



Integrated Risk Management System Guideline

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Integrated Risk Management Guidelines

Overview of Guidelines

These System Guidelines outline the requirements for implementation and ongoing maintenance of the Quality, OH&S and Environmental Management System. It is aimed to:

- Set out minimum requirements for the Quality, OH&S and Environmental aspects of our business.
- Serve as a guideline for the development of Work Methods and other instructions
- Advise customers, certifying and regulatory bodies on how we address Quality, OH&S and Environmental compliance
- Outline Hymix's commitment to managing the quality of our products and service
- Outline our aim in satisfying customer requirements.

This management System applies to companies belonging to the Hymix, comprising of Quarry, Pre-mixed Concrete, Precast And Landfill operations together with their Transport and other associated operations. It is a part of the overall Management System

This document provides a framework for OH&S, Environmental and Quality elements to be used in developing and as a reference for self auditing our Risk Management programs. The responsibility to address these issues is derived from the company Policy and the framework is recommended to all managers as an essential operating tool within their area of control

This Management System provides the framework to enable management to assist their business units achieve continuous improvement and ultimately best practice

Integrated Risk Management System(IRMS)

The Integrated Risk Management System (IRMS) has been established to ensure that all activities are carried out in a manner which minimizes risk to all people who work at, or visit Hymix sites; minimizes environmental impact and ensures that our customers receive quality products and services. All activities will comply with:

- The commitments formalised in Hymix's Policies, Principles, Visions and Values.
- All relevant Australian standards, statutory regulations; Codes of Practice & Voluntary Agreements

The purpose of the Integrated Risk Management System (IRMS) is to improve performance. It takes a pro-active approach to risk management, focusing on cost-effectiveness, action and improved performance. The company's risk management policies, programs and practices for OH&S, Environmental, Quality management and operator instructions have been incorporated into a single management system (the IRMS).

Standards

The Management system has been developed to comply with the requirements of recognized standards such as AS/ISO 14001:2004, AS/NZS 9001:2008, AS 4801:2001 and AS/ISO 17025

Hymix

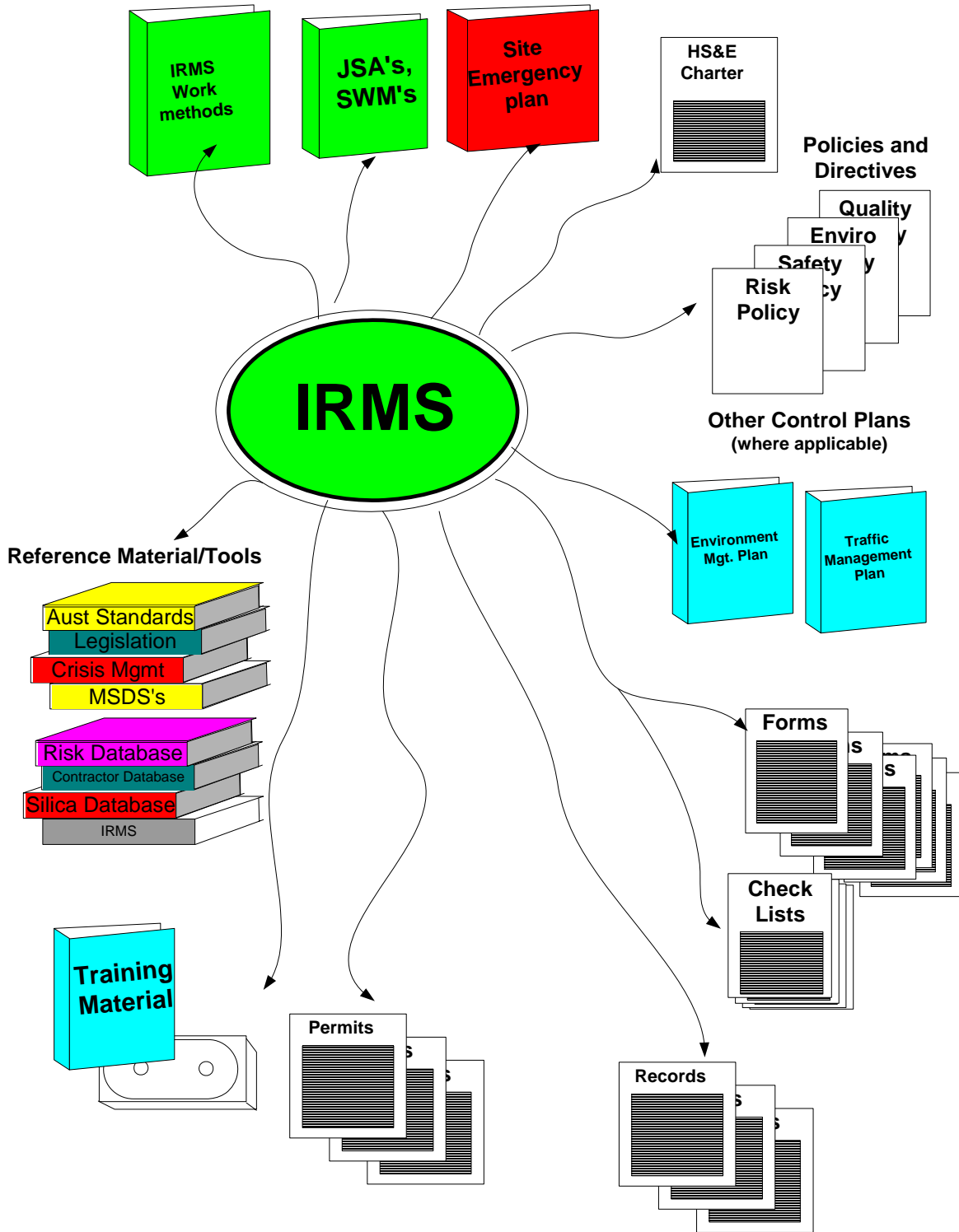
Committed to making business easy

Brand Attributes

Hymix is defined by our three attributes, the sum of these define what we stand for

- Premium service and Support
- Building partnerships
- People who care

Pictorial overview of Risk Management System



Risk Management Principles

The values on which Hymix's Policies are built and which provide a foundation for action are:

CORPORATE PRIORITY

Hymix recognises that management of health, safety, quality and the environment, is among the highest corporate priorities and is the key to the development and long term viability of our company.

MANAGEMENT COMMITMENT AND LEADERSHIP

Hymix's management recognises that success depends on commitment from all levels and functions, particularly at Senior Management levels. Commitment requires clear assignment of accountability and responsibility.

INTEGRATED MANAGEMENT

To hold environment, occupational health & safety and quality as key accountabilities, fully integrated as an essential element of management in all its functions.

PROCESS OF IMPROVEMENT

To regularly review risk management policies, programs and practices to improve performance, taking into account technical developments, scientific understanding, consumer needs and community expectations.

PRIOR ASSESSMENT

To assess health, safety and environmental impacts before starting new activities or projects and before decommissioning facilities or leaving sites.

PRODUCTS AND SERVICES

To develop and provide products or services that meet or exceed our customer needs and expectations whilst having no undue environmental impact and being safe in their intended use. Products and services are to be efficient in their consumption of energy and natural resources and can be recycled, reused or disposed of safely.

FACILITIES AND OPERATIONS

To develop, design and operate facilities and conduct activities that are safe and take into consideration the efficient use of energy and materials, the sustainable use of renewable resources, the minimisation of adverse environmental impact and waste generations, and the safe and responsible disposal of residual wastes.

PRECAUTIONARY APPROACH

If there are threats of serious or irreversible environmental damage, lack of full scientific certainty will not be used as a reason for postponing measures to prevent environmental degradation.

CONTRIBUTE TO THE COMMON EFFORT

To cooperate in a spirit of partnership with business, governments and the public in initiatives that will enhance environmental, health & safety awareness and protection.

OPENNESS TO CONCERNS

To recognise that environmental and health & safety concerns are best handled with the participation of all concerned parties at the relevant level. To foster dialogue and provide access to information in an open and transparent manner.

COMPLIANCE AND REPORTING

To measure environmental performance; to conduct regular audits and assessments of compliance; and to periodically report performance to the Board of Directors, shareholders, employees, the authorities and the public.

RESEARCH

To conduct and support research to minimise the impacts associated with the company's raw materials, products, processes, emissions and wastes.

CUSTOMER ADVICE

To advise, and where relevant, educate customers and the public on the use, transportation, storage and disposal of the company's products.

EMPLOYEE EDUCATION

To educate, train and motivate employees to conduct their activities with full regard to the company's environmental, health & safety and quality objectives.

CONTRACTORS AND SUPPLIERS

To promote the adoption of these principles by suppliers and contractors acting on behalf of the company; encouraging and where appropriate requiring improvements in their practices.

EMERGENCY PREPAREDNESS

To develop and maintain emergency preparedness where significant hazards exist.

ECOLOGICALLY SUSTAINABLE DEVELOPMENT

Hymix is committed to the ideals of ecologically sustainable development and supports using, conserving and enhancing the community's resources to improve the total quality of life, now and in the future.

PRODUCT STEWARDSHIP

To take into account environmental, health and safety factors associated with any product or service throughout its life cycle, from conception to ultimate disposal.

RESOURCES, ROLES, RESPONSIBILITY AND AUTHORITY

Management shall ensure the availability of resources essential to establish, implement, maintain and improve the environmental management system. Resources include human resources and specialized skills, organizational infrastructure, technology and financial resources.

Roles, responsibilities and authorities shall be defined, documented and communicated in order to facilitate effective OH&S, Environmental and quality system management. This is defined in

- Job Descriptions
- Functional/positional display structure of online IRMS system
- Each work method outlines who is responsible for carrying the process.

Risk managers have been appointed as a specific management representative(s) who, have responsibilities and authority for

- a) Ensuring that an risk management system is established, implemented and maintained in accordance with the requirements of AS14001, AS 4801 and AS9001,
- b) Reporting to Regional management on the performance of the Environmental, Quality and OH&S risk management system for review, including recommendations for improvement.

Documentation

Preparation, Review and Approval

- Documentation shall be prepared, reviewed and authorized by management, prior to issue.
- Responsibilities for these actions shall be included in job descriptions or their equivalent and in relevant work methods

Documentation Requirements

Documentation shall include where applicable:

- Responsibilities
- Distribution
- Filing requirements
- Minimum retention times for records and superseded versions
- Issue dates and authorization

Document Control

A document control mechanism shall be implemented to identify current status, ensure issue to all functions and locations as determined and preclude the use of obsolete documents

Document Changes/ Modifications

- All changes/modifications to documents shall be implemented in writing.
- Changes shall receive the same level of treatment as originals. The personnel involved in the revision of documents shall have access to pertinent background information on which to base their review and approval.
- All amendments shall be identified and recorded

External Documents

Documents of external origin shall be controlled in the same manner as Hymix documents. Such documents may include:

- National Standards and codes of practice
- Legislation
- Customer drawings and specifications

Documentation Media

Documents can be in the form of any media type such as paper copy or held in computer (electronically). Work methods shall address compatibility of such media and requirements for control, security and backup

Intranet

All documentation related to the IRMS will be available to employees via the intranet

Hierarchy of Documents

The IRMS consists of the following elements:

- Policies
- Guidelines
- Work Methods
- Directives
- Health Safety and Environmental Charter
- Databases-Risk reporting, etc
- Forms / Checklists/Permits
- Training Material
- Related/Reference Documents
- Glossary
- Site Emergency plans
- Reference Documents eg MSDS

Records**General**

Records shall be suitably stored and maintained in such a way they are readily available and protected against damage, deterioration or loss

Records shall be established and maintained to provide objective evidence that the:

- Company policies and the Integrated risk management system is being complied with
- Product service offered meets the specified requirements
- Requirements of AS/NZS ISO 9001:2008 14001:2004 , AS 4801:2001 and AS17025 are being accomplished

Work Methods

Work methods, quality plans and other instructional documents shall identify records and include requirements for their filing and retention times. Contract requirements, where applicable, shall be allowed for.

Type**Relevant records may include**

- Audit records
- Selection, surveillance and audit of subcontractors/suppliers
- Purchase orders
- Risk reports/Hiqe and corrective action results
- Personnel and contractor induction and training records
- Management review records
- Document control
- Suppliers documentation
- Meeting minutes
- Risk assessment records
- Maintenance records
- Contracts
- Building design drawings/blueprints
- Equipment calibrations
- Employee application forms
- Risk management plans
- Contractor insurance information
- Material receipts
- Records of in-process and final inspections and tests
- Delivery dockets
- Quality planning activities
- Tender and contract reviews
- Customer complaints
- Quality costing
- Quarry development Plans
- Certificates, inspection and test records for incoming material
- Records of process parameters and other operational activities
- Production/batch records
- Completed Permits(Dedagging, Hot work, etc)
- Medical records
- Environmental and OH&S Survey /monitoring results
- Health assessments
- Workers comp claims
- Rehabilitation plans
- Acquisition/Divestiture assessments
- Environmental improvement plans

Availability

Where contractually required, records shall be made available to the customer for an agreed period

Recording Media

Records can be in the form of any media type such as paper copy or held in computer (electronically). Procedures shall address compatibility of such media.

Electronic data systems shall include the following features:

- Protection against unauthorized access to the program
- Back-up of data
- Version control and identification
- User documentation

Disposal of Records

Management is responsible for the filing of records, shall dispose of all records that exceed their expiry date, except where their retention is necessary for other purposes

Management Review

General

Hymix management shall undertake systematic reviews to evaluate the continuing suitability, adequacy and effectiveness of the Management System. The review shall evaluate the needs for changes to the Integrated management system, including the policies and objectives.

Management review of routine activities and processes on a day to day basis shall be covered in the requirements for that activity or process

Review Activities

Review activities shall include:

- Management meetings - OH&S, Environment and quality shall be an agenda item at all appropriate management meetings. This includes meetings involving central management as required under a certification scheme. Minutes shall be kept of all such meetings
- Formal management system review - these reviews shall be held at least once yearly. They shall be initiated by the General/Regional Manager and include appropriate members of the management team
- Product quality and performance reviews
- Operational performance reviews

Employee and Contractor involvement

Management shall ensure employee and contractor involvement through the provision of committees, performance reviews, meetings and training

Review Agenda

Reviews shall include but not be limited to:

- IRMS structure and implementation
- Directives
- Problem areas
- Effectiveness of corrective and preventative actions
- OH&S, Environmental and Quality Objectives and targets are set annually, with statistics and or reports prepared monthly to measure performance.
- Common positive and negative performance indicators are used to promote and evaluate OH&S , Environmental and quality improvement
- Earlier management reviews
- Adequacy of resources
- Appropriateness of inspection and testing techniques
- Other reviews - adequacy, frequency
- Process performance and product conformance.
- Feedback from customers, audits, product performance
- Analysis of trends
- Changes to relevant Australian standards, Legislation, relevant Acts and codes of practice
- communication(s) from external interested parties, including complaints.

Output of Review

The results of formal reviews shall be documented.

The outputs shall include actions related to

- Improvement of the IRMS and its processes
- Improvement of product related to customer requirements
- decisions and actions related to possible changes to policy, objectives, targets and other elements of the risk management system, consistent with the commitment to continual improvement. (OH&S, Quality and Environmental management)

System changes determined by reviews shall be implemented promptly and their effectiveness evaluated.

Planning

Safety

- There are clear objectives to improve Occupational Health and Safety and programs designed to ensure its success.
- There is an Occupational Health and Safety plan including a safety program in place at each business unit to ensure we achieve legislative compliance and the management of hazards and risks.

Quality

Planning for Quality is achieved throughout many aspects of this Management System which include but are not limited to:

- Assessment of quality requirements and our ability to achieve them through the defining customer requirements
- The manufacturing process which requires planning in order to meet specified requirements,
- Consideration of the compatibility of all aspects of the manufacturing process in the development of instructional documents,
- Development, implementation and updating where necessary of inspection and testing activities,
- Verification of conformance as per Inspection and Test Plans.
- Implementing measurement and monitoring activities needed to assure conformity and achieve improvement.

When developing/purchasing new products, processes or equipment the requirements of this Management System shall be considered and its work methods used to ensure adequate planning so that the resulting products or services meet their quality requirements. Records of this planning will include drawings and designs, notes/minutes of meetings, decisions resulting from the above aspects as well as records generated by any part of this Management System used in the planning process

Contingency Planning

Contingency Planning is carried out for dealing with major business interruptions at key/critical operations. These have been considered and the necessary contingencies taken to minimise/prevent lost customers and financial losses.

Environmental

The organization has procedure to

- to identify the environmental aspects of its activities, products and services. This is to take into consideration planned or new developments, or new or modified activities, products and services
- to determine those aspects that have or can have significant impact(s) on the environment (i.e. significant environmental aspects).

To continuously improve its environmental performance is accomplished by each site having an Environmental Management Plan. This is to include

- General information about the site,
- Relevant environmental compliance obligations,
- Training plans,
- Information on historical performance as well as an Action Plan for the year which sets goals, targets and plans for improvement.

- Assessment of activities which involve a risk of environmental damage, legal compliance risks or adverse publicity risks.
- All significant risks will be listed together with the procedures for minimising or avoiding those risks.

Land Management & Quarry Plans

All extractive sites shall ensure that long term profits are maximised with minimum environmental impacts through a planned approach to extraction, restoration and final end-use of land. Early identification and planning of post extraction land use will significantly enhance the environmental values and the final value of the site

Communication & Support Action

General

The provision of appropriate information to employees, line management contractors, visitors and other interested parties is ensured by

- Procedures are in place to determine the information needs of employees, managers, contractors and others.
- Information of audits, management reviews, monitoring and management systems are distributed to relevant personnel.
- Minutes of safety related communication meetings are distributed to appropriate personnel, contractors and operations.
- Internal publications promote good practices, innovations and recognition. They also communicate the latest information on areas of risk and concern.

Information

- Distribution systems which ensure the timely arrival of information will be provided.
- Risk Managers have a communication network to share best practice and risk management issues.
- Good safety performance is communicated and advertised through current safety posters, signs, hazard alerts, publications and memorandums.
- Meetings are arranged on operational sites to communicate new information and provide feedback and issues to be raised to continuously improve.
- Information is sought from outside of Hymix to ensure our knowledge continuously improves.

Management Program

A management program is available, current and communicated via

- Management is represented at site meetings
- Each business operation has a documented risk program including
 - objectives
 - current safety and environmental plan.
- Plans have management, operational staff and contractor input and support.
- Regular review of plans by management, operational staff and contractors.
- Information being available to all employees, management, contractors and interested parties (as appropriate).

Legislative Compliance

- Management will be aware of and have access to all OH&S and Environmental legislation and other requirements to which the organization subscribes relevant to their business activities
- There are mechanisms to capture & highlight changes in, and to take appropriate action to ensure compliance with respect to relevant Acts/Regulations/Codes/Standards and other requirements to which the organization subscribes for Management.

Training

General

All employees and permanent contractors are to be made aware of the relevance and importance of their activities and how they contribute to the achievement of Quality, Safety and Environmental objectives.

All personnel including managers performing activities shall be competent on the basis of applicable education, training, skills and experience.

Induction

- All new and transferred employees and major contractors are given a Hymix plus workplace specific induction which is documented.
- Employees and contractors are to be followed up to ensure they understand the induction and the workplace requirements, and relevant IRMS work methods.

Assessment

The competency needs for personnel performing activities all functions shall be established. Personnel performing these functions shall be assessed against these needs to determine training requirements.

Potential employees or employees being considered for promotion shall be similarly assessed and their current or potential ability to meet the required levels of skill, knowledge and experience taken into account.

Training

Suitable training shall be provided to meet the needs identified. This may include on the job training. Satisfactory training shall be demonstrated by examination, testing, certification, attendance records and/or satisfactory job performance.

Review

Regular reviews of training needs, activities, and their effectiveness of the training shall be carried out by each employees direct manager and relevant senior management..

Records

Records shall be maintained of all assessments, training activities, achievements and reviews.

OHS Employee and Contractor Selection

- Procedures are in place to select the most capable person for the task proposed.
- Job descriptions highlighting the work capacities and hazardous tasks have been identified and pre-placement health assessments are designed to identify those at risk.
- Part of the selection criteria must include the ability of the employee or contractor to perform his or her work safely and without risk of aggravation of a pre-existing condition. To this end pre-employment health assessments by a company appointed medical practitioner are mandatory for Employees and recommended for Contractors.
- At the time of selection, all employees and contractors are to be made fully aware of, and agree with their responsibilities and rights under our IRMS Management System and relevant laws and standards.

Ongoing Training

- All employees and contractors are required to undertake particular training on hazards and risks identified in the workplace and the assessment and the control measures that are to be implemented.

Special training needs

- Training must reflect literacy skills and special needs of employees and contractors.

Site OHS personnel training

- Occupational Health and Safety Committees and elected H&S representatives shall be trained according to their responsibilities and legislation.
- Occupational Health and Safety Training is to include relevant skills.

Contractor & Visitor Controls

Contractors and Visitors

All elements described in the IRMS apply to Contractors and Visitors.

Contractor Selection

- Procedures are in place to select the most capable contractor for the task proposed.
- Job and or project descriptions must be undertaken and highlight work capacities and hazardous tasks.
- All Contractors must have in-place and remain current for the life of the contract:
 - Work Injury Insurance;
 - Public Liability Insurance (>\$20,000.000);
 - Motor vehicle policies which indemnify Hymix
 - Any other relevant legislative requirements
- Part of the selection criteria must include the ability of the contractor to perform his or her work safely and without risk of injury or aggravation of a pre-existing condition. To this end pre-employment health assessments by a company appointed medical practitioner is required.
- Contractors submitting tenders for up-grades, modifications and or maintenance must provide a detailed OH&S Program and procedures for the tasks to be completed. Contractor OH&S Programs must comply or exceed the requirements of the IRMS systems and comply with relevant legislation and Australian standards.

Contractor Management (minor)

- Contractors and their employees and subcontractors are inducted to the company and a record of induction is kept.
- Minor contracts will be supervised and audited for compliance to Hymix's systems and procedures.
- Contractors are followed up and audited to ensure they understand Hymix workplace requirements.

Contractor Management (major)

- All Contractors and their employees and subcontractors are inducted and a signed record of orientation is kept.
- Major contracts / projects will be managed by a Project Coordinator and audited for compliance with Hymix's and the contractors systems and procedures.
- Hymix / Contractor committees will be established to facilitate formal liaison between both parties including: workplace / project inspections; Occupational Health and Safety Auditing; Hazard Identification and Risk Assessment / Control; and Occupational Health and Safety Committee Meetings.
- Contractors are followed up and audited to ensure they understand Hymix workplace requirements.

Visitors

- Workplace procedures will include the requirement for visitors to be inducted and signed-in so that they are aware of the safety requirements of the site and they can be accounted for during an emergency.
- Visitors to Hymix sites will always be under the direct control / supervision of the Hymix person receiving the visitor.

Emergency Procedures

- Workplace Emergency procedures must include accounting for and evacuating Contractors and Visitors.

Sales.

Quotation and Tender Review

The submission of quotations or tenders shall be formally reviewed by nominated management which will include all interested parties. Requirements for supply shall be defined and documented before final submission is made.

Resources and Capability

Quotations or tenders shall not be submitted until a review of resources has been made to ensure

- Capability to supply the specified product/service.
- Compliance with site OH&S/Environmental requirements.
- Compliance with additional requirements determined by the organization.

Resources involved with the provision of product/service to tender requirements shall be investigated before the quotation or tender is submitted.

Other requirements

When determining the customer requirements for the products the following is to be taken into consideration:

- Requirements specified by the customer.
- Requirements not stated by customer but necessary for specified or intended use (slump being 80mm, etc).
- statutory and regulatory requirements related to the product.

Quotation/Order Differences

Requirements in the order or contract which differ from those in the quotation or tender, shall be resolved by management before acceptance.

Non-conforming Quotations/Tenders

Non-conforming conditions shall be clearly specified

Verbal Enquires/Orders

All relevant requirements for verbal orders shall be agreed before the order is accepted. These include but are not limited to:

- Details about the customer.
- Clear description of the product or service.
- Quantity required.
- Delivery requirements - location, timing etc.
- Price and payment.
- Product requirements not specified by the customer but necessary for intended or specified use.

Details of these requirements shall be recorded.

Amendments and Variations

Amendments and variations shall be reviewed and treated in the same way as the original enquiry

Design and Development

New Products

The process for design and development of new products will only apply when a need is identified due to customer requirements and market opportunities. The development of the new products will be coordinated by Products Manager in conjunction with the Regional Sales and Marketing Manager.

Current Products

Modification of current products are done on a routine basis to ensure customer/stated requirements are being met. This is mainly relates to the production of concrete and the services supplied by the Technical Departments.

- Trial mixes are carried out for
- Verification of properties
- Contractual requirements
- and follow procedures outlined in AS1012, AS 1379 , etc

Design Verification

Due to the nature of the business the only designs are made by trial mixes. This is done by the technical function verifying that proposed or current concrete mix designs or aggregate blends meet specified requirements. These specified requirements can be contractual or meeting internal needs

Purchasing

Evaluation of Product/Service Suppliers

Suppliers of product/service that can have an effect on Hymix's product/service quality shall be evaluated on their ability to supply product conforming to current Australian Standards and/or specified requirements. The level of control shall be dependent on the effect the product service has on the final product.

Suppliers shall be encouraged to obtain Quality System Certification where it is judged improved quality will result.

Notification to Suppliers/Contractors

Suppliers/subcontractors shall be informed of all quality standards and requirements, subcontract requirements, the extent of certification required and any other controls to be exercised over the supplier.

The supplier shall be requested to provide details as nominated of the properties of products offered.

Verification

The supplier/contractor shall be notified of verification arrangements either by Hymix or by our customer (where specified in our contract). Such verification shall not be taken as evidence of effective quality control or ultimate conformance/acceptance of product.

Purchasing Data

All ordered product/service shall be clearly defined and identified to the supplier.

Receipt

Requirements for receiving supplies shall be documented in work methods. Inspection and testing of incoming material is covered under specific guidelines.

Records

Records of acceptable suppliers/contractors shall be established and maintained.

- For national agreements/contracts this shall be controlled by procurement department.
- Raw material used in production shall be assessed and approved by the Technical service departments.
- Local management shall control all other contractors/suppliers on site.

Purchasing documents, delivery records and supplier certificates shall be retained as deemed necessary

Note: The term "contractor" in this context refers to those who are contracted to do work for Hymix.

Capital Projects

- All capital expenditure for plant and equipment shall include an risk assessment taking into consideration OH&S , Environmental and Quality requirements.
- Consultation with employees and relevant contractors must be included in the planning stage.
- Specific compliance with Hymix Policies , IRMS requirements relevant Legislation and Australian Standards must be part of any contract.

Purchasing and Engineering

- Employees and relevant contractors are to be represented in a consultative process when purchasing, hiring & modifying plant & equipment.
- Minimum Occupational Health and Safety Specifications shall be in place for the purchase/hire of plant and equipment.
- Prior to modifications of plant and equipment the impact on work practices and job design will be assessed and documented.

- Procedures required to maintain, clean and dismantle machinery will be considered in the engineering design to address OH&S , Environmental and Quality requirements.

Maintenance

- Maintenance repairs and alterations will only be carried out by competent personnel and/or competent contractors.
- Systems are in place to ensure the competency of maintenance personnel and contractors.

Project Management

- Supervision and project management is provided to ensure work is completed within company and legal requirements.

Acquisitions Audits

Acquisitions shall undergo an audit as part of the pre-purchase due diligence study.

Acquisitions & Divestitures

General

For any for acquisition or divestment a Risk Management Assessment must form part of any proposal. It must ensure superseded plant, equipment, machinery, materials and toxic chemicals are safely and legally disposed of.

Safety and Environmental aspects must be evaluated and understood before making a decision to acquire or divest land, assets or businesses.

For acquisitions identify safety and environmental liabilities including:

- Possible environmental impacts and constrains from neighbours
- Contaminated land and remediation requirements
- Rehabilitation requirements & commitments
- License, permit, EIS, consent, EMP requirements
- Capital works to meet Hymix's minimum standards
- Workers Compensation and Public Liability exposure

Stakeholder & Community Relations

General

We ensure that key stakeholders are identified and openly consulted, involved and informed with regard to the company's risk management objectives, performance and goals. This is achieved involvement and consultation of stakeholder groups such as:

- governments and regulatory agencies
- customers; suppliers; consumers; and competitors
- environment interest groups; OH&S and environment specialists
- employees; shareholders
- local communities; neighbors ; and the broader community.

Product Stewardship

Hymix ensures that the environmental and health & safety aspects of products and services, from conception through use and to ultimate disposal, are considered and managed. Employees, customers and consumers shall be provided with information to ensure that products are used safely and environmental impacts minimized.

Externally Communication

Hymix has decided not to continue to communicate externally about its significant environmental aspects except as required

- by our Licence and Planning Permit
- when the need to communicate with external interested parties in case of emergency situations or accidents that could affect or concern them. This is outlined in our crisis management and emergency response process

Resource Conservation

Hymix ensures resource and waste management is practised and conservation promoted. This includes efficient energy usage, waste minimisation and minimising consumption of non-renewable resources.

Resource and waste management is to include programs for measurement/target reductions.

The area that this may include are :

- Energy use, minimisation / alternative energy sources
- Waste minimisation
- Internal or external recycling programs
- Non-renewable quarry reserves management
- Water conservation
- Flora and fauna conservation.

Customer Supplied Property/Services

Responsibility

The responsibility for acceptability of customer supplied property/service and the performance of the finished product shall be agreed between Hymix and the customer and clearly documented. The assessment shall take into consideration OH&S, Environmental and Quality requirements.

Usage

Details concerning the use of products shall be agreed, documented and all involved parties informed. Copies of MSDS shall be obtained for materials being used by Hymix Personnel.

Receipt and Certification

Property/service presented for use shall be examined on receipt to verify completeness, proper type and for damage. Customer certification (if supplied) shall be verified for compliance. Certification and inspection requirements should be determined as part of Point.

Control of Product/Service

Product/service received shall be controlled as if it were purchased product/service.

Unsuitability

Product that is lost, damaged or otherwise found to be unsuitable for use shall be recorded and reported to the customer. Action to be taken for its rectification or replacement and disposal shall be agreed and recorded.



This requirement does not apply to Hymix operations often and hence is of low risk

Control of Measuring and Monitoring Equipment

Equipment Selection

Determine the measurements to be made and select inspection, measuring and monitoring equipment to ensure that conformity of products and compliance to specified requirements.

Such equipment may be used in:

- Production and testing of product,
- Health surveillance
- Environmental monitoring

Control of Equipment

Equipment used by Hymix for the purpose of inspection, measuring and monitoring shall be maintained, calibrated and controlled in accordance with and against equipment having a known valid relationship to Australian Standards, standards set by a recognized regulatory body or internal standard.

Full details of checking, calibration and adjustment processes shall be documented and maintained. Details include:

- Equipment identification
- Acceptance criteria
- Calibration status
- Frequency
- All associated records

Hymix Laboratories

Major laboratories, with their equipment and associated documentation, shall maintain registration with NATA or other approved body.

Equipment out of Calibration

When inspection, measuring and test equipment is found to be out of calibration, the validity of previous results shall be assessed and documented

Specified Requirements

When specified, technical data pertaining to inspection, measuring and test equipment shall be made available to the customer, regulatory bodies and certification bodies .

Process Control

General

Processes shall be planned to ensure that work is performed under controlled conditions and meets specified requirements.

Prevention of non-conformance using within process controls is preferable to relying on finished product inspection. The most critical characteristics should receive the strictest control.

Procedures

Documented procedures, work methods or other appropriate forms shall be prepared and used to define the manner of manufacture/construction. These shall include where relevant:

- Sequence of activities
- Equipment
- Work environments
- Workmanship standards
- Compliance standards
- Inspection, test and control requirements for product, environment and equipment
- Approvals
- Handling, storage and delivery
- Maintenance of equipment to ensure continuing process capability
- OH&S and environment risk assessment

Pre-mixed Concrete and Some Quarry Products

These cannot be fully verified at the time of delivery. Their manufacture shall therefore require special consideration of measurement equipment, in-process inspections, personnel training and skills and pre-qualification of the capability to meet specified requirements.

Review

New or significantly different processes shall be reviewed to ensure their capability to produce specified products.

Existing methods, equipment, procedures and controls shall be reviewed to ensure continuing capability to produce the required results.

Handling, Storage And Delivery

Handling

All product and material shall

- Be treated in such a way that it remains uniform in its consistency.
- Be handled safely. This is to be done in line with requirements of the relevant MSDS
- Stored in a manner that will reduce the effect on the environment

Equipment involved in the handling of product/ material shall be kept clean and adequately maintained.

Storage

All stored product/material shall be kept in bins, silos, tanks or in separate stockpiles. Storage facilities shall be clearly identified and used, inspected and maintained in such a manner as to prevent contamination, deterioration or segregation.. Bulk liquids are to be stored within bunded areas.

Dangerous Goods

All dangerous goods shall be stored as required by relevant regulations and regulatory bodies

Use of Stored Material

Practices ensuring sequential and timely use of material shall be implemented where appropriate.

Loading and Delivery

Loading and delivery operation shall ensure that the product remains in a condition capable of meeting the specification.

Logistic and Production Managers shall determine specifications for trucks, mixers and other equipment affecting the maintenance of product quality.

Practices shall ensure the timely delivery of orders and minimizing the impact of the environment

Audits

General

All plants/operations/functional areas of Hymix shall be subject to internal Audits.

A program/plan shall be established to schedule audits on the basis of status and importance of the operation or activity.

Additional audits shall be scheduled when deemed necessary due to abnormal circumstances.

All audit activities shall be recorded

Internal Audits

Audits shall be conducted to ensure that:

- All aspects of the IRMS and its requirements are being met,
- The system conforms to the requirements of AS 9001
- The system is effective in meeting the specific quality, OH&S and environmental objectives,
- The requirements of standards, regulations and contract conditions are able to and continue to be met,
- Nonconformances are being resolved and corrective actions are implemented and effective,
- Significant changes are being correctly implemented and are having the desired result.

Internal Audits can be used to train staff in the requirements of Systems, Procedures and Work Methods.

Auditors

IRMS Audits shall be performed by adequately trained personnel who are independent of those with direct responsibility for the work being performed.

Results and Responses

The results of audits shall be brought to the attention of management responsible for the audited activity, who shall take timely corrective action to rectify any deficiencies. Target dates for responses to audit findings shall be agreed between the auditor and the responsible manager.

Verification

Follow-up audit activities shall verify the implementation and effectiveness of corrective actions.

External Audits

External audits may be carried out by Hymix to evaluate suppliers, contractors, agents etc. The need to perform external audits shall be based on an assessment of the supplier's/contractor's abilities or past performance and the critical nature of the product or service.

Measurement and Monitoring of Product and Processes

General

Hymix shall:

- establish product conformance to specified requirements by use of process monitoring and control methods
- determine the level of inspection and testing to be performed. This may vary according to the material, product, supplier or process.
- detail the requirements for inspection and testing in work methods, procedures, inspection and test plans or other suitable documents.
- inspect and/or test all product in accordance with the above
- where practical, withhold product until the required inspections and tests have been completed
- review and update when required, inspection and testing techniques and equipment.

Inspection and Test Plans

Inspection and test plans shall be developed for products or projects when appropriate or required. These may form part of a procedure/work method or consist of a separate plan.

Incoming Inspection

Incoming product/material shall be identified, inspected and/or tested as required by the Inspection and Test Plan(s) or procedure/work method.

The frequency and type of inspection shall be determined by Technical Manager or Relevant Manager, taking into account the supplier's control and conformance records. These records shall be checked to ensure that specified requirements are met.

In-process Inspection

In-process product/material shall be identified, inspected and/or tested as required by the Inspection and Test Plan(s) or procedure/work method.

Special processes shall be monitored to ensure that specific requirements are met.

Final Inspection

Finished product/material shall be identified, inspected and/or tested as required by the Inspection and Test Plan(s) or procedure/work method to complete the evidence of conformance of this product with the specified requirements.

Only products which meet the specified requirements shall be submitted for acceptance.

Hold-Points

Product/materials at any stage of manufacture shall be held until conformance or hold-point requirements are met

Nonconforming Product

Nonconforming products shall be identified and treated or reclassified.

Records

Records of all inspection and test activities shall be established and maintained. These will identify if product has passed or failed to meet the acceptance criteria

Hymix Laboratories

The majority of testing is carried out by Hymix Laboratories whose operation is detailed in the Laboratory Quality Manual. This manual forms part of the Hymix IRMS

Identification And Traceability

Product/Material Identification

Product/material shall be identifiable at all stages of manufacture. This may be by placing/storing in clearly labelled bins, stockpiles, silos, tanks, containers or other defined location.

Finished product which requires immediate delivery is identified by its delivery docket.

Product Traceability

All product sold shall be identifiable and traceable through the delivery docket and laboratory/testing, despatch and production records.

Delivery dockets shall show:

- clear identification of the product which can be linked to a production standard, specification or mix design,
- quarry stockpile or bin number where this is considered necessary,
- a unique identifying number,
- transport identification
- customer and destination identification.

Production records shall also identify the standard, specification or mix design to which the product has been manufactured.

The Technical Manager and/or Production Manager shall determine requirements for cross-referencing production records, test results, sources etc and include these requirements in procedures/work methods/ITP's.

Higher levels of traceability when required by specification or contract shall be identified and documented in Quality Plans or Inspection and Test Plans.

Control of Product Nonconformity

General

Nonconformance applies to conditions that have caused or may cause a quality failure (failure to meet specified requirements).

Materials or product deemed to be in nonconformance with the contract, other documented requirements or verbal agreement at any stage of processing shall be held for evaluation. Any material delivered and then found to be nonconforming shall be reviewed.

Responsibilities and Authority

All management and other persons nominated by management shall have the responsibility and authority to initiate action on and resolve any nonconformance which occurs.

Recording

All nonconformances shall be recorded on a Risk Report which identifies and details the nonconformance, the actions taken in review and disposition and the costs where applicable.

Identification of Nonconforming Product

Once a nonconforming product has been identified, it shall be tagged, held, treated or reassessed as laid down in the appropriate work method.

Review and Disposition/ Resolution

Nonconforming product shall be reviewed via the following avenues:

- reprocessed to meet specified requirements
- accepted in its nonconforming state by the end user
- reclassified and used for alternative applications
- scrapped

The disposition/resolution of nonconforming product shall be carried out as stated on the nonconformance report. Such action shall be agreed with the customer, the end user or other regulatory body where required. It shall be checked or verified.

Reinspection and Retest

Reworked and repaired products shall be treated as original products at the same stage of processing.

Notification

Notification as required by contract or procedure shall also be carried out.

Finished Product

Finished product will be rejected only if it fails to meet any of the specified requirements as tested by an organisation, registered by NATA and qualified to perform the specified test or a qualified person or organisation approved by Hymix.

Risk assessments and Hazard control

- A risk management approach is taken to identify and assess Hazards and Risks.
- A programme to monitor potential workplace hazards and risks is developed and implemented, based on the business activity, relevant Government Regulations, Occupational Health and Safety Standards and Codes of Practice.
- The environmental and OH&S management systems have procedures for hazard & risk identification through:
 - Site hazard inspections;
 - Task analysis;
 - Accident & Incident investigations;
 - Hazardous substance registers;
 - Plant & Equipment assessments;
 - Occupational Hygiene Monitoring.

Hazard Control

- Selection of hazard control strategies will be based on the hazard control hierarchy: elimination; substitution; engineering controls, administration or personal protective equipment..

Task Inventory and Analysis

- An inventory of tasks is developed and maintained for each site and Occupational Health and Safety hazards and risks are identified.
- A job safety analysis is performed with employees and contractors to identify hazards and risks involved in the work..
- Employees, contractors and managers are involved in discussing the process and measures required to manage the risk..

Development of Work Methods

- All work methods should include
 - Occupational Health and Safety considerations and the measures required to perform the work safely.
 - Measures required to reduce environmental impact of our operations and the prevent harm to the environment
- Work methods must be developed with employee, contractor and manager consultation to ensure they are easily understood and workable.
- Work methods are reviewed regularly and also after any incidents/nonconformance to determine their effectiveness.

Communication of Work Methods

- Work Methods must be developed for hazardous tasks and made available to all relevant personnel.
- Training in work methods must be provided to the persons doing and supervising the work. The understanding of and compliance with the work method is evaluated and documented.

Corrective And Preventive Action

General

Management shall initiate action to:

- Eliminate causes of nonconformance/incidents/hazards.
- Identify and correct conditions which may cause/lead to a nonconformance/incident/hazards.
- Identify and correct conditions adverse to the IRMS system.

Conditions Requiring Corrective Action

Conditions related to actual or potential:

- Product/service nonconformance.
- OH&S incidents/accidents/hazards.
- Environmental incidents/hazards.

shall be handled using documented (Risk Reports., HIQE form or Incident, Illness and Injury forms)

Conditions related to failure or potential failure of the IRMS System shall be handled using Risk reports Such failures include:

- Failures in the manufacture/processing stage.
- Inadequate procedures and documentation.
- Non-compliance with procedures.
- Inadequate control of the work.
- Continual repeats of the same nonconformance.
- Customer complaints.

Procedure

The responsible manager shall investigate the causes of the conditions, determine and implement corrective and preventive actions.

Controls shall be installed to ensure that the actions are taken and are effective

Management Review

Senior management shall review appropriate sources of information such as product performance records, audit results, customer complaints, quality records and concessions/credits to detect conditions requiring corrective action.

All relevant information about corrective actions shall be reviewed by Regional Management who shall be responsible for initiating changes required to the system.

When a condition exists that cannot be resolved by the Regional Manager, a Risk report shall be raised addressed to the Chief Executive Officer for resolution.

Incident Reporting and Investigations

Records

- A method of identifying, collection, filing and retention of OH&S and Environmental records is in place.

Incident reporting and investigation

- All incidents (injuries, property damage and near misses) must be reported and investigated.
- Procedures are in place to ensure serious incidents are reported to senior management.

Incident Investigations

- All personnel involved with an incident are involved in the investigation.
- The investigators must clearly document and review the actions taken to minimise the risk of re-occurrence.
- When appropriate, hazard alerts will be raised to inform group business units.

Management Reports

- Incident issues are to be included in monthly management reports including incidents and injuries that have occurred and remedial action implemented.
- Risk Managers are to report monthly to management with a collation of injury statistics and information that can assist with the ongoing evaluation of the Occupational Health and Safety Plan to ensure its effectiveness.

Employee and Contractor Involvement

- Employees and contractors either through Occupational Health and Safety committees, teams or as individuals will participate in investigations and safety reviews to ensure recommendations for improvement are realistic and effective.

Environmental incidents

- Major environmental are to handled because of the risk to health, safety and the environment and/or the risk of liability.
- A Major Incident could be an emergency (such as a chemical spill) or another major event such as a serious complaint a "near miss" or the threat of prosecution or adverse publicity. The Environmental Management Plan for each site will include an Emergency Response Plan.
- The protection of persons, the environment and property will be the main priority when responding to an emergency.
- Major Incidents are likely to have liability consequences, it is important that they be properly investigated and proper steps taken to communicate with the EPA, local council or other government authorities. Investigations will be carried out under the direction of regional Risk Manager.

Analysis of Data

Application

Appropriate data is to be collected and analysed to

- Determine the suitability and effectiveness of the IRMS to identify improvements
- Customer satisfaction and/or dissatisfaction
- Conformance to customer requirements
- Verify product characteristics to standards or customer specification such as the conformance of concrete strength with AS 1379 or project specification and other quality reporting. Standards may include in-house requirements at any stage of manufacture,
- Control and verify process capability such as characteristics achieved in aggregate production,
- Monitor characteristics of processes, products and their trends
- Monitor performance of suppliers
- Analyse data and records of the quality system such as nonconformances and quality costs,
- Improve efficiency
- Statistical techniques shall be adopted for products and processes when required

Risk Management

- The OH&S plans and programs are to reviewed regularly by the Occupational Health and Safety committees/employees, contractors and management to ensure they are meeting their objectives
- Safety and Environmental Statistics are to be compiled monthly and compared to targets set at the commencement of the financial year.
- Safety and Environmental breaches and prosecutions from Government agencies are reported to senior management along with details of corrective action.
- Occupational Hygiene monitoring programs are in place where health risks have been identified.
- Monitoring results will be used in conjunction with employee and contractor health surveillance to assess the effectiveness of the prevention programs.
- Workers Compensation statistics including premium reports and claims costs are used to identify areas in the business where corrective action is required.

Identification

The need for analysis shall be evaluated by Technical/Production Managers from current industry practice and recommendations. Special processes are more likely to require statistical evaluation.

Statistical techniques shall be chosen based on ease of use and effectiveness of the information provided.

Monitoring and Review

The use of statistical techniques shall be regularly reviewed by responsible management to ensure that they continue to be used correctly and fulfill their intended purpose.

Records

Requirements for the use of statistical techniques together with the results shall be documented and recorded.

Quality Costs

General

A system and programme to record and extract quality costs shall be established and maintained.

This system shall include as a minimum quality costs associated with product failure or non-conformance.

Analysis of Quality Costs

The cost data shall be presented in such a way as to enable sources to be identified and corrective actions shall be implemented to achieve effective improvement..

Injury & Illness Management And Rehabilitation**First Aid**

- All workplaces must have first aid equipment and trained personnel to provide prompt and effective first aid.

Workers Compensation Management

- Each operation will have the necessary documentation for personnel to claim workers compensation.
- Reports are reviewed to identify trends and implement remedial action.
- A person responsible for Workers Compensation is appointed and is competent to perform the duties required under the legislation.
- Management is to liaise with the workers compensation manager to monitor outstanding claims and minimise costs.

Rehabilitation Program

- Each business unit has a rehabilitation program which is documented and understood by all personnel.
- A rehabilitation or return to work co-ordinator has been appointed and trained to initiate a return to work process and liaise with the relevant parties to ensure effective rehabilitation.
- There are mechanisms in place to offer employees and contractors (where we have workers compensation responsibility) suitable duties and encourage an early return to work from all injuries and illnesses whether they are work or non work related.
- A supportive attitude to the injured or ill person is provided by all employees and management.
- A rehabilitation management plan for the injured or ill employee is documented and monitored.

Emergency Preparedness**Assessing potential emergencies**

- Management has conducted an analysis of potential emergencies and developed an emergency response plan.

Emergency Management / Crisis Management Plans

- Formal procedures are in place to contain and control the impact of any potential emergency situation.
- A site emergency plan is clearly displayed.
- Personnel, Visitors and Contractors are given appropriate training in the emergency response plan.
- External agencies have been identified to enhance the effectiveness of the site plan.
- There are regular rehearsals of emergency evacuation including desk top reviews of emergency plans.

Essential Emergency Equipment

- Where fire detection and protection systems are in place they are regularly maintained and tested in accordance with Hymix's risk management standards and legislation.
- Equipment for facilitating and assisting in emergencies is available and maintained in accordance with Hymix's risk management standards and legislation.

Critical Incident Systems

- The emergency plan provides guidelines for line managers to inform senior management of an incident.

- Management is aware of their responsibility to contact relevant line managers and agencies to assist with the emergency.

Document history

Applies To:	All Operations		All
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Revised	P Johnston		

The history of changes made to this document is shown below.

Version	Date	Summary of Changes
May 2001	1/5/2001	Draft-Issued in NSW
June 2002	1/7/2002	Issued for use Nationally
July 2004	1/7/2004	Updated to Hymix
Aug 2006	15/8/06	Brand added
April 2009	1/4/2009	Update to 9001: 2008
June 2010	15/6/2010	Update for compliance to AS14001 Update Brand building blocks Add IRMS diagram