

Quality, Environment & Safety Induction



USING THIS PRESENTATION

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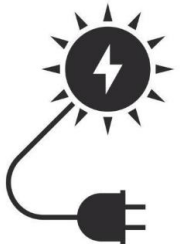
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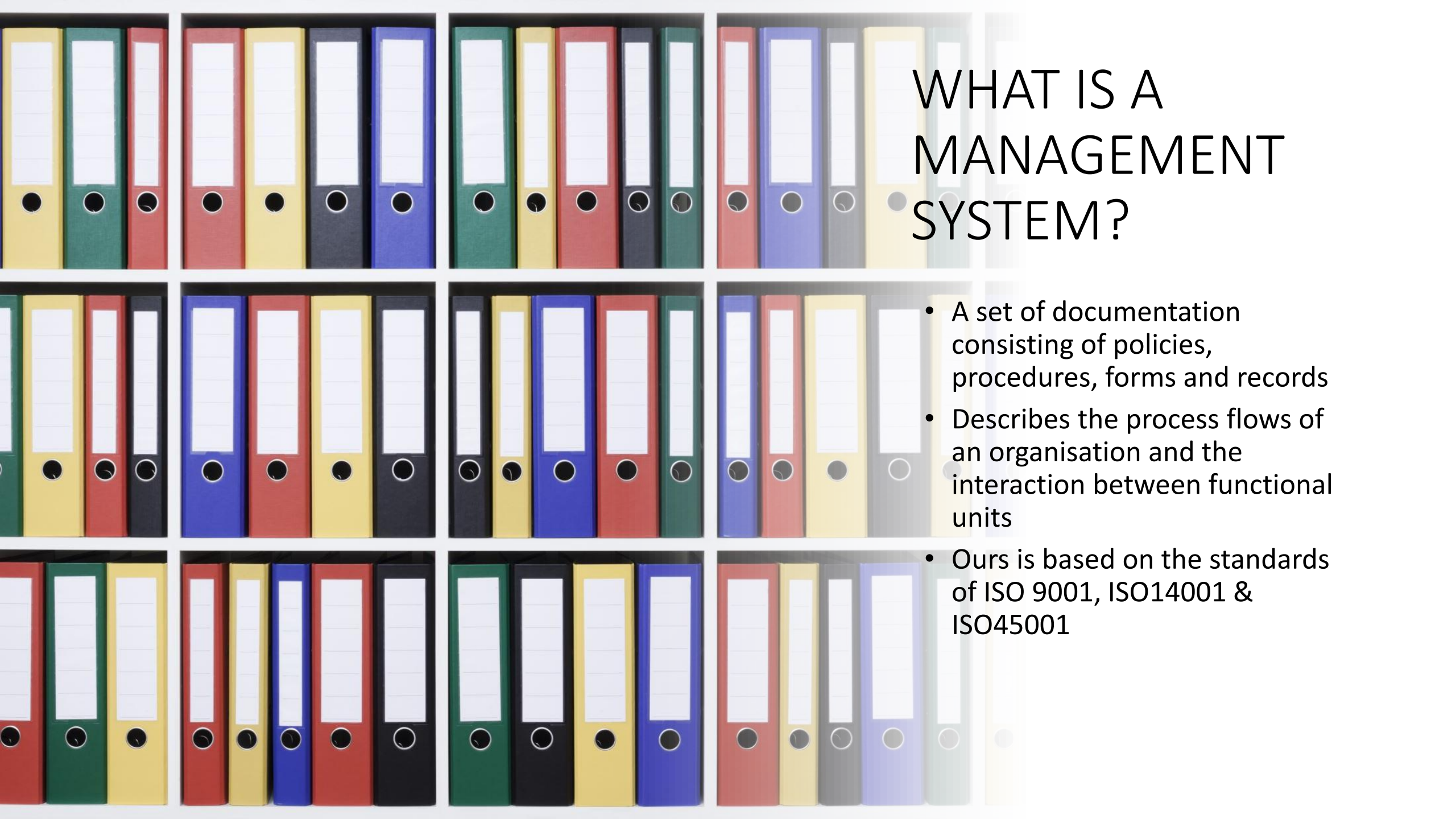


Quality

Quality Policy
Objectives & Targets

To gain commitment to the policies, objectives and targets and to instil a sense of individual responsibility





WHAT IS A 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, ISO14001 & ISO45001

OUR SYSTEMS AND WHY WE HAVE THEM

- Inner West 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 system is based on the structures required by ISO9001,
ISO14001 & ISO45001

Our Management System Documents system are available
online at:

innerwest.managementsystem.net.au



ORGANISATION ▶

RISK MANAGEMENT ▶

CONSULTATION

INCIDENT REPORTING

LEGISLATION ▶

AUDIT ▶

TRAINING ▶

CORRECTIVE ACTION ▶

MANAGEMENT REVIEW

CERTIFICATES

DOCUMENTS ▶

HOME



INNER WEST
ELECTRICAL
& AIR CONDITIONING



MANAGEMENT SYSTEM DOCUMENTS

- Employees should be aware of the following documents:
 - Our Policies – WHS, Environment & Quality
 - Our Procedures, which give further detail of our processes
 - Our Safe Work Method Statements, which give details on how specific tasks are carried out.

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WHO DOES WHAT?

- Mark Veenendaal is the Management Representative for Inner West Electrical
- He coordinates internal audits, management reviews, document management, corrective actions and more.



HOW TO CONTRIBUTE

1

Read the policies

2

Be aware of your
impact on the system

Each of you are part of it

3

Be positive

4

If something is wrong
or a process can be
improved, tell Alex

5

Be system savvy
Learn how to find the
information

6

Enjoy the journey



WORK HEALTH & SAFETY





WORK HEALTH & SAFETY POLICY

Work Health & Safety Policy

At Inner West Electrical, we are committed to providing a safe and healthy working environment for all our personnel. This commitment extends to ensuring that the organisation's operations do not place the local community or environment at risk of injury, illness, or damage. Our Workplace Health and Safety (WHS) policy outlines the procedures and practices we have in place to ensure the wellbeing of everyone connected with our work operations. These measures strictly accord with the regulatory standards outlined in the Electrotechnology industry's best practice guidelines.

Inner West Electrical understands the need and requirements for health and safety of all workers and others that may be affected by our work activities, this includes the protection of all workers by complying with WHS legislation, demonstrating due diligence and the application of best practice strategies and industry-based WHS policies and procedures. People are our most important asset, and their health and safety are of the greatest importance within a safe and productive work environment.

Managers and supervisors have the responsibility for implementing this and other policies as an integral part of their accountabilities; they may delegate their WHS duties and activities but not abdicate their responsibilities.

Workers have an obligation to take reasonable care of the health and safety of themselves and others, and to cooperate and comply with reasonable policy, procedures, and instructions.

The objectives of this Policy are to:

- prevent work related injuries and illnesses and aspire to an incident free workplace,
- continuously improve the health and safety skills of our workers,
- pursue industry best practice and a safe workplace culture,
- provide an emergency response program,
- comply with all legislative requirements.

These objectives will be achieved by:

- maintaining up-to-date knowledge and understanding of the nature of operations and the associated hazards and risks for the purpose of preventing illness or injury to any person,
- provision of processes to eliminate or minimise risks,
- provision of a healthy and safe work environment with appropriate resources, processes, and support to enable work to be undertaken in the safest possible way,
- provision of safe systems of work including the safe use, handling and storage of plant, structures, and substances,
- involving our workers in the decision-making processes through structured and informal communication, consultation and learning,
- provision of necessary information, training, instruction, or supervision,
- provision of adequate facilities for the welfare of workers,
- provision of appropriate processes for reporting, receiving, and considering information regarding incidents, hazards and risks and responding in a timely way to that information,
- monitoring the health of workers, the effectiveness of systems and workplace conditions,
 - providing effective injury management and rehabilitation strategies.

All workers are authorised and expected to stop work and immediately notify their supervisor if a task carries an unacceptable level of risk.

will maintain a documented safety management system and provide appropriate support and resources. System implementation, maintenance and verification will be achieved through demonstrated leadership of all managers and supervisors and the commitment and involvement of all workers.

Carlos Sanchez-Kirkby

Managing Director

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:

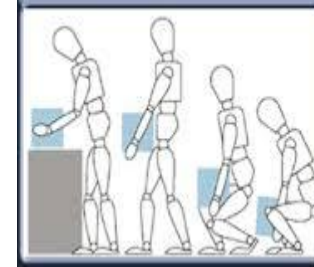
- Lifting weights of more than 4.5 kg while seated.
- Lifting weights above the range of 16-20 kg (weights over 55 kg should not be lifted without mechanical assistance or team lifting).
- Pushing, pulling and sliding objects that are difficult to move.

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 Otherwise, 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 center 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 in Head Office
- 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, G&A Martin requires you to be actively involved in the reporting process.

- Your direct supervisor **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 2025

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

NSW OCCUPATIONAL HEALTH AND SAFETY LEGISLATION

- The objective of these Acts 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 G&A Martin management (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

- There is to be **NO** unauthorised access to ANY G&A Martin Workplace. All visitors must be inducted to site and told of relevant emergency procedures.
- Workers are to **NEVER** work on machinery without relevant training and authorisation from management.
- 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



REPORT ANY HAZARDS IMMEDIATELY



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.**

WORKPLACE HAZARDS





SPECIFIC HAZARDS

Working at Heights





Don't Jump...



Don't Bend...



Don't Twist...

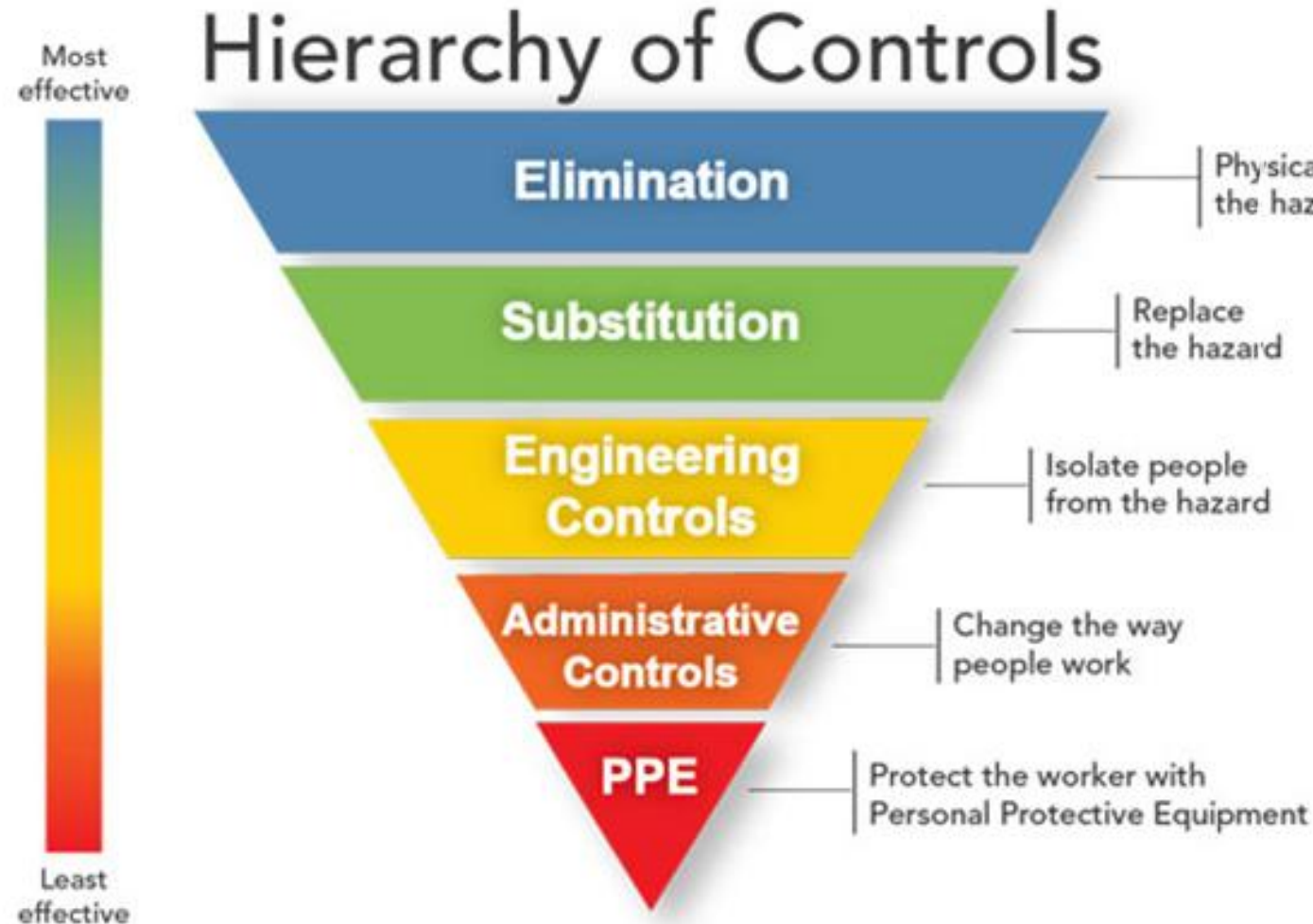


Don't Reach...

Manual Handling

Controlling exposures to occupational hazards is the fundamental method of risk management. Traditionally, a hierarchy of controls has been used as a means of determining feasible and effective control solutions.

One representation of this hierarchy is as follows:

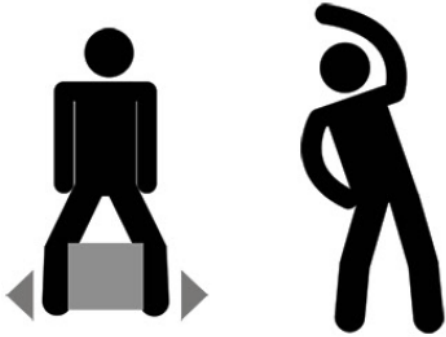


HIERARCHY OF CONTROLS IN THE WORKPLACE

The hazard controls in the hierarchy are:

- Elimination (*the most effective control measure*)
- Substitution
- Isolation
- Engineering
- Administration
- Personal protective equipment (*the least effective control measure*)

safe lifting tips



Prepare for the lift by warming up your muscles.

Stand close to the load and face the direction you intend to move.



Be sure you have a good grip on the load.



Keep arms straight and abdominal muscles tight.



Lift smoothly, without jerking.



Avoid twisting, side bending, and carrying loads with only one hand.



Use handles or lift aids where appropriate.

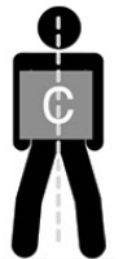


Tuck chin into your chest.



Keep your back straight and butt out.

Lift load as close to and as centred to body as possible.



Lift with your legs and body weight, not with your back.





A FEW CONTROL MEASURES

- Consultation
- Workplace Inspections
- PPE



ENVIRONMENT



ENVIRONMENT POLICY



Environment Policy

Inner West Electrical's principal business is the selling and installation, servicing and repair of electrical and communication products. This policy applies to all staff, apprentices, contractors and other personnel at workplaces under the management of Inner West Electrical

Inner West Electrical recognises the importance of protecting and enhancing the health, diversity and productivity of the environment for the benefit of our customers, workers, shareholders and the community and future generations.

Our commitment is to deliver our services and projects in an environmentally responsible manner with due consideration to the principles of Ecological Sustainable Development (ESD).

Specifically, is committed to:

- Complying with all relevant environmental legislation, regulations, codes of practice and contractual conditions,
- Preventing pollution of the environment from activities over which we have control,
- Conducting business with suppliers who also have a commitment to responsible environmental management,
- Addressing, as a priority, threats of serious or irreversible environmental damage,
- Conserving biological diversity and ecological integrity,
- Using the real cost of environmental factors in project decisions,
- Providing training and education to workers and contractors, and
- Continually improving our environmental management performance by regular reviews and setting realistic environmental objectives and targets.

All workers are authorised and expected to stop work and immediately notify their supervisor if a task is likely to create a significant environmental impact.

To achieve our policy goals, we will plan and manage our activities in accordance with best practice environmental management principals. This includes achieving an equitable balance between environmental, social and economic considerations.

Carlos Sanchez-Kirkby
Managing Director



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 minimize environmental impact, it is important to understand the link between various manufacturing activities and the potential for these activities to impact the environment

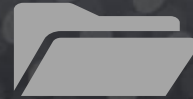
ENVIRONMENTAL ASPECTS



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).



The organisation shall document this information and keep it up to date.



The organisation shall ensure that the significant environmental aspects are taken into account in establishing implementing and maintaining its environmental management system.

ENVIRONMENTAL ASPECTS



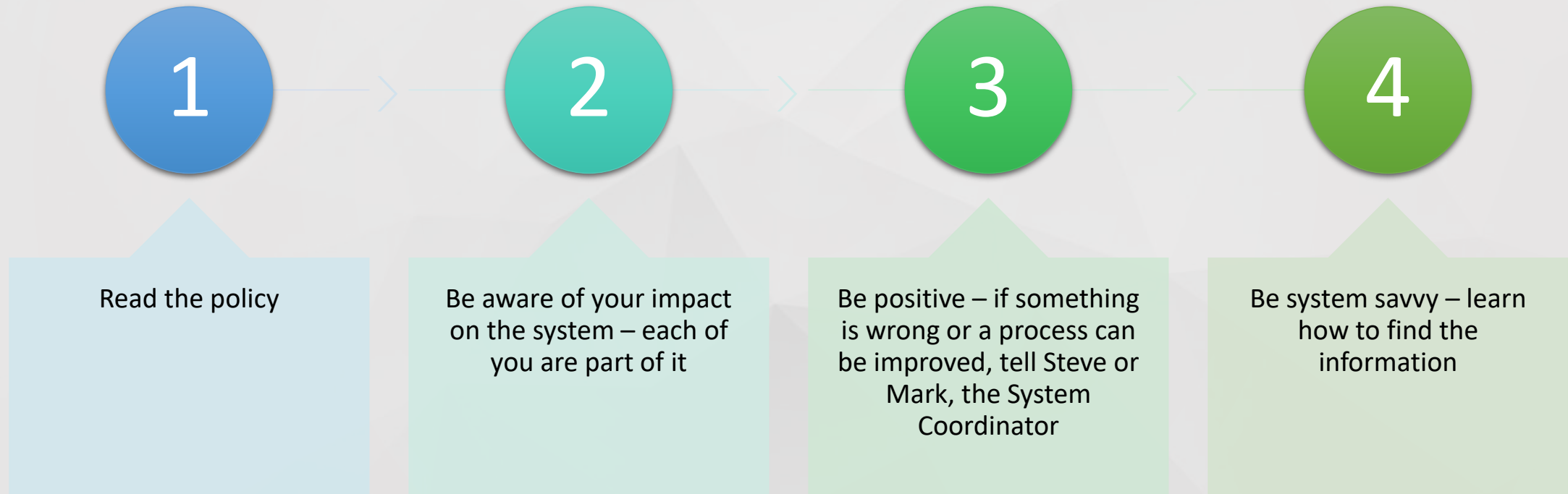
Activity	Situation	Aspect	Impact	Initial Rating	Description	Actions	Residual Rating	Significant	Controlled
Site Activities	Normal	Hazardous Materials	Contamination - ACM. Disturbance during Site Activities	Medium	Asbestos identified on site.	Disposal by licensed providers for areas greater than 10 msq Disposal in accordance with regulations - Asbestos Terminology	Low	No	Yes
Site Activities	Normal	Energy Emissions	Noise	Low	Noise generated by site activities.	Noise pollution shall be minimised by ensuring that the normal working hours of the contract or project are adhered to whenever possible. Working hours in accordance with specific conditions as specified by the nominated authorities No work shall be performed outside these hours unless approvals have been obtained from the client & or the local regulatory authorities. No audible work shall take place between the hours of 7.00am & 8.00am Saturdays. Local residents are to be advised of pending works in the area by means of a "letter box drop" advising of possible noise disturbance. All plant & machinery used shall have the necessary silencing	Low	No	Yes



QUALITY



YOUR QUALITY RESPONSIBILITIES



Objectives



Objective	Target	Metrics	Results, Actions & Comments	Satisfactory
Certified Management Systems	Certification to ISO9001, ISO14001 ISO 45001	Achieve Certification	Certification Audits Scheduled 2nd Quarter 2026	Yes
Continually Improve the Management System and It's Operational Processes	Planned System Events Carried out As Scheduled.	Internal Audits carried out as per Audit Schedule. CARs actioned by nominated date.	Audit Schedule &nderway February 2026	Yes
Customer Satisfaction	Repeat Business	Long Term Preferred Supplier Status	Long term Relations with: 1 - Canada Bay Council 2 - Strathfield Council 3 - Private School	Yes
Minimise Environmental Impacts	Environmental Response	Effective Operational Controls. Maintain Zero Environmental Incidents.	Zero Incidents YTD 2026	Yes
Minimise Harm	Hazard & Risk Management	Effective Operational Controls. Maintain Zero Incidents.	Zero Incidents YTD 2026	Yes

CUSTOMER SATISFACTION



Target ↑ 

Objective

Metrics

Results, Actions & Com...

Satisfactory

Customer Satisfaction

Repeat Business

Long Term Preferred
Supplier Status

Long term Relations
with:
1 - Canada Bay Council
2 - Strathfield Council
3 - Private School

Yes

MINIMISE HARM

Target ↑ 	Objective	Metrics	Results, Actions & Com...	Satisfactory
Minimise Harm	Hazard & Risk Management	Effective Operational Controls. Maintain Zero Incidents.	Zero Incidents YTD 2026	Yes

Minimise Environmental Impacts

Environmental
Response

Effective Operational
Controls. Maintain Zero
Environmental Incidents.

Zero Incidents YTD 2026

Yes

MINIMISE ENVIRONMENTAL IMPACTS

Please ensure that your training session is finalised by following the scanning the QR Code and completing the questionnaire.

