

# Quality, Environment & Safety Induction

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G&A MARTIN  
**SOLAR**  
& ELECTRICAL

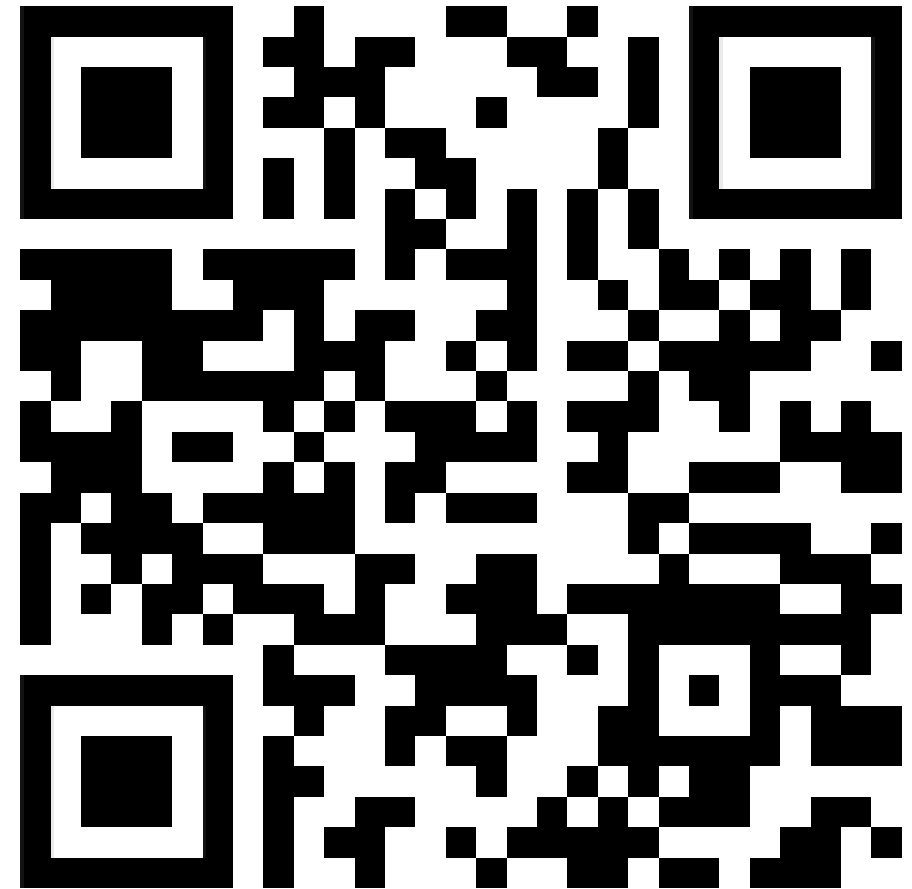
Established in 1989, G&A Martin Solar are committed to bringing the highest quality solar panel installation service and repairs to the Mid-North Coast and Port Macquarie community.



# USING THIS PRESENTATION

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- Click through the presentation using the arrow keys at the bottom of the screen
- When you have completed the presentation, use the QR Code to open the questionnaire:
- You can go back to any part of the presentation using the arrow keys
- You can open and download a PDF copy of this presentation



# Contents



## Safety

WHS Policy  
Objectives & Targets  
Hazard Information



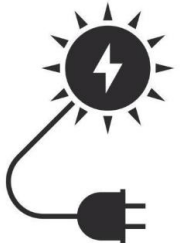
## Environment

Environment Policy  
Objectives & Targets  
Environmental Impacts

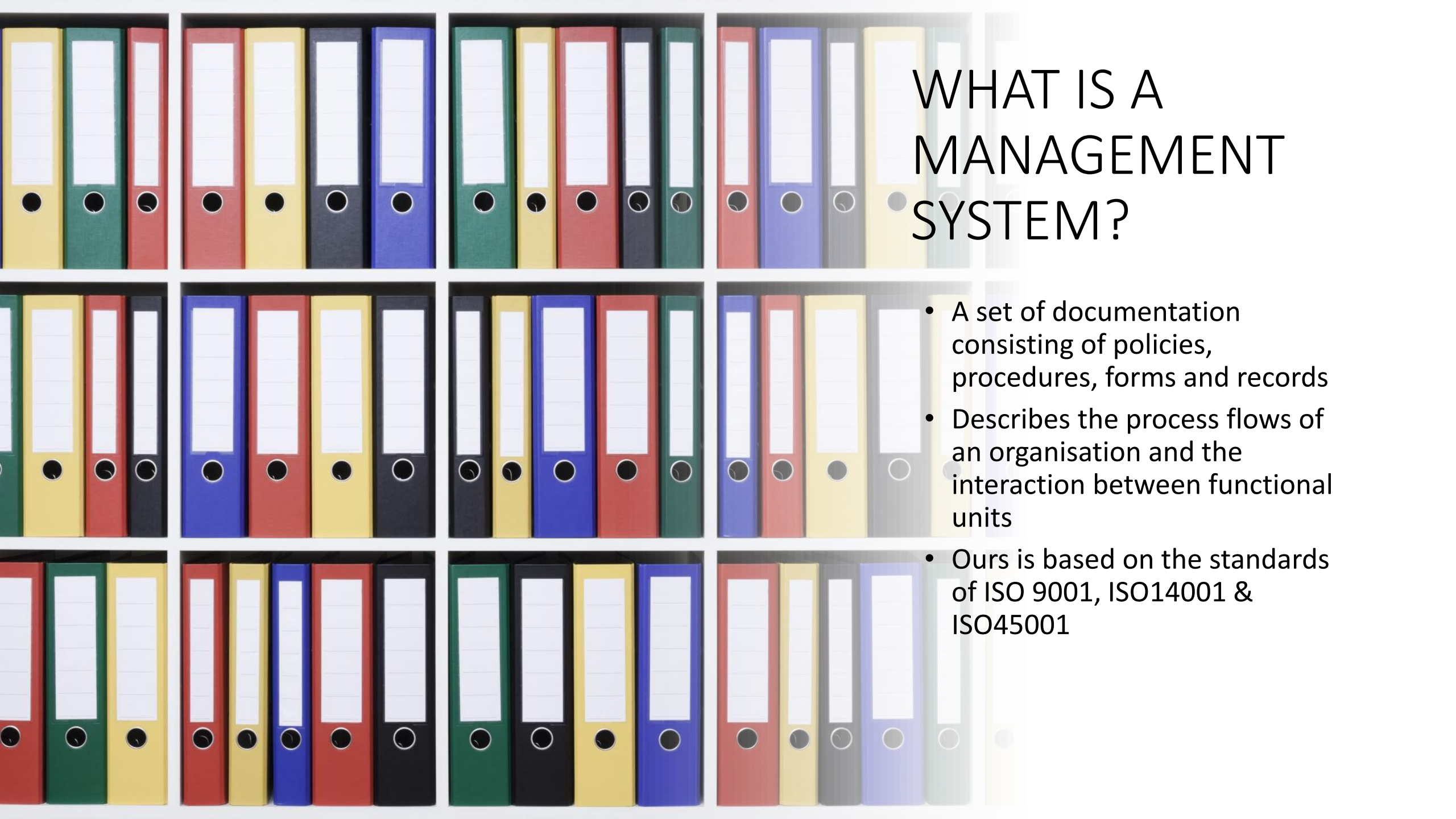


## Quality

Quality Policy  
Objectives & Targets



To gain commitment to the policies, objectives and targets and to instil a sense of individual responsibility



# WHAT IS A MANAGEMENT SYSTEM?

- A set of documentation consisting of policies, procedures, forms and records
- Describes the process flows of an organisation and the interaction between functional units
- Ours is based on the standards of ISO 9001, ISO14001 & ISO45001

# OUR SYSTEMS AND WHY WE HAVE THEM

- G&A Martin has 3 externally audited management systems in place
- They help us meet our company objectives
  - Prevent harm
  - Provide a safe workplace
  - Eliminate environment related incidents
  - Minimise our impact on the environment
  - Prevent pollution
  - Comply with all relevant legislation and regulation
  - Client satisfaction and continual improvement
- Industry requirements



# Management System Documents

Our system is based on the structures required by ISO9001,  
ISO14001 & ISO45001

Our Management System Documents system are available  
online at:

[www.martin.managementsystem.net.au](http://www.martin.managementsystem.net.au)

Select

**LOGIN** 

Enter the following as the username and password,  
depending on your location:

**Martin Solar**

**#G&A Martin#**

Use the icons to select the documents required



Emergency Response



Take Action  
Raise a Review



Dashboard



Objectives



Subcontractors



Projects



Manuals



Procedures



Forms



Risk  
Assessments



Work Method  
Statements



Legislation



Hazards



Safety Data Sheets  
Library



Incident  
Investigation



Skills  
Matrix



Training  
Materials



Induction



Documents  
Register



Certificates



Records





# MANAGEMENT SYSTEM DOCUMENTS

- Employees should be aware of the following documents:
  - Our Policies – WHS, Environment & Quality
  - Our Procedures, which give further detail of our processes
  - Our Safe Work Method Statements, which give details on how specific tasks are carried out.

A large orange circle is positioned on the left side of the slide, partially cut off by the edge.

# WHO DOES WHAT?

- Mark Veenendaal is the Management Representative for G&A Martin
- He coordinates internal audits, management reviews, document management, corrective actions and more.



# HOW TO CONTRIBUTE

1

Read the policies

2

Be aware of your  
impact on the system

Each of you are part of it

3

Be positive

4

If something is wrong  
or a process can be  
improved, tell Alex

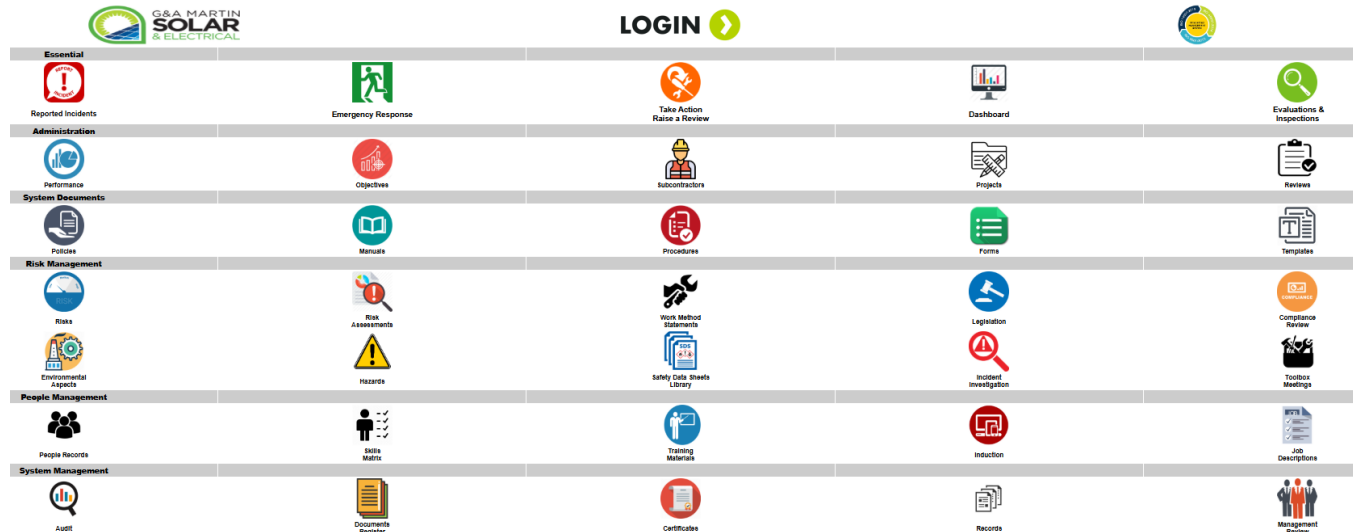
5

Be system savvy  
Learn how to find the  
information

6

Enjoy the journey

# How to Raise a Review



Log on to the Document System

[www.martin.managementsystem.net.au](http://www.martin.managementsystem.net.au)

User = **Martin Solar**

Password = **#G&A Martin#**

Select *Take Action - Raise a Review*

[Home](#)

## Documents

## Registers

**Log Out**

## New Review

## Enter the Details

▼

Review

Type\*






- Select a value -







▼






Name\*



Comment

Source





















Format



















# Save



## Attach Files

### Attach media

Browse

## Revision information

### Revision log message

Provide an explanation of the changes you are making. This will help other authors understand your motivations.

Save



# QUALITY, WHS & ENVIRONMENT POLICY

This policy establishes G&A Martin's quality, safety and environmental commitments and provides the basis for setting our company objectives and targets.

G&A Martin is committed to:

- Ensuring our customers of our ongoing commitment to provide them with cost-effective, value-based solutions
- Providing a safe and healthy workplace for all of its personnel, contractors, and visitors to its premises as well as to the premises of its customers by consultation, eliminating hazards and meeting all applicable requirements.
- Pursuing policies that protect the environment and that are consistent with the principles of ecologically sustainable development.
- A program of continual improvement.

G&A Martin will take all steps necessary to ensure that its activities do not compromise this commitment.

The objectives of this policy are to:

- Provide adequate resources for establishing, implementing and maintaining this management system.
- Promote a culture standard of ZERO defects performance, ZERO workplace injuries and ZERO harm to the environment.
- Monitor and measure the effectiveness of implementation of the system through a programme of regular reviews to verify its performance.

The policy receives the highest priority from the senior managers of the organisation and this priority is communicated to all personnel connected with the company.

Managers will implement the policy; it is their responsibility to ensure that personnel who report to them are provided with the necessary instruction, training and resources to implement the Policy and hold them accountable to do so.

Personnel are responsible to take care of their own health and safety and that of their fellow workers to the extent of their capability, by following all safety rules, procedures and instructions.

The G&A Martin quality, WHS and environmental management plan assures our customers of our ongoing commitment to provide them with cost-effective, value-based solutions.



**Steven Donnelly**

**Director**





# WORK HEALTH & SAFETY



# MANUAL HANDLING PROCEDURES

Manual Handling is defined as any activity requiring the use of force or exertion by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any animate or inanimate object. The National Code of Practice: Manual Handling indicates that the risk of injury increases when:

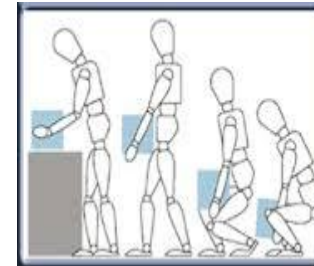
- Lifting weights of more than 4.5 kg while seated.
- Lifting weights above the range of 16-20 kg (weights over 55 kg should not be lifted without mechanical assistance or team lifting).
- Pushing, pulling and sliding objects that are difficult to move.

There is no longer a prescribed maximum weight limit for lifting for either men or women.

The weight of the load needs to be considered in relation to Otherwise, other risk factors such as the:

- actions and movements
- working posture and position when lifting
- duration and frequency of manual handling
- location of loads and the distances moved
- characteristics of the load

Light loads can still be a problem if, for example, they are lifted incorrectly or if they are lifted in an environment that is unsafe. If you feel that an object is too heavy to lift arrange for a team lift or use of a mechanical device.



## Safe lifting techniques

- Place your body as close to the load as possible. This helps by keeping your center of gravity over your feet and keeps back strain to a minimum.
- Bend at the knees, not the hips or back. Bending your knees allows you to lift with your legs and not your back.
- Before you lift, ensure you have a good handgrip. If the load does start to slip, let it go, as catching it will put an enormous strain on your back.
- When lowering the load, again bend the knees. Otherwise, you can put unnecessary strain on your back.

## Assessments

- Analysis of workplace injury records in Head Office
- Consultation with workers by supervisors
- Direct observation of the task by supervisors

# INCIDENT REPORTING

If you are involved in, or have witnessed an incident or near miss, G&A Martin requires you to be actively involved in the reporting process.

- Your direct supervisor **MUST** be informed of any incident or near miss however minor you think it may be.
- A report **MUST** be filled in immediately after the incident/near miss.



# SAFETY LEGISLATION STRUCTURE IN NSW

## **Work Health and Safety Act 2011**

The Act sets out the laws relating to health and safety requirements in all workplaces and work activities in New South Wales

## **Work Health and Safety Regulations 2017**

The Regulations tell us how the law is to be implemented and administered in New South Wales

# NSW OCCUPATIONAL HEALTH AND SAFETY LEGISLATION

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- The objective of these Acts is to protect workers against harm to their health, safety and welfare through the elimination or minimisation of risks from work
- Under the Act we all have a duty of care to ensure the health and safety of ourselves and others is not put at risk





# EMPLOYERS DUTY OF CARE

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Your employer must provide a safe workplace for you and other workers

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Your employer must ensure that the health and safety of yourself and others is not placed at risk by how business operations are conducted



# EMPLOYEES DUTY OF CARE

- Your primary duty of care is to take reasonable care for your own health and safety and to ensure that your actions do not affect the health and safety of others.
- You must comply, so far as you are reasonably able, with any reasonable instruction that is given by your employer and co-operate with any reasonable health and safety policy or procedure







# DUTY OF CARE – YOUR OBLIGATIONS

- Follow the instructions of the employer
- Use safe work procedures at all times
- If you feel that what you have been asked to do is unsafe and could hurt yourself, someone else or the Company, STOP work immediately and consult your supervisor and/or G&A Martin management (follow the chain of command)
- DO NOT wilfully put at risk the health and safety of another person
- DO NOT wilfully injure yourself
- DO NOT interfere with or misuse workplace safety equipment / items
- If there is ANY doubt in ANY situation this should be reported

# DUTY OF CARE – YOUR OBLIGATIONS

- There is to be **NO** unauthorised access to ANY G&A Martin Workplace. All visitors must be inducted to site and told of relevant emergency procedures.
- Workers are to **NEVER** work on machinery without relevant training and authorisation from management.
- Lock Out Tags and Out Of Service Tags are to be used when machinery/plant/equipment is deemed unsafe or unusable. Keys to machinery **MUST** be immediately returned to the Office. For electrical equipment, power plugs must be cut off to render equipment useless



# GENERAL EMERGENCY PROCEDURES

## Evacuation Procedure

There are three stages to follow if you have to leave the workplace due to an emergency:

- 1. Preparation for evacuation*
- 2. Evacuate from the workplace*
- 3. Meet at the Assembly Point*

Take directions from your supervisor / manager who will tell you what to do  
He / she will show you the location of the nominated assembly point for your workplace, this will be discussed in your toolbox meeting





# EMERGENCY



## EMERGENCY EVACUATION PLAN

### IN AN EMERGENCY PHONE 000

Location:	3 Seymour St Laurieton NSW
Nearest Cross St	McDonald Lane
Telephone Number	1300 969 683
First Aider	Jody Harvey
Fire Wardens	Jody Harvey Ryan Martin
Assembly Point	Park on McDonald Lane

### PROCEDURE in the event of Fire, Explosion, Gas Leak, Major Spill, Earthquake, Bomb Threat etc

FIRE	EVACUATION
1. Remove people from immediate danger to a place of safety	<b>Stage 1:</b> Removal of people from the immediate danger area
2. Confine fire and smoke - close windows and doors	<b>Stage 2:</b> Complete evacuation of the entire building
3. Alert nearby tenants and members of the public	<b>Stage 3:</b> Roll Call - to be conducted as soon as possible to ensure all personnel are accounted for. Report missing persons.

Evacuation Plan  
3 Seymour St  
Laurieton NSW 2113

Evacuation Procedure

R REMOVE

→ REMOVE ALL OCCUPANTS AND STAFF AWAY FROM THE DANGER. DO NOT BLOCK EXIT OR EXIT ROUTES.

A ALERT

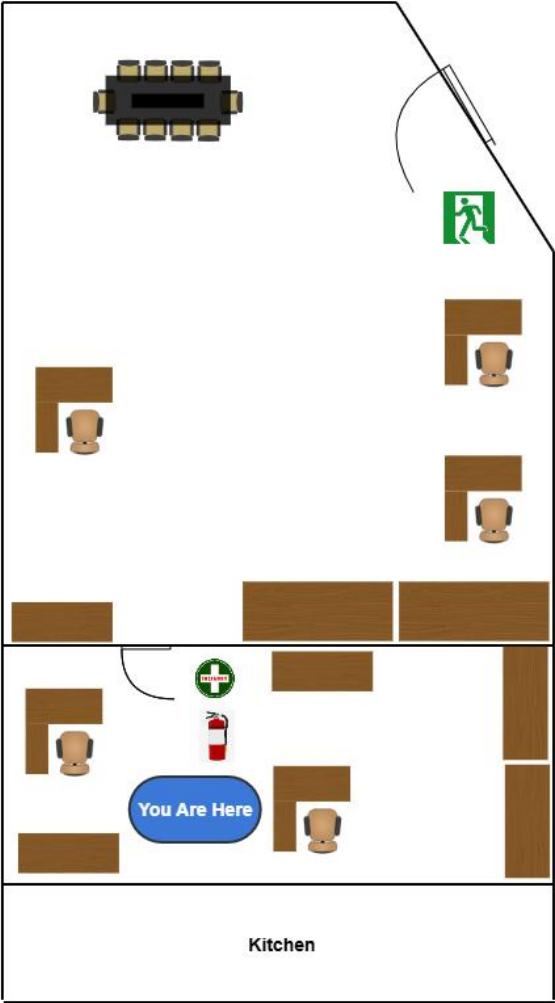
→ ALERT THE FIRE SERVICE, TELEPHONE "000", NOTIFY THE WARDEN OR CHIEF WARDEN AND PEOPLE AROUND AS SOON AS POSSIBLE. IF POSSIBLE RAISE AN ALARM TO NOTIFY OTHERS.

C CONTAIN

→ CONTAIN THE DANGER (FIRE) WHERE POSSIBLE TO DO SO, WHERE SAFE TO DO SO AND IF TRAINED TO DO SO, FOR A.B., CLOSE DOORS AND WINDOWS, SELECT AND USE CORRECT EXTINGUISHER OR IF AVAILABLE USE FIRE HOSE REEL etc.

E EVACUATE

→ FOLLOW (CHIEF) WARDEN'S INSTRUCTION, USE FIRE STAIRS WHERE AVAILABLE, TAKE NEAREST AND SAFEST EXIT, DO NOT USE LIFT, EVACUATE IMMEDIATELY, SAFELY AND DO NOT RUN, GO TO THE ASSEMBLY AREA.



Legend

Fire Extinguisher – CO2

Fire Extinguisher – ABE Powder

Fire Hose Reel

First Aid Kit

Emergency Exit



# WORKPLACE HAZARDS

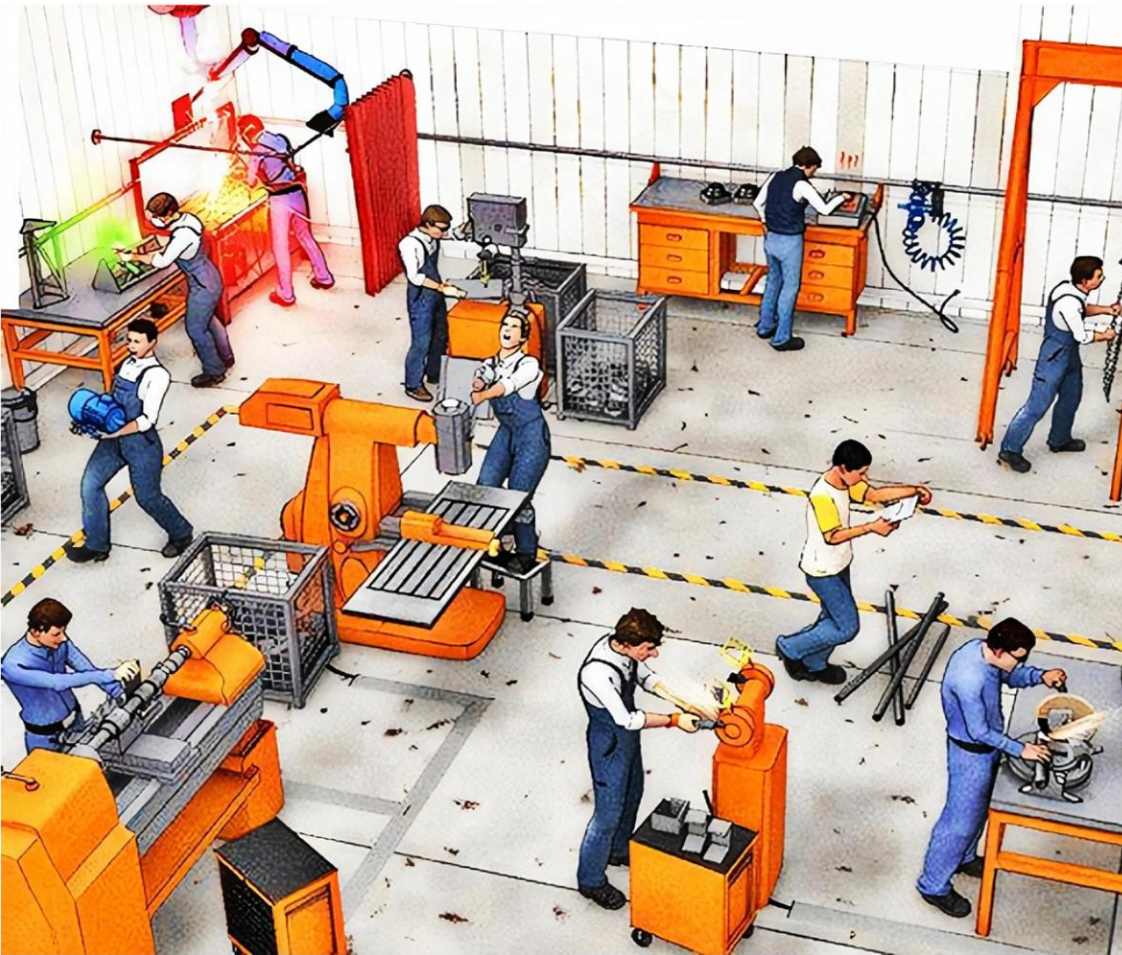
This is the legislated process for dealing with hazards:

## **Spot the Hazard**

Identify the jobs or tasks which are likely to or have caused injury or caused harm.

## **Assess the Risk**

Identify which of the hazards pose the greatest risk to us



# **REPORT ANY HAZARDS IMMEDIATELY**



## WORKPLACE HAZARDS

### **Make the Changes**

Decide on appropriate controls  
i.e. eliminate, substitute, engineer or  
isolate, administration (implement  
policy, procedure or training) or use  
protective clothing

**Monitor and review  
implemented controls to ensure they  
are effective.**



# WORKPLACE HAZARDS







16% Housekeeping Issues

25% Wet or Slippery Surfaces

54% Human Factors

1% Poor Lighting

2% Stairs

2% Ladders



Don't Jump...



Don't Bend...



Don't Twist...



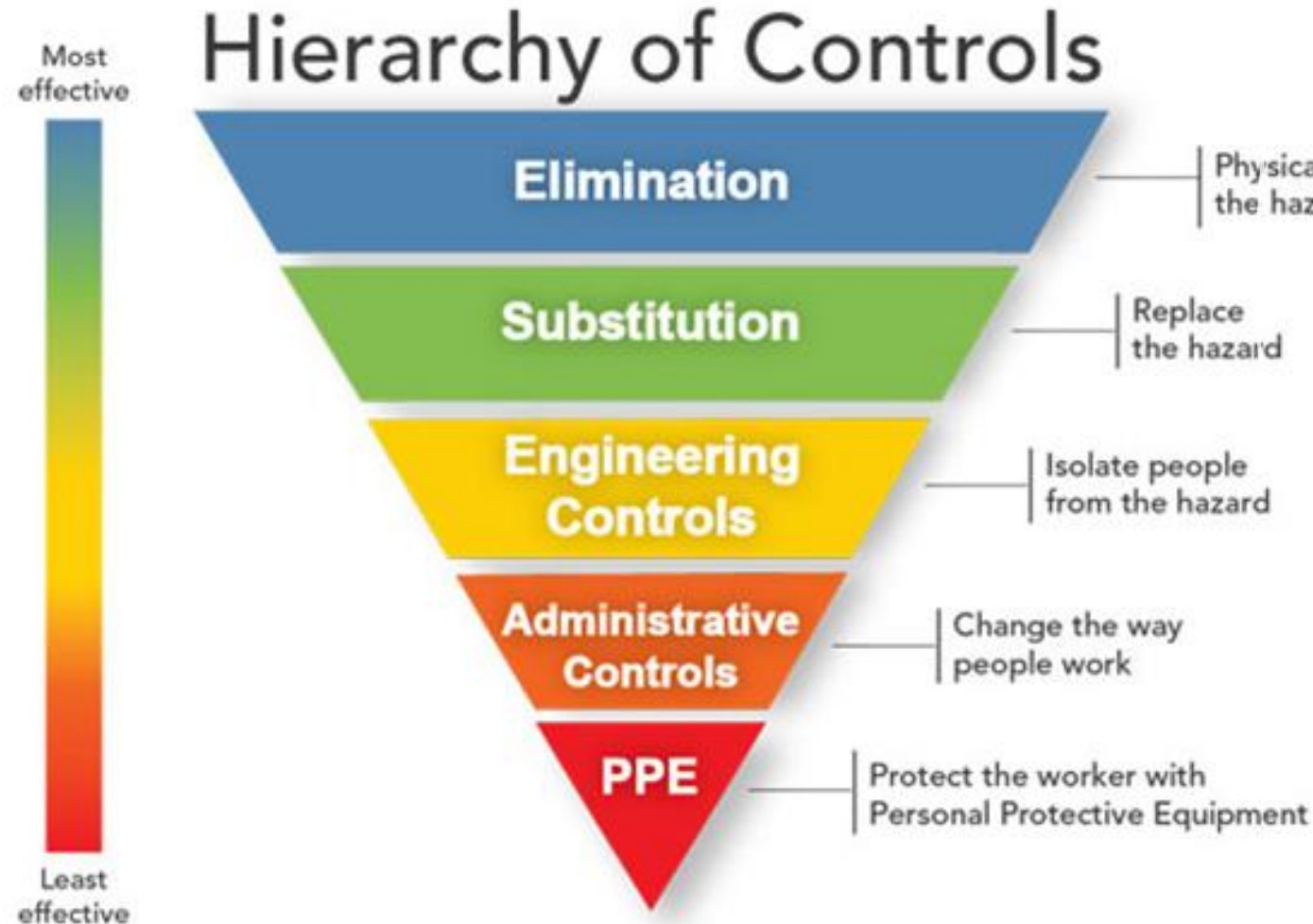
Don't Reach...

## Manual Handling



Controlling exposures to occupational hazards is the fundamental method of risk management. Traditionally, a hierarchy of controls has been used as a means of determining the most feasible and effective control solutions.

One representation of this hierarchy is as follows:

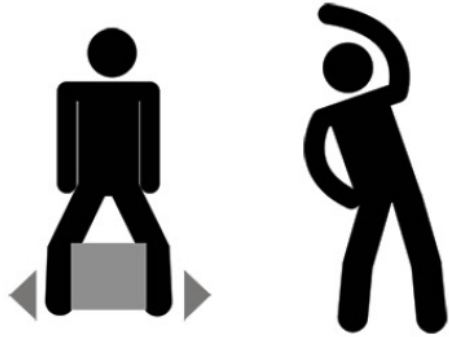


## HIERARCHY OF CONTROLS IN THE WORKPLACE

The hazard controls in the hierarchy are:

- Elimination (*the most effective control measure*)
- Substitution
- Isolation
- Engineering
- Administration
- Personal protective equipment (*the least effective control measure*)

# safe lifting tips



Prepare for the lift by warming up your muscles.

Stand close to the load and face the direction you intend to move.



Be sure you have a good grip on the load.



Keep arms straight and abdominal muscles tight.



Lift smoothly, without jerking.



Avoid twisting, side bending, and carrying loads with only one hand.



Use handles or lift aids where appropriate.

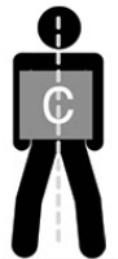


Tuck chin into your chest.



Keep your back straight and butt out.

Lift load as close to and as centred to body as possible.



Lift with your legs and body weight, not with your back.





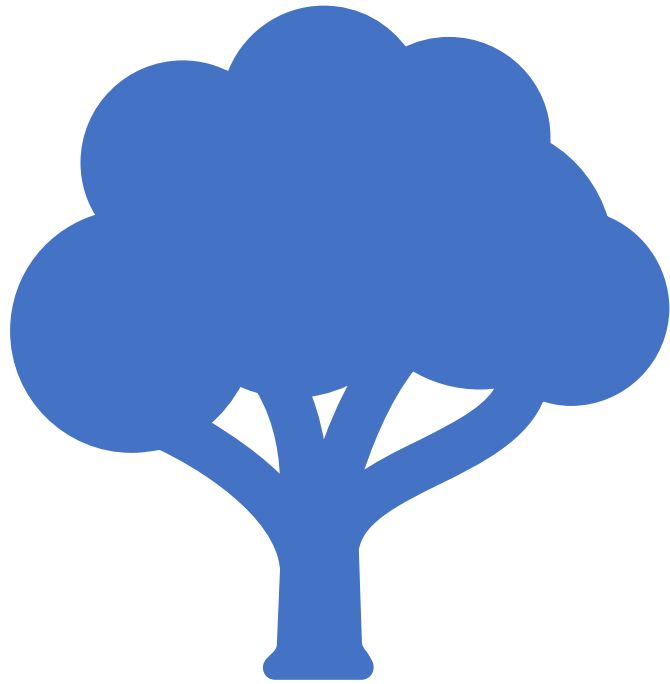
## A FEW CONTROL MEASURES

- Consultation
- Workplace Inspections
- PPE





ENVIRONMENT



## WHAT SHOULD YOU KNOW

- We must all comply with the environment policy and procedures
- We must all comply with environment laws
- Our work and services have an impact on the environment
- Our operational controls minimise these impacts and prevent pollution
- Deviating from these controls will adversely impact the environment and may break the law



## REQUIREMENTS: GENERAL

- The organisation must develop an effective system that meets the requirements of the Standard
- Document, implement and maintain the system
- The EMS documents need to be controlled
- Follow a Plan-Do-Check-Act approach.
  - **Plan** - Establish the objectives and processes needed to deliver the results (in line with the EMS)
  - **Do** - Implement the needed processes of the EMS
  - **Check** - Check the processes against the policy, objectives, targets, regulations, and report on the results (auditing)
  - **Act** - Take actions that will continually improve the EMS
- To minimize environmental impact, it is important to understand the link between various manufacturing activities and the potential for these activities to impact the environment

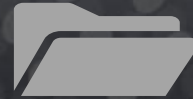
# ENVIRONMENTAL ASPECTS



**The organisation shall establish, implement and maintain a procedure(s):**

To identify the environmental aspects of its activities products and services within the defined scope of the environmental management system that it can control and those that it can influence taking into account planned or new developments or new or modified activities , products and services

To determine those aspects that have or can have significant impact(s) on the environment significant environmental aspects).



**The organisation shall document this information and keep it up to date.**



**The organisation shall ensure that the significant environmental aspects are taken into account in establishing implementing and maintaining its environmental management system.**



# ENVIRONMENTAL ASPECTS



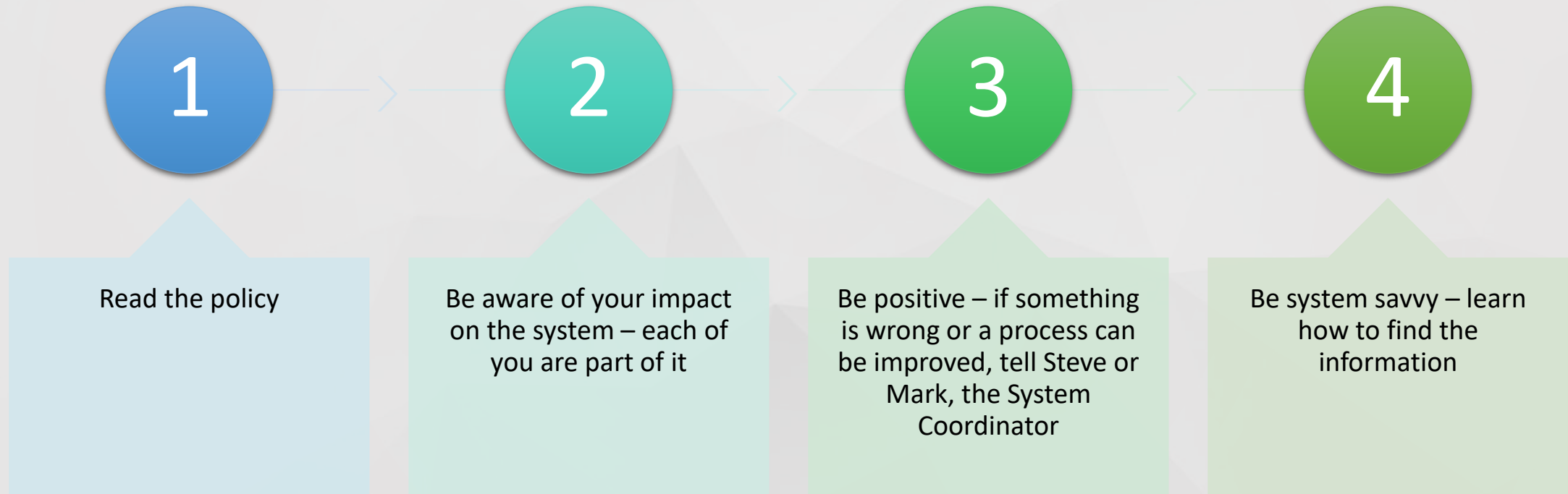
Aspect	Impact	Risk Rating	Significant	Controlled	Last Review
Air Emissions	Electricity Use	Medium	No	Yes	28 Nov 2024
Raw Materials - Paper	Land Fill	Low	No	Yes	28 Nov 2024
Waste - Packaging	Land Fill	Low	No	Yes	28 Nov 2024
Hazardous Substances	Contamination - Release of material of materials or substances to the environment.	Low	No	Yes	28 Nov 2024
Waste	Land Fill	Low	No	Yes	30 Jul 2023
End of Life Disposal of Solar Panels, Inverters & Batteries	Landfill	Low	No	Yes	28 Nov 2024
Air Emissions	Use of Fossil Fuels	Low	No	Yes	28 Nov 2024



# QUALITY



# YOUR QUALITY RESPONSIBILITIES



# Objectives



Discipline	Ref	Objective
Environment	1	Minimise Environmental Impact
Quality	1	Customer Satisfaction
Quality	2	Continually Improve the Management System and Operational Processes.
Safety	1	Minimise Harm
Strategic	1	Certified Management Systems



# Targets



Discipline	Ref	Program, Process or Procedure	Target	Actual	Status
Environment	1.2	Environmental Response	Effective Operational Controls. Maintain Zero Environmental Incidents.		Met
Quality	1.1	Customer Satisfaction Measure	Monthly Negative Feedback received < 2 Monthly Warranty Call backs (not product related) < 2 Compliance with legislative and client requirements		Met
Quality	2.2	Planned System Events Carried out As Scheduled. Internal Audits carried out as per Audit Schedule. NCRs (Reviews) actioned by nominated date.	No Red Status		Met
Safety	1.2	Hazard & Risk Management	Zero Fatalities Lost Time Injury Rate < 2 Average Lost Time Rate < 17.36 Severity Rate < 1 Total Recordable Injury Frequency Rate < 1		Met
Strategic	1.1	Certification to ISO9001, ISO14001 ISO 45001	Maintain Certification		Met

# CUSTOMER SATISFACTION



Quality

1.1 Feedback & Warranty Claims

Monthly Negative Feedback received < 2 Monthly  
Warranty Call backs (not product related) < 2  
Compliance with legislative and client  
requirements

Met

# MINIMISE HARM

Safety

1.2 Hazard & Risk Management

Zero Fatalities Lost Time Injury Rate < 2 Average  
Lost Time Rate < 17.36 Severity Rate < 1 Total  
Recordable Injury Frequency Rate < 1

Met



Environment	1.2 Environmental Response	Effective Operational Controls. Maintain Zero Environmental Incidents.	Met
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# MINIMISE ENVIRONMENTAL IMPACTS



**Please ensure that your training session is finalised by following the scanning the QR Code and completing the questionnaire.**

