



1.0 SUMMARY

- 1.1. The purpose of this procedure is to define key elements of Hi-Quality 's Integrated Management System.
- 1.2. By identifying the key elements herein, the full context of the organisation can be understood, and thus communicated to employees, customers, regulators and other third parties.
- 1.3. By doing so, senior management is also better able to guide the company through the use of an informed strategic direction.
- 1.4. The Director is responsible for implementation and management of this procedure.

2.0 SCOPE OF SERVICES

- 1.5. Hi-Quality provides the following services:
 - Transport, logistics and plant hire;
 - Civil and Environmental services;
 - Quarrying;
 - Resource recovery and recycling;
 - Waste Management and landfill;
 - Building and landscape supplies; and
 - Skip bins and construction site cleaning services.

3.0 INTERESTED PARTIES

- 1.6. "Interested parties" are those stakeholders who receive our services, who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These are as follows:

Interested Party	Internal or External	Reason for Interest	Expectation & Compliance Obligations
Customers	External	<ul style="list-style-type: none"> ▪ Direct recipient of our services 	<ul style="list-style-type: none"> ▪ Waste resource recovery and recycling to minimize disposal to landfill ▪ Waste disposal services to landfill that meets environmental standards ▪ Quality products, compliance with standards (i.e. quarry products) and Regulations (i.e. license conditions)
Workers	Internal	<ul style="list-style-type: none"> ▪ Responsible for realisation of our services 	<ul style="list-style-type: none"> ▪ A safe working environment.
Non-Company Workers	External	<ul style="list-style-type: none"> ▪ Contractors and consultants providing services on our behalf 	<ul style="list-style-type: none"> ▪ A safe working environment.
End users	External	<ul style="list-style-type: none"> ▪ Our Clients and users that may be directly impacted by the quality of our services. 	<ul style="list-style-type: none"> ▪ Quality products, compliance with standards (i.e. quarry products) and Regulations (i.e. license conditions)
Suppliers	External	<ul style="list-style-type: none"> ▪ Provide supporting services. 	<ul style="list-style-type: none"> ▪ Supply availability, delivery when required on agreed terms.
Regulators	External	<ul style="list-style-type: none"> ▪ Dictate controlling regulations that impact on the management system and our services. 	<ul style="list-style-type: none"> ▪ Full compliance with all relevant legislative requirements. Industry best practice management
Public	External	<ul style="list-style-type: none"> ▪ A low risk, failure of our services could impact on public safety or amenity. 	<ul style="list-style-type: none"> ▪ No safety or environmental incidents, minimal amenity impacts, compliance with Regulations and industry best practice management
Certification Bodies	External	<ul style="list-style-type: none"> ▪ Assess conformity of Hi-Quality to ISO 9001, ISO 14001 and AS/NZS 4801 and so must be kept notified of changes to the IMS. 	<ul style="list-style-type: none"> ▪ Any material changes emanating from changes in procedures, corrective actions, etc. are updated within the IMS ensuring timelines and continual improvements.



CONTEXT OF THE ORGANISATION PROCEDURE

Integrated Management System

CA-WPD-02

Interested Party	Internal or External	Reason for Interest	Expectation & Compliance Obligations
Competitors	External	<ul style="list-style-type: none"> Provide challenges to our ability to provide services to customers. 	<ul style="list-style-type: none"> Be the industry leaders by maintaining best industry practice.

4.0 INTERNAL ISSUES OF CONCERN

1.7. The following are issues of concern which have been, or may be, raised by internal interested parties.

Type	Issue	Bias
Quality	<ul style="list-style-type: none"> Loss of contract. Company reputation impacts 	Negative
Complaints	<ul style="list-style-type: none"> Inadequate training Lack of supervision & inspections. Failure to follow procedures and license conditions 	Negative
Environment	<ul style="list-style-type: none"> Pollution incident Non-compliance with license conditions Amenity impacts 	Negative
Safety	<ul style="list-style-type: none"> Accident, Incidents or near miss occurrences. Lack of supervision and reporting Failure to follow procedures 	Negative
Employee Base	<ul style="list-style-type: none"> Retention of skilled workforce remains challenging 	Negative
Employee Base	<ul style="list-style-type: none"> Employee turnover is moderate Employee satisfaction with company could be improved 	Negative
Supply Chain	<ul style="list-style-type: none"> Quality issues pertaining to supplies or critical services may not be addressed properly when using sole source or limited-source suppliers. 	Negative
Supply Chain	<ul style="list-style-type: none"> Slow payment of accounts can lead to stopped or suspended supply terms 	Negative
Management	<ul style="list-style-type: none"> Internal communications can be improved 	Negative

5.0 EXTERNAL ISSUES OF CONCERN

1.8. The following are issues of concern which have been, or may be, raised by external interested parties.

Type	Issue	Bias
Quality	<ul style="list-style-type: none"> Provision of services to contractual requirements. Performance failure. 	Negative
Environmental	<ul style="list-style-type: none"> History of non-compliance with license conditions Amenity impacts response slow 	Negative
Safety	<ul style="list-style-type: none"> Accident, Incidents or near miss occurrences in controlled areas. Compliance with Regulations History of being slow to adopt accepted industry best practice management standards 	Negative
Competition	<ul style="list-style-type: none"> Hi-Quality has a strong market share of this market at this time. 	Positive
Community	<ul style="list-style-type: none"> Slow response to management of identified amenity impacts and 	Negative
Labour	<ul style="list-style-type: none"> Industrial Dispute 	Negative
Statutory / Regulatory	<ul style="list-style-type: none"> Changes in Legislation History of non-compliance with license conditions and Regulations. Slow response to adopt industry best practice 	Negative
Economic	<ul style="list-style-type: none"> Current market conditions are strong 	Positive
Customers	<ul style="list-style-type: none"> Hi-Quality seen as "one shop stop" for transport, ra materials and waste services Modern fleet of trucks Flexibility of transport options – cart, disposal and material supply 	Positive



6.0 ORGANISATIONAL RISKS

1.9. Based on an analysis of the above interested parties and issues of concern, Hi-Quality has identified the following overall risks to the company:

Risk	Likelihood	Severity	Mitigation
Business Interruption Due to Natural Disaster	Low	High	<ul style="list-style-type: none">Develop Business Continuity Plan
Business Interruption Due to Labour Dispute	Low	High	<ul style="list-style-type: none">Positive working relationshipsHR Management
Critical Equipment Failure	Low	High	<ul style="list-style-type: none">Adherence to Maintenance Programs
Loss of Critical Supplier(S)	Low	Low	<ul style="list-style-type: none">Regular supplier evaluationAlternative Suppliers used
Loss of Critical Personnel	Moderate	Moderate	<ul style="list-style-type: none">Succession Planning and depth in Management TeamMaintaining organizational knowledge
Business Profitability by Site	Moderate	Moderate	<ul style="list-style-type: none">Site improvement plansCompany Strategic Plan required
Loss of License to Operate	Moderate	High	<ul style="list-style-type: none">Compliance with safety Regulations and environmental license conditions

7.0 ORGANISATIONAL OPPORTUNITIES

Opportunity	Possibility	Adaptations
Taking advantage of industry growth	High	<ul style="list-style-type: none">Strategic planning
Expansion of service offerings	Low/Moderate	<ul style="list-style-type: none">Specific business development plans
New customers	High	<ul style="list-style-type: none">Engaging business development personnel
Providing services at other locations	High	<ul style="list-style-type: none">Performance monitoring & evaluation