



Management System Manual

Integrated Management System

Inner West Electrical has implemented an integrated management system based on the requirements of ISO 14001:2016, ISO 9001: 2016 and ISO 45001:2018 - Management System Standards

The resultant management system describes Inner West Electricals' processes to:

- demonstrate its ability to consistently provide services that meet customer requirements.
- enhance customer satisfaction.
- enhance environmental performance.
- achieve organisational objectives.
- fulfill legal obligations.
- demonstrate through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

The Scope of the Management System

The scope of Inner West Electrical' activities is Electrical & Air Conditioning Services.

Non-Applicable Requirements

Inner West Electrical has determined that the following requirements are not applicable:

- ISO 9001:2015 Clause 8.3 Design and development of products and services.

Management System Structure

The purpose of Inner West Electricals' integrated Quality, Environment and Work Health & Safety Management System (IMS) is to ensure product and service quality meet the highest standards demanded by Inner West Electrical and expected by its customers. and to ensure the Inner West Electrical products, process, and services are carried out in an environmentally responsible manner.

Revision and Version Status

This manual is issued by Management System Coordinator with the approval of Directors and is reviewed in accordance with the Document Control procedure.

Terms and Definitions

Terms & Definitions and Abbreviations

Terminology:

The terminology used throughout this manual is consistent with the definitions provided in the ISO 14001:2016, ISO 9000:2016 and ISO 45001:2018 standards.

- Supplier is used for contract manufacturer, subcontractor, and direct material or service supplier.
- Organisation refers to Inner West Electrical.
- Product may also be used to mean services provided.
- Environmental Aspects are elements of Inner West Electrical' activities that may interact with the environment.
Environmental Impacts are the changes (positive / negative) to the environment from the aspects.
Acceptable Risk is the risk reduced to a level that can be tolerated by Inner West Electrical.



Integrated Management System (IMS):

The term integrated management system covers Quality Management System (QMS), Environmental Management System (EMS) and Work Health and Safety Management System (WHSMS)

The term Quality System is used as synonymous to IMS (Integrated Management System).

Terms Quality, Environment and WHS Management System (QMS/EMS/WHSMS) shall also mean Integrated Management System.

Hazard

Source, Situation or act with a potential to harm in terms of human injury or ill health or combination of two.

Abbreviations:

IMS = Integrated Management System

EMS = Environmental Management System (within IMS)

QMS = Quality Management System (within IMS)

WHSMS = Work Health & Safety Management System (within IMS)

The Context of Inner West Electrical

Understanding Inner West Electrical and Its Context

Inner West Electrical has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect our ability to achieve the intended results of its quality management system. Inner West Electrical monitors and reviews information about these external and internal issues.

Internal and External Issues

- Issues are identified by source as External or Internal.
- Once identified, issues are recorded in the Risk Register
- Issues are classified as Internal or External within the register.

Internal and external issues are managed in accordance with the Procedure Risk Management

Needs and Expectations of Interested Parties

Due to the effect or potential effect on Inner West Electrical' ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, Inner West Electrical has determined:

- the interested parties that are relevant to the Quality Management System.
- the interested parties that are relevant to the Environmental Management System.
- the interested parties that are relevant to the Work Health & Safety Management System.
- the requirements of these interested parties.
- which of these needs and expectations become its compliant obligations.

Specific detail of identified issues as they relate to Interested Parties is available from the Risk Register

Inner West Electrical monitors and reviews information about these interested parties and their relevant requirements.

The Scope of the Management System



Electrical & Air Conditioning Services.

The Management System and Its Processes

Inner West Electrical has established, implemented, maintains and continually improves our quality management system, including the processes needed and their interactions, in accordance with the requirements of the standard. Inner West Electrical has determined the processes needed for the quality management system and their application throughout Inner West Electrical and has:

- a) determined the inputs required and the outputs expected from these processes.
- b) determined the sequence and interaction of these processes.
- c) determined and applies the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes.
- d) determined the resources needed for these processes and ensure their availability.
- e) assigned the responsibilities and authorities for these processes.
- f) addressed the risks and opportunities as determined in accordance with the requirements.
- g) evaluated these processes and implements any changes needed to ensure that these processes achieve their intended results.
- h) improved the processes and the quality management system.

To the extent necessary, Inner West Electrical:

- a) maintains documented information to support the operation of its processes.
- b) retains documented information to have confidence that the processes are being carried out as planned.

The outcome of this is reflected in the System Procedures

Leadership

Leadership and Commitment

General

Management demonstrates leadership and commitment with the respect to the management of the system by:

- a) taking accountability for the effectiveness of the management system
- b) ensuring that the policies and objectives are established for the management system and are compatible with the context and strategic direction of Inner West Electrical
- c) ensuring the integration of the management system requirements into Inner West Electrical' business processes
- d) promoting the use of the process approach and risk-based thinking
- e) ensuring that the results are measured for management system are available.
- f) communicating the importance of effective management and of conforming to the management system requirements
- g) ensuring the management system achieves its intended results
- h) engaging, directing and supporting persons to contribute to the effectiveness of the management system.
- i) promoting improvement and
- j) promoting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Customer Focus

Management demonstrates leadership and commitment with respect to customer focus by ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met
- b) the risks and opportunities can affect the conformity of products and services and the ability to enhance



- customer satisfaction are determined and addressed
- c) the focus on enhancing customer satisfaction is maintained.

Policy

Establishing the Policies

Management has established, implemented and maintains Environment, Quality and WHS Policies that:

- are appropriate to the purpose and context of Inner West Electrical and supports its strategic directions.
- provide a framework for setting objectives.
- include a commitment to satisfy applicable requirements and
- include the commitment to establish measurable objectives and targets to ensure continued improvement aimed at elimination of work-related injury and illness.
- include a commitment to comply with relevant WHS legislation and with other requirements placed upon Inner West Electrical or to which Inner West Electrical subscribes.
- include a commitment to continue with improvement of the management system.

Management has established, implemented and maintains an occupational health and safety policy that clearly states overall WHS objectives and demonstrates a commitment to improving WHS performance.

Communicating the Quality, Environment and Work Health & Safety Policies

The Environment, Quality and Work Health & Safety Policies are:

- a) available and be maintained as documented information
- b) communicated, understood and applied within Inner West Electrical and
- c) available to relevant interested parties, as appropriate.

Policies are reviewed periodically.

Organisational Roles, Responsibilities and Authorities

Management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within Inner West Electrical. Management has assigned the responsibility and the authority for:

- ensuring that the management system conforms to the requirements of the standards.
- ensuring that the processes are delivering their intended output.
- reporting on the performance of the management system and on opportunities for improvement, in particular to Management
- ensuring the promotion of customer focus throughout Inner West Electrical and
- ensuring that the integrity of the management system is maintained when changes to the system are planned and implemented.
- ensuring that WHSMS requirements are established, implemented and maintained in accordance with this Standard. and
- reporting on the performance of the WHSMS to top management for review and as a basis for improvement of the WHSMS.

Specific responsibilities are detailed within Job Descriptions. Reporting relationships are detailed in Organisation Chart

Management System Coordinator

The Inner West Electrical Management Team will appoint Management System Coordinator (s) for the Management System. Management may appoint more than one Management System Coordinator giving them clear responsibility and authorities with regard to WHSMS QMS and EMS.



The Managing Director has been appointed as the Management System Coordinator.

Planning

Actions to Address Risks and Opportunities

When planning for the Management System, Inner West Electrical considers the issues referred to earlier and the requirements previously identified and determines the risks and opportunities that need to be addressed to:

- a) give assurance that the Management System can achieve its intended result(s)
- b) enhanced desirable affects
- c) prevent, or reduce, undesired affects
- d) achieve improvement.

Inner West Electrical plans:

- a) actions to address risks and opportunities
- b) how to:
 - i. integrate and implement the actions into its management system processes
 - ii. evaluate the effectiveness of those actions.

Planning of Changes

The need for change to the management system may be identified by, but not be limited to, the following sources:

1. Issues and expectations, as detailed in the Interested Parties Register
2. Risks as detailed in the Risks Register
3. Corrective Actions as detailed in Reviews.
4. Management Review

Management of Change

Inner West Electrical determines the need for changes (either temporary or permanent). Change may include, but not be limited to:

1. New products, services and processes, or changes to existing products, services and processes, including:
 1. workplace locations and surroundings
 2. work organisation.
 3. working conditions
 4. equipment
 5. work force.
2. Changes to legal requirements and other requirements
3. Changes in knowledge or information about hazards and risks
4. Developments in knowledge and technology.

Changes are carried out in a planned manner. The following are considered:

- a) purpose of the changes and the potential consequences.
- b) integrity of the management system.
- c) availability of resources.
- d) allocation or reallocation of responsibilities and authorities.

Inner West Electrical shall review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Refer Procedure Corrective Action & Continual Improvement



Within the scope of the Management System, Inner West Electrical determines potential emergency situations, including those that can have an environmental impact. Inner West Electrical maintains documented information of its:

- risks and opportunities that need to be addressed.
- processes needed, to the extent necessary to have confidence they are carried out as planned.

Refer Procedure Risk Management

Environmental Aspects

Within the defined scope of the Management System, Inner West Electrical determines the environmental aspects of its activities, products and services that they can control and those that they can influence, and that are associated environmental impacts considering a life cycle perspective. When determining environmental aspects, Inner West Electrical takes into account:

- a) change, including planned or new developments, and new and modified activities, products and services.
- b) abnormal conditions and reasonably foreseeable emergency situations.

Inner West Electrical determines those aspects that have or can have a significant environmental impact, that I.e. Significant environmental aspects by using established criteria. Inner West Electrical communicates its significant environmental aspects among the various levels and functions of Inner West Electrical as appropriate.

The organization maintains documented information of its:

- environment aspects and associated environmental impacts.
- criteria used to determine its significant environmental aspects.

Significant environmental aspects can result in risks and opportunities associated with either adverse environmental impacts (threats) or beneficial environmental impacts (opportunities).

Refer Procedure Risk Management

Identification of Hazards, Hazard/Risk Assessment and Control of Hazards/Risks

Inner West Electrical has established implemented and maintains documented procedures for hazard identification, hazard/risk assessment and control of hazards/risks of activities, products and services over which an organisation has control or influence, including activities, products or services of contractors and suppliers.

Inner West Electrical has established its methodology for hazard identification, hazard/risk assessment and control of hazards/risks, based on its operational experience and its commitment to eliminate workplace illness and injury. The methodology shall be kept up to date.

Refer Procedure Risk Management

Compliance Obligations

Inner West Electrical:

- determines all legal and other requirements that are directly applicable to the WHS issues related to its activities, products or services, including relevant relationships with contractors or suppliers.
- determines and has access to the compliance obligations related to its environmental aspects.
- determines how those compliance obligations apply to Inner West Electrical
- takes these compliance obligations into account when establishing, implementing, maintaining and continually improving its Management System.

Inner West Electrical maintains document information of its compliance obligations. Compliance obligations can result in risk and opportunities to Inner West Electrical.

Refer Procedures Legislation & Legal Compliance



Planning Action

Inner West Electrical plans:

a) to take actions to address its:

- significant environmental aspects
- compliance obligations
- risks and opportunities.

b) how to:

- integrate and implement the actions into its Management System processes, as well other business processes.
- evaluate the effectiveness of these actions.

When planning these actions, Inner West Electrical considers its technological options and its financial, operations and business requirements.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products and services. Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood of consequences, sharing the risk, or retaining risk by informed decision. Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address Inner West Electrical or its customer's needs.

WHS Management Plans

Inner West Electrical has established, implemented and maintains documented WHS objectives and targets, at each relevant function and level within Inner West Electrical. When establishing and reviewing its objectives, an organisation shall consider its legal and other requirements, its hazards and risks, its technological options, its operational and business requirements, and the views of interested parties. The objectives and targets shall be consistent with the WHS policy, including the commitment to measuring and improving WHS performance.

Inner West Electrical has established and maintains management plans for achieving its objectives and targets. They shall include.

- designation of responsibility for achievement of objectives and targets at relevant functions and levels of Inner West Electrical. and
- outlining the means and timeframe by which objectives and targets are to be achieved.

Environment, Quality and WHS Objectives and Planning to Achieve Them

Inner West Electrical establishes the objectives at relevant functions, levels and processes needed for the management system. These objectives are:

- a) consistent with the policies.
- b) measurable.
- c) take into account applicable climate.
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction.
- e) are monitored.
- f) communicated.
- g) updated as appropriate.

Inner West Electrical maintains documented information on its objectives.

When planning how to achieve its objectives, Inner West Electrical determines:



- a) what will be done.
- b) what resources will be required.
- c) who will be responsible.
- d) when it will be completed.
- e) how the results will be evaluated.

Refer Procedure Objectives & Targets

Support

Resources

General

Inner West Electrical determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

Inner West Electrical considers:

- a) the capabilities of, and constraints on, existing internal resources
- b) what needs to be obtained from external providers.

People

Inner West Electrical determines and provides the persons necessary for the effective implementation of its quality management system and for the proper operation and control of these processes.

Infrastructure

Inner West Electrical provides and maintains the required infrastructure to complete our contractual obligations, including:

- a. Head office – client support and contracts administration.
- b. Site Office and staff amenities – Project Management and Site Supervisors
- c. Test Equipment – Certified equipment to verify product compliance.
- d. Plant & Machinery – Company owned and dry hired.
- e. Vehicles
- f. Computers & software – required to run & maintain Project Schedules and the quality management system.

Operations which contribute to ensuring a high-quality product are carefully planned and documented.

Documentation consists of written instructions (Procedures) to provide consistent work methods, where the absence of such would adversely affect quality.

Procedures, workmanship standards, and checks are put in place to control the process for consistent performance. Test equipment is maintained to ensure that it is capable of performing the job intended.

Environment for the Operational Processes

Inner West Electrical determines, provides and maintains the environment necessary for the operational process and to achieve conformity of products and services. A suitable environment can be the combination human and physical factors such as social, psychological and physical. These factors can differ substantially depending on the products and services provided.

Monitoring and Measuring Resources

General



Inner West Electrical determines and provides the resources to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. Inner West Electrical shall ensure that the resources provided:

- a) suitable for the specific type of monitoring and measurement activities being undertaken
- b) are maintained to ensure their continuing fitness for purpose.

Inner West Electrical retains appropriate documented information as evidence of fitness of purpose of the monitoring and measurement resources.

Measurement and Measurement Traceability

When measurement traceability is a requirement, or is considered by Inner West Electrical to be essential part of providing confidence in the validity of measurement results, measurement equipment is:

- a) calibrated or verified or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards. when no such standards exist, the basis used for calibration verification shall be retained as documented information.
- b) identified in order to determine their status.
- c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

Inner West Electrical determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose and shall take appropriate action as necessary.

Refer Procedures Monitoring, Measurement, Analysis & Evaluation

Organisational Knowledge

Inner West Electrical determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge is maintained and made available to the extent necessary.

When addressing changing needs and trends, Inner West Electrical considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates. Such knowledge specific to Inner West Electrical is generally gained by experience. It is information that is used and shared to achieve Inner West Electrical' objectives. Organisational knowledge can be based on internal resources and external sources.

Knowledge is managed in different forums including:

- Performance Measurement and Management.
- Regular meetings.
- Document & Information Management Systems:
 - SharePoint
- Customer Feedback & Surveys
- Unsuccessful Tenders
- Lessons Learned

New knowledge may be gained from many sources, for example – customers, industry experts, conferences, new technologies.

Competence

Inner West Electrical ensures that all personnel are aware of the policies and procedures and that each has the responsibility of achieving conformance with the policies and procedures in order to comply with the requirements of the IMS.

Training must meet the following principal objectives:

- the importance of conforming to the policies and procedures of the IMS.



- the characteristics and composition of the workforce which impact on occupational health and safety management.
- responsibilities, hazards and risks.
- knowing the significant aspects and impacts of their job.
- roles and responsibilities in relation to the IMS.
- the potential consequences of departing from the Operating Procedures.
- the consequences of not doing their job properly.

Where a need for training is identified, this will be arranged to an agreed priority and a record of this training will be kept.

The Manager is responsible for identifying training needs in consultation with other management as appropriate and will arrange and monitor all training programs.

Refer Procedure: Training

Consultation

There shall be documented procedures, agreed to by employees, for employee involvement and consultation in WHS issues. Information regarding the arrangements shall be made available to interested parties.

Employees shall.

- be involved in the development, implementation and review of policies and procedures for hazard identification, hazard/risk assessment and control of hazards/risks.
- be consulted where there are any changes that affect workplace WHS.
- select those who will represent them on WHS matters. and
- be informed as to who is/are their employee WHS representative(s) and specified management representative(s).

Those representing the employees and employer shall receive appropriate training to undertake effectively their involvement in the development, implementation and review of WHS arrangements.

Awareness

Inner West Electrical ensures that persons doing work under their control are aware of:

- the Quality and WHS Policies.
- relevant Quality and WHS Objectives.
- their contribution to the effectiveness of the Management System, including the benefits of improved performance.
- the implications of not conforming with the Management System requirements including not fulfilling their organization's compliance obligations.

Awareness is communicated through the Induction package.

Communication

Inner West Electrical determines the internal and external communications relevant to the management system, including:

- a) on what it will communicate.
- b) when to communicate.
- c) with whom to communicate.
- d) how to communicate.
- e) who communicates.



Reporting

Appropriate procedures for relevant and timely reporting of information shall be established to ensure the WHSMS is monitored and performance improved. Reporting procedures shall be established to cover the following.

- WHS performance reporting (including results of WHS audits and reviews).
- Reporting of incidents (Refer Procedure Incident Reporting & Investigation) and system failures.
- Reporting on hazard identifications.
- Reporting on hazard/risk assessment.
- Reporting on preventive and corrective action.
- Statutory reporting requirements.

Refer Procedure: Consultation & Communication

Documented Information

General

Inner West Electrical' management system includes:

- a) documented information required by the standards.
- b) documented information determined by Inner West Electrical as being necessary for the effectiveness of the management system.

Creating and Updating

When creating and updating documented information Inner West Electrical ensures appropriate:

- a) identification and description (e.g. a title, date, author or reference number).
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic).
- c) review and approval for suitability and adequacy.

Control of Documented Information

Document information required by the management system and by the standards is controlled to ensure:

- a) it is available and suitable for use where and when it is needed.
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

For the control of documented information, Inner West Electrical addresses the following activities as applicable:

- distribution, access, retrieval and use.
- storage and preservation, including preservation of legibility.
- control of changes (e.g. version control).
- retention and disposition.

Documented information of external origin determined by Inner West Electrical to be necessary for the planning and operation of the quality management system is identified as appropriate and is controlled.

Documented information retained as evidence of conformity is protected from unintended alterations.

Access implies decisions regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

Refer Procedure: Document and Records Management

Hazard identification, Hazard/Risk Assessment and Control of Hazards/Risks



General

Inner West Electrical shall establish, implement and maintain documented procedures to ensure that the following are conducted.

- hazard identification.
- hazard/risk assessment.
- control of hazards/risks. and then
- evaluation of steps (a) to (c).

Hazard Identification

The identification of hazards in the workplace shall take into account.

- the situation or events or combination of circumstances that has the potential to give rise to injury or illness.
- the nature of potential injury or illness relevant to the activity, product or service. and
- past injuries, incidents and illnesses.

The identification process shall also include consideration of.

- the way work is organized, managed, carried out and any changes that occur in this.
- the design of workplaces, work processes, materials, plant and equipment.
- the fabrication, installation and commissioning and handling and disposal (of materials, workplaces, plant and equipment).
- the purchasing of goods and services.
- the contracting and subcontracting of plant, equipment, services and labour including contract specification and responsibilities to and by contractors. and
- the inspection, maintenance, testing repair and replacement (of plant and equipment).

Hazard/Risk Assessment

All risks shall be assessed and have control priorities assigned, based on the established level of risk.

Control of Hazards/Risks

All risks, identified through the assessment process as requiring control, shall be controlled through a preferred order of control methods (commonly referred to as a hierarchy), based on reasonable practicability. Elimination shall be the first control method to be considered.

Evaluation

The processes of hazard identification, hazard/risk assessment and control of hazards/risks shall be subject to a documented evaluation of effectiveness and modified as necessary.

Health Surveillance

Inner West Electrical shall identify those situations where employee health surveillance is required and shall implement appropriate systems. Employees shall have access to their own individual results. Where specified by legislation, the health of employees exposed to specific hazards shall be monitored and recorded.

Currently, no processes are undertaken requiring health surveillance.

Emergency Preparedness and Response



All potential emergency situations shall be identified and where required, emergency procedures documented for preventing and mitigating the associated illness, injury and environmental impact. Inner West Electrical shall review, and then revise, where necessary, its emergency preparedness and response procedures, in particular, after the occurrence of incidents or emergency situations.

Inner West Electrical maintains documented information to the extent necessary to have confidence that the processes are carried out as planned.

Refer Procedure: Emergency Response

Incident investigation

Inner West Electrical shall establish, implement and maintain procedures for.

- investigating, responding to, and taking action to minimize any harm caused from, incidents.
- investigating and responding to system failures. and
- initiating and completing appropriate corrective and preventive action.

Inner West Electrical shall implement and record any changes in the WHSMS procedures resulting from incident investigations and corrective and preventive action.

Operation

Operational Planning and Control

Inner West Electrical plans, implements and controls the processes needed to meet the requirements of the following:

Provision of products and services, and to implement the actions determined by:

- determine the requirements for the products and services.
- establishing criteria for the processes and the acceptance of products and services.
- determining the resources needed to achieve conformity to product and service requirements.
- implementing control of the processes in accordance with the criteria.
- determining, maintaining and retaining documented information to the extent necessary:
 - i. to have confidence that the processes have been carried out as planned.
 - ii. to demonstrate the conformity of products and services to their requirements.

Processes needed to meet environmental requirements, and to implement the actions identified previously by: establishing operating criteria for the processes. implementing control of the processes, in accordance with operating criteria.

Controls can include engineering controls and procedures. Controls can be implemented following a hierarchy (e.g. elimination, substitution, administrative) and can be used individually or in combination.

Inner West Electrical controls planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. Inner West Electrical ensures that outsourced processes are controlled or influenced. The type or extent of control or influence to be applied to the processes is identified within the Management System. Consistent with the life cycle objective, Inner West Electrical:

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



The output of this planning is suitable for Inner West Electrical' operations. Inner West Electrical controls plan changes and reviews the necessary consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Inner West Electrical ensures outsourced processes are controlled.

Requirements for Products and Services

Customer Communication

Communication with customers includes:

- a) providing the information relating to products and services.
- b) handling inquiries, contracts or orders, including changes.
- c) containing customer feedback related to products and services, including customer complaints.
- d) handling or controlling customer product.
- e) establishing specific requirements for contingency actions, when relevant.

Determining the Requirements for Products and Services

When determining the requirements for the products and services to be offered to customers, Inner West Electrical ensures that:

- a) the requirements for the products and services are defined, including:
 - i. any applicable statutory and regulatory requirements.
 - ii. those considered necessary by Inner West Electrical.
- b) Inner West Electrical can meet the claims for products and services it offers.

Review of the Requirements for Products and Services

Inner West Electrical ensures that it has the ability to meet the requirements for products and services to be offered to customers. Inner West Electrical conducts a review before committing to supply products and service to a customer, to include:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities.
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known.
- c) requirements specified by Inner West Electrical.
- d) statutory and regulatory requirements applicable to products and services.
- e) contract or order requirements differing from those previously expressed.

Inner West Electrical ensures that contract or order requirements differing from those previously defined are resolved. The customer's requirements are confirmed by Inner West Electrical before acceptance, when the customer does not provide a documented statement of their requirements. In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues.

Inner West Electrical shall retain documented information, as applicable:

- a) on results of the review.
- b) on any requirements for the products and services.

Refer Procedures Sales

Changes to Requirements for Products and Services

Inner West Electrical ensures relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.



Design and Development of Products and Services

The requirements of Design and Development are not applicable and have been excluded from the system.

Control of Externally Provided Processes, Products and Services

General

Inner West Electrical ensures that externally provided processes, products and services conform to requirements. Inner West Electrical determines the controls to be applied to externally provided processes, products and services when:

- a) products and services from external providers are intended for incorporation into Inner West Electrical' own products and services.
- b) products and services are provided directly to the customer by external providers on behalf of Inner West Electrical.
- c) a process or part of a process provided by external provider as a result of a decision by Inner West Electrical.
- d) Inner West Electrical shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements.

Inner West Electrical retains documented information of these activities and any necessary actions arising from the evaluations.

Refer Procedures: Purchasing & Supplier Control

Type and Extent of Control

Inner West Electrical ensures externally provided processes, products and services do not adversely affect Inner West Electrical' ability to consistently deliver conforming products and services to its customers. Inner West Electrical:

- a) ensures that externally provided processes remain within the control of its quality management system.
- b) defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting outputs.
- c) takes into consideration the:
 - i. potential impact of the externally provided processes, products and services and Inner West Electrical' ability to consistently meet customer and applicable statutory and regulatory requirements.
 - ii. effectiveness of the controls applied by the external provider.
- d) determines the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

Refer Procedure: *Purchasing & Supplier Control*

Information for External Providers

Inner West Electrical ensures the adequacy of requirements prior to their communication to the external provider. Inner West Electrical communicates to external providers its requirements for:

- a) the processes, products and services to be provided.
- b) the approval of:
 - i. products and services.
 - ii. methods, processes and equipment.
 - iii. the release of products and services.
- c) competence, including any required qualification of persons.
- d) the external provider's interactions with Inner West Electrical.
- e) control and monitoring of external providers' performance to be applied by Inner West Electrical.



f) verification or validation activities that Inner West Electrical, or its customer, intends to perform at the external providers' premises.

Production and Service Provision

Control of Production and Service Provision

Inner West Electrical implements production and service provision under control conditions. Control conditions include, as applicable the:

- a) availability of documented information that defines the:
 - i. characteristics of the products to be produced, the services to be provided, or the activities to be performed.
 - ii. results to be achieved.
- b) availability and use of suitable monitoring measuring resources.
- c) implementation of monitoring and measurement activities at appropriate stages to verify criteria for control of processes or in/outputs, and acceptance criteria for products and services, have been met.
- d) use of suitable infrastructure and environment for the operation of processes.
- e) appointment of confident persons, including any required qualification.
- f) validation, and periodic re-evaluation, of the ability to achieve plan results of the processes for production and so is provision, with the resulting output cannot be verified by subsequent monitoring or measurement.
- g) implementation of actions to prevent human error.
- h) implementation of release and delivery.

Refer Procedure: Operations

Identification and Traceability

Inner West Electrical uses suitable means to identify outputs when it is necessary to ensure the conformity products and services. Inner West Electrical identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. Inner West Electrical controls the unique identification of the outputs when traceability is a requirement and retains the documented information necessary to enable traceability.

Post Delivery Activities

Where required, Post Delivery Activities are managed in accordance with the Corrective Action process.

Refer Procedure Corrective Action & Continual Improvement

Control Changes

Inner West Electrical reviews and controls changes for production or service provision to the extent necessary to ensure continuing conformity with requirements. Inner West Electrical retains documented information describing the results of the review of change, the person(s) authorising the change, and any necessary actions arising from the review.

Release of Products and Services

Inner West Electrical implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to their customers does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. Inner West Electrical retains documented information on the release of products and services.

The documented information includes:



- a) evidence of conformity with the acceptance criteria.
- b) traceability to the person(s) authorising the release.

Control of Non-Conforming Outputs

Inner West Electrical ensures that outputs that do not conform to their requirements are identified and controlled to prevent unintended use or delivery. Inner West Electrical takes appropriate action based on the nature of the non-conformity and its effects on the conformity of products and services. This also applies to non-conforming products and services detected after delivery of products, during or after the provision of services. Inner West Electrical deals with non-conforming outputs in one or more of the following ways:

- a) correction.
- b) segregation, containment, return or suspension of the provision of products and services.
- c) informing the customer.
- d) obtain authorisation for acceptance under concession.

Conformity to the requirements is verified when non-conforming outputs are corrected.

Inner West Electrical retains documented information that:

- a) describes the nonconformity.
- b) describes the actions taken.
- c) describes any concessions obtained.
- d) identifies the authority deciding the action in respect of the conformity.

Performance Evaluation

Monitoring, Measurement & Evaluation

General

Inner West Electrical determines:

- a) what needs to be monitored and measured.
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results.
- c) when the monitoring and measuring are performed.
- d) when the results from monitoring and measurement are analysed and evaluated.

Inner West Electrical evaluates the performance and the effectiveness of the Management System. Inner West Electrical retains appropriate documented information as evidence of the results.

Environmental Compliance

Inner West Electrical acknowledges that monitoring of the key characteristics of our operations and activities is required to measure conformance with environmental requirements. Monitoring is also a key component of the continual improvement process. Overall improvement in environmental performance is measured by reviewing the progress of implementation of the objectives, targets and associated actions, compliance with operational control procedures (including work instructions) as well as the effective implementation of environmental management procedures.

Compliance with legislative and other requirements will be monitored periodically by the Management System Coordinator through audits and inspections. Potential noncompliance will be reported and managed through the Non-Conformance Control, Corrective and Preventative Action Procedure and Management Review

Refer Procedure: Monitoring, Measurement, Analysis & Evaluation

Customer Satisfaction



Inner West Electrical monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. Inner West Electrical determines the methods for obtaining, monitoring and reviewing this information. Examples of monitoring customer perceptions can include but not limited to customer surveys, customer feedback on delivered products and services, meetings with customers, market share analysis, compliments, warranty claims and dealer reports.

Refer Procedure: Monitoring, Measurement, Analysis & Evaluation

Analysis and Evaluation

Inner West Electrical analyses and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate:

- a) conformity of products and services
- b) the degree of customer satisfaction
- c) the performance and effectiveness of the management system
- d) if planning has been implemented effectively
- e) the effectiveness of actions taken to address risks and opportunities
- f) the performance of external providers
- g) the need for improvements to the management system.

Methods to analyse data can include statistical techniques such as but not limited to sampling plans, acceptability limits, standard deviations, etc.

Refer Procedure: Monitoring, Measurement, Analysis & Evaluation

Internal Audit

Inner West Electrical will institute a procedure for regular internal auditing of our IMS. This will be designed to:

- conduct audits on a scheduled basis at regular intervals.
- identify any areas of the company where operations do not conform with the requirements of our environmental system.
- provide a report to responsible management for action to be taken on correcting any non-conformity.
- follow-up to ensure that corrective action has been implemented.
- identify possible improvements to the environmental system.
- maintain records of internal environmental audits.

Internal audits will be conducted by suitably trained personnel. The auditors will be independent from the areas that they are auditing.

Refer Procedure: Internal Audit

Management Review

Management review of the Management System takes place as part of the regular Business Review. Data from various program teams and/or functional departments is evaluated against established corporate objectives. This periodic review is intended to determine whether the data is representative of a functional Management System. The review includes: metrics, internal process audits, continual improvement activities, business changes, and corporate initiatives and programs.

This review of the Management System ensures its suitability, accuracy, and relevance. Recommendations for changes and improvements are presented to the Management Team for discussion and approval. Action items from the review are assigned to appropriate personnel and support continual improvement objectives and customer and employee satisfaction. Meeting minutes are used to communicate the effectiveness of the Management System and to document continual improvement progress.

Refer Procedure: Management Review



Improvement

General

Inner West Electrical determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction. These include:

- a) improving products and services to meet requirements as well as to address future needs and expectations.
- b) correcting, preventing, or reducing undesired effects.
- c) improving the performance and effectiveness of the management system.

Nonconformity and Corrective Action

In the event of non-conformity, Inner West Electrical will implement system procedures to take corrective action which is designed to reduce the chance of a similar event in the future.

Any changes in procedures resulting from corrective and preventative actions are implemented and recorded.

The Company will:

- investigate the causes of the non-conformity.
- decide how to correct the causes of non-conformity.
- follow-up to ensure that corrective action is effective.
- keep records of the corrective action process
- refer corrective action for management review.

Corrective action investigations will be conducted by authorised personnel.

Refer Procedure Corrective Action & Continual Improvement

Continual Improvement

Inner West Electrical continually improves the suitability, adequacy, and effectiveness of the management system. Inner West Electrical considers the results of analysis and evaluation, and the outputs from the management review, to determine if there are needs or opportunities that shall be addressed as part of the continual improvement.

Refer Procedure Corrective Action & Continual Improvement

References

- Communication
- Corrective Action & Continual Improvement
- Design
- Emergency Response
- Internal Audit
- Job Descriptions
- Management Review
- Management System Standards
- Monitoring, Measurement, Analysis & Evaluation
- Operations
- Organisation Chart
- Policies
- Purchasing & Supplier Control
- Review
- Risk Management
- Risk Register
- Sales



- Training