

WHS MANAGEMENT SYSTEM MANUAL



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SECTION 1 GENERAL REQUIREMENTS

1. Overview

This manual describes and defines the WHS Management Systems of Jayden Enterprises Pty Ltd. It represents the first level of documentation for the Jayden Enterprises Pty Ltd Management System.

It is supported by documents identifying the processes within the business, their planning, operation, control, performance, assessment and improvement.

The WHS Management System is to apply to all sites and offices of Jayden Enterprises Pty Ltd and any site under management by the company, along with any project involving its workers.

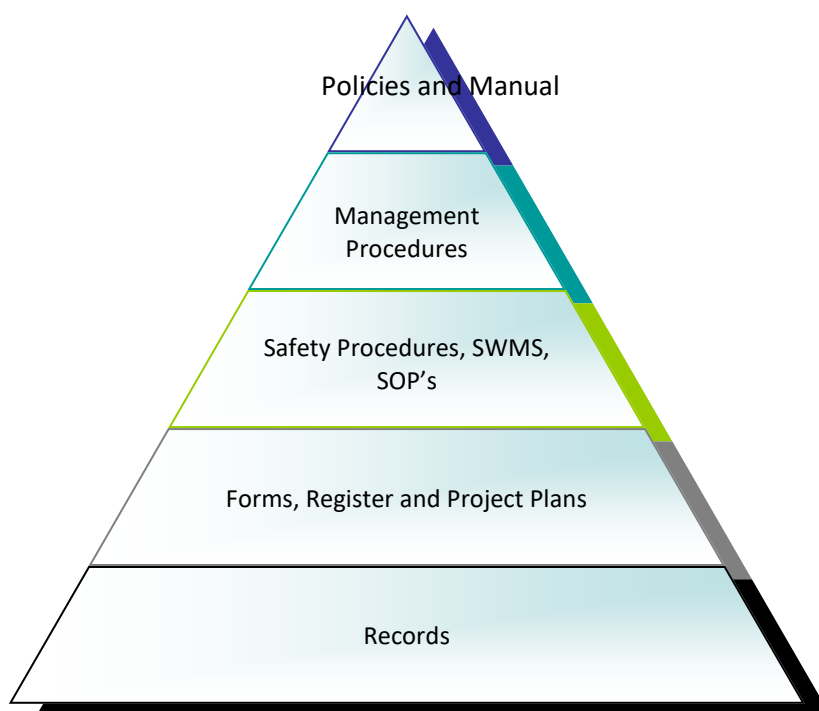
Failure to comply with the requirements of the WHS Management System will lead to disciplinary action.

This Management System covers WHS and meets the requirements of the relevant standards and legislation mentioned in this document. Procedures have then been developed to ensure the management of individual processes and to minimise the risks within WHS of the business.

The Management System is established and maintained in four (4) tiers or layers of documentation, supported by records. These are the:

1. Policies and Management System Manual;
2. Management Procedures;
3. Safety Procedure Procedures, Safe Work Method Statement (SWMS), Safe [Operating](#) Procedures (SOP);
4. Forms, Registers and Project Plans
5. Records (Reports, Training, Cheat Sheets, Inductions etc.).

This is represented by the following diagram



The purpose of this system is to establish and maintain the effective management of WHS. It is designed to provide compliance with all legislative requirements and promote excellence in WHS management through a process of continual improvement.

Jayden Enterprises Pty Ltd has implemented a structured WHS Management System to achieve a consistently high standard of WHS performance. In addition, it will serve to ensure obligations of its internal policy(s) and relevant legislation are met. Reviews of this Management System will be carried out regularly in order to provide guidance for internal/external consultation, development and improvement processes. More frequent reviews will take place as a response to organisational, equipment, process and legislative changes within the business.

Success of the Management System depends on commitment from all levels and functions, particularly the leadership of management. The policy(s) and procedures are formally authorised and approved by the Managing Director by signing the document and displaying in relevant locations. The WHS Management System will be released as a controlled document and will be managed under the document control procedure documented in this Management System.

2. Scope

Jayden Enterprises Pty Ltd WHS Management System has been documented, implemented and shall be maintained through various electronic management systems so we can focus on monitoring and making improvements in our overall business management functions. The functions and processes of the WHS Management System are applicable to all aspects of our operations, including those conducted by subcontractors on behalf of Jayden Enterprises Pty Ltd.

Jayden Enterprises Pty Ltd WHS Management System has been established and implemented to ensure we apply resources in a productive and cost-effective manner to achieve our stated goals for our overall company objectives, as well as exceeding customer satisfaction for individual projects. Implementation of the system helps to control business processes and deliver quality projects.

3. Policies

Jayden Enterprises Pty Ltd has developed and implemented the following policies within this Management System to meet its obligations and legislative requirements covered under relevant acts, regulations, codes of practice and Australian Standards. These policies are approved by the Managing Director of Jayden Enterprises Pty Ltd and reviewed on a regular basis.

The Managing Director will ensure these are displayed and readily available to all workers. These are reviewed every two (2) years to ensure compliance with standards such as:

- The Statutory Health and Safety Acts and Regulations;
- Various Codes of Practice;
- AS/NZS 4801:2001 - Occupational Health and Safety Management Systems;

3.1. Workplace Health and Safety Policy



Work Health and Safety Policy

Jayden Enterprises Pty Ltd is committed to ensuring that its operations are carried out in a manner that does not compromise the health and safety of our workers (employees and contractors), customers or the wider community.

We promote safety as a value, to ensure that the highest level of hazard and risk management is applied to all our work. We endeavour to maintain a positive safety culture by continuously improving our resource and training program, viewing this as an investment in the success of our operations.

We are committed to complying with the Work Health and Safety Act 2011, the Work Health and Safety Regulation 2011, codes of practice and other safety guidance material. Implementation and continuous improvement of this policy will be achieved by:

- Ensuring all levels of management, employees and contractors understand and accept their health and safety responsibilities and are accountable for those matters within their control.
- Collectively supporting and participating in the promotion of the active health and safety management systems, which strive for continual improvement through audit and evaluation programs.
- Ensuring compliance with the applicable Work Health and Safety Acts, Regulations, Codes of Practice and Australian Standards.
- Implementing risk management techniques to identify, assess, monitor, and control workplace risks and hazards.
- Committing sufficient resources for the effective implementation of health and safety management system in all areas of operation.
- Ensure all workers are suitably skilled to undertake the duties for which they are employed, in a safe productive manner.
- Maintain a program of education and training to enhance skills and increase safety awareness.
- Promptly reporting and investigating all incidents and accidents or hazardous conditions and applying appropriate corrective action.
- Provide an effective system for the rehabilitation of injured employees.

Our goal to provide safe and healthy workplaces will be the result of diligent application and the acceptance of shared responsibilities by the company and its workers. To achieve this, the commitment and contribution of each and every worker is required through:

- Ensuring all documented processes are followed to ensure the safety of themselves and fellow workmates.
- Not compromising health and safety standards in order to "get the job done"
- Embedded health and safety processes, checks, identification of risks into their day to day work activities so that it just becomes "how we do things"

Jayden Enterprises Pty Ltd Management are committed to this policy and ensure annual reviews of objectives and performance measures, systems, practices and procedures are carried out and any deficiencies actioned to ensure their continued effectiveness and relevance. We seek the co-operation of all workers, customers and other persons. We encourage suggestions for realising our health and safety objectives to create a safe working environment with a zero-accident rate.

Planning task through Safety will promote Professionalism and produce Productivity




Signed by Managing Director

23/04/2019

Dated

Revision 1 –23/04/2019

3.2. Return to Work Policy



Return to Work Policy

Jayden Enterprises Pty Ltd is committed to providing injured workers an opportunity to participate in occupational rehabilitation programs. We recognise that there are substantial benefits to be gained from rehabilitation principles and practices and are committed to implementing them at our workplaces.

Rehabilitation programs assist in the healing process and may assist in restoring the worker's normal function sooner. Workplace rehabilitation includes early provision of timely and adequate services, including suitable duties programs, and aims to:

- Maintain injured or ill workers at work;
- Ensure the worker's earliest possible return to work;
- Maximise the worker's independent functioning if a return to work is precluded.

Jayden Enterprises Pty Ltd is committed to:

- Providing a safe and healthy work environment, but in the event of an injury or an illness, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice.
- Ensuring participation by the injured worker and their supervisor in the development of a suitable duties plan, with the development of the plan dependent upon alternative work that can be provided given medical advice.
- Ensuring appropriate suitable duties are made available to injured or ill workers to facilitate their safe and early return to work. These duties must be medically approved and will be time limited to ensure that participation in the suitable duties program will not prejudice an employee's rights.
- Respecting the confidential nature of medical information and ensuring there will be both written and verbal confidentiality.
- Ensuring all workers are aware that, in the event of injury or illness, they will be consulted to develop their rehabilitation plan for a structured and safe return to work that will not disadvantage them.
- Complying with legislative obligations with respect to the standard of rehabilitation.
- Adopting a multi-disciplinary approach to rehabilitation as required.
- Reviewing this policy and procedures at least every three years to ensure it continues to meet legislative requirements and the needs of all parties.

Jayden Enterprises Pty Ltd Management are committed to ensure the safe return to normal duties if possible, for all injured workers.




Signed by Managing Director

23/04/2019

Dated

Revision 1 – 23/04/2019

3.3. Smoking in the Workplace Policy



Smoking in the Workplace Policy

Jayden Enterprises Pty Ltd is committed to providing a safe workplace for all workers and visitors to ensure they are not exposed to health risks associated with smoking in the workplace or company premises.

The objective of this Jayden Enterprises Pty Ltd Policy is to limit worker and visitor exposure to environmental tobacco smoke and associated risks.

All levels of management are to demonstrate their commitment to a smoke free workplace and support associated procedures. They must also manage worker and visitor compliance of Jayden Enterprises Pty Ltd to being a smoke free workplace and any associated legislation.

All workers **MUST** participate in the implementation of this policy. They must also comply with the instructions given in any relevant documentation.


Legislative Requirements

Smoking is prohibited in all areas of Jayden Enterprises Pty Ltd premises with the exception of the designated outdoor smoking area which must not be within four (4) metres of any entrance to the premises.

Electronic Cigarettes

Jayden Enterprises Pty Ltd regards electronic cigarettes as they do other smoking products, and as such this policy applies to electronic cigarettes.

Jayden Enterprises Pty Ltd Management are committed to a smoke free workplace.

 _____ Signed by Managing Director	23/04/2019 _____ Dated
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Revision 1 – 23/04/2019

3.4. Fitness for Work Policy



Fitness for Work Policy

Jayden Enterprises Pty Ltd is committed to ensuring the Health and Safety of all individuals associated with its operations. The purpose of this policy is to ensure individuals are “fit for work” whilst on any of the sites/facilities (including client’s premises) for which Jayden Enterprises Pty Ltd are responsible. Jayden Enterprises Pty Ltd recognises that an individual’s fitness for work may be affected by a variety of factors including the adverse effects of fatigue, stress, alcohol or other drugs. These factors can lead to impairment in an individual’s fitness for work and can be a contributing factor in industrial accidents.

“Fit for work” means that an individual is in a state (physical, mental and emotional) which enables the individual to perform assigned tasks competently and, in a manner, which does not compromise or threaten the safety or health of themselves or others. Final determination of “Fit for Work” is based on the assessment of the manager or supervisor and where appropriate in conjunction with other assessment procedures.

Jayden Enterprises Pty Ltd expects all workers including visitors of Jayden Enterprises Pty Ltd to observe and comply with this policy and the company’s associated procedures to ensure health and safety on all sites/facilities (including client’s premises).

It is the responsibility of all workers to understand and comply with this policy.

Where an individual has been assessed as unfit for work or the company representative reasonably believes an individual is unfit for work, then the individual will be removed from the workplace.

Failing to ensure your own fitness for work, places you and your workmates at risk which none of us can accept.

Non-compliance with the fitness for work policy by workers may attract disciplinary action up to and including dismissal where relevant.

Jayden Enterprises Pty Ltd Management are committed to ensure compliance with this policy.



Signed by Managing Director

23/04/2019

Dated

Revision 1 – 23/04/2019

3.5. *Legislative Reference*

Throughout this manual the term Worker is used.

Work Health and Safety Act 2011 defines Worker as – “Worker” A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as—

- a) an employee; or
- b) a contractor or subcontractor; or
- c) an employee of a or subcontractor; or
- d) an employee of a labour hire company who has been assigned to work in the person’s business or undertaking; or
- e) an outworker; or
- f) an apprentice or trainee; or
- g) a student gaining work experience; or
- h) a volunteer; or
- i) a person of a prescribed class.

For this Act, a police officer is—

- a) a worker; and
- b) at work throughout the time when the officer is on duty or lawfully performing the functions of a police officer, but not otherwise.

The person conducting the business or undertaking is also a worker if the person is an individual who carries out work in that business or undertaking.

Throughout this manual, the term PCBU is used

Work Health and Safety Act 2011 defines PCBU (Person Conducting a Business or Undertaking) as –

1. For this Act, a person conducts a business or undertaking—
 - (a) whether the person conducts the business or undertaking alone or with others; and
 - (b) whether or not the business or undertaking is conducted for profit or gain.
2. A business or undertaking conducted by a person includes a business or undertaking conducted by a partnership or an unincorporated association.
3. If a business or undertaking is conducted by a partnership (other than an incorporated partnership), a reference in this Act to a person conducting the business or undertaking is to be read as a reference to each partner in the partnership.
4. A person does not conduct a business or undertaking to the extent that the person is engaged solely as a worker in, or as an officer of, that business or undertaking.
5. An elected member of a local government does not in that capacity conduct a business or undertaking.
6. A regulation may specify the circumstances in which a person may be taken not to be a person who conducts a business or undertaking for the purposes of this Act or any provision of this Act.
7. A volunteer association does not conduct a business or undertaking for the purposes of this Act.

In this section, volunteer association means a group of volunteers working together for 1 or more community purposes where none of the volunteers, whether alone or jointly with any other volunteers, employs any person to carry out work for the volunteer association.

4. Risk Management

Jayden Enterprises Pty Ltd systematically identifies, assesses, controls and communicates risks associated with daily activities. The underlying Principals of risk management are generic and can be applied to the WHS impact(s) of business as well as the commercial implications of Jayden Enterprises Pty Ltd activities.

The objective of risk management principals within Jayden Enterprises Pty Ltd is to provide guidance to all workers to assist in:

- An elimination of harm to our employees, those affected by our operations and the environment;
- A more confident and rigorous basis for decision-making and planning;
- Better identification of opportunities and threats;
- Gaining value from uncertainty and variability;
- Pro-active rather than reactive management;
- More effective allocation of resources;
- Improved incident management and reduction in loss and the cost of risk, including commercial insurance premiums;
- Improved stakeholder confidence and trust;
- Improved compliance with relevant legislation;
- Better corporate governance.

To achieve this, we:

- Identify, rank, manage, and communicate the risks posed by our activities and operations to people, the environment and our organisation;
- Identify, understand, document and communicate hazards in projects and tasks before starting and manage these hazards through to a project or task's completion;
- Train our workforce in, and encourage them to apply a program for personal risk management to minimise the risk of personal injury, environmental impact or business harm arising from day-to-day activities;
- Apply the elements of the Australian & New Zealand Standard AS/NZS 4360:2004 Risk Management to the Risk Management Systems and tools utilised within Jayden Enterprises Pty Ltd.

For further details, refer to [Management Procedure > Risk Management](#).

5. Legal and other requirements

Details pertaining to Relevant State Legislation can be found in the [Registers > Legal Register](#) For further details, refer to [Management Procedure > Legal and Other Requirements](#).

The [Legal Register](#) is to be used as a reference point when completing any Safe [Operating Procedures \(SOP\)](#), Safe Work Method Statement (SWMS), Risk Assessment and any other documentation that requires compliance and reference to legal and other requirements.

6. Objectives and Targets

Objectives and Targets are documented in the [Registers > Objectives and Targets Register](#). They are set annually and are measurable and reviewed quarterly. For further details, refer to [Management Procedure > Objectives and Targets](#)

7. Management Plans

This document forms the basis of required management plans. Many projects required the documentation of a Project Management Plan. This is designed to be a summary of the Jayden Enterprises Pty Ltd Management System. It addresses key risks for the project and a summary of processes.

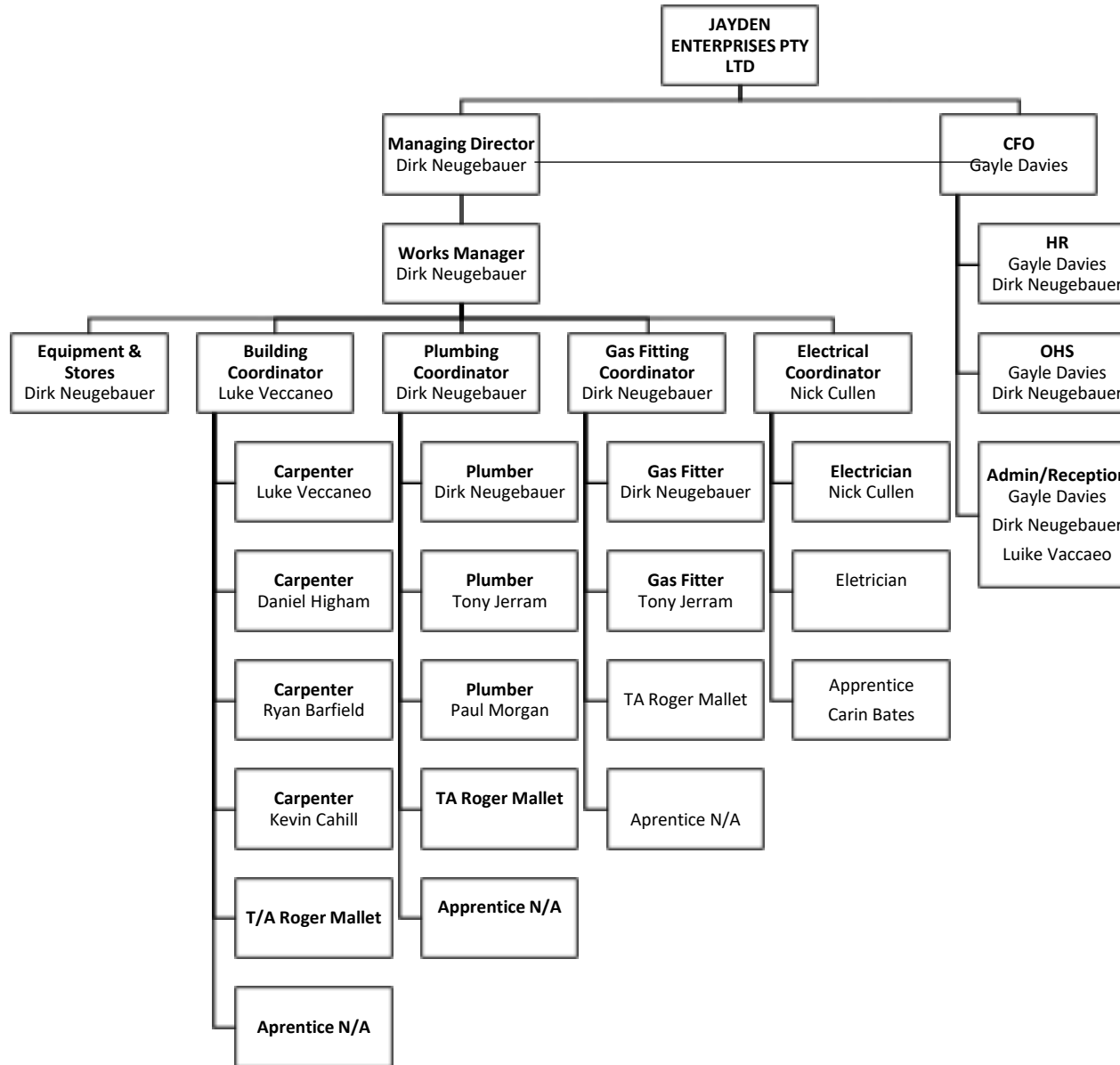
8. Responsibility and Accountability

The following outlines responsibility and accountability. Detailed responsibilities and authorities for personnel who manage and perform work can be found in the relevant procedures, and related documents. Position Descriptions are prepared to describe the specific responsibilities and authorities of key personnel/functions in more detail, and will be available to all personnel within Jayden Enterprises Pty Ltd

Managing Director	<p>The Managing Director is the Management Representative for WHS Management System. The Managing Director is able to delegate responsibility where required.</p> <ul style="list-style-type: none">• Maintain a safe working environment;• Document safe systems of work and ensure workers adhered to documented processes;• Attending the Management Meetings;• Maintaining communications with key stakeholders to promote / assess management issues;• Overview the maintenance of the documentation covered in the Jayden Enterprises Pty Ltd Management System.
WHS Delegate	<p>The WHS delegate is the nominated 'Management Representative' and reports to the Managing Director and is responsible for:</p> <ul style="list-style-type: none">• Maintain a safe working environment;• Document safe systems of work and ensure workers adhered to documented processes;• Attending the Management Meeting;• Maintaining communications with key stakeholders to promote / assess risk management issues;• Co-ordinate / perform reviews and audits to assess the effectiveness of the Jayden Enterprises Pty Ltd Management System and to promote continuous improvement;• Overview the maintenance of the documentation covered in the Jayden Enterprises Pty Ltd Management System;• Ensure that the required training is delivered and that the appropriate records are maintained;• Assist all personnel with WHS management issues where required;
Management/Supervisors	<p>Managers of their respective areas are responsible for:</p> <ul style="list-style-type: none">• Promoting the WHS culture and encouraging reporting of issues;• Establishing the WHS objectives, KPI's, procedures and associated documentation for their relevant areas;• Ensuring sufficient resources have been made available to achieve compliance with the WHS Management System objectives.

Document Controller	<p>To maintain document control within the requirements of the relevant standards</p> <ul style="list-style-type: none">• Overall document control of all documentation as part of the WHS Management System.
All Workers	<p>All workers are required to assist in delivery of quality work by:</p> <ul style="list-style-type: none">• Having a WHS focus in all activities they are involved in;• Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment;• Take reasonable care of the health and safety of themselves and others;• Wear personal protective equipment and clothing where necessary;• Comply with any direction given by management for health and safety;• Not misuse or interfere with anything provided for health and safety• Reporting immediately to their supervisor any issues that may impair the quality of the produced work or affect the WHS of persons or surroundings;• Working to the work practices and requirements as nominated by Jayden Enterprises Pty Ltd;• Ensuring the work environment is at all times maintained in a manner that allows them and others to carry out quality work.
Subcontractors	<p>Subcontractor personnel shall:</p> <ul style="list-style-type: none">• Undergo the specified Jayden Enterprises Pty Ltd inductions where required;• Conduct all activities in accordance with Jayden Enterprises Pty Ltd WHS Management System;• Maintain acceptable records;• Work in accordance with Jayden Enterprises Pty Ltd WHS Management System;• Report any issues immediately to the appropriate Jayden Enterprises Pty Ltd Manager/Supervisor.

8.1. Jayden Enterprises Pty Ltd Organisational Chart



9. Training and Competency

There are many forms of training carried out. These are broken up into the following areas.

Induction Training	Induction training is carried out by appropriate staff within the first week of employment with Jayden Enterprises Pty Ltd.
Core Competency Training	Core competency training is carried out by Jayden Enterprises Pty Ltd qualified trainer. There is a variety of training that is offered. Training plans are developed for each individual or group of workers and training is then delivered. Individual's competency levels are assessed and are deemed competent or in-competent.
On the Job Training	On the job training is carried out by either the supervisor or the appropriate area personnel. This is not formal training. It is carried out on an as needs basis and competencies levels are not assessed.

For more information on training requirements please refer to **Management Procedure > Training and Qualifications**.

10. Consultation Communication and Reporting

10.1. Consultation

WHS meetings are held as a minimum once a quarter. Relevant personnel (including an elected representatives) are present at this meeting that bring forward issues from their areas. Minutes of these meetings are displayed and actions are then documented and monitored.

10.2. Internal Communication

Communication is done in a variety of methods, but the most popular is Pre-Start Team Meetings/Tool Box Talks. At these meetings is where all employees can communicate their concerns/issues and they are also informed of WHS changes.

10.3. Reporting

There are several methods of reporting WHS issues/hazards within Jayden Enterprises Pty Ltd. The most popular is **Forms > Incident Report form**. This is used to report WHS, incidents or potential incidents. There are also a variety of other methods to help minimise or prevent injury and non-compliance. Pro-active external reporting will be carried out on an as needs basis as determined.

10.4. External Communication

Jayden Enterprises Pty Ltd interactions with its neighbours and the community at large, including people living in areas of project work being carried out, and other interested parties. All customer complaints, community complaints and customer feedback are dealt with through appropriate channels. Refer later in this document for process to be followed.

11. Documentation

All documentation is in electronic form which can be found on Jayden Enterprises Pty Ltd central servers. All documentation available is the most up-to-date information. All superseded documentation is filed so that access by workers cannot be obtained.

12. Document and data Control

The document control process is fully described in **Management Procedures > Document and Data Control**. Document and Data Control is designed to ensure that:

- Current revisions of all documents are available;
- All documents are evaluated by a review process prior to issue;
- All documents are reviewed and authorised to indicate validity;

- Only authorised changes are made to documents;
- All workers use forms that are of an approved current revision status;
- Any obsolete documents are promptly removed from use.

12.1. Document Changes/Modifications

Changes and/or modifications are controlled. Such control shall ensure review of the changes by the document author is carried out prior to issue. All workers are notified of any new issues. All changes to the document are done in blue text to indicate the change from the last revision to the current revision.

12.2. Archive Copies

Archive copies shall be maintained, stored, reviewed and subsequently disposed of in compliance with **Management Procedure > Records Management**. Archive copies shall be available to demonstrate that the WHS Management System has been documented and operated effectively.

12.3. Improvement and Review

Procedures may be reviewed at any time where internal or external factors such as legislation or other information arises or impacts on any of this information.

Where such changes occur, management and relevant workforce representative will meet to review emerging issues.

13. Emergency Preparedness and Response

Emergency plan, covering fire evacuation and serious events, have been documented. All workers are trained as to their duties in an emergency and an evacuation drill is held randomly at least once a year at each site.

When off-site the client's emergency plans are used.

14. Monitoring and Measurement

Measurement and Evaluation is carried out by means of the setting of Key Performance Indicators and are communicated to all monthly. Monitoring and Measurement, Continuous Improvement and Customer Satisfaction is important for the ongoing growth and improvement of WHS Management System of Jayden Enterprises Pty Ltd. Further monitoring and measurement are found in individual specific procedures.

15. Incident Investigation

Incident investigation is carried out in accordance with the **Management Procedure > Incident and Investigation**.

16. Audit

Audits are carried out as required by an external consultant as determined by the Managing Director.

17. General

Term	Definition
Audit	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.
Authority	Justification and right to exercise a power.
CAPAR	Corrective and Preventative Action Report.

Term	Definition
Certification	Verification by a conformity assessment body that a Management System conforms to the requirements of a standard.
Change	Any change to hardware, software, procedures and instructions, operating conditions, products, materials, process, plant layout, responsibility and authority, organisational structure, etc.
Competence	Demonstrated personal attributes and demonstrated ability to apply knowledge and skills.
Compliance	<i>AS 3806:2006</i> : adhering to the requirements of laws, industry and organisational standards and codes, Principals of good governance and accepted community and ethical standards. <i>ISO 14001:2015</i> : adhering to legal or other requirement.
Continual Improvement	Recurring process of enhancing the environmental Management System to achieve improvements in overall environmental performance consistent with the organisation's environmental policy.
Control	Process for achieving an objective; also referred to as <i>internal control</i> .
Correction	Action to eliminate a detected nonconformity.
Corrective Action	Action to eliminate the <i>cause</i> of a detected nonconformity in order to avoid recurrence of the nonconformity.
Document	Any information that provides direction (e.g. instructions including policy statements, textbooks, reference intervals and their origins, procedures, specifications, calibration tables, charts, posters, notices, memoranda, plans, software, drawings, regulations and standards).
Document Control	A system to regulate the handling and management (including archiving, storing and destruction) of documents containing information that communicates policies, processes, procedures as well as records. Usually pertains to documents that are part of the quality Management System.
Documentation	A set of documents, e.g. procedures and records.
Effectiveness	Extent to which planned activities are realized and planned results achieved.
Efficiency	Relationship between the result achieved and the resources used.
Element	A generic component of an environmental Management System required by a clause of the international standard; could also be referred to as a <i>process</i> .
Evaluation	Systematic determination of merit, worth and significance of something using criteria, e.g. evaluation of effectiveness.
Fatigue	The temporary inability, decrease in ability, or strong disinclination to respond to a situation because of previous over-activity, either mental, emotional or physical.
Hazard	A source or situations with potential for harm in terms of human injury or ill health, damage to property, damage to the environment, or a combination of these.

Term	Definition
Hazard Assessment	The overall process of determining whether a hazard is significant.
Hazard Identification	The process of recognising that a hazard exists and defining its characteristics.
Incident	<p>An occurrence where:</p> <ul style="list-style-type: none"> • Worker is injured whether or not the injury requires medical treatment or first aid; • Worker develops an illness caused by environmental factors. <p>A non-injury incident or emergency situation occurs which causes, or has the potential to cause harm to workers, the public, the environment or company property. This includes near misses, property damage, process loss and environmental events.</p>
Interested Parties	Any party that maybe directly or indirectly affected by the HSE implications of the Company's operations. This includes neighbours (residential or industrial), people living along transport corridors, community groups and organisations, etc.
Legal Requirement	Requirement of legislation, a regulation, a licence, a permit, or a contract.
Manual	Document specifying the requirements of an environmental Management System.
Non-Conformity	Non-fulfilment of a requirement; synonymous with <i>non-conformance</i> which has been deprecated by ISO.
Operational Control	Process employed to manage environmental aspects, ensure compliance with legal and other requirements, achieve environmental objectives and targets and consistency with commitments in the environmental policy, or avoid or minimise environmental risks.
Other Requirement	A requirement, not necessarily legally enforced, that an organisation voluntarily subscribes to, e.g. codes of practice, industry or professional associations, support for environmental groups, ISO 14001:2015.
PCBU	<p>Person Conducting Business or Undertaking</p> <p>A PCBU conducts a business or undertaking alone or with others. The business or undertaking can operate for profit or not-for-profit. The definition of a PCBU focuses on the work arrangements and the relationships to carry out the work.</p> <p>Although employers are PCBUs, the term PCBU is much broader than this and may include a corporation, an association, partners in a partnership, a sole trader, a volunteer organisation which employs any person to carry out work, householders where there is an employment relationship between the householder and the worker.</p>
Policy	Statement describing what is done and why.
Preventive Action	Action to eliminate the cause of a potential nonconformity in order to avoid occurrence of the nonconformity.
Procedure	Written an established or official way of doing something
Process	Series of inter-related steps involved in an activity or examination that uses resources and is managed to transform inputs into outputs.

Term	Definition
Program	A planned set of tasks to achieve environmental objectives and targets, specifying responsibility, means and timeframe; also spelt <i>programme</i> ; also referred to as <i>action plan</i> or <i>environmental improvement program</i>
Public Complaint	A verbal or written complaint from another party that relates to an adverse safety, health or environmental issue with the potential to affect Jayden Enterprises Pty Ltd operations
Record	Any information that produces evidence (e.g. requisitions, examination results and reports, instrument printouts, laboratory workbooks and worksheets, accession records, calibration records, quality control records, records of audits, complaints and action taken, external quality assessment records, instrument maintenance records, incident/accident reports, staff training and competency records, personnel records).
Requirement	Need or expectation that is stated, generally implied or obligatory.
Responsibility	Accountability for something within one's power, control or management.
Risk	A measure of the likelihood and consequences of an event that will impact on achievement of objectives; can be adverse or beneficial.
Risk Analysis	Systematic process to understand the nature of and to deduce the level of risk; provides the basis for risk evaluation and the treatment of risk.
Risk Assessment	The overall process of estimating the magnitude of risk and deciding what actions will be taken.
Risk Evaluation	Process of comparing the level of risk against risk criteria, e.g. the process used in determining significant environmental aspects.
Risk Management	The culture, processes and structures that are directed towards realising potential opportunities whilst managing adverse effects.
Role	A specific part played by someone in an organisation, usually associated with responsibility, e.g. role of management representative.
Safety	A state in which the risk of harm (to persons) or damage, is limited to an acceptable level.
Scope	Boundaries of an environmental Management System in terms of location, activities, products and services.
Stress	The awareness of not being able to cope with the demands of one's environment, when this realisation is of concern to the person, in that both are associated with negative emotional response.
Worker	<p>You are considered to be a worker if you carry out work for a PCBU, such as - a worker, a contractor or sub-contractor, a worker of a contractor or sub-contractor, a worker of a labour hire company, an apprentice or trainee, a student gaining work experience, an outworker or a volunteer.</p> <p>You can also be a PCBU and a worker if you carry out work for another PCBU.</p>