

BUILDER²

Construction made easy

**ENVIRONMENTAL, QUALITY & WHS
MANAGEMENT**

WHO ARE WE?

Builder2 is responsible for the day-to-day oversight of construction sites, management of vendors and trades, and the communication of information to all involved parties throughout the course of a building project.



Builder2 serves as a leading Construction Company in the Sydney area. We're a team of fully-certified professionals who tackle everything from complex large projects to smaller scale jobs. Fueled by our commitment to excellence, we go the extra mile to make sure clients are completely satisfied with our work.

OUR SYSTEMS AND WHY WE HAVE THEM

- Builder 2 has 3 externally audited management systems in place.
- They help us meet our company objectives
 - Prevent harm
 - Provide a safe workplace
 - Eliminate environment related incidents
 - Minimise our impact on the environment
 - Prevent pollution
 - Comply with all relevant legislation and regulation
 - Client satisfaction and continual improvement
- Industry requirements

MANAGEMENT SYSTEM DOCUMENTS

Our systems are based on the structures required by ISO9001,
ISO14001 & ISO45001

Our Management System Documents are available online at:

www.builder.managementsystem.net.au

Select **LOGIN** 

Enter **guest/guest** as the username and password

Use the icons to select the documents required

Essential



Reported Incidents



Emergency Response



Take Action
Raise a Review



Dashboard



Evaluations &
Inspections

Administration



Performance



Objectives



Subcontractors



Projects



Reviews

System Documents



Policies



Manuals



Procedures



Forms



Templates

Risk Management



Risks



Risk
Assessments



Work Method
Statements



Legislation



Compliance
Review



Environmental
Aspects



Equipment



Safety Data Sheets
Library



Incident
Investigation



Toolbox
Meetings

People Management



People Records



Skills
Matrix



Training
Materials



Induction



Job
Descriptions

System Management



Audit



Documents
Register



Certificates



Records



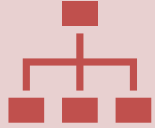
Management
Review

MANAGEMENT SYSTEM DOCUMENTS

Employees should be aware of the following documents:

1. Our Policies – WHS, Environment & Quality
2. Our Procedures, which give further detail of our processes
3. Our Safe Work Method Statements, which give details on how specific tasks are carried out.

WHO DOES WHAT?



Adam Turriff is the Management Representative for our WHS, Environment & Quality Systems



Adam is also the WHS, Environmental & Quality Coordinator and looks after all 3 workplace systems



He coordinates internal audits, management reviews, document management, corrective actions and more.

HOW TO CONTRIBUTE

- Read the policies
- Be aware of your impact on the system
 - Each of you are part of it
- Be positive
- If something is wrong or a process can be improved, tell Adam
- Be system savvy
 - Learn how to find the information
- Enjoy the journey

WORK HEALTH & SAFETY





Safety

People first, always. We ensure that the project is safely delivered, a strict timeline is met and that you have the added safety net of accurate, transparent quotes that don't go over budget.

WORK HEALTH & SAFETY POLICY

The Occupational Health and Safety (OH&S) of all persons employed by Builder² Pty Limited is considered by management and staff alike to be of the utmost importance. Management and staff recognise that our organisation operates in the marketplace and is only as good as its people. As our people are our greatest asset, resources in line with the importance attached to OH&S will be made available to comply with all the relevant Acts and Regulations to ensure that our sites are safe and without risk to health and that our OH&SMS is monitored to provide continuous improvement in OH&S performance and the prevention of incidents and injuries.

Our approach to workplace health and safety is one which recognises the need to continuous improvement in performance through training , Knowledge and comittement of our workforce to attain this goal ,our aim includes :

- Providing each Builder 2 Pty Ltd employee with appropriate training and equipment to enable performance of duties in a safe manner .
- Applying documented procedures that reduces the risks and hazards resulting from any operation .
- Complying with all WHS Act 2011 Laws , WHS Regulations 2017 and all other applicable requirements .
- Consulting with workers on concerns, aspirations and values for health and safety issues related to company developments and operations .
- Establishing measurable objectives and targets to ensure , the continuous improvement reduction in work related injuries and incidents .
- Ensuring Safety are in place to effectively manage safety , including the development and implementation of safe work practices , safe plant and equipment .

Builder² Pty Limited is committed to providing, on all our sites:

- A safe, hassle free workplace and safe methods of working.
- Equipment tools and machinery in a safe condition.
- Protective clothing & equipment.
- Ensuring that safe & hygienic facilities, including toilets & showers, lunch rooms, change rooms and first aid facilities are available.
- Information, training and supervision to all workers.
- A process for consultation with workers and to keep workers informed and involved in decisions that may affect their health and safety.
- Risk management provisions in accordance with State regulations:
 - Hazard Identification.
 - Risk Assessment
 - Elimination or control of risks
- The establishment of measurable objectives and targets to ensure continued improvement aimed at elimination of work-related injury & illness.

MANUAL HANDLING PROCEDURES

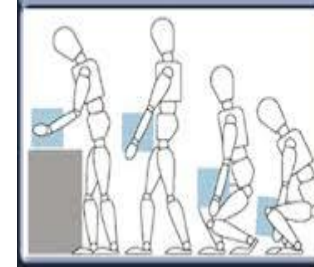
Manual Handling is defined as any activity requiring the use of force or exertion by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any animate or inanimate object. The National Code of Practice: Manual Handling indicates that the risk of injury increases when:

- Lifting weights of more than 4.5 kg while seated.
- Lifting weights above the range of 16-20 kg (weights over 55 kg should not be lifted without mechanical assistance or team lifting).
- Pushing, pulling and sliding objects that are difficult to move.

There is no longer a prescribed maximum weight limit for lifting for either men or women.

The weight of the load needs to be considered in relation to a number of other risk factors such as the:

- actions and movements
- working posture and position when lifting
- duration and frequency of manual handling
- location of loads and the distances moved
- characteristics of the load



Light loads can still be a problem if, for example, they are lifted incorrectly or if they are lifted in an environment that is unsafe. If you feel that an object is too heavy to lift arrange for a team lift or use of a mechanical device.

Safe lifting techniques

- Place your body as close to the load as possible. This helps by keeping your centre of gravity over your feet and keeps back strain to a minimum.
- Bend at the knees, not the hips or back. Bending your knees allows you to lift with your legs and not your back.
- Before you lift, ensure you have a good handgrip. If the load does start to slip, let it go, as catching it will put an enormous strain on your back.
- When lowering the load, again bend the knees. Otherwise you can put unnecessary strain on your back.

Assessments

- Analysis of workplace injury records
- Consultation with workers by supervisors
- Direct observation of the task by supervisors

INCIDENT REPORTING

If you are involved in, or have witnessed an incident or near miss, Builder 2 requires you to be actively involved in the reporting process.

- Supervisors have access to incident reports in all work vehicles
- Your direct supervisor and Builder 2 MD, John Collins, **MUST** be informed of any incident or near miss however minor you think it may be.
- A report **MUST** be filled in immediately after the incident/near miss.



SAFETY LEGISLATION STRUCTURE IN NSW

Work Health and Safety Act 2011

The Act sets out the laws relating to health and safety requirements in all workplaces and work activities in New South Wales

Work Health and Safety Regulations 2017

The Regulations tell us how the law is to be implemented and administered in New South Wales

WORK HEALTH AND SAFETY ACT 2011



The objective of the Act is to protect workers against harm to their health, safety and welfare through the elimination or minimisation of risks from work

Under the Act we all have a duty of care to ensure the health and safety of ourselves and others is not put at risk

EMPLOYERS DUTY OF CARE

Your employer must provide
a safe workplace for you
and other workers

Your employer must ensure
that the health and safety
of yourself and others is
not placed at risk by how
business operations are
conducted



EMPLOYEES DUTY OF CARE

Your primary duty of care is to take reasonable care for your own health and safety and to ensure that your actions do not affect the health and safety of others.

You must comply, so far as you are reasonably able, with any reasonable instruction that is given by your employer and co-operate with any reasonable health and safety policy or procedure



DUTY OF CARE – YOUR OBLIGATIONS

- Follow the instructions of the employer
- Use safe work procedures at all times
- If you feel that what you have been asked to do is unsafe and could hurt yourself, someone else or the Company, STOP work immediately and consult your supervisor and/or Builder 2 Directors (follow the chain of command)
- DO NOT wilfully put at risk the health and safety of another person
- DO NOT wilfully injure yourself
- DO NOT interfere with or misuse workplace safety equipment / items
- If there is ANY doubt in ANY situation this should be reported

DUTY OF CARE – YOUR OBLIGATIONS

- Workers are to **NEVER** work on machinery without relevant training and authorisation.
- Lock Out Tags and Out Of Service Tags are to be used when machinery/plant/equipment is deemed unsafe or unusable. Keys to machinery **MUST** be immediately returned to the Office. For electrical equipment, power plugs must be cut off to render equipment useless

GENERAL EMERGENCY PROCEDURES

Evacuation Procedure

There are three stages to follow if you have to leave the workplace due to an emergency:

- 1. Preparation for evacuation*
- 2. Evacuate from the workplace*
- 3. Meet at the Assembly Point*

Take directions from your supervisor / manager who will tell you what to do

He / she will show you the location of the nominated assembly point for your workplace, this will be discussed in your toolbox meeting

WORKPLACE HAZARDS

This is the legislated process for dealing with hazards:

Spot the Hazard

Identify the jobs or tasks which are likely to or have caused injury or caused harm.

Assess the Risk

Identify which of the hazards pose the greatest risk to us

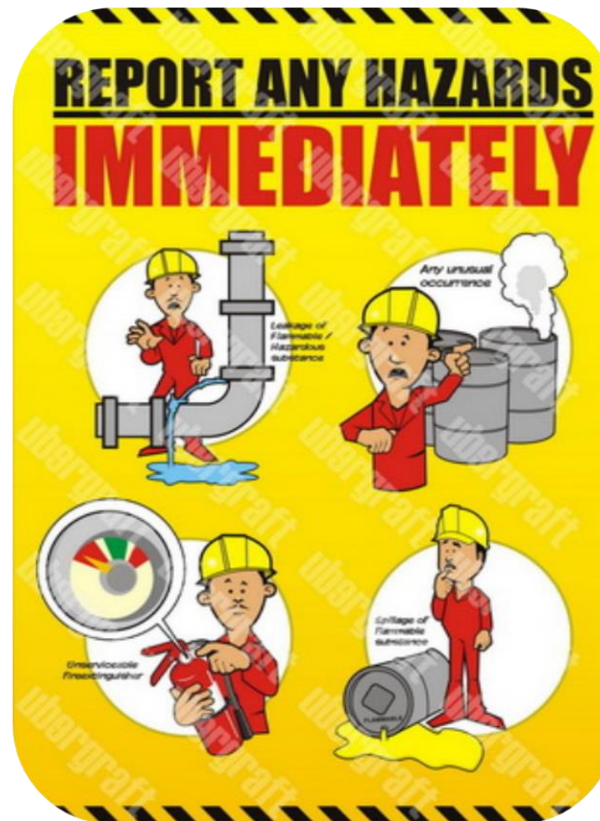


WORKPLACE HAZARDS

Make the Changes

Decide on appropriate controls i.e. eliminate, substitute, engineer or isolate, administration (implement policy, procedure or training) or use protective clothing

Monitor and review implemented controls to ensure they are effective.



SAFE WORK METHOD STATEMENTS

also known as SWMS

- You must read and understand all the Builder 2 SWMS that are relevant to your job role
- When working on site, you must sign onto the SWMS for each job.
- By signing the SWMS you are stating that you understand and will follow all the steps
- The next slides are an example of one of Builder 2's SWMS

Scope of Work Activity Covered by this Work Method Statement

Site:

This Work Method Statement outlines the main hazards and risks associated with **General Works**







Instructions for Safe Work Method Statements

A Safe Work Method Statement (SWMS) is a document that sets out the work activities to be carried out at a workplace, the hazards arising from these activities and the measures to be put in place to control the risks. All work must be carried out in accordance with this SWMS. This SWMS must be kept and be available for inspection.

Applicable High Risk Construction Work Activities (highlighted). A SWMS is required for all high risk work activities.

Y	A risk of a person falling more than 600mm		Demolition of a load-bearing structure.		Work on a tele-communications tower
	Work in or near a shaft or thrench with an excavated depth over 1.5m or in a tunnel		Temporary load-bearing support structures for structural installations or repairs		Work on or near a pressurised gas distribution mains or piping
	Work on or near chemical, fuel or refrigerant lines		Work on, in or adjacent to a road, railway, shipping lane or other traffic corridor in use by traffic other than pedestrians		Work on or near energised electrical installations or services
	Likely to involve disturbing asbestos		Work in or near a confined space		Work in an area with movement of powered mobile plant
	Work in areas with artificial extremes of temperature		Work in or near water or other liquid that involves a risk of drowning		Work in an area that may have a contaminated or flammable atmosphere
	Use of explosives		Tilt-up or precast concrete elements		Diving work

Personal Protective Clothing & Equipment (PPE) Required

Safety Boots		Protective Gloves	
Safety Glasses		High Visibility Clothing / Vests	
Hearing Protection		Hard Hat	

Site Establishment

Task	Hazard	Probability	Consequence	Ranking	Control	Person Responsible	Probability	Consequence	Ranking
		Inherent Risk						Residual Risk	
Site Establishment	All workers unaware of site issues. Slips trips and falls Manual Handling Noise Fatigue	3	4	H7	1 - Work activity will be booked for the day with site management. 2 - All workers to sign in if required be management. Site office or muster point to be established with all required information including induction and sign in to be available to all staff attending site. 3 - Toolbox talks 4 - Ensure site rules are adhered to at all times. 5 - Ensure site traffic management is adhered to 6 - Correct PPE to be worn - Site Safety Rules 7 - Site Working Hours	Site Supervision All Workers	1	4	M5
Site Establishment	Excavation & Buried Services	3	4	H7	1 - Ensure HAZMAT register has been reviewed and all workers are aware if any ACM or HAZMAT material are present. 2 - If applicable HAZMAT Management plan to be incorporated or devised. 3 - If HAZMAT has been identified during the works, material is to be tested to be identified if it is positive and then a Management plan is to be incorporated in the removal/remediation or management of the identified material.	Site Supervision All Workers	1	4	M5
Site Establishment	Hot Work - Fire, Explosion	3	5	H8	Hot work permit system including observer	Site Supervision All Workers	1	5	M6
Site Establishment	HAZMAT (contamination from ACM, Lead).	3	4	H7	1 - Ensure HAZMAT register has been reviewed and all workers are aware if any ACM or HAZMAT material are present. 2 - If applicable HAZMAT Management plan to be incorporated or devised. 3 - If HAZMAT has been identified during the works, material is to be tested to be identified if it is positive and then a Management plan is to be incorporated in the removal/remediation or management of the identified material 4 - Lead dust over 1% concentration requires a lead work permit.	Site Supervision All Workers	1	4	M5

HIERARCHY OF CONTROLS IN THE WORKPLACE

The hazard controls in the hierarchy are:

1. Elimination (*the most effective control measure*)
2. Substitution
3. Isolation
4. Engineering
5. Administration
6. Personal protective equipment (*the least effective control measure*)



SPECIFIC HAZARDS

Scaffolding



SPECIFIC HAZARDS

Plant & Equipment



A FEW CONTROL MEASURES

Consultation



Workplace Inspections

PPE



ENVIRONMENT



ENVIRONMENT POLICY

The Directors of Builder² Pty Limited have defined the organisation's environmental policy to ensure that, within the scope of this environmental management system, it:

- a. Is appropriate to the nature, scale and environmental impacts of our activities, products & services.
- b. Provides the framework for setting and reviewing environmental objectives and targets.
- c. Meets our commitment to continual improvement and prevention of pollution and controlling waste.
- d. Meets our corporate governance requirement of compliance with the laws and government regulations within each jurisdiction (national, state & local government) in which we operate, where they relate to relevant environmental aspects.

The Environmental Policy:

- Is documented, implemented and maintained,
- Is communicated to all persons working with or for the Company, and
- Is available to the public.

Our commitment is evidenced by the adoption of the Australian, New Zealand & International Standard AS/NZS ISO 14001:2016 for Environmental Management Systems as our corporate guideline. With the determination of the board & senior management and support of all staff members & sub-contractors, Builder² Pty Limited will meet our corporate goal of continual environmental management improvement.

WHAT SHOULD YOU KNOW

- We must all comply with the environment policy and procedures
- We must all comply with environment laws
- Our work and services have an impact on the environment
- Our operational controls minimise these impacts and prevent pollution
- Deviating from these controls will adversely impact the environment and may break the law

REQUIREMENTS: GENERAL

- The organisation must develop an effective system that meets the requirements of the Standard
- Document, implement and maintain the system
- The EMS documents need to be controlled
- Follow a Plan-Do-Check-Act approach.
 - **Plan** - Establish the objectives and processes needed to deliver the results (in line with the EMS)
 - **Do** - Implement the needed processes of the EMS
 - **Check** - Check the processes against the policy, objectives, targets, regulations, and report on the results (auditing)
 - **Act** - Take actions that will continually improve the EMS

To minimise environmental impact, it is important to understand the link between various construction activities and the potential for these activities to impact the environment

ENVIRONMENTAL ASPECTS

1. The organisation shall establish, implement and maintain a procedure(s):
 - To identify the environmental aspects of its activities products and services within the defined scope of the environmental management system that it can control and those that it can influence taking into account 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 significant environmental aspects).
2. The organisation shall document this information and keep it up to date.
3. The organisation shall ensure that the significant environmental aspects are taken into account in establishing implementing and maintaining its environmental management system.

ENVIRONMENTAL ASPECTS

Aspect	Impact	Risk Rating	Significant	Controlled	Last Review
Air Emissions	Electricity Use	Medium	No	Yes	04 Dec 2023
Raw Materials - Paper	Land Fill	Low	No	Yes	04 Dec 2023
Waste	Land Fill	Low	No	Yes	04 Dec 2023
Hazardous Materials/Waste	Contamination - ACM. Disturbance during Site Activities	Medium	No	Yes	04 Dec 2023
Energy Emissions	Noise	Low	No	Yes	04 Dec 2023
Air Emissions	Generation of CO2. Use of Oil Resources	Medium	No	No	04 Dec 2023
Disturbance of Land - Excavation	Soil to Landfill	High	Yes	Yes	04 Dec 2023
Discharge of Water	Contaminated Storm Water Run Off	Medium	No	Yes	04 Dec 2023
Cultural Heritage	Disturbance/Damage/Removal of items of Cultural Heritage	Medium	No	Yes	04 Dec 2023
Discharge of Water	Soil Errosion	High	Yes	Yes	04 Dec 2023
Disturbance of Land - Contamination	Contaminated Soil	Medium	Yes	Yes	04 Dec 2023
Hazardous Materials/Waste	Contamination - Chemicals	Medium	No	Yes	04 Dec 2023
Disturbance of Land - Excavation	Dust	Medium	No	No	04 Dec 2023

SIGNIFICANT ENVIRONMENTAL ASPECTS

Aspect	Impact	Risk Rating	Significant	Controlled	Last Review
Disturbance of Land - Excavation	Soil to Landfill	High	Yes	Yes	04 Dec 2023
Discharge of Water	Soil Errosion	High	Yes	Yes	04 Dec 2023
Disturbance of Land - Contamination	Contaminated Soil	Medium	Yes	Yes	04 Dec 2023

ENVIRONMENTAL LEGISLATION STRUCTURE IN NEW SOUTH WALES

Protection of the Environment Operations Act 1997

The objects of this Act are as follows:

- (a) to protect, restore and enhance the quality of the environment in New South Wales, having regard to the need to maintain ecologically sustainable development,
- (b) to provide increased opportunities for public involvement and participation in environment protection,
- (c) to ensure that the community has access to relevant and meaningful information about pollution,
- (d) to reduce risks to human health and prevent the degradation of the environment by the use of mechanisms that promote the following:
 - (i) pollution prevention and cleaner production,
 - (ii) the reduction to harmless levels of the discharge of substances likely to cause harm to the environment,
 - (iia) the elimination of harmful wastes,
 - (iii) the reduction in the use of materials and the re-use, recovery or recycling of materials,
 - (iv) the making of progressive environmental improvements, including the reduction of pollution at source,
 - (v) the monitoring and reporting of environmental quality on a regular basis,
- (e) to rationalise, simplify and strengthen the regulatory framework for environment protection,
- (f) to improve the efficiency of administration of the environment protection legislation,
- (g) to assist in the achievement of the objectives of the Waste Avoidance and Resource Recovery Act 2001 .

ENVIRONMENTAL LEGISLATION STRUCTURE IN NEW SOUTH WALES

Federal	Environment Protection and Biodiversity Conservation Regulations 2000
Federal	The Environment Protection and Biodiversity Conservation Act 1999
New South Wales	Contaminated Land Management Act 1997 No 140
New South Wales	Contaminated Land Management Regulation 2008
New South Wales	Environmental Planning and Assessment Act 1979
New South Wales	Environmentally Hazardous Chemicals Act 1985
New South Wales	Native Vegetation Act 2003
New South Wales	Protection of the Environment Operations (Clean Air) Regulation 2010
New South Wales	Protection of the Environment Operations (Noise Control) Regulation 2008
New South Wales	Protection of the Environment Operations (Waste) Regulation 2005
New South Wales	Protection of the Environment Operations Act 1997 No 156

Under the Protection of the Environment Operations Act 1997, everyone has a general duty not to harm the environment by polluting.

Pollution can include soil, water, air and noise pollution.

Penalties for offences against environmental legislation are significant.

It is important that construction activities are undertaken in accordance with environmental legislation. Everyone on site is responsible for complying with environmental legislation.

ENVIRONMENTAL MANAGEMENT PLANS

To minimise environmental impact, it is important to understand the link between various construction activities and the potential for these activities to impact the environment.

Environmental management relates to the control of human activity which could impact upon the environment. Construction of infrastructure can have significant environmental impacts if not undertaken with care.

Builder 2 maintains a detailed Environmental Management Plan covering all operations. The purpose of this Environmental management Plan is for Builder 2 to be aware of their responsibilities in protecting the various local environments that may be affected by the contract. The aim of the Environmental Management Plan is to minimize the effect of the work on the local environment. This includes the control of siltation, noise and visual pollution, water quality, odour, traffic control and safety of workers.

The table on the following page gives examples of common construction activities and potential impacts. It is not a complete listing.

ACTIVITIES AND ENVIRONMENTAL IMPACTS

[illegible]

The following environmental safeguards will be applied:

Soil and Water Management

- All stormwater inlets will be protected with silt containment devices and checked at regular intervals to maintain effectiveness.
- All bulk material stockpiles will be fenced with silt stop fabric to prevent any erosion taking place, such fabric will be held in place by steel posts and where there is a possibility of runoff such stockpiles will be bundled.
- Open trench area will be minimized and excess spoil disposed of properly. Where it is not practical to temporarily store excavated spoil on the grassed footpath areas the material will be contained by silt containment devices and any road areas swept as soon as possible and the lawn areas rehabilitated by re-seeding after completion of works.
- During times of high wind and low humidity where there is a chance of stockpiled material contaminating the air stockpiles will be watered or covered to prevent any compromise of air quality.
- Construction will not commence in periods of wet weather.

Noise Control

- All noise generated by construction activities is to comply with the noise levels specified in the Environmental Protection Authority's Noise Control Manual. All vehicles and equipment will be fitted with silencing devices, where applicable.

Public and Visual Amenity/Community Liaison

- To minimize the disruption to public and visual amenity the following safeguards will be implemented:
- All construction equipment will be removed as soon as it is not required, including any material and refuse related to the works. This equipment will be stored in such a manner as to offer the least inconvenience to the local community. In addition, stockpiles and amenities sheds will be placed in a location with minimum visual impact where possible.

Traffic Management

- Builder 2 will conform to the local traffic regulations and take out the appropriate permits, provide plans etc.

WH&S and Public Safety Provisions

- Builder 2 WH&S Policy will satisfy the requirements of the Occupational Health & Safety Act 2000 and Regulations.
- The site must be secured in accordance with WorkCover requirements while work is carried out and at the completion of the works all equipment and materials will be stored safely within the site.
- All open trenches will be protected by the use of trestles and barrier mesh, and warning signage (refer safe work plan).
- Signs placed warning the public of potential danger on site.

Environmental safeguards continued:**Waste Disposal**

- All waste material generated will be handled and disposed of carefully to minimise the risk of pollution. All materials able to be recycled shall be separated and recycled at approved facilities.
- All construction waste shall be collected daily and disposed of at an approved facility. General garbage bins will be located on site.
- Liquid waste will be disposed of by use of a vacuum or similar system and taken to approved facility.

Dust Control

- All stockpiles and excavations shall be kept either covered or in a wet state when necessary to prevent dust.

Flora

- Disturbed areas will be returned to their original condition promptly after the completion of the works.
- If required disturbed areas will be reseeded after completion of works.
- When required, barriers will be erected creating an exclusion zone around the trunks of trees to prevent them from damage by excavators etc operating in the immediate area.
- Materials stockpiles will not be placed around tree trunks.

Fauna

- Disturbance of timber and rockeries will be minimised to avoid disturbance to potential reptile habitats.

Utilities and Services

- If any service is damaged the relevant authority will be immediately notified.

Air Quality

- All vehicles will be fitted with approved and properly maintained exhaust systems which comply with Australian Standards.

Operational procedures are detailed in Work Method Statements.

Environmental Management Plans and Work Method Statements are available
online at:

www.builder.managementsystem.net.au

CONTROL MEASURES

Construction Dust



CONTROL MEASURES

Sediment Control



ENVIRONMENTAL EMERGENCY RESPONSE

Examples of environmental incidents are:

- significant spill of fuel or oil
- significant chemical spill
- severe erosion from flooding
- fire (on site or from offsite)
- damage to a heritage site (Aboriginal or non-Aboriginal)
- overflow from on-site wash-down areas into creeks or drainage lines
- destruction of a rare plant outside the defined construction zone.



ENVIRONMENTAL EMERGENCY RESPONSE

OPERATOR RESPONSIBILITIES



- Ensure that you are aware of the site environmental emergency response plan.
- Locate emergency equipment that may be relevant to your responsibilities.
- Ensure that you are familiar with using emergency equipment that is relevant to your responsibilities.
- Ensure that you know whom to contact in the case of an emergency.



- Do not endanger the health and safety of yourself or others when responding to an emergency situation.

QUALITY





Satisfaction

Quality of workmanship is non-negotiable. When we bring modern spaces to life, we do so with a complete regard for our client, and the vision that they see for the project.

QUALITY POLICY

Builder² Pty Limited is a well established participant in the Building & Construction Industry. Our project outcomes reflect the experience & dedication to detail of our staff focussing on customer satisfaction. As a consequence **Builder² Pty Limited** generate a high level of repeat business.

Management recognises every stage – estimating, tendering and construction – as essential parts inside the risk management model, however conjointly very important steps toward developing trust with new and existing clients. The development of this Quality Management System is but one example of the commitment to excellence that is manifest in our works & client outcomes.

Builder 2 Pty Ltd will ensure that is fully committed to quality and is pursuing a program to achieve best practice in all aspects of the business. Our Quality objectives include:

- **Builder 2 Pty Ltd** will ensure that the quality policy has included commitment to continual improvement of the quality management system .
- **Builder 2 Pty Ltd** will ensure that the quality policy is made available to relevant interested parties , as appropriate
- **Builder 2 Pty Ltd** will provide a framework for setting quality objectives
- **Builder 2 Pty Ltd** ensure that the quality policy will be made available and will be maintained as a system document
- The quality policy will be reviewed by management every 12 months and resigned off by the managing Director .

Our quality policy is a commitment from our directors, all workers and building subcontractors and any person or organisation that represents **Builder 2 Pty Ltd**, as well as all suppliers in the conduct of their activities for and on our behalf.

This policy expresses the ongoing commitment by **Builder 2 Pty Ltd** management and staff to understand, regular reviews and continually implement these actions.

Builder 2 Pty Ltd will maintain and continuously improve this Quality Management System that complies with the requirements of the International Standard ISO 9001; 2016.

WHAT IS A QUALITY MANAGEMENT SYSTEM?

- A set of documentation consisting of policies, procedures, forms and records
- Describes the process flows of an organisation and the interaction between functional units
- Ours is based on the standards of ISO 9001

YOUR QUALITY RESPONSIBILITIES

- Read the policy
- Be aware of your impact on the system – each of you are part of it
- Be positive – if something is wrong or a process can be improved, tell Adam, the System Coordinator
- Be system savvy – learn how to find the information

Objectives

Discipline	Ref	Objective
Environment	1	Minimise Environmental Impact
Quality	1	Customer Satisfaction
Quality	2	Continually Improve the Management System and Operational Processes.
Safety	1	Minimise Harm
Strategic	1	Certified Management Systems

Targets

Discipline	Ref	Program, Process or Procedure	Target	Actual	Status
Environment	1.2	Environmental Response	Effective Operational Controls. Maintain Zero Environmental Incidents.		Met
Environment	1.3	Regular Training on Environmental Issues & Controls	One Training Program Per Annum		Partial
Quality	1.1	Positive Customer Perception	1 Complaint per Projects	No recorded complaints.	Met
Quality	2.2	Planned System Events Carried out As Scheduled. Internal Audits carried out as per Audit Schedule. NCRs (Reviews) actioned by nominated date.	No Red Status		Met
Safety	1.2	Hazard & Risk Management	Reducing Number of Incidents/Injuries Recorded		Met
Safety	1.3	Effective WHS Programs	Regular Training on WHS Issues & Controls		Met
Safety	1.4	Employee Participation	One Toolbox Talk Per Month		Met
Strategic	1.1	Certification to ISO9001, ISO14001 ISO 45001	Maintain Certification		Met