	EHSQ MANUAL	Document Control	
		Reference	TT-EHSQ-MAN-001
		Issue Number	02
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TelTec Investments Ltd
"Quality, Innovation and Excellence in Engineering"

Version Time Lines		
Version	Date	Notes
1	01/06/2018	First issue
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Action	Position	Date	Signature
Developed by	EHSQ Manager	11/02/2021	Julie.
Approved by	Managing Director	11/02/2021	Jolly Joe.

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1.0 PURPOSE

The purpose of this manual is to present the management system which mitigates TelTec's business and EHSQ risks in a safe and efficient manner. The EHSQ manual details core requirements which TelTec personnel adhere to when managing EHSQ with the goal of Zero Harm.

2.0 SCOPE

This procedure applies to all activities, operations, works, projects and tasks of TelTec. The company shall ensure proper application and implementation of the requirements of this manual and the associated policies, procedures and work instructions.

3.0 RESPONSIBILITY

3.1 Managing Director

- The Managing Director has the overall responsibility to ensure that all resources are allocated towards the implementation of all the requirements in this manual and associated management system documentation.
- Review and endorse the company's EHSQ policies and provide a safe working environment for all employees, sub-contractors and visitors.
- Provide resources necessary to implement and maintain the company EHSQ Management System at all levels
- Review company EHSQ performance against set objectives and targets.
- Conduct periodic reviews of the effectiveness of company EHSQ performance
- Ensure managers, Supervisors and employees are appropriately trained and fulfil their allocated EHSQ responsibilities and accountabilities.
- Promote, and maintain the company's on-going commitment to improved EHSQ performance

3.2 Heads of Departments

- Identify risks in their operations and implement control measures to mitigate or eliminate those risks.
- Conduct regular site visits to ensure the EHSQ management system is being implemented effectively.
- Distribute EHSQ information throughout their department
- Be involved with EHSQ Audits and inspections ensuring corrective actions identified are closed out in the agreed timeframe.
- Liaise with the EHSQ Manager in relation to rehabilitation of injured workers and general workers compensation management.

- Review completed incident investigation reports and provide feedback on the preventive actions identified.
- Conducts 1 formal workplace Inspection monthly

3.3 Site Supervisors

- Formulate safe methods of work in consultation with the EHSQ team and workforce.
- Identify, assess and control workplace hazards.
- Investigate reported hazards and incidents in the area under your responsibility and seek further assistance from the EHSQ Team
- Inspect the work area daily, identifying areas of concern or improvement and arrange for remedial action to be taken.
- Prevent the use of defective plant, equipment and power tools and arrange for their prompt repair
- Ensure that all site personnel are trained and competent for the work that they carrying out.
- Check and sign Job Safety Analysis, or other safe work instructions completed by work crews to ensure content is relevant and applicable, has the appropriate control measures and is understood and signed by the work crew.
- Review toolbox talks for effectiveness of control of hazards identified.
- Ensure all site personnel have been issued with and are wearing the appropriate personal protective equipment.
- Complete the required EHSQ documentation accurately and in a timely manner.
- Conduct or participate in daily pre-start meetings, toolbox meetings and site meetings and reinforce the importance of EHSQ issues.
- Complete one formal workplace inspection daily.
- Conduct daily EHSQ toolbox talks with the workforce

3.4 EHSQ Manager/ Implementer

- Monitor legislative, statutory and industry developments in EHSQ applicable to industry and update the company's management systems, plans and procedures accordingly.
- Develop and regularly review the EHSQ Management Plans, safety management procedures and Safe Work Instructions.
- Assist site teams in the preparation of site specific safety management plans and associated Safe Work Instructions and systems.
- Analyze the EHSQ performance of the company and prepare regular reports to the corporate management team.
- Ensure all personnel have received adequate EHSQ training and are competent in assessing and managing safety hazards and risks.

- Effectively communicate the requirements of the company EHSQ management plans to all relevant personnel including sub-contractors.
- Inspect and audit activities undertaken at project and maintenance services sites to ensure levels of compliance are maintained.
- Distribute EHSQ information throughout the company.
- Audit the worksites to ensure compliance to the company's EHSQ management system requirements.

3.5 Employees

- Actively participate in the preparation of and the compliance with any appropriate JSA and work-safe practices to ensure that they do not expose themselves or others to workplace hazards.
- Report any unsafe act or condition they observe in the workplace, they must report the situation immediately to their Supervisor and rectify the situation if safe to do so.
- Speak out if and when an unsafe situation arises.
- Cooperate with company management and site supervisors in carrying out their duties.
- Actively contribute to discussions on EHSQ related matters during pre-start and toolbox meetings.
- Maintain the required fitness for work at all times.
- Adhere to work instructions

4.0 ABBREVIATIONS & DEFINITIONS

4.1 Abbreviations

Company   TelTec Investments Limited

EHSQ   Environment, Health, Safety and Quality

TelTec   TelTec Investments Limited

4.2 Definitions

ALARP: Risk that is tolerable on the basis that the risk is acceptably low and cannot be further reduced effectively considering the cost, time and resources involved.

Competency Assessment: A process of ensuring that employees have the requisite knowledge, skills and experience to perform a given task safely.

Consequence: The impact of an event expressed qualitatively or quantitatively, being a

loss, harm, disadvantage or gain.

Control: Any process, policy, device, practice or other measure that is intended to minimize risk.

Current risk: The risk as it currently exists considering the effectiveness of the existing controls.

Hazard/ Aspect: A source of potential harm or a situation with a potential to cause actual or perceived loss or damage to people, the environment, plant, equipment, customer expectation or product quality.

Hazard/ Aspect identification: The process of identifying threats (risks with a negative consequence) or enhancement measures for opportunities (risk with potential positive consequences).

Incident: A single event or continuous/repetitive series of events that result or have the potential to result in a negative impact on people (employees, contractors and visitors), the environment, operational integrity, assets, community, process, product, legal liability and or reputation. It is evaluated both by its actual consequence and the outcome.

Job Safety Analysis : An assessment of hazards associated with the job conducted at the work front by the employees involved in the task.

Work Permit Written authority for a task to be carried out that has inherent significant EHSQ risk and/or is in areas of inherent significant EHSQ risk, where a systematic process is necessary to identify hazards and sign-off controls. Permits may be required to meet legislation, e.g. Confined Space Entry Permit, Hot Works Permit, Working at Height Permit, Isolation Permits, and Permit to Excavate.

Risk: An uncertain event or condition that if it occurs will affect the achievement of one or more objectives. It is measured in terms of the likelihood of occurrence and its potential consequences, and assigned an overall risk classification.

Risk assessment: The method of evaluating the consequence and likelihood of identified hazards, aspects or opportunities and comparing against a defined risk acceptance threshold relevant to the level of assessment.

Risk management: The process of making informed decisions and implementing appropriate actions, based on a hierarchy of controls, in response to risk analysis

results.

Services: Means the services to be provided by TELTEC as detailed in the organization's scope

Task: An assignment to achieve a specific output within a given time, with given resources and within specified limits.

5.0 INTRODUCTION

5.1 About TelTec

TelTec is an engineering company providing both products and services to a wide range of customers that include private organisations, public institutions and individual consumers.

The products and services include;

- Power, Air-conditioning and ICT Equipment & Solutions.
- Green Energy and Electro-Mechanical Equipment & Solutions.
- Civil and General Engineering Works & Solutions.
- Lifting and General transport services.
- Work and Protective Tools & related Solutions.
- Scientific assignments that relate to people, the environment…etc.

5.2 Rationale

The Environment, Health, Safety and Quality Manual provides Teltec's internal and external stakeholders with written policies, procedures, work instructions and records for the implementation of EHSQ aspects in company operations.

Our internal processes ensure that every person involved in operations and project activities ensures the reduction of the risk of injury or incident to an As Low as Reasonably Practical (ALARP) level. The organization and its workforce have adopted the philosophy of **"Safety First, Safety Always"**

TelTec is dedicated to providing quality products and services, a safe and healthy environment for employees and customers, protecting the public and preserving our assets and property.

At TelTec, our most valuable resources are the people who work for us. Injuries can be prevented and to achieve this objective, TelTec will make all reasonable efforts to comply with all government regulations pertaining to safety and health issues. An effective Safety and Health Program will be carried out throughout our organization.

The content herein forms our Environment, Health Safety and Quality (EHSQ) management system. The EHSQ manual will assist management and non-supervisory employees in controlling hazards and risks which will minimize employee and customer injuries, damage to customers' property and damage or destruction of TELTEC property.

This manual is designed to encourage all employees to promote the safety of their fellow employees and customers.

To accomplish our safety and health goals, all members of management are responsible and accountable for implementing the requirements in this manual and to ensure it is followed.

It is TelTec's policy to provide safe equipment, adequate tools and training, and the necessary protective equipment.

It is the employees' responsibility to follow the rules of safety as established for their protection and the protection of others, and to use the protective devices, which the company provides.

5.3 EHSQ Management

Overall responsibility for environment, health, safety and Quality of all persons within the company rests with the Managing Director of TelTec Investments Ltd.

The Managing Director delegates this responsibility to the ESHQ Manager who will ensure that the Environment, Health, Safety and Quality Management system is developed, established, maintained.

The EHSQ Manager will ensure through the management organization that:

- All persons employed by the company receive adequate health and safety training.
- In addition, employees will receive adequate instruction and supervision to enable them to undertake their work in a safe manner.
- All plant and equipment are suitable for their intended purpose and that it is maintained in a safe condition at all times.
- All persons working on site, whether or not employees of the company, are adequately notified of all known hazards and protective measures.
- That the company risk assessments, along with all other safety documentation, are brought to the attention of all relevant parties.
- All employees comply with their legal requirements under current National statutory provisions. All staff must co-operate with the management of the company to allow it to comply with the legal requirements for health and safety
- Individual members of staff, who have any concern regarding their own safety, or that of a third party, are responsible for reporting the matter to their manager without delay.

- All members of staff will receive a copy of this manual and will be required to sign to state that they have read and understood it.
- New members of staff will be required to read and sign a copy of this manual before they start work and their manager will familiarize, explain and assist them to begin work in a safe manner

6.0 MANAGEMENT COMMITMENT AND LEADERSHIP

EHSQ requirements and risk management protocols are given the highest priority by TELTEC management as leadership have committed to a goal of Zero Harm to personnel and the environment. TELTEC management believes in an integrated approach to EHSQ ensuring ownership and accountability by all departments within TELTEC

Leadership, accountability, responsibility and commitment are defined in all personnel's role descriptions and contact's.

Management commitment to EHSQ is further demonstrated in the Health & Safety and Environment Policies

6.1 Environment ,Health, Safety & Quality (EHSQ) Policies

TELTEC maintains an EHSQ-MS to provide a systematic framework which includes, but is not limited to, risk management, legal compliance and continual improvement based on ISO 45001:2018, ISO 14001:2015 , and ISO 9001:2015 standards.

The commitments made in the policies are the direction and drive of the organizational EHSQ focus areas. The policies describe the organization's firm belief that all incidents and injuries are preventable and workplace illness or diseases risks must be minimized.

Open communication and consultation is paramount in managing all EHSQ hazards and improvement opportunities and training will be provided to all personnel to enable team members to work in a safe and health manner.

A commitment is made to continuous improvement in the effectiveness of the EHSQ management system and co-operation by all personnel is required to keep the workplace free of hazards and unsafe acts.

The company maintains the following policies;

- Environment, Health and, Safety Policy
- Quality Policy
- Drugs and Alcohol Policy
- Personal Protective Equipment policy
- HIV/AIDS Policy

6.2 Procedures, Manuals & Work Instructions

The company's policies are supported by a number of procedures and work instructions covering various aspects of operations.

These include but are not limited to:

Procedures
• EHSQ Manual
• Human Resources Manual
• EHSQ objectives, targets, KPIs and action plans
• Risk assessment
• Regulation management
• Management responsibilities
• Change management
• Recruitment and training
• EHSQ communication and feedback system
• Occupational health & hygiene management
• Procurement management
• Permit to work
• Incident management
• Emergency response
• Management review
• EHSQ audits and inspection
• Hazardous materials management
• Road transport safety
• Tools and equipment management
• PPE management

- Environmental management
- National content and community management
- Security management
- Stock management
- Ethics and business conduct
- Document Management

Work Instructions
• Toolbox Talk meeting
• Lock Out Tag Out
• Excavation Work
• Hot Works
• Electrical Safety
• Lifting and Handling
• Portable Tools Management
• Spill Management
• Confined Space Safety
• Lifting Operations
• Work at Height
• Housekeeping
• Invoicing
• Quality control Audit

6.3 Organization Structure and Resources

TELTEC's business objectives are based on understanding and providing for our customer's requirements and expectations, and meeting our contractual obligations. Our aim is not only to meet these obligations, but to provide a service which surpasses that which is provided by our competitors.

Our objectives include, but are not limited to:

- A high level of customer satisfaction;
- Use of quality equipment and materials;
- Competent, experienced and well trained personnel;
- Ongoing maintenance of equipment to comply with manufacturers'

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recommendations;
- Effective methods for customer complaint/feedback handling and resolution;
- An ethical approach to management of the environment; and
- A pro-active approach to the management of EHSQ.

The organization will maintain documented procedures and instructions to equip personnel with the skills and knowledge to achieve these objectives.

TELTEC's core management personnel are responsible for overseeing the company's operational risk management requirements and business activities.
Reference: *TT- EHSQ -PRO - 004 Management Responsibilities Procedure*

7.0 EHSQ OBJECTIVES, TARGETS AND ACTION PLANS

The management of health, safety and the environment is extremely important to TELTEC.
The business has firm goals which are disseminated with all personnel and interested stakeholders which include:
- Zero Harm to personnel, property and the environment;
- Incident and injury free workplaces
- Apply best practice environmental practices which a focus on reduce, reuse and recycle
- Provide quality maintenance services and asset management which does not impact the work environment
- Comply with relevant Client EHSQ policies, procedures, plans and lifesaving rules or commitments; and
- Ensure EHSQ compliance with relevant statutory requirements

TELTEC's EHSQ Management System (EHSQ-MS) manual explains current processes and directs personnel to procedures and safe work instructions. These further controls must be referenced during the pre-task hazard assessments when undertaking any work-related tasks.

7.1 Objectives And Targets

TELTEC has established and maintains documented EHSQ objectives and targets periodically reviewed and measured with the intent of continual improvement and Zero Harm.
When determining these objectives, consideration is given to the legal and other statutory or regulatory requirements and their significant safety and health aspects. Historical data from previous projects allow TELTEC to seek improvement in specific areas, adopting a more proactive approach to EHSQ management.
The current objectives and targets are as follows:
- Zero lost time injuries.
- Greater than 80% score on all internal or external audits

- Zero EHSQ non-conformances.
- Zero reportable environmental incidents
- No improvement or prohibition notices issued by government authorities
- Compliance to Core Safety Commitments, polices and operational controls.
- Close out of all corrective actions identified through internal and external audits within reasonable timelines.

7.2 Leading Indicators

A proactive approach to EHSQ management is required to achieve the goal of Zero Harm. Leading indicators have been established and will be recorded, measured and reviewed throughout the year to ensure that these targets are achieved.

In conjunction with the project-specific leading indicators, TELTEC will adopt the following:

- Facilitate and maintain effective communication regarding EHSQ between the Client and TELTEC management and all personnel;
- Provide a workplace environment in which all employees are able to consult and participate in matters relating to EHSQ

Specific Leading Indicators for TELTEC are as follows:

LEADING INDICATORS	TARGET
New Personnel Inductions	100%
Worksite Safety Inspections	1 / Day
JSA completed for each task	100%
Pre-Start Meetings / Toolbox talks	1 / day / workgroup
EHSQ Meetings	1 / Week / workgroup
Daily Pre Start Inspections of Equipment	100%
EHSQ Committee Meeting	1 Monthly per site
EHSQ System Audits	> 80% compliance
Corrective Actions Closed Out < 30 days	100%
Site visits by Management	1 per quarter / Monthly per project site

7.3 Lagging Indicators

Lagging indicators are a measure of past performance. As such they can be utilized to identify trends and implement corrective change in the workplace. TELTEC concentrates on lead indicators as a means to reduce the lagging indicators.

Lagging indicators are as follows:

LAGGING INDICATOR	TARGET
Environmental Incidents >10L	0
Lost Time Injuries (LTIs)	0

Lost Work Days	0
Near miss incidents reported	All Reported and Investigated
First Aid Injuries (FACs)	As per site & company Targets
Medical Treatment Cases (MTCs)	As per site & company Targets
Restricted Work Day Cases (RWDCs)	As per site & company Targets
Total Recordable Injury Rate (TRIR)]	As per site & company Targets

Reference: TT- EHSQ -PRO - 001 EHSQ Objectives, Targets, KPIs and Action Plans Procedure

8.0 HAZARD IDENTIFICATION, RISK ASSESSMENT AND CONTROL

Hazard identification, risk assessment and control are essential components to the effective management of EHSQ. It a requirement of the risk management process to control risks by eliminating them so far as is reasonably practicable, and if it is not reasonably practicable to do so, to minimize those risks to an ALARP state.

The principle of risk management is essential in the effective planning and implementation of any project and service stream and is particularly important in the evaluation of risks associated with any change process.

The principles of risk management within TELTEC are in accordance with ISO 31000 Risk Management principles and guidelines.

Reference: TT- EHSQ -PRO - 002– Risk Assessment Procedure

8.1 Risk Management Process

TELTEC acknowledges that effective risk management processes must be applied at a strategic and operational level to assist with specific decisions making and/or to manage recognized areas of risks. The organization has established and implemented documented procedures for hazard identification, hazard/risk assessment processes and the minimization of risks.

The TELTEC Risk Management procedure includes reference to the proactive risk management initiatives such as Job Hazard Analysis, Safe Work Instructions and Toolbox talks

8.2 Risk assessment and control

In order to control assessed risks in the system, TELTEC have determined that the most effective method is to follow the Hierarchy of Control process in order to minimize and effectively manage the risks:

- Elimination
- Substitution
- Isolation

- Engineering controls
- Administrative (procedural) controls
- Personal Protective Equipment (PPE)

Where practical Engineering controls or greater shall be implemented. Administrative controls and PPE are seen as the minimal controls of risk.

TELTEC uses the following methods to assist the risk control process:

- Employee Accountability – employees ensure that all safety equipment is working properly before commencement of work and risk controls are implemented.
- Consultation – Supervisors, through ongoing consultation and regular inspections, ensure that employees are performing safety checks and implementing risk controls before commencing work
- Internal Inspections and Auditing – through regular inspections of the safety processes, areas for improvement can be identified.

8.3 Hazard identification

Each hazard that is reported on site through any of the hazard observation tools shall be entered onto the site hazard register and closed out accordingly. Hazards may be reported through anomaly report cards, JSA's, workplace inspections and incident investigations or audits.

The EHSQ implementer shall have the responsibility to enter the hazard reports onto the anomaly log and monitor the hazards to ensure they are closed out within the set time frames. A report shall be provided to the relevant manager in the event that outstanding hazard reports are not actioned.

All personnel are encouraged to adopt a proactive approach to hazard reporting and TELTEC management shall ensure that feedback is provided to the workforce on the hazards that have been reported and the action taken to minimize or eliminate those hazards.

8.4 Work instructions

TELTEC have developed a set of Work Instructions (WIs) to assist with the planning and management of hazards associated with any tasks that are commonly undertaken.

The relevant Manager shall authorize the issue of project specific Work Instructions in conjunction with the EHSQ team and the workforce.

WIs will be reviewed annually to ensure that they comply with best practice and meet job requirements. WI's will also be reviewed if the control is involved in an incident or near-miss.

WIs shall be developed in a consultative manner with the workforce and agreed by all of the involved team members prior to commencing the task. TELTEC's WIs shall be used by all employees and subcontractors performing work on the organization's behalf.

Work Instructions are reviewed and signed by the workforce as part of the pre-task hazard assessment process. Any required changes to WIs are recorded and sent to the relevant manager for approval before the revision is updated.

Safe work instructions shall be submitted to the Client for approval prior to use.

8.5 Job Safety Analysis

A JSA is a tool that is used to evaluate the risks associated with a particular task and to assess the control measures that are required to be implemented to minimize the risk.

A quality JSA must be developed for each task that are non-routine or where there is a risk to personnel or damage to property or the environment. The work team will develop the JSA and each team member will read and sign the JSA prior to commencing the work task.

The Supervisor will review the JSA for content and ensure that it has been read and signed by all personnel involved. The Supervisor shall then approve the JSA for use.

The JSA must ensure that all new tasks or modified tasks have been assessed. Any new team member must read and sign the JSA upon arriving at the work area. Each JSA is valid for the duration of the task, however shall be reviewed daily at the commencement of work.

JSA audits shall be completed by Supervisors and EHSQ personnel on the TELTEC template with results forwarded to management on a monthly basis.

8.6 Management Of Change

TELTEC recognizes that certain changes internal and external to the organisation (i.e. in legislation and in industry practices and standards) will have implications on processes, systems and business activities.

For work conducted at or on the client sites, TELTEC will comply with Client Management of Change procedure to ensure that risks associated with changes have been assessed and controlled to As Low as Reasonably Practicable (ALARP).

For offsite work conducted under the Client contract, TELTEC may follow its internal change management system ensuring that risks associated with technical and non-technical changes have been assessed and controlled to ALARP state.

As part of the change management process notifications to field personnel and if required, suitable training sessions will be conducted and all formal document changes shall be recorded in accordance with TELTEC's Document Control procedure.

Reference: TT- EHSQ -PRO - 005 - Change Management Procedure

9.0 LEGAL AND OTHER REQUIREMENTS

9.1 Statutory Requirements

TELTEC has established processes, to identify and ensure access to legal and other statutory

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or regulatory requirements, which may provide direction in relation to the safety, health, quality and environmental aspects of its operations.

Documentation relating to these legal and other statutory or regulatory requirements is maintained in accordance with the company's document management system. The EHSQ Manager is responsible to ensure that documentation provided is current and applicable to all activities undertaken during project or maintenance services contractual tasks.

The principal Health and safety and environmental legislation which applies is:

· Occupational Safety and Health Act (2006)
· Various Environment Legislations
· Workers Compensation Act…etc.

9.2 Project And Client Requirements

TELTEC acknowledges that clients require specific EHSQ policies, procedures, operational controls and lifesaving rules to be implemented by the organization.

Mandatory Client risk management requirements (as instructed by the Client organization) shall replace TELTEC's EHSQ operational controls and will be used, as far as they apply to TELTEC's work activities.

The Project Manager shall ensure that training and instruction are provided to TELTEC employees and sub-contractors on specific systems and processes which have been adopted.

Reference: *TT- EHSQ -PRO - 003 Regulation Management Procedure*

10.0   CONSULTATION AND COMMUNICATION

Consultation and communication at all levels of this organisation is vitally important to the successful implementation and continual improvement of the TELTEC EHSQ management system.

Ongoing communication between senior management to site management through to all personnel and vice versa is one of the core elements of building a successful through consultation.

Outlined below are some key consultation and communication tools to ensure EHSQ related information is disseminated to our valued workforce.

Promotion of safety and increasing safety awareness amongst TELTEC personnel and any subcontractors shall be by the following activities:

- Daily Prestart and debrief meetings.
- Toolbox meetings
- Workplace inspections
- Senior management presence in the workplace on a regular basis
- Safety posters on EHSQ topics
- Awards for achieving safety performance goals

- Feedback to employees on corrective actions from inspection and accident investigations
- EHSQ committee meetings

10.1 Employee Participation

The key to any successful EHSQ management system is its ability to influence behaviours through the actions of employees. In order for employees to behave in a safe manner, they must be aware of the risks associated with a work task and have the ability to implement the control measures that are required to complete the task safely.

Management personnel are required to provide training and instruction to employees and ensure that resources and equipment are available to adequately control the risks identified. Once employees have been trained to complete a task and have been involved in the assessment of risks associated with the task, they are to use this information and resources provided to carry out the task in the safest possible manner.

Employee participation and feedback is essential to ensure that they are receiving adequate training and instruction prior to completing a task and that the resources and equipment provided to them is adequate and capable of controlling risks.

Ongoing communication and consultation between the two parties through pre-start meetings, toolbox meetings and other methods are essential to ensure that a shared focus on improving EHSQ and managing risks in the work place is achieved.

10.2 Daily Pre-Start Meetings

Daily pre-start meetings are held every working day. The meetings shall be used to discuss the planned work tasks, review job specific JSA's and Permit to Work requirements, communicate any relevant EHSQ matters and lessons learnt from the previous day.

EHSQ related information is an important component of the pre-start meeting and may include information on incident investigations, hazard reporting, permitting, client correspondence, training and Work Instructions, statistics summary, interface between work groups and actions arising from workplace inspections.

The pre-start meetings shall be run by the respective site supervisor and requires input from the workforce as to current safety issues which may be affecting their work area or for general information. The meetings shall be documented for future reference.

10.3 Toolbox talks / Safety Meetings

Weekly, or on site agreed timeframes, toolbox EHSQ meetings shall provide an opportunity for disseminating specific EHSQ related information, in more detail and depth than the information covered during the daily pre-start meeting. An EHSQ topic may be incorporated into an information awareness session covering various EHSQ or risk

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management issues such as PPE use, work at heights, permitting, spills, excavation safety and others as identified.

Toolbox meetings are to be conducted using a set agenda and for accuracy of information it is important that this is used as a guide. All personnel who attend the toolbox meeting shall sign onto the minutes as a record of their attendance. It is important also that the meeting is used to provide the work crew with an opportunity for them to raise any EHSQ concerns or issues that may be applicable. The previous minutes are to be reviewed prior to commencing the current toolbox meeting.

10.4   Exchange of Relevant EHSQ Information

The EHSQ Manager in conjunction with the Operations or Project Manager will ensure that relevant EHSQ related information is communicated to all company personnel.

The Operations or Project Manager shall authorise the release of internal project EHSQ information to clients, sub-contractors and other stakeholders. The primary forums for distribution of EHSQ information is the daily pre-start and weekly toolbox meetings, where employees are provided with information and are able to provide feedback on any EHSQ issues relevant to their work area.

Distribution of safety alerts, statistics and general EHSQ information is ongoing. Copies of correspondence shall be posted on notice boards for employees.

10.5   Workplace Safety and Health Representatives

EHSQ Representatives shall be elected for the purpose of promoting safety and health and environmental matters on the worksite and will assist site management in the implementation and maintenance of all necessary EHSQ practices and procedures.

The election of such representatives committee shall be conducted in accordance with the relevant legislation.

TELTEC shall provide all reasonable support and encouragement in those roles, towards the improvement in workplace EHSQ and will seek to establish an open communication process on all EHSQ issues. The primary role of an EHSQ Representatives is to promote EHSQ from the ground floor and liaise with management on any issues arising.

Training of the EHSQ representatives will be done in accordance the location legislation.

10.6   EHSQ Committee

The EHSQ Committee is a forum for the continual improvement of the EHSQ Management System. The Committee is made up of a mix of management and EHSQ representatives. The EHSQ committee shall meet on a monthly basis. Information gathered at the TELTEC EHSQ Committee meetings shall be relayed to the EHSQ Management Committee.

The focus of the committee is to:

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- Review past incidents for lessons learnt
- Establish new workplace EHSQ procedures
- Provide a forum for the workforce to discuss issues that pre-start meetings and toolbox meetings have been unable to resolve
- Review current EHSQ trends in industry and other sites the TELTEC operate

10.7   Notice Boards

Dedicated safety notice boards shall be provided within the offices, displaying relevant safety notices, including the following:
- Health, Safety and Environmental Alerts
- Minutes of EHSQ committee meetings
- Workplace EHSQ inspection reports
- General EHSQ topics
- Statistical EHSQ data
- Emergency response instructions and contact details
- Company policies
- Toolbox minutes
- Any other EHSQ issues

Significant safety incidents may be communicated to the site workforce through Safety Alerts, which shall be discussed at pre-start/toolbox meetings and then posted on notice boards.

The EHSQ implementer is responsible for maintaining the currency of information on display.

10.8   EHSQ Issue Resolution

All EHSQ related issues are to be communicated immediately to the relevant supervisor and elected EHSQ representative on site, who shall liaise with site management to resolve the issues.

Where required the EHSQ representative may require assistance from the EHSQ committee and management shall liaise with the committee to resolve the issue.

Where any issue remains unresolved even with the involvement of Senior Management, external assistance will be sought through the governing bodies.

TELTEC aims to promote effective communication with courtesy, integrity and honesty and ensure prompt resolution of EHSQ issues in the workplace.

10.9   Refusal to work

Any TELTEC employee may refuse to work, without penalty or disciplinary action, if he or she believes their safety, the safety of others, or the environment is at risk due to the existence of a hazard, condition or situation which he/she cannot reasonably control or correct provided:

- The employee takes all reasonable steps to make this area/equipment as safe or guarded as possible
- The employee notifies the site Supervisor immediately
- The employee makes every reasonable effort to carry out alternative duties (e.g. maintenance, clean up, set up etc.) until TELTEC management (or the Client) remedies the condition

Whenever refusal to work occurs, the TELTEC EHSQ implementer shall complete an incident report that includes an investigation and documenting actions in a report, to complete the process of correcting the unsafe item or activity.

In the event that a dispute arises as to the existence of a breach of safety conditions, either the TELTEC relevant manager, EHSQ implementer, or senior client representative will arbitrate.

Reference: TT- EHSQ -PRO - 007 EHSQ Communication and Feedback System Procedure

11.0   TRAINING AND COMPETENCY

Training and competency is an important component of the overall TELTEC EHSQ Management System. Establishing training needs for all TELTEC personnel is important in the ongoing commitment to employee training. Accurate training records, both electronically and hard copy must be maintained, reviewed and updated regularly.

11.1 Inductions

All employees are required to undergo the TELTEC workplace induction program. The induction shall give employees an understanding of the TELTEC EHSQ Management System and risk management requirements.

The intent of workplace inductions is to familiarize new employees with specific site requirements and hazard exposure that may occur both at TELTEC and host operations sites. The induction includes but is not limited to:

- The scope of work
- Emergency procedures
- Site layout
- EHSQ legislation requirements
- Permit requirements

- Hazard identification and control
- Incident reporting
- Health and Hygiene management
- Environmental issues
- Fitness for work requirements
- PPE requirements

Records of all inductions shall be kept on each employee's personnel file.

11.2   Competence and Training Needs Analysis

Competence and mandatory training requirements shall be identified based on project and internal TELTEC requirements. Projects and maintenance services contracts may have mandatory training requirements which shall be adhered to. These shall be clearly understood and planned for completion accordingly.

Prior to the appointment to a new position, a competence and training needs evaluation shall be conducted and new training requirements to meet the needs of the new position shall be clearly identified.

Should training be required in any specific aspect of occupational health and safety, the HR office shall make necessary arrangements, in accordance with the company's training procedure.

All training needs identified and approved shall be added to the training matrix. The training matrix shall be updated regularly as appropriate

11.3   Training Records

TELTEC provides training in EHSQ and risk management to all of its personnel. The Human Resources office shall maintain and update employee training records.

A record of all training shall be maintained by the Human Resources office and each personnel issued with an updated training passport.

As an existing employee completes further training, copies of certificates shall be forwarded to the Human resources office, and a hard copy added to their personal training file.

The HR office shall review records to ensure that any required licenses (certificates) are current and arranges renewal training as required.

All employees training records shall be updated in the company training matrix.

Reference: TT- EHSQ -PRO – 006 - Recruitment and Training Procedure

12.0   OPERATIONAL CONTROLS

TELTEC identifies the need to have effective operational controls for the key EHSQ related activities undertaken on site. Each activity shall be clearly identified and have a pre-task hazard assessment (Take 5 or JSA) completed which reduces the risks to ALARP state.

12.1   Permit To Work

TELTEC shall identify and maintain a list of critical tasks that require additional authorisation and surveillance during their execution

Permit-to-work (PTW) systems shall be used to authorise work of a hazardous or non-routine nature.

The main objectives of the permit to work system are to:

- Ensure that all non-routine or hazardous work conducted on sites is conducted in a manner which is safe
- Ensure all works are coordinated to avoid conflicting activities to maintain a safe working environment
- Ensure that the permit users understand responsibilities associated with the safe execution of works for which the permit is issued
- Ensures that the work area has been inspected, identifies existing and potential hazards, ensures that any equipment used is fit for purpose and ensures all necessary precautions have been considered before the work is authorised
- Ensure that persons undertaking work have appropriate competencies and training
- Ensure that after work has been completed that the work site has been left in a safe and tidy condition
- TELTEC personnel will follow the client requirements for the site or project PTW system for which involves hazardous or non-routine work.

Reference: TT- EHSQ -PRO - 010 - Permit To Work Procedure

12.2   Road Transport Safety

TELTEC has put in place a robust Road Transport Safety Management System (RTSMS) that includes vehicle, driver and journey management plans. All vehicles shall be inspected prior to use. In vehicle monitoring systems (IVMS) shall be fitted in every company vehicle to ensure records and analysis of driving trends to monitor performance and identify opportunities for continual improvement.

Reference: TT-EHSQ-PRO-016 – Road Transport Safety Procedure

13.0   EMERGENCY RESPONSE MANAGEMENT

At TELTEC emergency preparedness and response is an important business obligation whether the emergency situation is in an office or operational work environment. The organisation is required to effectively prepare, plan, mitigate, manage, respond and recover from an incident, which may cause an impact or disruption to business continuity.

	Document Control	
	Document Control	
EHSQ MANUAL	Reference	TT-EHSQ-MAN-001
	Issue Number	02
	Issue Date	27/01/2021

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The organisational focus is to ensure all personnel and stakeholders have safely evacuated the at-risk work area, by following the warden's instructions and clearing the location of all team members. Our current organisational requirements include:

- An emergency response plan that is followed in the event of a fire or other emergency at the workplace and that it is clearly and prominently displayed;
- An evacuation plan displayed at each workplace showing the work area highlighting the exits and muster point/s·   the evacuation procedure is practiced at the workplace at reasonable intervals, at least 6 monthly on site; and
- Persons at the workplace who are required to help control or extinguish a fire are appropriately trained and provided with appropriate emergency equipment and PPE.
- Client requirements shall be considered and incorporated into TELTEC's emergency procedures.

13.1 Emergency Response Plan

An Emergency Response Plan shall be written and copies of this plan shall be communicated to the workforce through toolbox meetings and as part of the site induction.
The Emergency response plan shall include the following:

- Classification of emergencies
- List of Emergency scenarios
- Site emergency organisation
- Emergency communication means

13.2 Emergency Drills

TELTEC shall conduct or participate in emergency response drills (i.e. fire, spill, evacuation, injured person recovery) to test the effectiveness of its emergency procedures and equipment and the knowledge and proficiency of all response personnel. TELTEC shall maintain an emergency drill schedule and will record and report the results of emergency drills to management, the client and to any regulatory agency as required.

13.3 Emergency Evacuation Plans

TELTEC shall ensure that each worksite has an adequate emergency evacuation plan with clearly marked emergency routes, exits, equipment and instructions.
Site Emergency evacuation plans shall conspicuously displayed at the common areas around the workplace

13.4   Emergency contact information

All worksites shall ensure a conspicuous display of emergency contact numbers for both internal and external emergency personnel. A list of trained first aiders and fire fighters shall be displayed with corresponding photos and telephone numbers at site noticeboards and reception areas.

13.5   Emergency Equipment

Adequate provisions of emergency equipment shall be maintained on site. The provisions will include the following as a minimum:
- A sufficient quantity of appropriately stocked first aid kits for the number of personnel on site
- Appropriate fire extinguishing equipment appropriate to the fire risk
- Any specialised equipment deemed necessary in relation to the location and nature of the work site.

TELTEC shall ensure first aid boxes supplied are suitable for the immediate first aid attention of a person injured, based on what could be reasonably expected to occur.

TELTEC will ensure there are sufficient persons trained in first aid available on site for the purpose of providing timely assistance to any injured employee.

The company shall require a minimum of 10% of the workforce to be trained first aiders.

TELTEC employees shall report to the first aid room as soon as is practicable after an injury.

The TELTEC EHSQ implementer shall ensure the site emergency procedure is posted prominently together with the names of trained first aiders and firefighters.

There shall be a first aid box available at all work locations. The first aid box shall contain a list of contents for the first aid box and a First Aid Register. A nominated site person i.e. EHSQ implementer or Site Supervisor shall be responsible for inspecting the site first aid kits arranging and replenishment of stock and ensuring periodic inspection and servicing of firefighting equipment.

A full Emergency Equipment Register such as number of fire extinguishers and first aid kits shall be maintained on all sites.

Reference: TT- EHSQ -PRO - 012 - Emergency Response Procedure

14.0   OCCUPATIONAL HEALTH AND HYGIENE

14.1   Fitness for Work

TELTEC places utmost importance on providing and maintaining a safe working environment.

REV 3

Under the Fit for Work requirements, all employees have the responsibility to come to work rested, focused on the job and free from the influence of performance impairing substances in accordance with the company's *Alcohol and Drug Policy*

TELTEC shall randomly assess fitness for work through a range of strategies (including alcohol and drug testing) as well as at specific times such as prior to employment, after accidents or incidents and where employees appear unfit for work.

TELTEC Managers and Supervisors along with sub-contractor management representatives are responsible for ensuring that all individuals in their area of responsibility understand and comply with the procedure requirements of the TELTEC Fitness for Work.

Managers and Supervisors are responsible for ensuring that the requirements of the policy are applied fairly and consistently.

In particular they will ensure that individuals who seek assistance will not be disadvantaged and that all employment rights will be safeguarded. Ensure that any confidential medical or personal information given or received is safeguarded as required under this Policy.

Where relevant and practical, Managers and Supervisors are responsible for the following:

- Assessing the fitness for work of individuals under their control, at the start of and throughout
- The work period;
- Taking prompt and relevant action whenever they believe an individual is not capable of working
- In a safe and effective manner; and
- All TELTEC employees shall be assessed daily for alcohol and drugs prior to the start of shift. All results will be recorded and kept for the duration of the project or work activity

New employees are made aware of the TELTEC Fit for Work Policy requirements during the TELTEC induction process.

As part of their induction and training, new managers and Supervisors are provided with appropriate training to ensure that they have the knowledge, skills and attitudes to manage their employees' fitness for work.

14.2   Fatigue management

TELTEC employees shall work no more than 10 hour days to assist in fatigue management. Where work activities require employees to work greater than those hours in any one shift, permission shall be sought from the Client management prior to commencing.

TELTEC workforce shall work no more than thirteen days straight ensuring the fourteenth day is a day off.

Employees feeling the effects of fatigue shall report immediately to their Supervisor for alternate duties.

14.3   Pre-Employment Medical Assessment

Pre-employment medical assessments shall be conducted by TELTEC for all personnel. The medical assessment shall evaluate the employee medical history, ongoing medical conditions, physical fitness and a drug and alcohol screen.
All medical results are maintained confidentially by the HR Office.
Employees may have access to their records upon request.
Client requirements may exceed that of TELTEC and will require specific medical evaluations to be conducted. In the event that these medicals are required, the protocols shall be adhered to.

14.4   Health Surveillance

Health surveillance may be required in the event personnel are considered to be at risk as a result of exposure at a workplace to a hazardous substance the health surveillance shall be arranged.
The risk of exposure to harmful substances shall be adequately assessed with appropriate control measures introduced as part of the risk assessment.
Health surveillance records shall be maintained confidentially on the employee's personal file and they are able to access their results if they wish.
Health surveillance for sub-contractor personnel shall be identified and communicated to their management. Sub-contractors will be responsible for verifying, arranging and managing the required health surveillance for their employees.
Reference: TT- EHSQ -PRO - 008 - Occupational Health & Hygiene Management Procedure

14.5   Atmospheric Contaminants

Where there is a risk of employee exposure to atmospheric contaminants, reference should be made to the relevant legislative requirements outlined below to manage the risk to an ALARP state.
The EHSQ Manager is responsible to ensure that these requirements are met and that any necessary monitoring programs are established to ensure the safety of all personnel involved with, or potentially affected by, atmospheric contaminants through work undertaken or coordinated by the company.
Samples and testing, where required, shall be conducted by the client with results issued to TELTEC for analysing and implementation of appropriate controls. The site risk register shall be updated showing the changes made.

14.6   Noise

Noise is a potential hazard to any employees who are exposed to noise at work from various sources including the use of portable electrical and pneumatic tools and equipment, mobile equipment and working around fixed plant and portable equipment i.e. generators. Noise related risks are evaluated through the initial risk register and the JSA process on site. Depending on the work location and the task being performed will determine the correct controls required to manage the noise. New machinery will be purchased with the noise factor considered.

A means of reducing the noise output of machinery, such as engineering controls, shall be considered prior to the reliance on PPE.

Where appropriate, PPE in the form of ear plugs and ear muffs will be supplied to the workforce. The correct level of protection will be outlined in the JSA or WI.

Where the basic principles of noise management cannot be applied, a noise survey may be requested and an external provider will be utilized.

The results will be communicated through the toolbox meetings. A topic on noise management will be included in the toolbox meeting schedule to raise awareness amongst the crew regarding noise sources and management controls.

14.7   Climatic Conditions

Work related injuries and illnesses due to exposure to heat shall be prevented primarily through elimination, modifying the workplace or systems of work. Where these measures do not adequately control the risk, it may be necessary to introduce administrative controls (for example introduction of a work-rest-rotation regime).

Precautionary measures shall include:

- Acclimatizing to the weather conditions
- Wearing suitable warm-weather (light) clothing
- Using helmet brims or hats when working in direct sunlight
- Work/task rotation
- Drinking adequate quantities of cool water
- Wearing of protective sunscreen lotion

A toolbox topic on managing heat stress shall be included as part of the EHSQ meeting schedule for all project activities with that risk.

14.8   Biological Hazards

For TELTEC day to day workplace activities the water containers shall be regularly cleaned and maintained in a hygienic manner to prevent biological growths and potential for

disease. A register shall be kept showing dates of any water treatments completed and inspections.

All potable water shall be monitored including water dispensers and ice machines. A monitoring program shall be developed dependent upon the number of machines in use.

Air conditioners shall be maintained in accordance with the manufacturer's recommendations to avoid airborne pathogens being emitted to atmosphere and maintenance records stored by the facilities management.

14.9   Hazardous Substances

A chemicals program in compliance with the relevant regulations shall be maintained. The program consists of the following:

- All hazardous substances shall be approved for site use by management or client prior to being transported to site
- A site Hazardous Substances Register showing all hazardous substances on site
- Material Safety Data Sheets (MSDS) for all hazardous substances to be added to the Hazardous Substances Register. The MSDS should be obtained from the chemical supplier or an approved database (). The MSDS shall be no older than 5 years;
- copies of MSDS to be available (and where required, displayed) on site where the substances are stored and used;
- All hazardous substances and dangerous goods are to be labelled in compliance with the relevant Dangerous Goods Regulations
- Induction and training of all employees in the safe use of hazardous substances including MSDS and its controls
- A JSA must be utilised when using hazardous substances supported by relevant Work Instruction;
- Determine if personnel monitoring is required to assess potential exposure to hazardous substances and arrange monitoring if required;
- Hazardous goods shall be stored in appropriate cabinets and in bunded areas
- Hazardous goods shall be segregated as prescribed under current legislation.
- Compatibility charts shall be maintained adjacent hazardous goods, cabinets, containers and bunds.

Ongoing training and consultation in regard to substances shall be provided to the workforce via pre- start and toolbox meetings. Client requirements in regard to the management of hazardous substances shall be clearly communicated during the induction process.

Reference: TT- EHSQ -PRO – 015 - Hazardous Materials Management Procedure

15.0   PERSONAL PROTECTIVE EQUIPMENT

Where it is not practicable to avoid the presence of hazards at the workplace, TELTEC shall provide any item of PPE appropriate to protect against the hazard.

Personal Protective Equipment will be provided to all employees and these must be worn at all times in designated areas. PPE shall be appropriate for the task, correctly fitted and worn in accordance with the manufacturer's recommendations.

15.1   Head Protection

The following practices apply to the wearing of safety helmets:
- Helmets are to be worn with the brim facing forward;
- Helmets are not to be painted or have unauthorised stickers placed on them;
- Helmets are not to be cleaned with petroleum products, cleaning agents, e
- Helmets are not to have holes drilled in them
- No caps or beanies are to be worn under helmets
- Helmets showing damage or deterioration to the shell are to be replaced immediately;
- Harnesses in helmets are to be maintained in good repair
- Helmets may only be used for a maximum of two years. Once that period of time has elapsed, a new helmet must be issued.

15.2   Eye Protection

Safety spectacles provide adequate protection from dust and flying particles coming from work areas in front of the operator.

All prescription safety glasses must have a medium impact lenses and must be fitted with side shields.

Mandatory safety spectacles are the minimum requirement, however when tasks such as grinding, cutting etc. are being conducted, additional eye protection such as a face shield or mono-goggles must be worn over the safety glasses (double eye protection).

Clear glasses shall be worn indoors or during hours of darkness.

Employees working outdoors will be issued with tinted lenses. If protection is required against hazards of ultra-violet or infra-red radiation special protection is required and will be issued as required.

15.3   Hand Protection

Gloves are required to be used by all personnel when manually handing materials. Gloves specific to the risks associated with the work must be worn when a risk of hazards to hands are likely.

The type of gloves used will depend upon the material or equipment being handled. The following table shall apply:

Use	Type
General Wear	Pigskin gloves or Hyflex lightweight type
Welding	Leather gloves
Protection Against Heat	Loop pile and aluminised gloves
Chemical Acids, Bases, Solvents, etc.	PVC coated fabric or nitrile gloves
Protection Against Sharp Edges	Neoprene sandwich palm pads or chrome-leather gloves
Cement / Concrete	Rubber gloves

15.4   Foot Protection

Safety footwear must be worn at all times.
Lace up boots offer greater protection to ankles on uneven surfaces and as such are mandatory at TELTEC. Elastic sided boots shall not be worn on site.
Rubber gumboots shall be worn during concreting if the employee is required to walk on the concrete. Socks shall be worn inside the rubber boots for hygiene. Rubber boots shall not be worn inside offices at any time.

15.5   Hearing Protection

TELTEC shall ensure appropriate hearing protection is worn in the form of either earplugs or muffs depending on the hazard and preference of the wearer.
All personnel required to wear hearing protection must undergo a quantitative hearing protection fit test prior to use.
All noise hazards are to be included in the JSAs.

15.6   Protective Clothing

Protective clothing shall comply with AS 2375 guide to selection, care and use of clothing for protection against head and fire.
Employees shall wear long trousers and a high visibility long sleeve shirt or high visible vest. The shirt shall be tucked in at all times and have the sleeves rolled down and buttoned up. Where work activities are undertaken at night a high visibility vest or shirt containing reflective stripes shall be worn.
Reference: TT- EHSQ -PRO - 018 - PPE Management

16.0   ENVIRONMENT, SECURITY & SOCIAL MANAGEMENT

16.1   Environment Management

TELTEC has identified its significant environmental aspects considering all of the processes, materials, wastes, energy uses and other factors relevant to TELTEC sites. All environmental aspects are subject to a qualitative risk assessment. All aspects with an inherent risk rating high or above or are subject to environmental governance are deemed significant. Significant environmental risks are managed by operational controls or by establishing improvement objectives and targets.

Environmental performance data for targets is collected, analysed and reported in order to monitor and evaluate ongoing performance and drive continual improvement. The results of monitoring and measuring are presented to management for review to facilitate responses and manage continuous improvement.

Reference: TT- EHSQ -PRO – 019 -Environmental Management Procedure

16.2   Social Management

TELTEC has identified its social obligations and stakeholders and has put in place mechanisms to ensure management of social aspects of their operations through a number of processes;
* Community employment
* Community good sourcing
* Grievance management processes
* Community initiatives

Reference: TT- EHSQ -PRO - 020 - National Content and Community Management Procedure

16.3   Security Management

TELTEC recognises the need for security of personnel, infrastructure and equipment. The company has put in place a number of controls to ensure security aspects of their operations are adequately managed;
* Access Control
* Labelling of equipment and tools
* Personnel On Board Management
* Information security management
* Security personnel

Reference: TT- EHSQ -PRO - 021 - Security Management Procedure

17.0   DOCUMENT MANAGEMENT

17.1   EHSQ Documentation and Data Control

All documents and data are controlled in accordance with the TELTEC Document Control procedure

All TELTEC EHSQ documentation such as Safety Management Procedures, Safe Work Instructions and Safety Forms shall be available on the intranet. The documents are controlled and of the latest version. Any changes to these documents are reviewed by the EHSQ Manager and approved by the Managing Director

Legislative documentation such as Acts and Regulations are downloaded from the internet and are the latest version. Any changes to these legislative documents are communicated to site personnel by the EHSQ Implementer/Manager.

All EHSQ related information is reviewed at least annually or as required by legislative change or following an incident investigation.

TELTEC engages the services of a legal advisor to notify updates and amendments to all EHSQ related Acts and Regulations.

The EHSQ Manager is the central notification point for these changes.

Hard copy documents shall be deemed "uncontrolled" unless specifically marked and managed to the contrary. Only sites that do not have access to electronic company files shall be issued with hard copy "controlled documents".

All formal EHSQ correspondence sent to Client Representatives shall be approved by the relevant Manager and a record of this correspondence shall be maintained.

At the completion of the work activity, all EHSQ documentation shall be archived in accordance with the relevant company procedure.

17.2   Review and Approval of EHSQ Documents

All TELTEC EHSQ documentation such as Safety Management Procedures, Safe Work Instructions and Safety Forms are available from the Head Office or via the intranet.

Any changes to these documents or any other documents within the EHSQ management system are reviewed by the EHSQ Manager and approved by the senior management with a formal record maintained of this process.

All project documentation shall be created and updated by the EHSQ implementer. Any changes required to be made to site documentation shall be approved by the relevant Manager and/or the EHSQ Manager as required.

Where an established EHSQ system document is to be amended, it is to be reviewed in accordance with the process outlined above.

Reference: TT- EHSQ -PRO - 024 - Document Management Procedure

18.0   PROCUREMENT

18.1   Purchasing

All goods and equipment purchased shall be on the basis of fit for purpose. Compliance with relevant standards or legislation is the minimum requirement, with any risks associated with handling, storage, transport, use and disposal to be as low as reasonably practicable. Client requirements in regard to any item purchased shall be complied with and notification of certain items shall be provided to Client within the set timeframe.

Details of any hazardous materials shall be supplied to the Client, prior to placing the order for approval to be brought on to site.

Hazardous materials shall be purchased and managed in accordance with relevant legislation and Client specific requirements. MSDS shall be retained in the stores and copies of relevant MSDS provided to users of hazardous materials within the workplace. Copies shall also be provided to the Client representative for approval prior to entering site.

18.2   Contractor Management

Where considered necessary, due to the nature of a particular project or work activity an EHSQ risk management plan may be requested from a sub-contractor at the time of tendering or upon placement of an order.

Sub-contractors must abide by this EHSQ manual and risk management protocols while working at TELTEC sites.

Sub-contractors shall ensure the following EHSQ requirements are followed:

- Prior to mobilisation, the sub-contractor representative shall provide a method statement covering their scope of work, copy of work procedures, risk assessments and training records for their personnel;
- All sub-contractors engaged by TELTEC shall attend the required site inductions;
- All sub-contractors shall attend the daily TELTEC toolbox and pre-start meetings;
- Sub-contractor supervisors shall conduct JSAs and produce safe work procedures for all jobs within their scope of work;
- All work safe procedures documented by sub-contractors shall be reviewed and approved by the appropriate TELTEC manager;
- All sub-contractor mobile equipment operators shall hold the relevant licences or competency certificates and evidence of training shall be required by TELTEC;
- All sub-contract tradesmen shall possess the relevant trade qualifications;
- Sub-contractors shall report all incidents and near misses to TELTEC so an investigation can be undertaken and corrective actions can be determined and closed out

- Site PPE requirements shall be adhered to by sub-contractors and they are responsible for providing the majority of PPE.

The subcontractor and the subcontractor's personnel shall be subject to approval by the client representative as part of TELTEC's on-boarding process.

Reference: TT- EHSQ -PRO - 009 - Procurement Management Procedure

19.0   INCIDENT INVESTIGATION AND REPORTING

19.1   Anomaly reporting

TELTEC shall ensure swift reporting and rectification of any unsafe acts and situations.
A site anomaly register shall be maintained and actions reviewed until closure.
Every staff member or contractor shall report a minimum of two anomalies per month. The company shall put in place ESHQ incentive programs to encourage reporting of anomalies and proactive safety behaviour.

19.2   Incident investigation

TELTEC is committed to relevant and timely reporting of EHSQ incidents and of the performance of its EHSQ Management System in order for statutory, Client and internal standards to be maintained.
Key stakeholders shall be informed within a set timeframe and a process of continual improvement is always followed.
All incidents, injuries and near misses shall be reported by involved persons immediately to their Site Supervisor. The Site Supervisor shall ensure treatment is provided to any injured person as a priority and this may involve organising them to see medical staff. The Supervisor shall inform the relevant Manager and EHSQ Implementer as soon as possible.
The relevant Manager shall inform the Client representative immediately of the incident.
The TELTEC EHSQ Manager shall be informed of the incident by the end of that shift or immediately if the result is a recordable injury or serious near miss.
The Supervisor shall ensure that work ceases in that area and that the site is not disturbed until a full investigation is conducted. The Supervisor shall inform the relevant TELTEC site Manager when work may recommence in that area following an investigation.
Client incident and injury reporting requirements must be adhered to at all times and Client involvement in serious incidents or near miss investigations is encouraged.

Reference: TT- EHSQ -PRO - 011   - Incident Management Procedure

20.0 EHSQ MEASUREMENT AND EVALUATION

20.1 Monitoring and Measurement of KPIs

There are a range of monitoring and measurement activities of workplace characteristics and operational activities which may cause injury or illness undertaken by TELTEC. These monitoring and measurement activities include the following:

- Performance indicators corresponding to the EHSQ targets and policy requirements. These are recorded on the monthly EHSQ report and added to the TELTEC statistical database;
- Hazard and incident reporting statistics are monitored on a monthly basis;
- The close out of incident investigations is monitored on a monthly basis or more regularly depending on the severity;
- Risk control measures are effective and current;
- Training and induction records are monitored by the EHSQ Advisor and training needs are evaluated
- The outcomes and corrective actions from internal and external audits are reviewed and discussed with senior management on a monthly basis and outstanding items are reviewed.

20.2 Inspections

20.2.1 Internal Workplace Inspections

The work site is formally inspected on a daily basis using a site EHSQ inspection form by the Supervisor to ensure work practices; work environment and equipment meet the TELTEC and/or Client requirements. A formal record of this inspection shall be completed.

The inspections are allocated to ensure at least one inspection is completed in the workplace each day.

Any design changes that are in progress or have been made shall be included in the daily safety inspection program until the changes have been fully implemented, reviewed and signed off.

During the inspection, any hazard identified shall be rectified where possible. In the event that the hazard is outstanding, control measures must be introduced to ensure that others are not exposed to the hazard. All identified hazards shall be recorded on the EHSQ Database.

Actions arising out of the inspection are to be assigned to an action responsible person for rectification.

20.2.2 Mobile Equipment Inspections

Each piece of mobile or registered plant shall be inspected daily prior to operation. Log books shall be completed for EWP, cranes, scissor lifts, forklifts and other registered equipment. Mobile equipment will be subject to a daily inspection formally recorded on the Daily Plant Inspection Sheet.

All items identified during the daily pre-start machinery inspection shall be logged on the Machinery Defect Sheet and reviewed by the mechanic responsible for repairing the equipment.

In the event that the plant is deemed unsafe to operate, an out of service tag complete with details shall be placed on the isolation or ignition switch. The Supervisor responsible for the work area or machine being isolated must be notified so that arrangements can be made to repair the machine.

Reference: TT- EHSQ -PRO - 017 - Tools and Equipment Management

20.3 EHSQ Audits

EHSQ audits and compliance reviews form part of the continuous improvement cycle. This systematic process ensures that the organizational management system and operational controls are current and effective. TELTEC maintains an audit program to demonstrate compliance to relevant internal and external governance requirements.

20.3.1 Internal Audits

Internal auditing is an important process for identifying and improving the company's EHSQ systems. Internal audits are performed in accordance with the TELTEC Internal Audit Schedule.

The internal audit schedule consists of a systems audit at least once a year.

Each audit conducted shall be recorded on an EHSQ Internal Audit report and a copy will be provided to the management team and senior management.

As part of the systematic audit process, the EHSQ Manager or nominated qualified person will take part in the compliance process, on a quarterly basis and will use this as coaching opportunity to further upskill personnel.

20.3.2 External Audits

External safety audits are audits that are conducted by third party organizations such as the Client or a consultancy firm. External audits provide an independent perspective on the TELTEC EHSQ Management system and the audit results can be compared to industry standards and legislative requirements. The assessment of activities will generally include interviews with an appropriate cross section of personnel, observations of work areas

and/or facilities, document review and sampling of selected information and safe systems of work.

20.4 Corrective Actions Management

Corrective actions resulting from internal and external audits may highlight some areas for improvement or system deficiencies and these will be recorded as corrective actions. All corrective actions will be entered onto the EHSQ Action tracker and assigned to an action responsible person. This assigned action will contain a target date by which the action is to be completed. A monthly review of these actions will be conducted by the EHSQ Manager and completed actions will be closed out.
Reference: TT- EHSQ -PRO - 014 EHSQ Audits and Inspection Procedure

21.0 EHSQ PERFORMANCE REVIEW

Project and operational EHSQ performance is reviewed on an ongoing basis. Feedback and direction is provided by Senior Management to staff regarding EHSQ related statistics, incident trends health and injury data. Periodic meetings with the management team and sub-contractors shall be conducted to discuss relevant site EHSQ findings and improvement opportunities.

Regular meetings shall be held with the Client representatives to discuss EHSQ performance and continuous improvement goals and achievements.

21.1 EHSQ Management System Review

On an annual basis all senior managers of TELTEC will meet to review the results of the agreed EHSQ business targets and objectives and the results of the internal and external compliance requirements. The results will be discussed by the work area managers who will outline what was reported upon, conformance to internal and external requirements, actions taken and the effectiveness and improvement opportunities based on trends and data.

The management review involves as a minimum the following personnel:

- Managing Director
- Operations Manager
- EHSQ Manager
- Other TELTEC Senior Management Representatives

The minutes shall be recorded. The agenda shall include the following items:

- Minutes of previous meeting and the outcome of all assigned actions;
- Summary of internal and external audits and corrective actions;
- Review system improvement / action register and outstanding items;

- Customer satisfaction analysis (service);
- EHSQ statistical Information and trend analysis;
- Summary of Incident Reports and investigations;
- Outstanding hazard reports;
- Employee suggestions;
- Training and resource requirements;
- Supplier and subcontractor performance; and
- Any other business.

21.2   EHSQ Performance trend analysis

Records of leading and lagging indicators shall be reviewed periodically to compare the trends and analyse EHSQ performance overtime.
EHSQ statistics and trend analysis reports shall reflect a review period of at least three years.
Reference: TT- EHSQ -PRO - 013   - Management Review Procedure

22.0   RECORDS
- Master list of EHSQ documents