



ISO 45001

HEALTH AND SAFETY
MANAGEMENT MANUAL



TABLE OF CONTENTS

1. INTRODUCTION	4
1.1. Company Details	4
1.2. Health and Safety Mission Statement.....	4
1.3. Relationship with Other Standards.....	5
2. PURPOSE	7
3. HEALTH AND SAFETY MANAGEMENT MANUAL CONSTRAINTS	8
4. CONTEXT OF THE ORGANIZATION	8
4.1. Understanding the Organization and its Context.....	8
4.2. Understanding the Needs and Expectations of Workers and Other Interested Parties	8
4.3. Scope of the Health and Safety Management System.....	10
4.4. Health and Safety Management System and its Processes	11
5. LEADERSHIP AND WORKER PARTICIPATION	13
5.1. Leadership and Commitment.....	13
5.2. Health and Safety Policy	13
5.3. Organizational Roles, Responsibilities and Authorities.....	16
5.4. Consultation and Participation of Workers	16
6. PLANNING	18
6.1. Actions to Address Risks and Opportunities	18
6.2. Health and Safety Objectives and Planning to Achieve Them	25
7. SUPPORT	26
7.1. Resources.....	26
7.2. Competence.....	29
7.3. Awareness.....	30
7.4. Communication	30
7.5. Documented Information.....	32
8. OPERATIONS	35
8.1. Operational Planning and Control	35
8.2. Emergency Preparedness and Response	39
9. PERFORMANCE EVALUATION	40
9.1. Monitoring, Measurement, Analysis and Performance Evaluation.....	40
9.2. Internal Audits.....	41
9.3. Management Review	42
10. IMPROVEMENT	44
10.1. General.....	44
10.2. Incident, Non-Conformity and Corrective Actions	45
10.3. Continual Improvement.....	47
11. DOCUMENT REGISTER	48
12. HEALTH AND SAFETY CORRELATION MATRIX	48
13. REFERENCES	50

Document Control

Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the health and safety management manual and the revision details are to be recorded below.

Document Control			
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This manual is reviewed to ensure its continuing relevance to its systems and processes and a record of contextual additions or omissions is given below.			
Amendment Record			
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1.0	Insert Date	To outline and describe the health and safety management processes.	Original
The manual is on Insert Your Company intranet site. It is the responsibility of each individual to ensure that any hardcopy is the current revision. A printed copy of the manual is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.			
Document Title:	Health and Safety Management Manual		Rev: 1.0
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1. INTRODUCTION

Insert Your Company is a insert the details of what your company does here company operating from insert head office.

We have developed and implemented a health and safety management system that uses ISO 45001, Occupational Health and Safety Management Systems - Requirements with Guidance for Use, as the framework for structuring our core business processes.

This empowers our organization to document and improve our practices to better satisfy the needs and expectations of our customers, stakeholders and other interested parties.

The management and staff of Insert Your Company are committed to continuously improving our products and services and the effectiveness of our health and safety management system. The results of management review, audits, inspection, feedback, and testing, all contribute to our continual improvement.

Please refer to section 12. Health and Safety Correlation for details on how our health and safety management system processes and our application of the ISO 45001 standards relate to our business. Please refer to section 4.4. Health and Safety Management System and its processes to review our **Plan-Do-Check-Act** approach.

1.1. Company Details

Company Name:	Insert details
ABN:	Insert details
Head Office Address:	Insert details
Postal Address:	Insert details
Phone:	Insert details
Fax:	Insert details
Email:	Insert details
Website:	Insert details

1.2. Health and Safety Statement

Insert Your Company is a stable, professional corporate business with family values. Our primary objective is to provide a high-level service and product for the industry, with the intention of being the industry leader in our business's services and/or products.

Insert Your Company's general health and safety objectives include:

- Developing and implementing effective processes and procedures to systematically identify hazards, assess risks and eliminate or control risks to the lowest level reasonably practicable.
- Providing mechanisms for communication and consultation with workers.
- Developing and implementing systems of work that are safe and without risk or minimizing risk to a reasonably practicable level.

- Providing plant, equipment, chemicals and substances etc that are safe and without risk when properly used.
- Providing adequate information, instruction, training and supervision to workers and provide adequate facilities for the welfare of workers.
- Monitoring conditions at the workplace to prevent incidents, illness and injuries.
- Providing a prompt and professional service, that consistently meets or exceeds our clients' expectations.
- Developing a strong culture of health and safety across the organization, where key processes are measured and interested parties' needs and expectations are understood and achieved.
- Striving for continual improvement with health and safety.
- Attaining health and safety objectives by controlling the way our organization's products and services are **designed**, manufactured, distributed, controlled or disposed of.

1.3. Relationship with Other Standards

In addition to *ISO 45001, Occupational Health and Safety Management Systems*, **Insert Your Company** may use other standards in accordance with its nature and the health and safety management system.

These standards may include but, are not limited to the following:

- ISO 9000, Quality Management Systems - Fundamentals and Vocabulary.
- ISO 9004, Quality Management - Quality of an organization - Guidance to Achieve Sustained Success.
- ISO 19011, Guidelines for auditing management systems.
- ISO 31000, Risk Management - Guidelines.

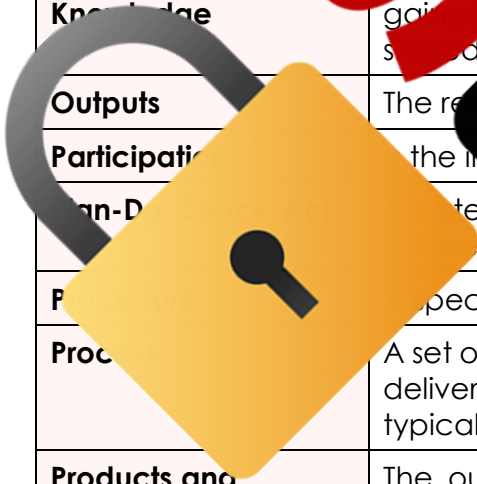
In addition to the above, please refer to the 'References' section in our procedures.

Delete or add to this list to reflect your business.

Terms and Definitions

Term	Definition
Audit	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and determining the extent of compliance.
Asset	Documentation, statements and records; may also include physical items.
Competent person	Is a person who has acquired, through a combination of training, qualification or experience, the knowledge and skill necessary to undertake their work safely or discharge their functions in accordance with company expectations.
Continual Improvement	A recurring activity to enhance performance.

Term	Definition
Corrective Action	An action to eliminate and control the cause of an identified non-conformance to the health and safety management system.
Documented Information	Any document, record or other information which is necessary for the operation of processes or is required by the health and safety management system. It can include photographs, diagrams, videos, process maps, procedures and can be on any medium, i.e. paper or electronic.
Hazard	Anything or any action, substance or process in the work environment that has the potential to cause an injury, illness or harm.
Incident	An unplanned event resulting in, or having the potential for, injury, ill health damage or other loss.
Inputs	Resources such as people, materials, energy, information and finance that are put into a system to work a desired process.
Interested Parties	Stakeholders who receive our products and services or who may be impacted by them. These parties may be internal or external and otherwise have a significant interest in the organization. Insert Your Company.
Non-Conformity	Non-fulfilment of a requirement.
Non-Conformance Report (NCR)	A report that documents the details of a non-conformance identified during an audit or other review.
Objective	The results to be achieved. Insert Your Company objectives must be S-M-A-R-T (Specific, Measurable, Achievable, Realistic and Timely).
Opportunity	An area for improvement or a chance to do better.
Organizational Knowledge	Information and experience from activities that are used to create and improve performance. It is generally gained by doing and is information that is used and stored for the benefit of objectives.
Outputs	The results of a process.
Participative	The involvement in decision-making.
Plan-Do	A system to ensure that all actions are planned and checked before the action takes place.
Procedure	A specified way to conduct an activity or process.
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs. Processes are how Insert Your Company typically operates on a daily basis.
Products and Services	The outputs that Insert Your Company delivers to meet the customer's requirements. A product is a physical outcome of a process while a service is the movement or actions to meet the customer's requirements.



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Term	Definition
Record	Document(s) stating results achieved or providing evidence of activities performed.
Risk	The likelihood of a negative effect.
Risk Assessment	The overall process of risk identification, risk analysis and risk evaluation.
Risk Based Thinking	Planning Insert Your Company's objectives and actions with consideration to the known risks and their potential. The ideal situation is to minimize the likelihood of unwanted outcomes.
Risk Mitigation	A plan developed with the intent of addressing all known possible risks and preventing their occurrence.
Stakeholder	A person or group of people who are directly or indirectly impacted by Insert Your Company's policies or activities. Stakeholders may participate in or contribute to the decision-making process. Stakeholder may be used interchangeably with 'interested party'.
Target	The specific performance requirements that need to be met to achieve objectives.
Uncertainty	A deficiency of information or understanding or knowledge of an event, its cause, or likelihood. (Not to be confused with measures of uncertainty.)
Uncontrolled Document	Information copy of a document for which no attempt is made to update or alter distribution.
Worker	Employee, contractor or sub-contractor, an employee of a contractor, an employee of a labor hire company, an apprentice or trainee, or a person gaining work experience. May also be referred to as 'personnel'.

For further information on terms and definitions, please refer to:

- ISO 45001:2018 Occupational Health and Safety Management System - Fundamentals and Vocabulary.
- ISO 45001:2018 Occupational Health and Safety Management Systems - Guidance for Use.

2. PURPOSE

The purpose of this manual is to describe **Insert Your Company** health and safety management system, define accountabilities and to provide procedures for the activities that impact on our processes, products and services.

This health and safety manual was developed to guide **Insert Your Company** activities and to provide external parties (upon request) with information regarding our health and safety management system.

3. HEALTH AND SAFETY MANAGEMENT MANUAL CONSTRAINTS

This health and safety management manual is constrained to the employees, contractors and other agents working for, or on behalf of, **Insert Your Company** and relies upon their consultation, cooperation and compliance for its full implementation to be feasible throughout the operational structure of the company.

Insert Your Company shall audit systems, employees, contractors and agents for compliance with the health and safety management system at regular intervals, based on the risk of operational compliance.

4. CONTEXT OF THE ORGANIZATION

4.1. Understanding the Organization and its Context

Insert Your Company is committed to defining our process to ensure a continual understanding of how relevant factors arising from internal and external issues influence our organizational context and the ability of our health and safety management system to achieve its intended outcomes.

Understanding our organizational context requires an analysis of internal and external parties and issues (refer to the table below) and the risks and opportunities that are (or could be) of concern to **Insert Your Company** and interested parties. The results of this analysis are identified in MF-01 *Organizational Context Register*.

Insert Your Company then monitors and reviews this information to ensure that a recurrent understanding of external and internal issues and the group's requirements is maintained.

Additionally, to further facilitate the understanding of our context, **Insert Your Company** regularly considers internal and external issues that influence our organizational context through management review meetings. Outcomes are then conveyed via meeting minutes and business planning documents.

Analysis of Internal and External Issues and Issues

Internal	External

4.2. Understanding the Needs and Expectations of Workers and Other Interested Parties

Interested party management is critical to the success of **Insert Your Company**, as such, we shall take actions to actively understand and manage the positive, negative and changing influences from a range of interested parties.

Insert Your Company shall ensure that our personnel and management team are aware of the context in which our company interacts within the larger framework. To do this we will consider our aspects and impacts in a business context, examine the internal and external needs and expectations of interested parties and determine the most important processes to which our health and safety management systems apply.

Insert Your Company will achieve effective interested party management by considering:

- The health and safety policy and its implementation.
- Our health and safety systems, strategic direction, objectives and performance.
- The effectiveness of our health and safety systems to ensure that our products and services continually meet or exceed the needs and expectations of internal and external parties.
- The consequences and implications (if any) of our information processes and responsibilities, against internal and external parties' requirements, needs and expectations.

Insert Your Company recognizes that we have a unique mix of interested parties and workers whose needs and expectations change and develop over time. Such needs and expectations broadly include those shown in table below:

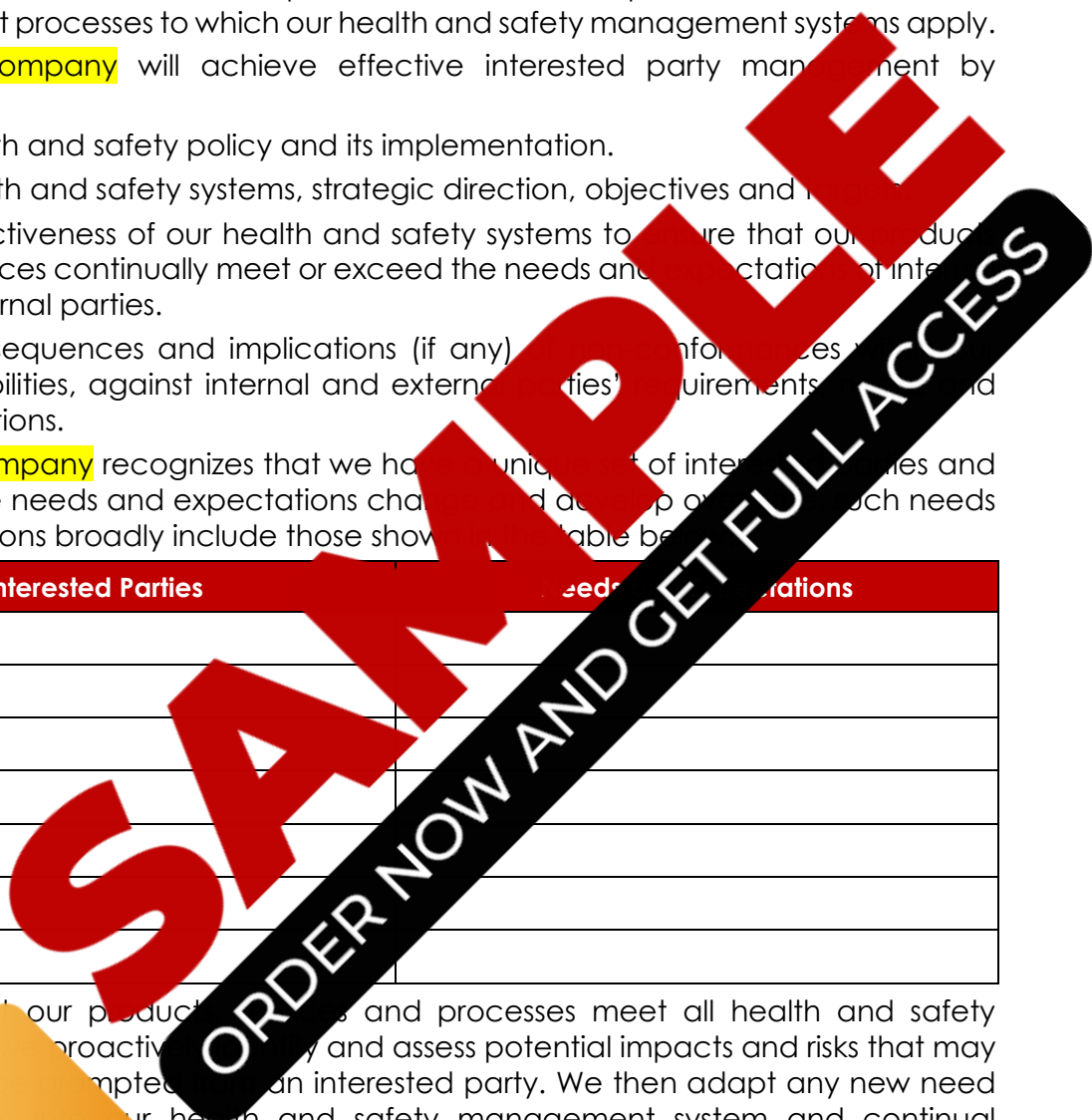
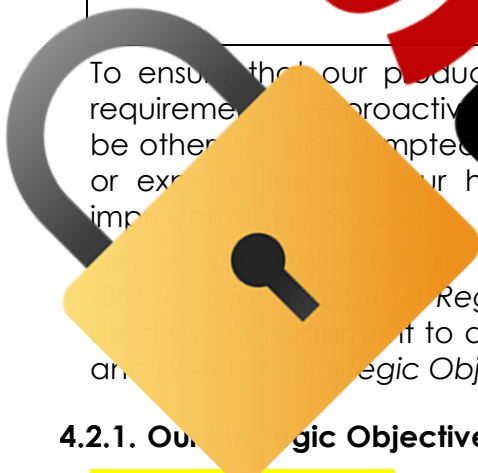
Interested Parties	Needs and Expectations

To ensure that our products, services and processes meet all health and safety requirements, we proactively identify and assess potential impacts and risks that may be other than those expected from an interested party. We then adapt any new need or expectation to our health and safety management system and continual improvement process.

The list of interested parties shall be listed in the *HS-MM-01 - Interested Parties Register - Interested Parties Register*. This information is then used to assist with the company's strategic direction. Refer below to our *Strategic Objectives and Direction*.

4.2.1. Our Strategic Objectives and Direction

Insert Your Company strategic objectives and direction are driven by both internal and external factors. Accordingly, senior management evaluate, plan and monitor these external and internal factors to develop strategies to improve our business processes and health and safety performance.



Senior management understand that issues can be either positive opportunities that the company can leverage from or be risks for which the company requires plans to mitigate these risks to an acceptable level.

To understand the internal factors, the management team will monitor and consider issues coming from:

- The company's health and safety values.
- Assigned roles and accountabilities.
- Incident and performance reporting.
- The company's culture and ways of operating.
- The ongoing performance of the company against our health and safety plan, procedures, objectives and targets.

To understand the external factors, the management team will monitor and consider issues arising from:

- Legal and legislative requirements.
- Industry drivers and changes.
- Perceptions and values of external parties.
- Technology changes and new innovations.
- Market competition.
- The cultural, social and the economic environment in which we operate.

Related Procedures, Forms and Documents

ID	Procedures
HS-MP-1	Context of the organization
HS-MP-3	Management Review Opportunity
ID	Forms and Documents
HS-MF-0	Strategic Objectives and Direction
HS-MF-1	Organizational Context Register
HS-MF-3	Safety Management Meeting Record



4. Scope of the Health and Safety Management System

Insert Your Company has established the scope of our health and safety management system based on the analysis of the issues and requirements discussed in the previous section, processed using *HS-MF-01 – Organizational Context Register*.

The management manual applies to the personnel, activities, products and services offered by **Insert Your Company**, inclusive of:

- **Insert Your Company** products and/or services as applicable.

Where a process, product or service is outsourced, **Insert Your Company** shall determine the criteria and methods of control to ensure conformity to customer and regulatory (or other interested party) requirements.

In effect, the application of our health and safety management system shall:

- Demonstrate our ability to consistently provide a high level of service through the compliance of applicable regulatory requirements.

- Provide interested party satisfaction by continuing to meet best practice levels through a commitment to the effective application of health and safety management.
- Create a foundation for the achievement of **Insert Your Company** objectives, targets and continual improvement.

Insert Your Company can exert authority at differing levels of control and influence over our activities, as they relate to our products and services.

The functional and organizational boundaries for the different physical locations (where applicable) and the level of control and influence are summarized below:

Physical Boundary	Functional Boundary	Organizational Boundary	Authority to Control

For our health and safety management system to be relevant to all processes, products and services undertaken by **Insert Your Company** identify the activities that are included within the scope of the health and safety management system. In this way, we can control and influence all our activities, products and services.

The scope of our health and safety management system has already been assessed utilizing an internal review and an audit conducted with the performance requirements of ISO 45001, *Occupational Health and Safety Management Systems - Requirements with Guidance for Use*.

4.4. Health and Safety Management System Core Processes

Insert Your Company's health and safety management system follows the layout and structure of the standard *ISO 45001 Occupational Health and Safety Management Systems*, and its processes are designed around the principles of the **Plan-Do-Check-Act** methodology, outlined below.

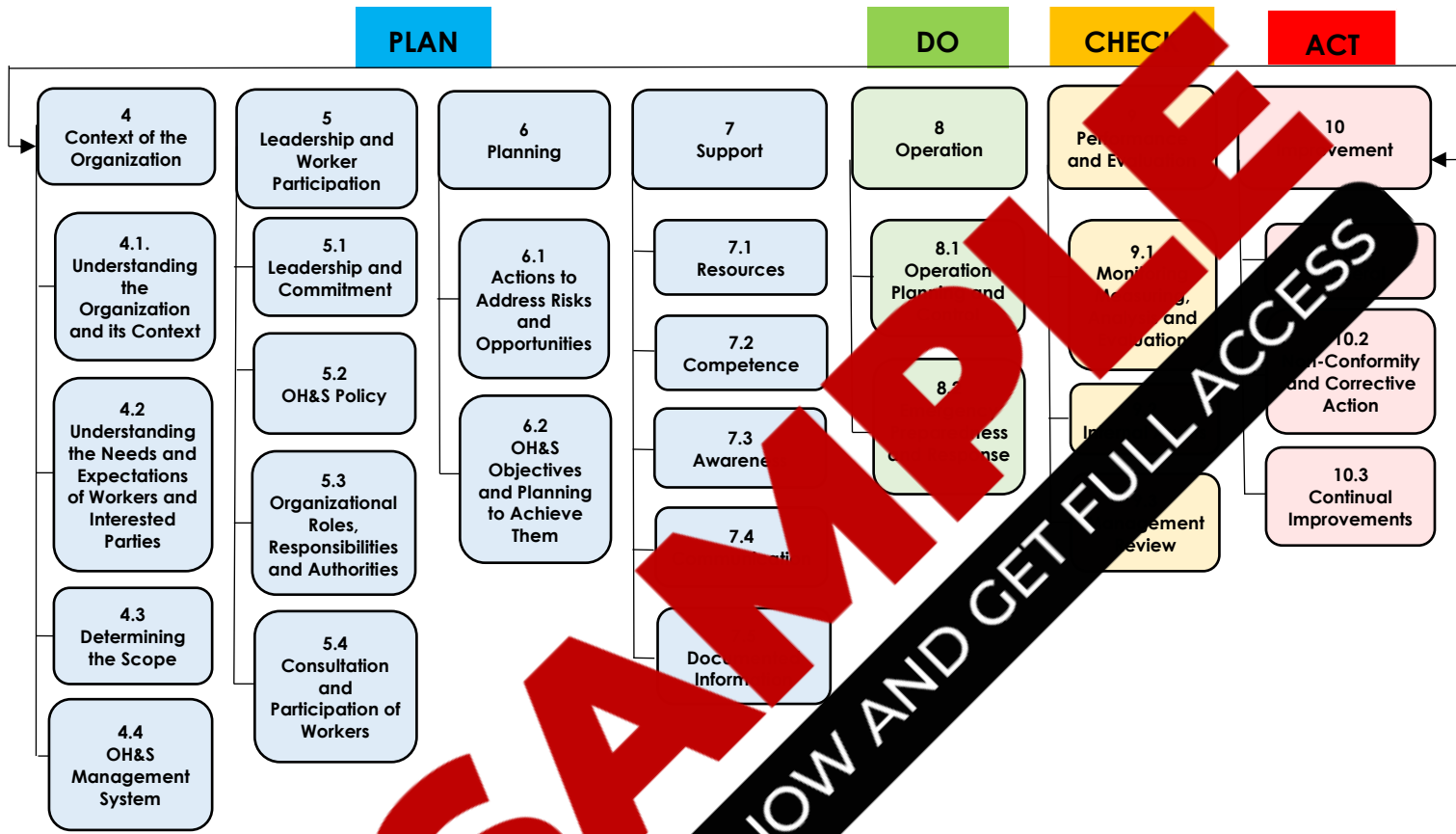
PLAN	<p>Identify and assess health and safety risks, health and safety opportunities, and other opportunities.</p> <p>Establish health and safety objectives and processes necessary to deliver results in accordance with the organization's health and safety policy.</p>
DO	<p>Implement the processes required to convert the inputs into the outputs as planned.</p>
CHECK	<p>Measure activities and processes regarding the health and safety policy and health and safety objectives and report the results.</p>
ACT	<p>Take actions to continually improve the health and safety performance to achieve the intended outcomes.</p>

This health and safety management system is designed as an interrelated number of processes. The main processes of the system are grouped into the categories shown below, with further process details provided in the **Plan-Do-Check-Act Flowchart**

- Leadership Processes.
- Operational Processes.

- Planning Processes.
- Support Processes.
- Performance Evaluation Processes.
- Improvement Processes.

Underpinning these processes is a robust document control system, including this health and safety management manual, procedures, forms, other internal and external documents and data needed to manage, perform or verify work affecting our products and services.



The effectiveness of the process and subsequent output is measured and evaluated through internal and external audits, inspections and data analysis.

Performance indicators that are linked to our objectives and other desired outputs are used, for control and monitoring purposes. **Insert Your Company** also undertakes assessments to determine the risks and opportunities that may be inherent to each.

Current status of objectives and other desired outputs are recorded in HS-MF-1 – Organizational Context Register, HS-MF-0 - Strategic Objectives and Direction, HS-MF-66 - Objectives and Targets Register and management review meeting records.

Forms and Documents	
HS-MF-1	Organizational Context Register
HS-MF-0	Strategic Objectives and Direction
HS-MF-3	Safety Management Review Meeting Record
HS-MF-66	Objectives and Targets Register

5. LEADERSHIP AND WORKER PARTICIPATION

5.1. Leadership and Commitment

Senior management of **Insert Your Company** provides evidence of its leadership and commitment to the development and implementation of the health and safety management system and continually improving its effectiveness by:

- Taking responsibility and accountability for the effectiveness of the health and safety management system.
- Ensuring that the health and safety policy and objectives are established for the management system and are compatible with the strategic objectives and direction, and the context of the organization.
- Ensuring the health and safety management system requirements are integrated into the organization's other business processes, as deemed appropriate.
- Promoting awareness of the health and safety processes and risk-based thinking.
- Ensuring that the resources needed for the health and safety management system are available.
- Communicating the importance of effective health and safety management and of conforming to the management system requirements.
- Ensuring that the health and safety management system achieves its intended results.
- Engaging employees and contractors to the effectiveness of the health and safety management system.
- Promoting continual improvement.
- Supporting the establishment and functioning of health and safety committees as it applies to their areas of responsibility.
- Protecting workers from reprisals when reporting incidents, hazards, risks and opportunities.
- Ensuring **Insert Your Company** establishes and implements processes for communication, consultation and participation of workers.
- Supporting the establishment and functioning of health and safety committees.
- Supporting the establishment and functioning of health and safety meetings.

Insert Your Company's leadership structure provides the necessary support for establishing the processes that are central to maintaining and achieving our health and safety objectives and policy goals. In addition, leadership activities include systematic verification of the effectiveness our health and safety management system by undertaking internal audits and analyzing performance data.

Regular management reviews also ensure that our health and safety management system is adequate and effective, and that any necessary adjustments are made, if necessary.

5.2. Health and Safety Policy

Senior management ensures that a health and safety policy is established by an assessment and consultation process in the context of our organization.



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