

WHS, Environment and Quality Policy

1 Purpose

The City of Coffs Harbour (City) has established this policy as a commitment to managing the quality, work, health and safety and, environmental issues associated with the City's activities, products and services. The Policy underpins the development and continuous improvement of the work health and safety management system, in conjunction with the quality and environmental components of the Coastal Works Integrated Management System (IMS).

It is developed with consideration to:

1. The City's - Risk Management Policy (POL-058)
2. AS/NZS ISO 14001 – Environmental Management Systems and all applicable environmental legislation.
3. AS/NZS ISO 9001 – Quality Management Systems
4. AS/NZS ISO 45001– Occupational Health and Safety Management Systems and any applicable work, health and safety legislation

2 Policy

The City of Coffs Harbour is committed to applying high standards of safety, quality and environmental performance, and seeks to:

1. Protect the health and safety, including long term health, of all workers.
2. Maintain and enhance its reputation for the efficient, cost effective and timely performance of contracts completed to the customer's satisfaction.
3. Deliver added value to our clients by identifying, monitoring and responding to their needs, expectations and levels of satisfaction.
4. Protect the environment and achieve the principles of ecologically sustainable development and respond to incidents arising from our operations in a timely and effective manner.

The City of Coffs Harbour demonstrates this commitment through documenting, implementing and maintaining and adequately resourcing a system based on AS/NZS ISO 9001, AS/NZS ISO 45001 and AS/NZS ISO 14001 and ensuring that they are integrated with all activities related to the City's operations, activities, products and services. Additionally, the City will:

1. Ensure that this Policy is publicly available.
2. Communicate this Policy to all Workers (including subcontractors and consultants) where appropriate to ensure they are aware of their obligations and responsibilities in relation to City's operations, activities, products and services and safety, quality and environmental performance.
3. Periodically review and revise this policy and other applicable procedures and documentation to ensure they remain relevant and appropriate.
4. Implement and maintain relevant and suitable quality, safety and environmental hazard and risk identification and management processes appropriate to the nature and scale of

work undertaken and regularly audit performance to ensure elimination and reduction of risks using the hierarchy of control.

5. Establish, maintain and review a program of continual improvement in safety, quality and environmental management including:
 - a) Pollution prevention from our operations, activities, products and services
 - b) Effective product and service quality management
 - c) Promoting and improving health and safety performance in working towards achieving zero harm
6. Progressively develop and maintain measurable safety, quality and environmental objectives, targets and performance indicators.
7. Comply with applicable safety, quality and environmental legislation, regulations and statutory obligations and other requirements relevant to the City, (including, products/ service standards prescribed in agreements, contracts, standards etc.)
8. Regularly conduct safety, quality and environmental inspections, audits and implement preventative and corrective action processes.
9. Provide appropriate safety, quality and environmental training instruction to relevant workers.
10. Ensure communication and consultation takes place at all levels of operations.
11. Maintain a positive safety culture through encouraging active participation.
12. Respond to and investigate safety, quality and environmental incidents, and ensure injured workers are returned to suitable work at the earliest possible opportunity according to the City’s Injury Management and Recover at Work Policy (POL-006).
13. Ensure that where quality control and audit functions are established, their operation is always supportive of the activities being performed while fulfilling their special assurance role.

The Policy underpins the continuous development and improvement of the work health and safety, environmental and quality aspects of the City’s operations.

This Policy is supported by the City of Coffs Harbour’s Safety Management System and Coastal Works Quality and Environment Management System

3 Definitions

Worker: an employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labour hire company, an apprentice or trainee, a student gaining work experience, an outworker or a volunteer. As defined under Section 7 of the WHS Act 2011

4 Key Responsibilities

Position	Responsibility
Mayor	To lead councillors in their understanding of, and compliance with this policy
General Manager	<p>To lead staff (either directly or through delegated authority) in their understanding of and compliance with this policy.</p> <p>To appoint the Director of Sustainable Infrastructure as the Management Representative according to:</p> <ul style="list-style-type: none"> • Clause 5.3 ISO 9001 – Quality Management Systems. • Clause 5.3 ISO 45001 – Occupational Health and Safety Management Systems. • Clause 5.3 ISO 14001 – Environmental Management Systems.

Position	Responsibility
Directors	To communicate, implement and comply with this policy. To develop, implement, monitor, review and continuously improve the Work Health Safety, Quality and environmental Systems To communicate and consult with the General Manager regarding the performance of the Work Health Safety, Quality and environmental Systems
People Leaders	To implement this policy in their area of responsibility.
All workers	To comply with this policy and related procedures.

For further details regarding responsibilities see;

Coastal Works - Roles and Responsibilities Procedure (CW-PRO-1026).

The City's - WHS Roles and Responsibilities Procedure (PRO-129)

5 References

- AS/NZS ISO 9001 Quality Management Systems (Clause 5.2)
- AS/NZS ISO 14001 Environmental Management Systems (Section 5.)
- AS/NZS ISO 45001 Occupational Health and Safety Management Systems (5.2)
- Coastal Works - Legal Requirements Procedure (CW-PRO-1003)
- Coastal Works – Quality, Safety and Environmental Management System Manual (CW-MAN-001)
- Coastal Works - Roles and Responsibilities Procedure (CW-PRO-1026)
- Injury Management and Recover at Work Policy (POL-006)
- Risk Management Policy (POL-058)
- *Work Health and Safety Act 2011* No 10

6 Details of Approval and revision

- **Approval date:** 8/12/2022
- **Responsible Group:** Organisational Development Group
- **Responsible Section:** N/A
- **Superseded policies/procedures:** Coastal Works Quality, Safety and Environment Policy (POL-003)
- **Next review date:** 28/08/2025

Table of amendments

Amendment	Authoriser	Approval ref	Date
This policy was revised with the following amendments: <ul style="list-style-type: none"> • Merged this policy with the Coastal Works Quality, Safety and Environment Policy (POL-003) • Updated reference to AS/NZS ISO 45001:2018 • Management System is now called the Integrated Management System (IMS) • Remove the references to AS/NZS 4801 and all years after other ISO Standards • Added "long-term health" to Section 2, point 1 • Added commitment to eliminate and reduce risk and protect the environment • Reallocated some responsibilities 	Council	2022/298	08/12/2022