



# **ADELAIDE BUILDING ENGINEERING GROUP**

## **Quality-Safety Management System Outline**

Revision Two

09/11/2023

Conforms to ISO 9001:2015 and ISO 45001:2018

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## 0.0 Revision History and Approval

Rev.	Nature of changes	Approval	Date
01	Original release.	Vinh Tang	02/05/2022
02	Updated business address	Vinh Tang	09/11/2023

## 1.0 Reader Welcome

Welcome to the Adelaide Building Engineering Group (ABEG) Management System Outline Manual. It is designed for use as a Reference and Training Manual.

The manual's use will ensure the safety of our people, and enhance the quality of our services to clients, and provide a reference to our new staff.

The Principal authorises the approval of this Manual. What you see when reading online is current at that point in time. Hard copy amendments will be issued to all registered controlled Manual holders, which must be updated once received.

Any suggested changes, enhancements, or deletions shall be directed to the Principal. No change in procedure is permitted unless the amendment is issued, nor are any notes etc. permitted within this manual.

Compliance with this material will be monitored by the Principal whom represents 'Top Management' (i.e., person or persons who direct and control ABEG at the highest level. They have the power to delegate authority and provide resources within the organisation.

Manuals must not be copied, and must be returned by copy holders if leaving the company in the future.

The issue of this manual is another positive step forward to providing consistent high quality engineering services, that include keeping our workers safe and protecting the environment. We therefore look forward to any ABEG worker's co-operation in its implementation and use.

## 2.0 Quality Policy

The Principal has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization.

The Quality Policy of ABEG is as follows:

*The quality and reliability Adelaide Building Engineering Group's products and services are seen as paramount to the success and growth of our business.*

*Our Top Management is therefore committed to demonstrating leadership and commitment with respect to our quality management system, and shall take accountability for the effectiveness of the system in ensuring applicable product and service requirements are met.*

*However, quality must continue to be the concern of every person in the Company, not just the sole responsibility of the Principal. Every person in the Company has quality related responsibilities, and it must be accepted and understood that every aspect of what we do in the business ultimately affects the level of client satisfaction.*

*The Company is committed to establish quality objectives at relevant functions, levels and processes needed for the quality management system. All quality objectives shall be appropriate, measurable and continuously reviewed and updated to ensure product conformity and enhance customer satisfaction.*

*Our Quality Management System shall be designed to ensure that we consistently provide products and services that meet customer and applicable requirements, and aims to enhance customer satisfaction through the effective application of the system.*

*The Quality Management System that the Company has established is based on compliance with the standard ISO 9001:2015. The systems, processes and methods employed within the system are to be kept under continual review and improved whenever and wherever possible.*

*These principles are basic to Adelaide Building Engineering Group and all employees and contractors are expected to embrace and support them as a team and to actively pursue the requirements of the Management System so that we can meet the expectations of our clients.*

### **3.0 Safety Policy**

The Principal has developed the following Safety Policy which governs day-to-day operations to ensure persons are kept safe from injury and illness. The Safety Policy is communicated and implemented throughout the organization.

The Safety Policy of ABEG is as follows:

*Adelaide Building Engineering Group (ABEG) is committed to taking all responsible measures necessary to eliminate hazards (both physical and psychosocial), and prevent incidents, injuries and illness to workers and other persons who may be affected due to our products, services and workplace activities. The Management of ABEG considers that the health and safety of the workers and customers is of primary importance and is ranked equally with all other activities of the Company.*

*ABEG aims to provide a healthy and safe workplace and will comply with all Work Health and Safety legal and other requirements to provide the following:*

- A safe and healthy working environment for all its workers (including employees, contractors, customers and visitors).*
- Safe systems of work, maintenance of plant and materials in a safe condition.*
- The necessary information, instruction, training and supervision to make sure that each worker is safe from injury and risks to health.*
- Effective ways of consulting and participating with the workforce and their representatives on all health and safety issues.*
- Effective ways of reporting, recording, and investigating all injuries, work-related illness and 'near misses' in the workplace.*
- Effective rehabilitation measures for workers who suffer work-related injuries and illness.*
- A regular review of its work health and safety management systems and procedures to strive for ongoing improvement in health and safety performance.*

- *Provision of adequate personal protective equipment and appropriate medical, health and first aid service.*
- *Implementation of measurable objectives and targets to ensure continued improvement of health and safety performance, aimed at elimination of work-related injury and illness.*

*The integrated management system that ABEG has established is based on compliance with the standard ISO 45001:2018.*

*All workers and other personnel whilst executing work related activities under the control of ABEG shall cooperate, in the proper execution of this policy at all times and ensure that their own work conforms, wherever practical and that the work is carried out without risk to themselves or others.*

*This Safety Policy is to be prominently displayed at ABEG premises and also brought to the attention of each worker and wherever necessary to customers/clients and visitors.*

#### **4.0 Context of the Company**

ABEG has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to ABEG and its interested parties; the interested parties are identified per the document **Business Planning Workbook (Form C-01)**.

Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

The issues determined above are identified through an analysis of risks facing ABEG and its interested parties. “Interested parties” are those stakeholders who receive our Products or Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified per the document **Business Planning Workbook (Form C-01)**.

This information is then used by senior management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated in the **Business Planning Workbook (Form C-01)** as conditions and situations change.

#### **5.0 Scope of the ABEG Quality-Safety Management System**

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, ABEG has determined the scope of the management system as follows:

**The provision of building services engineering consulting services including the specialist disciplines of Mechanical Services Engineering, Electrical Services Engineering, Hydraulic Services Engineering, Fire Protection Services Engineering, and Fire Safety Engineering.**

The quality system applies to all processes, activities and employees within the company. The facility is located at:

6 Moss Avenue  
MARLESTON SA 5033 Australia  
Phone: +61 423 862 300  
Web: <https://www.adelaidebuildingengineering.com/>

The company claims no exclusions from the ISO 9001 standard.

## 6.0 QMS Processes

ABEG has adopted a process approach for its Quality Management System (QMS). By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming products or services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

*Note: not all activities are considered “processes” – the term “process” in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.*

The following top-level processes have been identified for ABEG:

- Estimating and Quoting (inclusive of Submitting a Variation)
- Design Development
- Design Documentation, Review and Development
- Design Documentation Delivery

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a **Process Flow Chart** document which defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks levels

In addition, each **Process Flow Chart** document may cross refer to other documents which may outline:

- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

The sequence of interaction of these processes is illustrated in Appendix A.

*Note: Appendix A represents the typical sequence of processes, and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.*

Additional QMS documented procedures have been developed to support the QMS and its processes; these are listed in Appendix B. This list only provides some top-level procedures, and may not reflect the entirety of all QMS documentation.

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or key performance indicator (KPI) which is then measured to determine the process’ ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by assigned persons in order to present the data to the Principal. The data is then analyzed by the Principal in order to review and/or re-set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the **Company Objectives Register (Form C-01)**.

Metrics, along with current standings and goals for each objective, are recorded in records of

management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

Any process performed by a third party is considered an “outsourced process” and must be controlled, as well. The company’s outsourced processes, and the control methods implemented for each, are defined in procedure ***Managing External Providers (CSP-04)***.

## **7.0 SMS Processes**

ABEG has also adopted a process approach for its safety management system. The introduction of a workplace Safety Management System (SMS) component to its combined Quality-Safety Management System will help ABEG meet the responsibilities described in the relevant state Work Health and Safety Acts, and the Regulations.

Besides meeting these legal obligations, the time, money, and effort spent improving health and safety at the workplace will bring other benefits, including improved efficiency and productivity, better workplace relationships and reduced operating costs.

Safety legislation requires a Person Conducting Business or Undertaking (PCBU) to eliminate, or at least minimise, the risk of injury or illness at work. Adopting a hazard or risk management approach best does this, where hazards at work are identified, assessed, and controlled.

Hazards can be identified through workplace inspections. After a hazard has been identified and assessed, appropriate hazard controls (e.g. wearing ear muffs) can be identified, selected, and introduced.

Health and safety needs to be “owned” by every worker to really work.

All PCBU’s must have a documented policy statement, which sets out a commitment to health and safety at work. However, setting up health and safety consultation processes with workers is probably the most effective thing that a company can do.

Combining consultation and training procedures (e.g. holding a toolbox safety meeting and including a presentation on a particular hazard or work activity) have been adopted in this manual for efficiency and effectiveness.

There are also legal requirements to keep certain WHS records. Throughout this manual and associated system documents, there are references to forms that can be used for this purpose.

The Company has also established safety objectives at relevant functions, levels and processes needed for the safety management system. When establishing safety objectives, the Company has taken into consideration:

- The WHS legal requirements.
- WHS hazards, risks of injury / illness.
- Operational and business requirements.
- Feedback from worker and the views of interested parties.
- Changes to the activities, products or services of the organisation.

The Principal will also ensure that, where practicable, objectives and targets are:

- Consistent with the Company’s Safety Policy.

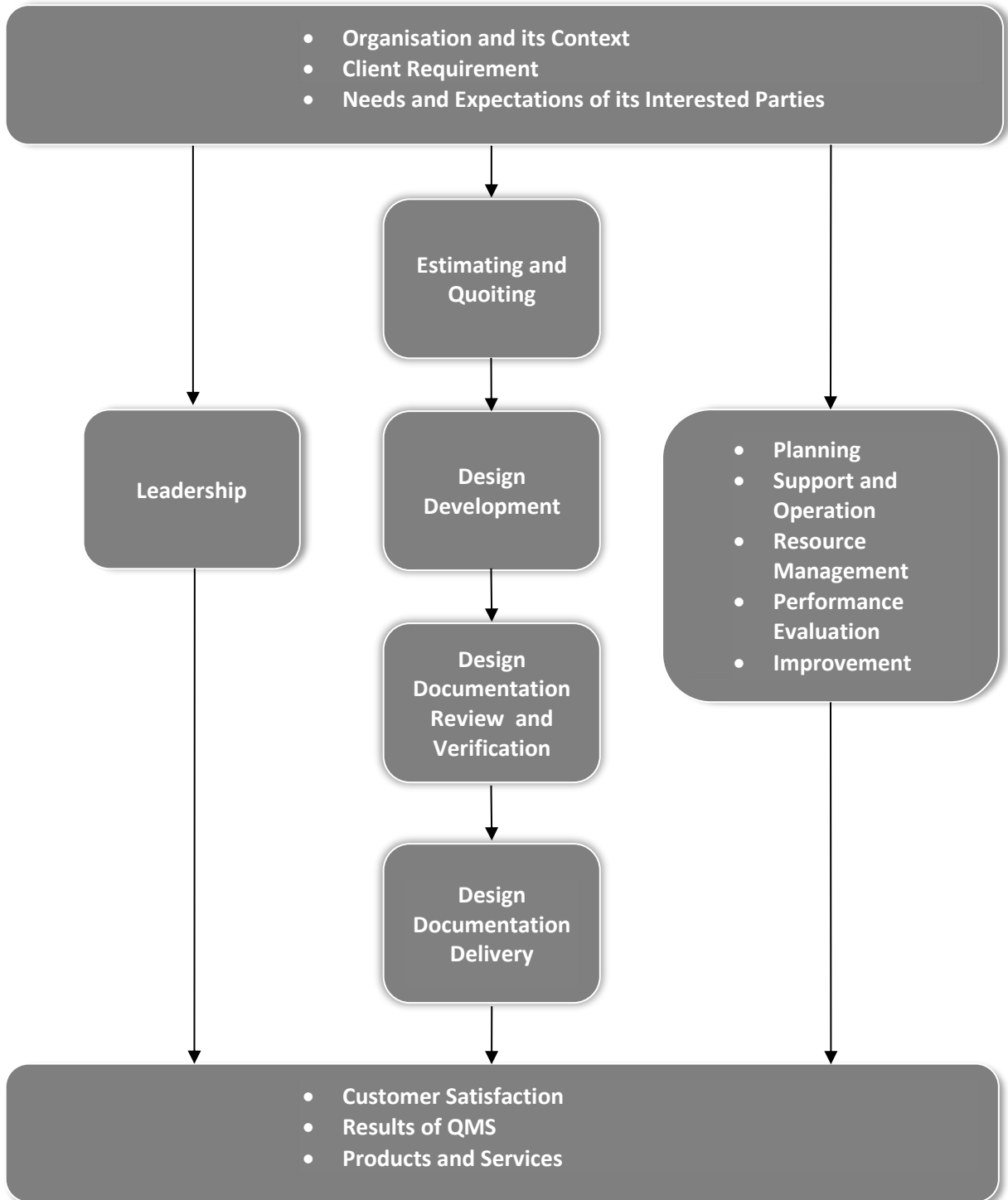
- Measurable and consistent with improving safety performance.
- Consistent with a goal of continual improvement.

As with quality, ABEG shall record all safety objectives and relevant information on the **Company Objective Register (Form No.C02)**.

Each 'Safety Objective' shall be reviewed at appropriate intervals at a Management Review Meeting.

Additional SMS documented procedures have been developed to support the SMS and its processes; these are listed in Appendix C. This list only provides some top-level procedures, and may not reflect the entirety of all SMS documentation.

## Appendix A: Overall Process Sequence & Interaction





## **Appendix B: Subordinate QMS Procedures**

- QP-01.Resource Management
- QP-02.Documented Information
- QP-03.Managing External Providers
- QP-04.Performance Evaluation
- QP-05.Improvement
- QP-06.Communication
- QP-07.Design and Development Process

## **Appendix C: Subordinate SMS Procedures**

- SP-01.Accidents Near Misses Reporting and Investigation
- SP-02.Managing Hazards
- SP-03.Emergency Response Procedure
- SP-04.Managing Claims and Rehabilitation
- SP-05.Mobile Phone Use
- SP-06.Drugs and Alcohol
- SP-07.Worker Consultation
- SP-08.Contractors/Subcontractors Control
- SP-09.Office Equipment Procedure
- SP-10.Safety Induction and Training
- SP-11.Accessing Heights with Portable Ladders
- SP-12.Working Outside in Inclement Weather
- SP-13.Remote or Isolated Work
- SP-14.Safe Vehicle Driving
- SP-15.Harassment, Bullying & Discrimination
- SP-16.Safety in Design