedures) and WHS performance is readily available to all workers as appropriate:

* Inductions
* On notice board
* Toolbox meetings
* Prestart meetings
* Emails
* Internal Training
* Refresher Training

The worker participation process enables workers to contribute to the continual improvement.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-008 WHS Consultation and Toolbox Talks

ANC-IMS-FRM-002 Safety Meeting - Toolbox Talk

## 7.4.3. External Communication

ANC Cranes Pty Ltd determines the need to communicate information externally to our interested parties, as defined in Section 4.2, regarding the effectiveness of the Integrated Management System. In most instances, external interested parties (such as consumers, stockholders, neighbouring communities, union etc.) are the main driving force for the organisation to implement the management system. The various processes or means of external communication may include as appropriate:

* Meetings
* Contract Reviews
* Emails
* Customer Feedback
* Websites
* Social Media

**Supporting Documentation Refer to:**

ANC-IMS-PRO-009 HSEQ Resolution

ANC-IMS-PRO-008 WHS Consultation and Toolbox Talks

ANC-IMS-FRM-002 Safety Meeting - Toolbox Talk

ANC-IMS-PRO-030 Change Management Procedure

ANC-IMS-PRO-010 Subcontractor and Contractor Management

## 7.5. Documented information

## 7.5.1. General

ANC Cranes Pty Ltd Management representative is responsible for administration, control, review and distribution of the Integrated Management System, manual, policies, procedures, instructions, forms, plans. The contents of this Integrated Management System and all other related documents are the property of ANC Cranes Pty Ltd and shall not be copied or reproduced, in part or whole by anyone whosoever, without the written permission of the Director.

The Integrated Management System shall be reviewed periodically, not less than once a year. However, any technical specification or legislative or organisational changes may necessitate review that is more regular.

Copies printed or issued to companies or personnel external to ANC Cranes Pty Ltd are uncontrolled. The manual supplied shall be the current issue but subsequent issues (with revisions if any) shall only be issued upon request. The controlled copy of the manual is available electronically on the shared drive and shall be write protected.

The Integrated Management System documentation includes:

1. This Integrated Management System Manual, which includes:
2. Documented statement of a HSEQ policies and reference to supporting policies and objectives
3. Documented procedures required by this International Standard (ISO 45001, ISO 9001 and ISO 14001)
4. Documents needed by ANC Cranes Pty Ltd (Standard Operating Procedures and other instructions) to ensure the effective planning, operation, and control of its processes,
5. Records required as per the requirements ANC Cranes Pty Ltd and of ISO 45001, ISO 9001 and ISO 14001.

## 7.5.2. Creating and Updating

All essential documentation affecting either the project safety or Integrated Management System is to be correctly initiated, identified, reviewed, and approved by authorised personnel prior to issue or updating. The ANC Cranes Pty Ltd Nominated Management Representative and the Director are authorised to approve the documents. The controlled document is electronically stored on the office “shared drive”. The file is read only and shall only be altered by those authorised above. Printed copies of the documents are to be considered uncontrolled.

Controlled documents include but are not limited to:

* Integrated Management System,
* Policies
* Procedures
* Standard Operating Procedures, Work Instructions, Plans, forms
* Drawings and specifications
* External Controlled Documents, e.g., Standards, Customer Documents, supplier documents etc.

Documents such as inspections and test reports, product qualification reports, test data, calibration reports, and audit reports are records and are not stamped (i.e., uncontrolled), however they are properly initiated, reviewed, and maintained.

## 7.5.3. Control of Documented Information

The required issuing of appropriate documents is made available at work locations and obsolete documents are promptly removed. All changes to documentations are reviewed by Management Representative, nominees and approved by the Director. Changes to documentation can be initiated because of change notices, incidents, non-conformances, internal or external audits and management reviews and customer requests.

Records are maintained to ensure effective operation of Integrated Management System. These records include all pertinent subcontractor records.

All records are properly identified, collected, indexed, filed, stored and maintained by the Operations & Accounts Manager, shall have suitable (as hard or soft copy) retention control of the Records pertaining to ANC Cranes Pty Ltd sites and projects as appropriate. Records shall be made available for second and third-party review as required.

The ANC Cranes Pty Ltd Nominated Representative shall retain control of records pertaining to the administration of the Integrated Management System, such as, non-conformance reports, inspection reports, corrective action reports, internal audits, and management reviews. All records unless otherwise specified in the contract are stored for 7 years in such a way that prompt retrieval is possible and protected from damage, loss and deterioration due to environmental conditions. Health Monitoring records and Injury Management records must be maintained securely and indefinitely.

Disposal of Records

Records will be disposed of securely. Electronic records will be deleted from Server and hard copy records to be deleted by destruction or secure disposal.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-032 Document Control and Record Procedure

ANC-IMS-PRO-030 Change Management Procedure

ANC-IMS-REG-001 Legal and Other Requirements Register

# 8. OPERATIONS

## 8.1. Operational Planning and Control

## 8.1.1. General

ANC Cranes Pty Ltd shall establish, implement and maintain operation control procedures to manage its Integrated Management System processes. The planning of controls is required to ensure consistent acceptability of products and services that meet the needs and expectations of interested parties and to enhance HSEQ, by eliminating hazards or if not practicable by reducing the HSEQ risks to levels as low as reasonably practicable for operation areas and activities.

All operations and activities that are associated with hazards and risks are properly controlled by the following but not limited to:

* The use of Management Plans, procedures, work instructions, SWMS.
* The completion of risk registers, SWMS
* Ensuring the competence of workers before commencement of tasks Resources, Competence Awareness and Communication.
* Establishing maintenance and inspections programs for equipment used and ensure records are available.
* Specifications for the procurement of goods and services.
* The application of legal or other requirements or manufactures instructions for equipment
* Provide inductions and relevant information to new workers.
* Defining how the work tasks are carried through developing SWMS through the consultation process.
* Using ergonomic approaches when designing new, or modifying, workplaces, equipment etc.
* Maintaining and retaining documented information to the extent necessary to have confidence the processes have been carried out as planned.
* Internal and External Systems Audits
* Workplace Inspections
* Regular meetings
* Biannual KPI reviews
* HSEQ objectives and requirements of the services about quality and customer needs.
* The service acceptance criteria (i.e. job dockets), which are determined, are then verified, validated, monitored and inspected to ensure conformity.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-35 Resources Procedure

ANC-IMS-PRO-005 Hazard ID, Risk Assessment and Resolution

ANC-IMS-PRO-036 Internal Audit and Management Review

## 8.1.2. Eliminating Hazards and Reducing HSEQ Risks

The principle of managing risk is derived from the application of the theory of the Hierarchy of Controls for health and is documented in Hazard ID, Risk Assessment and Resolution Procedure. It is imperative that whenever a potential hazard is identified the theory of the Hierarchy of Controls is applied to eliminate, avoid or reduce the exposure to workers, service providers, the public, plant and equipment, the environment and property to potential risk identified.

The Hierarchy of Control is applied when managing ANC Cranes Pty Ltd’s HSEQ risks. This requires adopting the highest ranked control measure that is reasonably practicable and in the following order:

* Elimination
* Substitution
* Engineering
* Isolation
* Administrative
* Personal Protective Equipment (PPE)

When developing controls for a risk, relevant legislation, regulations, codes of practice, and Australian Standards must be referenced. This is done to ensure the controls meet the relevant requirements, and to ensure controls are sufficiently aligned to standards.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-005 Hazard ID, Risk Assessment and Resolution

## 

## 8.1.3. Management of Change

ANC Cranes Pty Ltd has established a management of change process for the implementation and control of planned, temporary and permanent changes that impact HSEQ performance.

Change requiring the management of change process to be followed may include:

* All permanent and temporary changes affecting design/construction, operating practice, plant, equipment, materials or products.
* Procedural changes.
* Personnel and organisational changes for impact on operations/emergencies; and Regulatory (and other external) changes for impacts.
* Changes to legal requirements and other requirements
* Changes in knowledge or information about hazards and HSEQ risks
* Developments in knowledge and technology.
* Availability of resources

When change to requirements are identified, either short term or permanently, ANC Cranes Pty Ltd reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary including potential opportunities.

In other words, any changes will be identified and discussed at the Quarterly Management Meetings and actions implemented to manage the change/s. Planning ensures that the implementation of the changes bring about improvement. The process of planning anticipates, identifies and addresses all problems likely to be encountered due to the change. Senior Management will ensure resources are available to manage change and will allocate or reallocate responsibilities and authorities where needed to assist in the change management process. ANC Cranes Pty Ltd will use the items listed on the Management Review Meeting Minutes to plan for any associated changes.

Relevant management system documents are amended, communicated and training provided as required to effected parties.

**Supporting Documentation Refer to:**

ANC-IMS-PRC-030 Change Management Procedure

ANC-IMS-PRC-032 Document Control and Records Management

ANC-IMS-PRO-041 Resources Procedure

## 8.1.4. Procurement

ANC Cranes Pty Ltd regularly engage others, in particular, the use of “wet or dry hire” arrangements where ANC Cranes Pty Ltd do not have the cranes to perform the work. ANC Cranes Pty Ltd will utilise SharePoint for all jobs where others are engaged to perform crane work for them. All subcontractors are reviewed prior to commencing and reviewed on an annual basis (through the subcontractor management system, as part of the Integrated Management System). The performance of the subcontractors is reviewed on an on-going basis through subcontractor review process.

All subcontractors are required to supply their insurances and must sign the subcontractor statement prior to commencing work. Subcontractors’ performance will be monitored through regular site inspections and worker performance review form will be utilised.

Suppliers will also be assessed and selected according to the procedure and the following criteria:

* Conformance to Australian Standards
* Price/Value
* Location and delivery
* Experience
* Compliance to safety standards
* Condition of equipment

Suppliers will be revaluated on an annual basis or when deemed necessary through the subcontractor review process.

The purchasing process is essential to our organisation’s ability to provide our customers with products and services that meet their requirements. ANC Cranes Pty Ltd ensures that all purchased products, services and outsourced processes that are incorporated into our final products, or which impact management system performance, conform to specified HSEQ requirements.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-010 Subcontractor and Contractor Management

ANC-IMS-PRO-011 Purchasing Guidelines

ANC-IMS-PRO-041 Outsourcing Procedure

## 8.1.4.1. General

The purchasing process is essential to our organisation’s ability to provide our customers with products and services that meet their requirements. ANC Cranes Pty Ltd ensures that all purchased products, services and outsourced processes that are incorporated into our final products, or which impact management system performance, conform to specified HSEQ requirements.

ANC Cranes Pty Ltd ensures that all externally provided processes, products and services particularly subcontractors and suppliers conform to the requirements of the Integrated Management System.

Controls are applied to externally provided processes, products and services when:

* Products and services from external providers are intended for incorporation into ANC Cranes Pty Ltd products and services.
* Products and services are provided directly to the customer by subcontractors on behalf of ANC Cranes Pty Ltd
* A process or part of a process that is provided by the subcontractor because of the direction and description by ANC Cranes Pty Ltd Operations & Accounts Manager.

All subcontractors and suppliers are pre-approved prior to commencing work for ANC Cranes Pty Ltd in line with Subcontractor and Contractor Management Procedure. The Site Supervisor using the worker/ provider performance review form will monitor the quality of the service provided on behalf of ANC Cranes Pty Ltd. All cross-hire work will be performed in line with ANC Cranes Pty Ltd Cross Hire Procedure. The subcontractor review process as per Subcontractor and Contractor Management Procedure and Service Provider Pack will also be used to assess subcontractors and supplier’s performance and compliance to customers’ needs and quality standards. All associated subcontractor documentation is retained, and subcontractors and suppliers are subject to the Non-Conformance procedures outlined in the Non-Conformance Procedure.

ANC Cranes Pty Ltd will determine and apply criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers including suppliers and subcontractors, based on their ability to provide equipment and services in accordance with requirements including contractual and legislative requirements. ANC Cranes Pty Ltd will retain documented information of these activities and any necessary actions from these reviews. Once Suppliers and Subcontractors have been evaluated and selected, they will be added to the preferred supplier and subcontractor register.

Where reasonably practicable, in most cases, only suppliers and subcontractors from this register will be used to supply equipment and services.

ANC Cranes Pty Ltd requirements will be specified when an order is placed with a supplier. This will include number of cranes required, lifting gear, workers etc. Only authorised personnel shall be able to purchase items.

The delivery docket/receipt will be checked to ensure that the delivery is correct and any relevant information from the external provider to be collected. Equipment and goods received by ANC Cranes Pty Ltd will be reviewed to ensure that the equipment or goods conform to the specifications, such as the description on the receipt or invoice, internal and external maintenance records, calibration or testing records, risk assessments etc.

The conforming equipment or goods will then be allowed to be used and will be delivered to specified sites for use.

## 8.1.4.2. Contractors

ANC Cranes Pty Ltd coordinates its procurement process with nominated contractors, to identify hazards and to assess and control the HSEQ risks arising from:

* The contractor’s activities and operations that impact on ANC Cranes Pty Ltd.
* ANC Cranes Pty Ltd activities and operations that impact the contractor’s workers.
* The contractor’s activities and operations that impact other interested parties in the workplace.

ANC Cranes Pty Ltd ensures that the requirements of the Integrated Management Systems are met by contractors and their workers by accomplishing control by closely working with a network of external suppliers, providers and contractors. Their performance and capability are continually assessed through periodic audits, performance data analysis, verification of the supplied products or services, and the inspection of the work of contractors.

The type and extent of control applied to our contractors and suppliers are dependent upon the effect that the supplied product or outsourced process or service may have on our final product output. The following considerations are considered by:

* Ensuring that we understand the capabilities and competencies of potential suppliers and contractors.
* Ensuring that we clearly communicate the roles and responsibilities to suppliers and contractors.
* Defining the HSEQ requirements for the outsourced process, activity, or product.
* Establishing upfront the criteria for and review of deliverables, frequency of inspections, audits, and other appropriate methods of validation.
* Selecting and qualifying appropriate suppliers, outsourced process providers and contractors.
* Ensure externally provided process, products and services of the subcontractors do not adversely affect the organisation.
* In the case of a supplier supplying a crane, the Operations & Accounts Manager will regularly review (internal inspection and Crane Safe NSW) the quality of cranes/equipment provided to ensure it meets the customers’ needs.
* Conduct Risk Assessments before commencing work.
* Comply to the methodology, job dockets and lift plans.
* Follow SWMS and SOPs.
* Obtain relevant documentation e.g. maintenance records, lifting gear and crane inspection records etc.

Additionally, other internal resources may be called upon to assist as required. The criteria for the selection, evaluation and re-evaluation are defined in the Subcontractor and Contractor Management Procedure, while records of the results of evaluations and any necessary actions arising from the evaluation are retained.

The effectiveness of the controls applied by the external provider is undertaken at the Annual Service Provider Review. Subcontractors and Suppliers will only be included on the Approved Service Provider Register if they meet all associated legislative and relevant standard requirements and the services or products meet these requirements.

ANC Cranes Pty Ltd will determine the verification necessary to ensure that the subcontractors and suppliers provided equipment, products and services meet requirements. The performance of the subcontractors and suppliers are reviewed on an on-going basis to ensure they remain within the control of the Integrated Management System.

ANC Cranes Pty Ltd will complete an annual review on all subcontractors and suppliers, using the Annual Preferred Service Provider Review Form to manage their performance. All subcontractors are required to comply with the ANC Cranes Pty Ltd Safe Work Method Statements, job dockets, procedures and any associated HSEQ documentation.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-010 Subcontractor and Contractor Management Procedure

ANC-IMS-FRM-003 Service Provider Pack

ANC-IMS-REG-001 Approved Service Provider Register

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## 8.1.4.3. Information for External Providers

Requirements for suppliers and subcontractors will be communicated via emails, phone or face-to-face meetings.

ANC Cranes Pty Ltd shall ensure that adequacy of requirements prior to their communication to subcontractors and suppliers. ANC Cranes Pty Ltd will communicate to external services providers all requirements for:

* The equipment or services to be provided e.g., cranes, operators, lifting gear, crane operations. The approval of:
* Equipment and services
* Methods, processes and equipment e.g., maintenance/inspection of crane and lifting gear, Crane Safe NSW etc.
* The release of equipment and services e.g., job dockets.
* Competence (e.g., crane licence, dogman or rigger licence, heavy vehicle licence etc.), including any required qualification of workers is assessed and collected prior to engagement.
* The external providers interactions with ANC Cranes Pty Ltd,
* Control and monitoring of the subcontractor performance through Worker Performance Review and Annual reviews and SWMS.

Prior to any subcontractor attending site the Operations & Accounts Manager will discuss the job with the subcontractor. Where required, the cross-hire form will be utilised to provide detail on the job to the subcontractor. The subcontractor will receive the job docket and then the customer will sign the job docket upon completion of job. All subcontractors are included in the ANC Cranes Pty Ltd toolbox talks held on site when communication is required regarding quality performance and non-conformances.

## 8.1.4.4. Outsourcing

Outsourcing occurs when ANC Cranes Pty Ltd are overloaded with work or when ANC Cranes Pty Ltd do not have the capabilities to carry out activities. Outsourcing often involves the contracting of a business process, operational, and/or non-core functions such as but not limited to:

* Welding
* Fabrication
* Painting
* Calibrations
* Maintenance of plant and equipment
* Management Systems Audits
* Workplace Inspections
* Labour Hire
* Crane Wet and Dry Hire

ANC Cranes Pty Ltd ensure that outsourced processes are controlled or influenced. The type and extent of control or influence to be applied to the process(s) has been defined within the Integrated Management System. ANC Cranes Pty Ltd has:

* Established controls, as appropriate, to ensure that its HSEQ requirements are addressed in the design and development process for the product or service, considering each life cycle stage.
* Determined its HSEQ requirement(s) for the procurement of products and services, as appropriate.
* Communicated its relevant HSEQ requirement(s) to external providers, including contractors.
* Considered the need to provide information about potential significant environmental impacts associated with the transportation or delivery, use and final disposal of its products and services.

ANC Cranes Pty Ltd has maintained documented information to the extent necessary to have confidence that the processes have been carried out as planned. The Operations & Accounts Manager or delegate will ensure that suppliers/subcontractors carrying out critical work are on the HSEQ Critical Suppliers list and are assessed as per the Subcontractor and Contractor Management Procedure.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-010 Subcontractor and Contractor Management Procedure

ANC-IMS-PRO-041 Outsourcing Procedure

ANC-IMS-REG-001 Approved Service Provider Register

## 8.1.5. Emergency Preparedness and Response

ANC Cranes Pty Ltd has identified potential emergency situations pertaining to our business operations which may lead to an undesired environmental impact or health and safety hazard. ANC Cranes Pty Ltd nominated person is responsible for ensuring that procedures and practices are established for preventing and responding to emergency situations.

ANC Cranes Pty Ltd assign responsibilities to a dedicated Emergency Response Team, which includes trained Fire Wardens and First Aiders, and is periodically tested by during regular drills. The Emergency Management Plan is initiated in the event of the following emergency scenarios:

* Flood, fire, natural disaster.
* Accident, incident or near miss.
* Release of chemical substances.

The Emergency Management Plan and related documents address the following:

* Identification of potential and actual accidents and emergency situations.
* Proper response to emergencies and prevention or mitigation of serious environmental impacts.
* Provisions for periodic reviews and revisions of the procedures.
* Such reviews are always initiated after the occurrence of such events.
* Periodic drills to test the effectiveness of emergency preparedness and response procedures.

Records of environmental incidents, near-misses and non-conformities with WHS procedures are documented. In the event of an incident, non-conformity, or near miss, members of staff involved or witnessing the incident are responsible for reporting the event to the ANC Cranes Pty Ltd who is responsible for investigating the issue to establish the root cause. ANC Cranes Pty Ltd Emergency Plan describes the process for managing emergencies and developing emergency response plans for health, safety and environmental emergencies.

**Supporting Documentation Refer to:**

ANC-IMS-POL-004 Injury Management Policy

ANC-IMS-PRO-002 Injury Management and Recovery Procedure

ANC-IMS-PRO-036 Emergency Plan

ANC-IMS-PRO-025 Incident Reporting & Investigation Procedure

ANC-IMS-FRM-010 Emergency Exercise Evaluation Form

## 8.2. Requirements for Products and Services

## 8.2.1 Customer Communication

The management at ANC Cranes Pty Ltd aims to determine and implement effective arrangements for communicating with customers to achieve the goals of meeting the customer’s needs and expectations in delivering a quality product and service. ANC Cranes Pty Ltd has established and maintained channels of communication with the customers including emails and phone calls, to ensure effective implementation of the Integrated Management System. Customer communication will include:

* Providing information in relation to services (via email, phone calls and tenders),
* Handling enquiries, contractors or orders including changes,
* Obtaining customer feedback relating to products and services, including customer complaints,
* Handling or controlling customer property,
* Establishing specific requirements for contingency actions when relevant.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-039 Process Flowchart

ANC-IMS-PRO-009 HSEQ Resolution

ANC-IMS-PRO-008 WHS Consultation and Toolbox Talks

ANC-IMS-FRM-002 Toolbox

## 8.2.2 Determining the Requirements for Products and Services

The Management at ANC Cranes Pty Ltd aim to determine the needs and expectations specified by the customer, including the requirements for service, enquiries, orders and post-service activities including handling or controlling customer property and establishing specific contingency actions where relevant, to achieve the culture directed towards customer focused supply. Efforts focus on customer satisfaction. The services supplied by ANC Cranes Pty Ltd need extreme care about compliance to all statutory and regulatory requirements including the relevant Standards and Australian Standards in addition to the contract or other requirements. ANC Cranes Pty Ltd will retain documented information on the results of the review on any new requirements for products and services.

When a call is received, the Sales Consultant will either create quote form or arrange for the Operations & Accounts Manager, or Sales Consultant to discuss the job with the client. Customer name, address, site details, phone number, lifting gear, load details. This information is then passed onto the Director for review to determine if a site inspection is required.

The customer requirements will then be reviewed to ensure ANC Cranes Pty Ltd can clearly comply with the customer’s needs. If ANC Cranes Pty Ltd can comply, then a decision will be made to proceed with the quote. A quote will be developed by the Sales Consultant, saved in the SharePoint and then the Scheduler will send to the customer for approval.

If required by the client a Lift Study form will be completed by the Operations & Accounts Manager or Sales Consultant, this will be given to the customer via email. Once the customer is satisfied with the Lift Study, it will be sent to a third-party to be finalised and then Scheduler will attach the Lift Study to the Job Docket in SharePoint.

Tenders will be the responsibility of the Operations & Accounts Manager and will follow the process outlined in the flowchart below. When the decision has been made to proceed with the job (i.e., customer approval), ANC Cranes Pty Ltd will follow the process flowchart in 8.5.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-039 Process Flowchart

ANC-IMS-PRO-003 Lifting Operations

## 8.2.3 Review of the Requirements for Products and Services

When the workers are returning to a site where they have completed lifts prior, Project Managers will go back to do a site inspection and follow the process outlined in flowchart in section 8.5.

For all new job sites, the Operations & Accounts Manager or Director will attend site and confirm the requirements of the job with the customer. The Supervisor will then enter the information into SharePoint to create a quote.

The third method of booking is a “cold call” where the requirements of the job are not reviewed, as the Supervisor is directed by what the customer wants on site. The request from the customer is added to the SharePoint and the job completed as per the standard process.

All services are delivered in accordance with statutory and regulatory requirements as applicable. ANC Cranes Pty Ltd aim to ensure that control or order requirements differing form those previously defined as resolved as per the Corrective Action Procedures.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-039 Process Flowchart

## 8.2.4 Changes to Requirements for Products and Services

All job changes must be directed to the allocator in the office. The changes will then be assessed by the Allocator and the job docket will be updated as necessary. The job changes are then communicated to the workers and any changes to the quote are communicated to the customer. All job information is recorded on the job docket that is signed off by the customer and then provided to the Accounts Manager for invoicing.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-039 Process Flowchart

ANC-IMS-PRO-030 Change Management Procedure

## 8.3. Design and development of Products and Services

This section is not applicable to the operations of ANC Cranes Pty Ltd. ANC Cranes Pty Ltd do not currently perform any design and development works.

## 8.4 Control of Externally Provided Processes, Products and Services

Refer section 8.1.4 Procurement.

## 8.5 Production and Service Provision

## 8.5.1 Control of Production and Service Provision

All processes are carried out under controlled conditions as per documented procedures and instructions. To enable process control, ANC Cranes Pty Ltd has documented procedures, which define the way the operations are carried out and the controls exercised on them, through all stages affecting quality.

Regular monitoring and control of process and product characteristics is exercised throughout all stages of the job or projects using the SharePoint and Trackers. Workmanship standards and acceptance criteria are documented on the job dockets to the greatest practical extent. Qualification records of special processes are maintained and are available for review by customer representatives and third-party certifying authorities (i.e., Crane Safe). The availability and use of suitable monitoring and measuring resources is assessed throughout the provision of the product or service. ANC Cranes Pty Ltd policy is to validate all processes; the validation of the process is the compliance of the equipment or completion of the job/project to the customer specifications.

Relevant documented procedures, associated work instructions, job dockets shall cover validation arrangements and method(s) of Quality control. The following process flowchart details the process of running a job from receiving the customer details, to allocating cranes and crane operations. The monitoring and measuring activities as per of the flowchart verify the criteria for the control of processes and acceptable criteria for equipment and services have been met.

The following criteria will be addressed through the job dockets and SharePoint:

* The implementation of monitoring and measurement activities at appropriate stages throughout the job cycle to verify that criteria for control of processes or outputs and acceptance criteria for products and services, have been met.
* The use of suitable infrastructure and environment for the operation of processes.
* The appointment of competent persons including any required qualification including Project Managers and Crane Drivers.
* The implementation of actions to prevent human errors.
* The implementation of release, delivery and post-delivery activities

**ANC-IMS-PRO-039 Process Flowchart**

**1. ENQUIRY**

* New client or existing client, website, phones and emails.
* Tenders
* ANC conduct a credit check for new customers/clients via Creditor Watch.
* Information in program ApplyEasy then transferred into Creditor Watch and checked by the Accounts Department. Once approved, the new customer/client is created in the ANC system (SharePoint).
* New customer/client through contract or scheduled of rates via PCBU.
* COD Process via EFT for money up front

**2. QUOTING**

* Phone calls from customers go to Allocations or Project Managers.
* Established clients get a schedule rates.
* Project Manager may go out to site and assess the job. Then provide a quote/price letter.

**3.CUSTOMER ACCEPTANCE**

* Price/letter is sent to customer
* Customer agrees on the price/letter. PO’s maybe issued by customer and sent for confirmation of booking.
* Tender awarded, plant acquisition sent, or email sent to confirm.

**4. PROJECT SETUP**

* PO and associated risk assessment documents go under job file in SharePoint under new job and with new job number.
* Information from the job goes into a job sheet into SharePoint
* While creating a job sheet, the crew is allocated based off availability, competency, specific customer inductions e.g. defence.
* All site-specific inductions and onboarding requirements are to be completed.
* Allocator to work off competency register, and induction register located on SharePoint.
* SharePoint Bookings tab is used to determine availability of crane.
* Once the Allocator determined the crew and crane, it is added to the job on SharePoint.
* Job sheet generated and sent to crews’ email with associated documents printed or sent via email or phone.
* Printed documents are placed on the job board with the associated crane/unit number.

**5. SITE WORKS**

* Crane crew arrive on site with the job specific documentation from SharePoint.
* Each crane has a crane folder (as a backup) with associated SWMS, RMS Registration, SafeWork NSW Registration, CraneSafe, Service records etc.
* Crane crew will complete pre-start checks, risk assessment, toolbox talks, sign onto SWMS etc. before commencing works.
* All workers complete site-specific induction where necessary.

**6. JOB COMPLETION**

* Once the works is completed, the job docket is then signed by the customer to confirm the job has been completed. Then the job docket is handed in to the Allocator who checks it. The docket is then handed to the Accounts Department for invoicing.
* Once the job docket is handed in, the job docket is scanned and attached to the job in SharePoint.
* Job docket information is transferred from SharePoint to MYOB, then the invoice is created.
* Then the invoice is sent to the customer and stored in SharePoint under the associated job and MYOB.
* The invoice is then sent to client for payment.

**7. FEEDBACK**

* Client feedback is collected via email and job dockets

**8. FINANCE**

* MYOB Reports are developed on a weekly basis to review profitability. These include Total turnover, Monthly owing from customer and month on month comparison.

## 8.5.2 Identification and Traceability

Regulatory and customer requirements necessitate that during the process of service, the inputs as well as traceability should be ensured. Records are maintained as evidence that cranes have passed the required inspection and tests, and job dockets are maintained to ensure traceability of equipment from dispatch to delivery to the customer’s premises. All non‑conformance reports are also maintained. All ANC Cranes Pty Ltd will monitor all work (using the Job dockets) with unique identifying job numbers, with each project being filed in the job tender file.

**Supporting Documentation Refer to:**

ANC-IMS-REG-001 Plant and Equipment Register,

ANC-IMS-PRO-032 Document Control and Records Management

## 8.5.3 Property Belonging to Customers or External Providers

ANC Cranes Pty Ltd shall exercise care with customer or external providers property while these are under ANC Cranes Pty Ltd control or being used by the organisation.

To enable control of customer or external providers/suppliers’ property (i.e. hiring cranes), ANC Cranes Pty Ltd has established, maintained and documented procedures to identify, verify, protect, store, maintain and safeguard the property. The procedure explains the methodology of identification, verification, use, storage, safeguarding and maintenance of the product. Any complaints regarding unsuitability of the equipment during use, loss or damage are also recorded and communicated to the customer, as per the relevant procedures.

Any customer or supplier property will be used in a way as to prevent damage in accordance with Safe Work Method Statements.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-010 Subcontractor and Contractor Management

ANC-IMS-PRO-031 Corrective Actions Procedure

ANC-IMS-PRO-011 Purchasing Guidelines

ANC-IMS-PRO-005 Hazard ID, Risk Assessment and Resolution  
JSA/SWMS

## 8.5.4 Preservation

ANC Cranes Pty Ltd ensure product/equipment is preserved including the handling and storage to the extent necessary to ensure conformity to the requirements. All products/equipment are stored in a safe premise that is lockable and monitored. ANC Cranes Pty Ltd also ensures the products/equipment are inspected on delivery to ensure conformity of products/equipment.

## 8.5.5 Post-Delivery Activities

ANC Cranes Pty Ltd shall meet requirements for post-delivery activities associated with the products and services, in determining the extent of post-delivery activities that are required, ANC Cranes Pty Ltd shall consider:

1. Statutory and regulatory requirements.
2. The potential undesired consequences associated with its equipment and services.
3. The nature, use and intended lifeline of its equipment and services in accordance with contractual requirements.
4. Customer requirements.
5. Customer feedback.

All processes are carried out under controlled conditions as per documented procedures and instructions. To enable process control, ANC Cranes Pty Ltd has documented procedures (i.e. process flowchart), which define the way the operations are carried out and the controls exercised on them, through all stages affecting quality.

Regular monitoring and control of process and product characteristics is exercised throughout, considering statutory and regulatory requirements, undesired consequences and the nature and of processes and services, Customer Feedback and Requirements. At the completion of the job, the Crane Operator will ensure all work has been completed in accordance with the job docket and where required, work performed to ensure work meets the customer’s and regulatory standards. The job docket will then be signed by the customer if no further actions are required.

The job docket is then handed to the administrator and then Accounts Manager, for pricing and invoicing, which is linked to MYOB. An invoice will then be sent out to the customer using MYOB.

Every month an external provider produces a Management Pack Report from MYOB outlining the company’s financial performance and future predictions on performance.

## 8.5.6 Control of Changes

ANC Cranes Pty Ltd will review and control changes to equipment and service provision. These changes are managed using the SharePoint and job docket. These changes will then be monitored as per the relevant procedures. Where a change is requested, the Allocator will complete and update the relevant section of the job docket and all old job dockets for that order removed from circulation. The Operations & Accounts Manager at the Management Meetings will review significant changes where necessary.

ANC Cranes Pty Ltd will manage upcoming jobs/projects through the SharePoint to ensure service provision is controlled to the extent necessary to ensure continuing conformity with requirements.

ANC Cranes Pty Ltd will ensure all documented information is retained in the form of using tracked changes when updating quality documents. The tracked changes will describe the changes made to the document, the person(s) authorising the change, and any necessary actions arising from the review.

## 8.6 Release of Products and Services

At the completion of the job/project, the customer will inspect the job and sign off on the job docket.

**Supporting Documentation Refer to:**

ANC-IMS- PRO-039 Process Flowchart

Job Dockets

## 8.7 Control of Non-conforming Outputs

ANC Cranes Pty Ltd will ensure that outputs that don’t confirm to their stated requirements are identified and controlled or prevent unintended use or delivery.

ANC Cranes Pty Ltd will report non-conforming outputs as non-conformances based on the nature of the non-conformity and its effect on the conformity of products and services. Data from files containing these non‑conformance reports are utilised to help identify those problems having a common source so that preventive actions can be taken. Records of occurrence of non‑conformances, their disposal and subsequent re-inspections are maintained. All corrections, segregation and requirements are dealt with through the Corrective Preventative Action Procedure. The customer is informed of the result nonconforming outputs as required through email, telephone contact or face-to-face meetings. This also applies to non-conforming services detected during or after the delivery of services.

ANC Cranes Pty Ltd will report nonconforming outputs as per the Corrective Preventative Action procedure in consultation with the customer. ANC Cranes Pty Ltd will deal with nonconforming outputs in one or more of the following ways:

1. Correction.
2. Segregation, containment, return or suspension of services (i.e. defective equipment).
3. Conformity to the requirements shall be verified when non-conforming outputs are corrected.

ANC Cranes Pty Ltd will retain documented information that:

1. Describes the nonconformity.
2. Describes the actions taken.
3. Describes any concessions obtained.
4. Identifies the authority deciding the action in respect of the non-conformity.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-040 Process Flowchart

ANC-IMS-REG-001 Legal and Other Requirements Register

ANC-IMS-PRO-031 Corrective Actions Procedure

# 9. PERFORMANCE EVALUATION

## 9.1. Monitoring, Measuring, Analysis and Evaluation

## 9.1.1. General

ANC Cranes Pty Ltd has in place a process for monitoring and measuring the key characteristics of operations and activities that can cause illness and injury, environmental impact or impact on product and services.

The following will be determined:

* What needs to be monitored and measured.
* The methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results.
* The criteria against which the organisation will evaluate its environmental performance, and appropriate indicators.
* When the monitoring and measuring shall be performed.
* When the results from monitoring and measurement shall be analysed and evaluated.

The process includes:

* The evaluation of monitoring measures.
* Provision of maintenance and calibrations of appropriate equipment.
* Record keeping requirements as evidence of the results.
* Effectiveness of controls of identified hazards, risks and opportunities.
* Performance and effectiveness of the HSEQ system’s operational control.
* Conformance with objectives and targets.
* Compliance with relevant legislation.
* Evaluation of KPI’S – LTI’S, MTI’S etc.
* Customer Satisfaction.
* Worker Health Screening.
* Evaluation of Sub-Contractors and Suppliers.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-001 WHSEQ Procedure

ANC-IMS-PRO-026 Safety Performance Reporting

ANC-IMS-REG-001 Legal and Other Requirements Register

ANC-IMS-PRO-034 Internal Audit and Management Review

## 9.1.2. Evaluation of Compliance

Conformance with current environmental and health and safety legislation is reviewed; International and Australian Standards and evidence of evaluation is maintained through the management review process and internal audits. In addition to monitoring and measurement of operational activities, the Operations & Accounts Manager periodically evaluates our compliance with the Integrated Management System and applicable legal requirements, compliance obligations and other requirements to which ANC Cranes Pty Ltd subscribe.

In most cases, monitoring and measurement is an ongoing process intended to collect data required by legal and other requirements. The evaluation of compliance analyses and compares the data collected over a period in comparison with our stated compliance obligations of the management systems and processes and legal requirements as defined in the Legal and Compliance Registers.

ANC Cranes Pty Ltd analyses the data from monitoring and measurement, as outlined in Safety Performance Reporting Procedure.

ANC Cranes Pty Ltd ensure legal compliance at all levels is met by reviewing the Integrated Management System using the internal audit form and management review checklist. Results are used to evaluate:

* Conformity of the products and services provided by ANC Cranes Pty Ltd.
* Degree of customer satisfaction we have achieved.
* If planning has been implemented effectively.
* The effectiveness of actions taken to address risks and opportunities.
* The performance of external suppliers.
* The performance of the Integrated Management System.
* The need for improvement in the Integrated Management System.

ANC Cranes Pty Ltd Operations & Accounts Manager is responsible for identifying the need for statistical techniques to be utilised to establish, control and verify process capability, product characteristics and/or to meet any contractual obligations.

ANC Cranes Pty Ltd Operations & Accounts Manager will carry out data Analysis with the aim of measuring performance and providing information:

* Performance of customer components
* Performance Integrated Management System
* Performance of suppliers
* Customer Feedback

**Supporting Documentation Refer to:**

ANC-IMS-PRO-001 WHSEQ Procedure

ANC-IMS-PRO-026 Safety Performance Reporting

ANC-IMS-REG-001 Legal and Other Requirements Register

ANC-IMS-PRO-034 Internal Audit and Management Review

## 9.2. Internal Audits

## 9.2.1. General

ANC Cranes Pty Ltd shall plan, establish, implement and maintain a programme and procedures to carry out periodic Integrated Management System audits to determine whether the Integrated Management System:

* Conforms to planned arrangements for Integrated Management System including the requirements of ISO 45001, ISO 9001 and ISO14001; and
* Has been properly implemented and maintained.
* Provide audit results and information for management review for HSEQ improvement

## 9.2.2. Internal Audit Programme

The audit programme, including the schedule, shall be based on the importance of the activities concerned and results from previous audits. The audit procedures cover the audit criteria, scope, frequency and methods, as well as responsibilities and requirements for conducting audits and reporting results and retaining associated records.

ANC Cranes Pty Ltd shall conduct HSEQ audits on a regular basis. Timely site HSEQ audits are required to ensure appropriate preventive actions being taken as planned, and corrective actions being carried out on a timely basis.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-034 Internal Audit and Management Review Procedure

## 9.3. Management review

The Director ANC Cranes Pty Ltd shall define the corporate HSEQ objectives against which business performance shall be measured. These objectives shall be cascaded throughout the organisation by the relevant managers. On an annual basis the Director shall review the targets.

On a quarterly basis, Management shall meet, review and discuss any HSEQ matters that require attention. The items discussed will be recorded in the minutes of the meeting and any items requiring action will be reviewed as per the requirements. Management will review worker and subcontractor HSEQ performance. Regular meetings are held with customers to discuss performance including all maters outlined above.

Minutes of the meetings will be recorded and retained in the Management Review files. All agreed action items would be assigned to appropriate people as recorded on the minutes

## 9.3.1. Management Review Inputs

The Management Review at ANC Cranes Pty Ltd shall cover the following but not limited to:

* The status of actions from previous management reviews.
* Changes in external and internal issues that are relevant to Integrated Management System.
* The needs and expectations of interested parties, including compliance (legislative) obligations.
* HSEQ Policies, supporting policies, objectives and programmes.
* Review of legal compliance.
* Risks and Opportunities.

Information on the performance and effectiveness of the Integrated Management System including trends in:

* Customer satisfaction and feedback from relevant interested parties, including complaints.
* The extent to which HSEQ objectives have been met.
* Process performance and conformity of products and services.
* Fulfilment of compliance obligations.
* Nonconformities and corrective actions.
* Monitoring and measurement results.
* Internal Audit results.
* The performance of external providers.
* The adequacy of resources for maintaining the HSEQ requirements and completing the required work activities.
* The effectiveness of actions taken to address risks and opportunities (including the identification of new risks and opportunities)
* Opportunities for improvement.

## 9.3.2. Management Review Outputs

During the Management Review meeting, management will make decisions on actions to be taken based on the discussion on the review inputs.

An important review item required to enhance the effectiveness of the Integrated Management System and all processes under its control is continual improvement. Special emphasis shall also be made to the customer requirements.

Review outputs may also include decision and actions related to:

* Opportunities for improvement.
* Any need for changes to the Integrated Management System.
* Resource needs.

Documented evidence of results and minutes taken from management reviews are kept - agenda template Management Review Meeting is utilised. The review shall initiate a new “plan-do-check-act” cycle with improvements in ANC Cranes Pty Ltd WHS performance and further enhancement of the Integrated Management System. Findings from the management review shall be recorded in the meeting minutes and be retained as HSEQ records.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-034 Internal Audit and Management Review Procedure

ANC-IMS-FRM-005 Management Review Meeting

ANC-IMS-FRM-004 Internal Audit

# 10. IMPROVEMENTS

## 10.1. General

ANC Cranes Pty Ltd will develop, maintain and continuously improve the Integrated Management System, to meet statutory requirements, needs and expectations of stakeholders. Continuous improvement is managed by the following process:

* Identifying improvements
* Implementing the improvements
* Evaluating the effect of improvements and
* Going back to identify more improvements.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-034 Internal Audit and Management Review Procedure

ANC-IMS-PRO-033 Continual Improvement Procedure

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

ANC Cranes Pty Ltd has established, implemented and maintained documented procedures to ensure the following:

* Integrated Management System is continually improved
* Elimination of the root causes of non‑conformities
* Prevention of the recurrence of problems

Conditions adverse to HSEQ are promptly investigated, documented, evaluated and corrected. These are conditions, which could or have caused a non – conformance. Conditions adverse to HSEQ may be revealed by:

* Inspections and tests
* Process monitoring
* Audit reports
* Customer complaints

Any worker in the organisation can notify non-conformances or potential non-conformances and or incidents as per nominated procedures and policies. Incidents and non-conformances are investigated, corrective actions are implemented, and their effects are monitored. All non-conformances and their corrective actions are considered during management meetings.

Documented Procedures and Forms have been implemented to define the requirements for determining potential nonconformities and their causes, evaluating the need for action to prevent occurrence of nonconformities, determining and implementing action needed, and reviewing corrective actions taken.

**Supporting Documentation Refer to:**

ANC-IMS-PRO-025 Incident Reporting & Investigation Procedure

ANC-IMS-PRO-002 Injury Management and Recovery Procedure

ANC-IMS-PRO-038 Non-Conformance Procedure

ANC-IMS-PRO-031 Corrective Action Procedure

ANC-IMS-FRM-005 Management Review Meeting

ANC-IMS-FRM-006 Corrective Action and Non-Conformance Form

ANC-IMS-REG-001 Incident Register, Corrective Actions Register

## 10.3. Continual improvement

ANC Cranes Pty Ltd continual improvement process begins with the establishment of an Integrated Management System documentation and objectives for improvement, based on objectives and customer targets and goals.

Customer satisfaction, internal audit data, process and product performance data, and the cost of poor Integrated Management System or risk control are then compared against objectives or KPIs to identify additional opportunities for improvement. ANC Cranes Pty Ltd continually improve the suitability, adequacy and effectiveness of the Integrated Management System by:

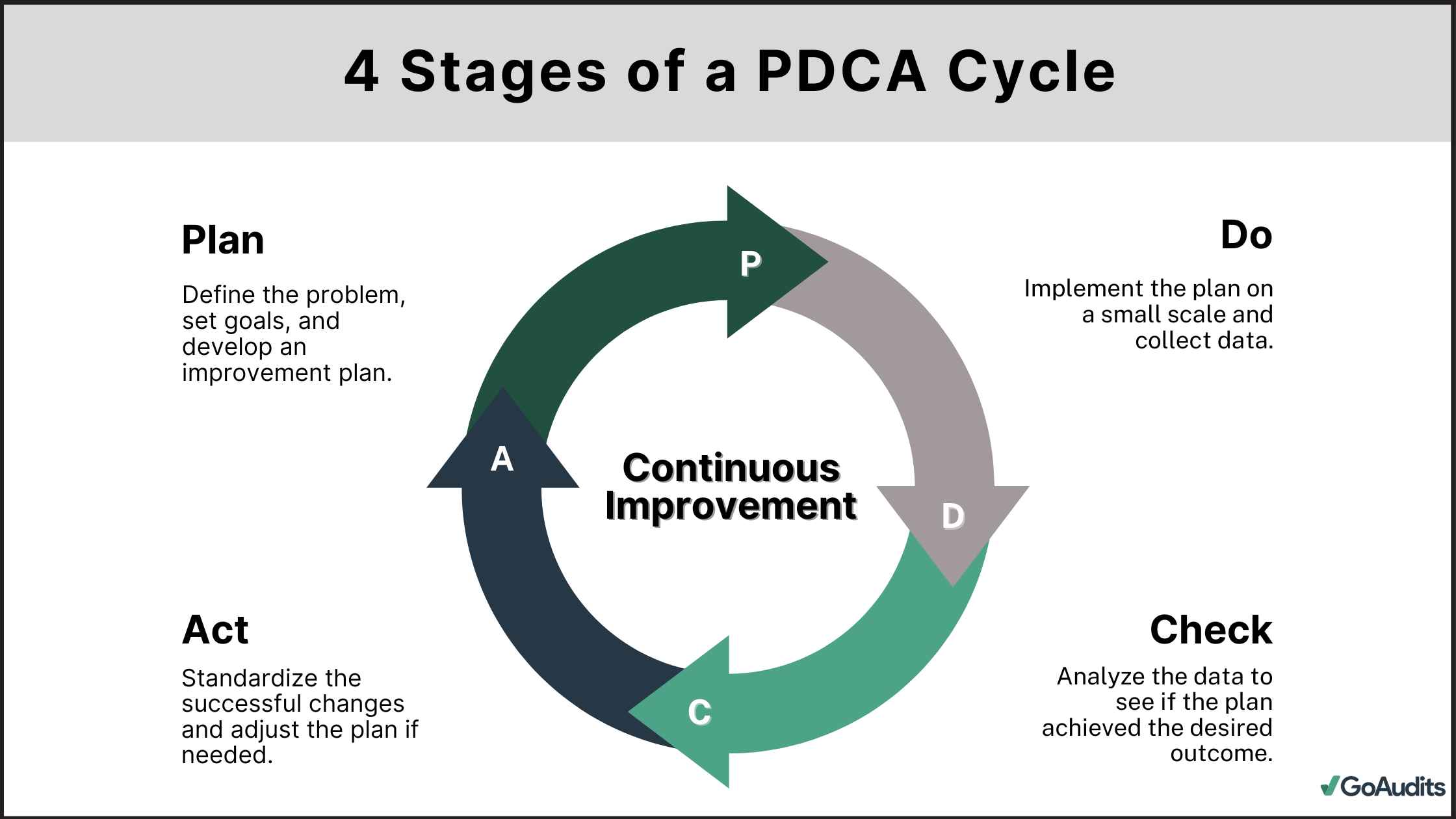
* Enhancing HSEQ performance
* Promoting culture that supports the Integrated Management System
* Promoting the participation of workers in implementing actions for the continual improvement of the Integrated Management System
* Communicating the relevant results of continual improvement to workers and where they exist, workers representatives
* Maintaining and retaining documented information as evidence of continual improvement.

ANC Cranes Pty Ltd also demonstrate improvement by the following but not limited to:

* Introducing new technologies.
* Implementing improved practices both internal and external to ANC Cranes Pty Ltd.
* Suggestions and recommendations from interested parties e.g., Customer Feedback.
* New knowledge and understanding for HSEQ related issues.
* New improved materials.
* Changes in worker capabilities or competence.
* Achieving improved performances with fewer resources by simplification, streamlining of documentation and processes.

ANC Cranes Pty Ltd considers the results of analysis and evaluations, and the outputs from the management review, to determine if there are needs or opportunities that are addressed as part of the continual improvement.

The implementation of the “Process Approach” including the PDCA Cycle provides verifications that our Integrated Management System is robust, and the achievement of effective process performance.



**Supporting Documentation Refer to:**

ANC-IMS-PRO-036 Internal Audit and Management Review Procedure

ANC-IMS-PRO-035 Improvement Procedure

ANC-IMS-POL-001 Work Health and Safety Policy

ANC-IMS-POL-002 Quality Policy

ANC-IMS-POL-003 Environmental and Sustainability Policy

ANC-IMS-PRO-001 WHSEQ Procedure

ANC-IMS-FRM-005 Management Review Minutes

ANC-IMS-FRM-004 Internal Audit Form

ANC-IMS-REG-001 Integrated Management System Register (Objectives and Targets)

# Disclaimer

This manual has been developed to assist ANC Cranes Pty Ltd to better understand and manage HSEQ matters. While every effort has been made to ensure the accuracy of the material in the manual, this publication is not intended to be a substitute for the legislation. For the specific requirements on any matters covered in this manual, persons should refer directly to the appropriate legislation in their state.

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# Review of Document

This procedure shall be reviewed as per nominated review dates shown on the Document Register or because of other events:

* Internal and external Audit outcomes
* Legislative Changes
* Outcomes from Management Reviews
* Changes in company direction and policy change

# Appendix A: ANC Cranes Pty Ltd Company Organisation Structure

A screenshot of a computer

AI-generated content may be incorrect.