50 YEARS | 1972 - 2022 HYDRAULIC CONTROLS Pty Ltd

WHSQE Induction

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

- Hydraulic Controls 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.hydraliccontrols.managementsystem.net.au

Select LOGIN

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

Hydraulic Controls

guest

Use the icons to select the documents required

HYDRAULIC CONTROLS Pty Ltd

LOGIN

Essential

- Incident Report
- Evacuation
- Take Action Raise a Review
- Dashboard
- Evaluations & Inspections

Administration

- Performance
- Objectives
- Suppliers
- Equipment
- Reviews

System Documents

- Policies
- Manuals
- Procedures
- Forms
- Templates

Risk Management

- Risks
- Risk Assessments
- Work Method Statements
- Legislation
- Compliance Review
- Environmental Aspects
- Hazards
- Chemicals Register
- Incident Investigation
- Toolbox Meetings

People Management

- People Records
- Skills Matrix
- Training Materials
- Induction
- Job Descriptions

System Management

- Audit
- Documents Register
- Certificates
- Records
- Management Review

MANAGEMENT SYSTEM DOCUMENTS

Employees should be aware of the following documents:

1. Our Policies – WHS, Environment & Quality
2. Our Procedures, which give further detail of our processes
3. Our Safe Work Method Statements, which give details on how specific tasks are carried out.

WHO DOES WHAT?

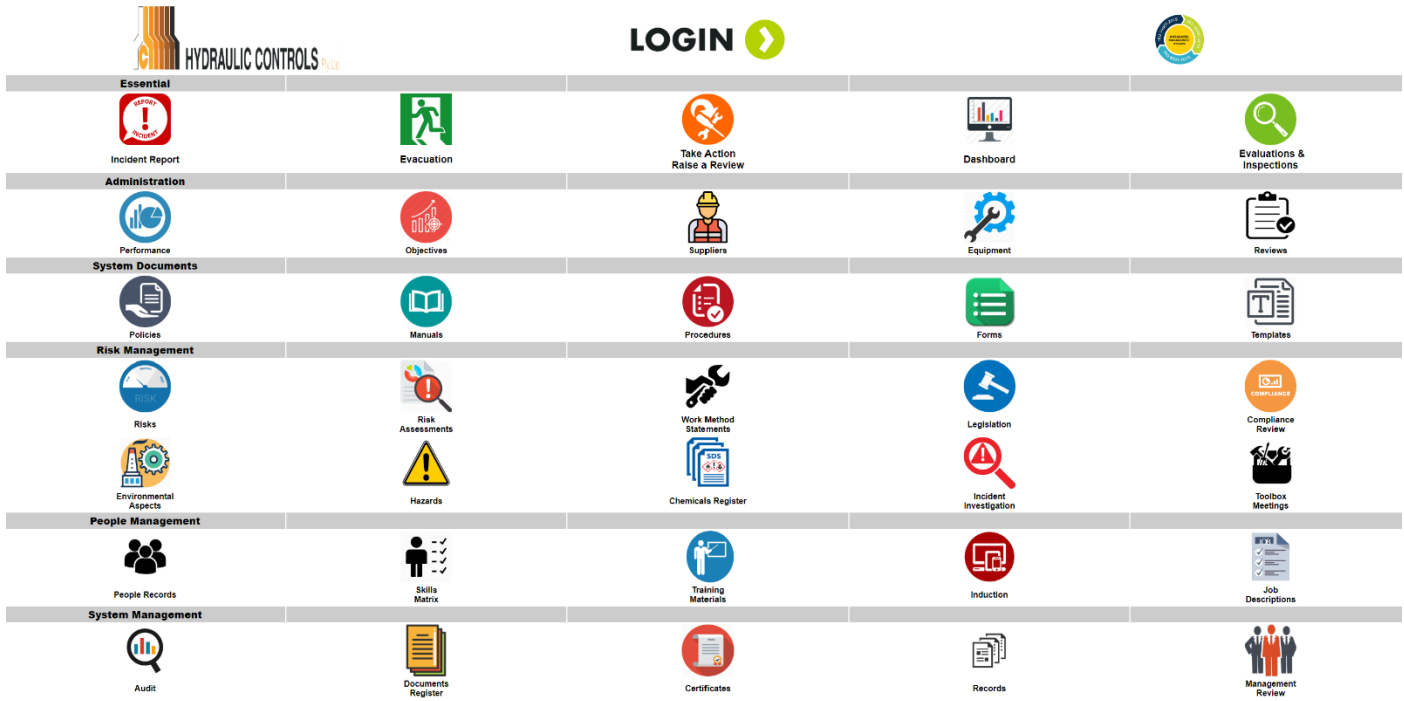
- Heather Perkins and Muny Suos are the Management Representative for Hydraulic Controls
- They coordinate internal audits, management reviews, document management, corrective actions and more.

HOW TO CONTRIBUTE

- Read the policies
- Be aware of your impact on the system
  - Each of you are part of it
- Be positive
- If something is wrong or a process can be improved, tell Heather & Muny
- Be system savvy
  - Learn how to find the information
- Enjoy the journey

How to Raise a Review

- Log on to the Document System
  - www.hydrauliccontrols.managementsystem.net.au
    - **User = Hydraulic Controls**
      - **Password = guest**
- Select ***Take Action - Raise a Review***



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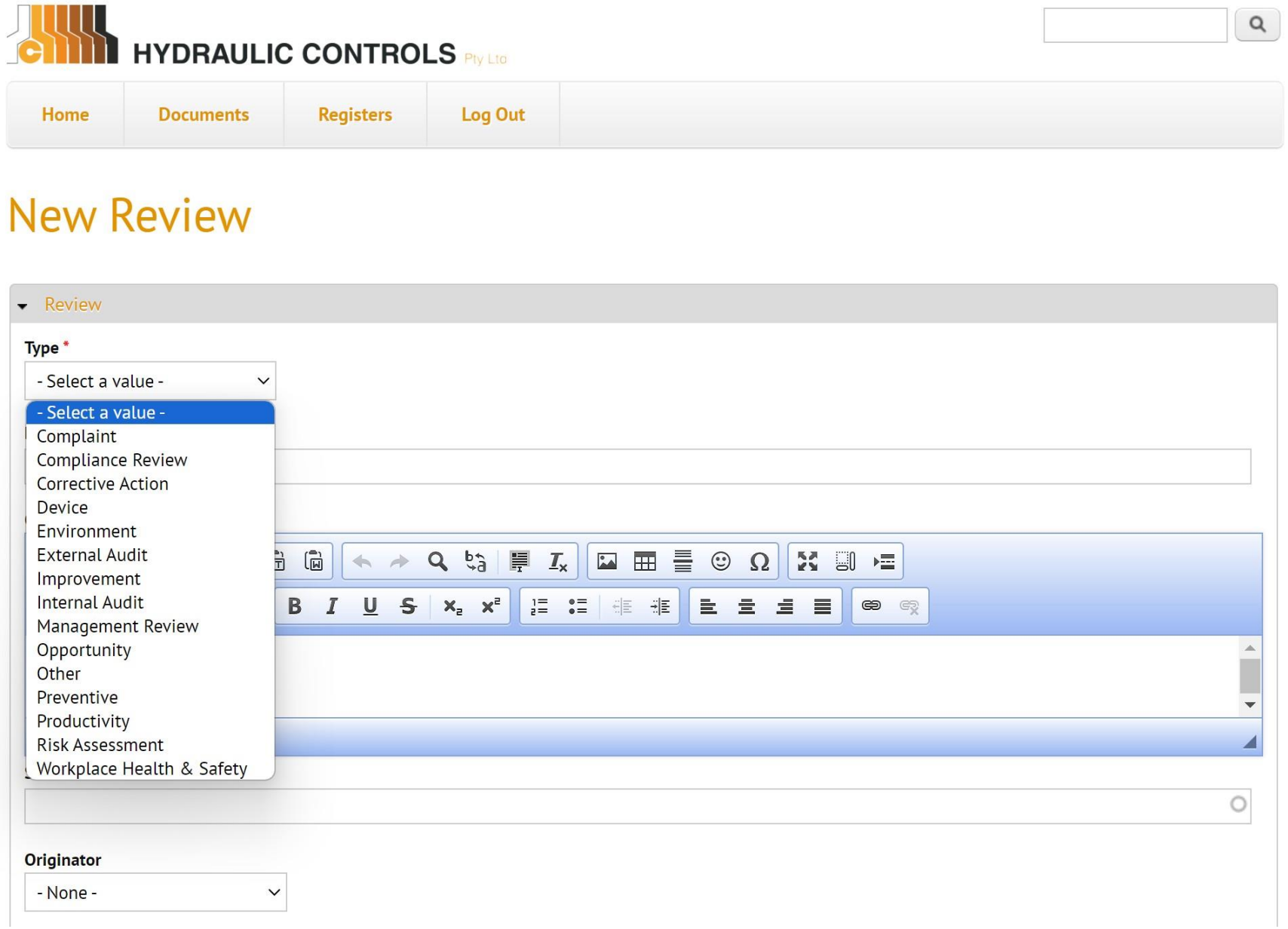


Save

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

WORK HEALTH & SAFETY

50 YEARS | 1972 - 2022 HYDRAULIC CONTROLS Pty Ltd

WORK HEALTH & SAFETY POLICY

Policy Statement

Hydraulic Controls Pty Ltd is committed to providing a safe and healthy working environment for all workers, and other persons, so far as reasonably practicable. This will be achieved by management and employees working together, following a program of health and safety activities and procedures which are monitored, reviewed, and audited to achieve best practice.

Hydraulic Controls Pty Ltd undertakes to regularly review this policy to take account of changes in legislation, activities, services, and products. As a result of this review, changes may be made to this policy from time to time and all employees and contractors are required to comply with those changes.

Application of this Policy

This policy applies to all employees of Hydraulic Controls Pty Ltd (whether full time, part-time or casual) and all persons performing work at the direction of, or on behalf of Hydraulic Controls Pty Ltd (for example contractors, subcontractors, agents, consultants, and temporary staff) (collectively referred to as "workers"); and all Hydraulic Controls Pty Ltd workplaces and to other places where workers maybe working or representing Hydraulic Controls Pty Ltd for example, when visiting a customer, client or supplier (collectively known as "workplace").

Hydraulic Controls Pty Ltd Health and Safety System

The Work Health and Safety System relates to all aspects of health and safety including (without limitation):

- WHS Strategy Plan.
- Defined WHS Responsibilities.
- Exercising due diligence.
- Health and safety training and education.
- Adopting a risk management approach to manage health and safety risks.
- Consultation with Persons Carrying on a Business or Undertaking and employees on matters related to health and safety.
- Emergency procedures and drills.
- Workplace inspections.
- Incident/accident reporting.
- Management of injured employees.

WORK HEALTH & SAFETY POLICY

Hydraulic Controls Pty Ltd Health and Safety Objectives

- To provide a safe and healthy work environment for all our employees, contractors, and other persons.
- To provide safe and healthy methods of work.
- To provide programs of health and safety activities and procedures which are continually updated and effectively carried out.
- To identify and eliminate or reduce hazards and risks to health and safety.
- To continually monitor and improve work health and safety.
- To provide education and training resources.
- To comply with all relevant laws, rules, standards, and codes of practice.
- To consult and participate with workers, and where they exist, workers representatives.

Management Responsibilities

All Officers, Managers and Team Leaders/Supervisors are responsible and accountable for the safety of employees, contractors, and company property under their control so far as reasonably practicable. Managers and Team Leaders/Supervisors are responsible for ensuring all policies, procedures, safe work practices and safe work practices and safe work procedures are followed at all times.

Employee Responsibilities

All employees are required to comply with health and safety legislation and Hydraulic Controls Pty Ltd policies and procedures by taking reasonable care that their acts or omissions do not adversely affect their health and safety and that of other people. Employees must report all hazards and incidents to their supervisors as soon as practically possible to ensure their own health and safety and the health and safety of others in our workplace, including contractors and third parties.

Contractors

All contactors engaged to perform work for Hydraulic Controls Pty Ltd are required to comply with the health and safety legislation as amended from time to time, the policy, programs, and procedures of Hydraulic Controls Pty Ltd as they relate to work health and safety and to observe all directions on health and safety given by management. Failure to comply or observe a direction will be considered a breach of the contract and sufficient grounds for termination of the contract.

Definitions

“Person Carrying on a Business or Undertaking” means an individual or organization that arranges, directs, or influences work to be done or contributes something towards the work being done. It can include partners in partnerships, sole traders, trustees of trust or committee members of unincorporated associations, public or private companies and incorporated associations.

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 a number of 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 centre 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, Hydraulic Controls 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

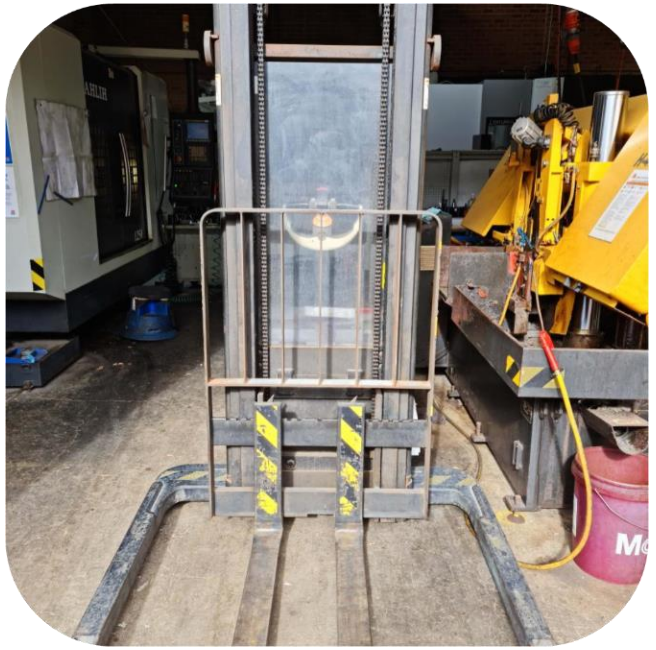
Work Health and Safety Regulations 2017

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

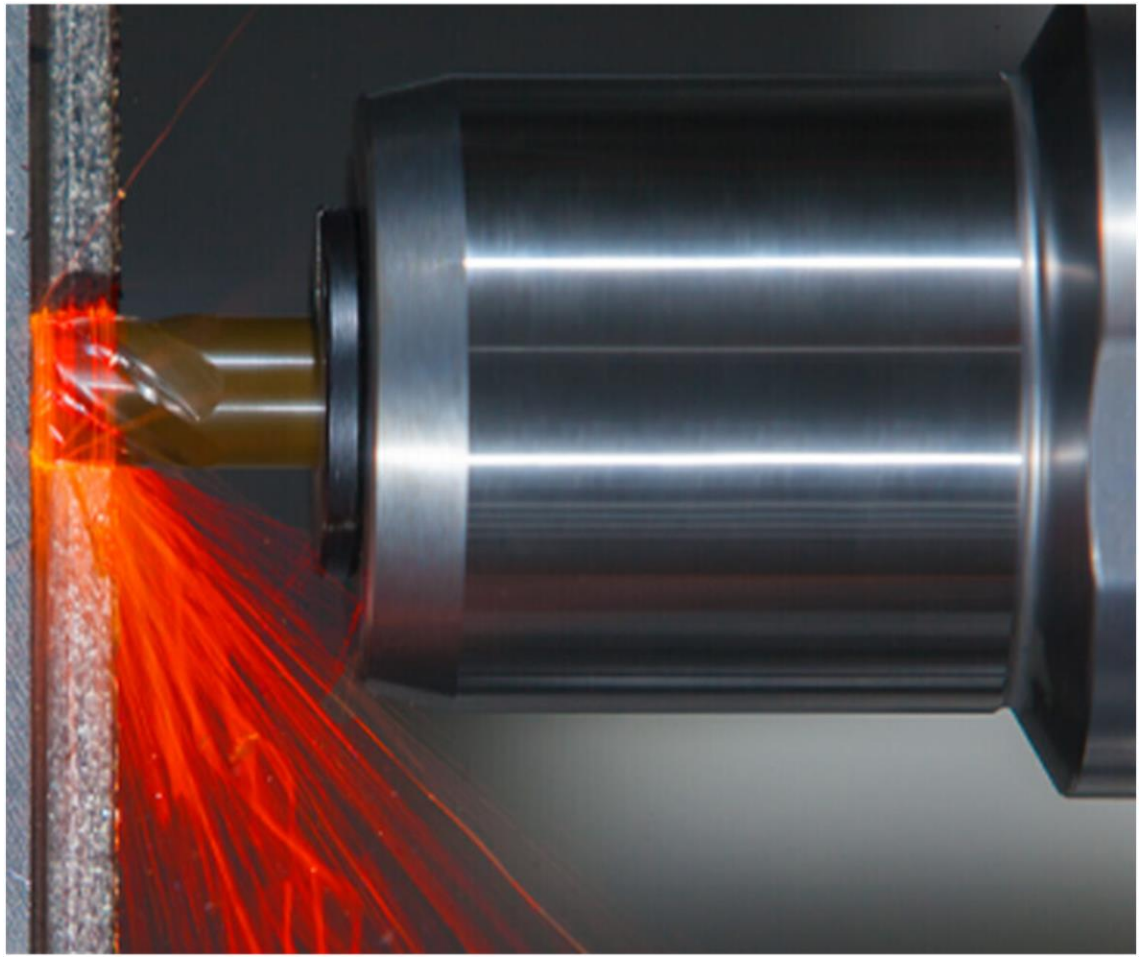
NSW OCCUPATIONAL HEALTH AND SAFETY LEGISLATION

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



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

- 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 Hydraulic Controls 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 Hydraulic Controls 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 EVACUATION PLAN

IN AN EMERGENCY PHONE 000

Location: 2 Grosvenor Pl, Brookvale

Nearest Cross Street: William St

Telephone Number: (02) 9792 8002

First Aider: Derek Umali

Fire Wardens: **David Roxburgh**

Muny Suos

Assembly Point: Driveway Entrance

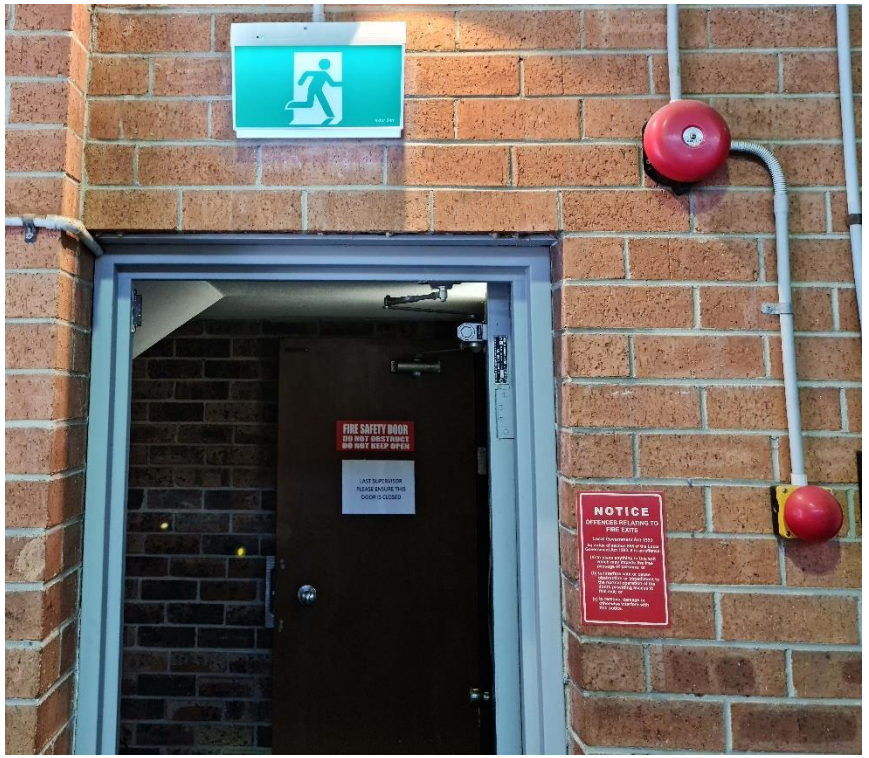
PROCEDURE in the event of Fire, Explosion, Gas Leak, Major Spill, Earthquake, Bomb Threat etc

FIRE	EVACUATION
1. Remove people from immediate danger to a place of safety	**Stage 1:** Removal of people from the immediate danger area
2. Confine fire and smoke - close windows and doors	**Stage 2:** Complete evacuation of the entire building
3. Alert nearby tenants and members of the public	**Stage 3:** Roll Call - to be conducted as soon as possible to ensure all personnel are accounted for. Report missing persons.
4. Evacuate to the assembly area - DO NOT re-enter the building	

EVACUATION PLAN

ASSEMBLY POINT

EMERGENCY PROCEDURE



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

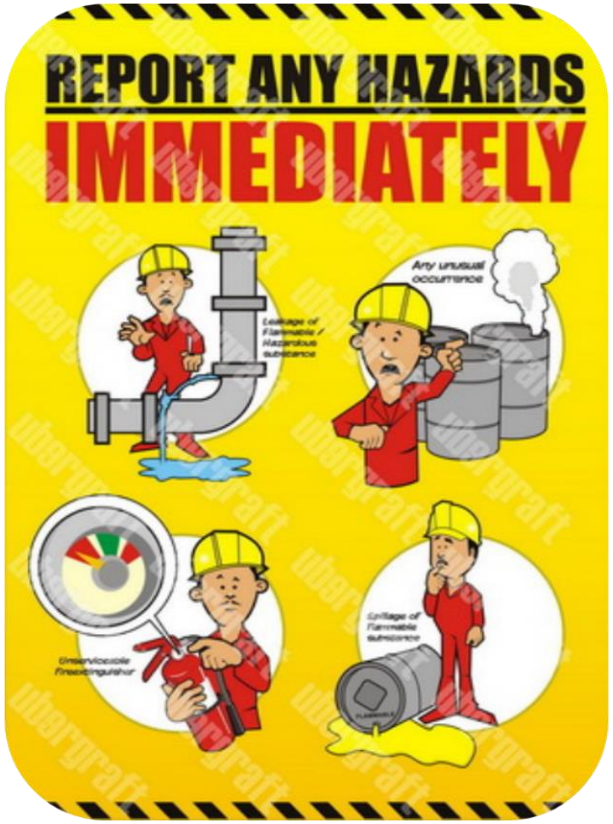
Identify which of the hazards pose the greatest risk to us

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.



SAFE OPERATING PROCEDURES

You must read and understand all the Hydraulic Controls' SOPs that are relevant to your job role

HYDRAULIC CONTROLS Pty Ltd

Safe Work Procedure – PEDESTRAL DRILL

DO NOT use this machine unless you have been instructed in its safe use and operation and have been given permission

PERSONAL PROTECTIVE EQUIPMENT


Safety glasses must be worn at all times in work areas.


Long and loose hair must be contained.


Gloves must not be worn when using this machine.


Sturdy footwear must be worn at all times in work areas.


Close fitting/protective clothing must be worn.


Rings and jewellery must not be worn.

PRE-OPERATIONAL SAFETY CHECKS

- ✓ Locate and ensure you are familiar with all machine operations and controls;
- ✓ Ensure all guards are fitted, secure and functional. Do not operate if guards are missing or faulty;
- ✓ Check workplace to ensure there are no slip or trip hazards present;
- ✓ Ensure cutter is in good condition and securely mounted;
- ✓ Check coolant delivery system (if used) to allow for sufficient flow of coolant.

POTENTIAL HAZARDS AND INJURIES

- ⓘ Sharp cutters;
- ⓘ Hair/clothing getting caught in moving machine parts;
- ⓘ Eye injuries;
- ⓘ Metal splinters and burrs;
- ⓘ Flying debris.

DON'T

- ✖ Do not use faulty equipment. Immediately report suspect machinery;

HYDRAULIC CONTROLS Pty Ltd

Safe Work Procedure - MILLING MACHINE

DO NOT use this machine unless you have been instructed in its safe use and operation and have been given permission

PERSONAL PROTECTIVE EQUIPMENT

- Safety glasses must be worn at all times in work areas.
- Long and loose hair must be contained.
- Gloves must not be worn when using this machine.
- Sturdy footwear must be worn at all times in work areas.
- Close fitting/protective clothing must be worn.
- Rings and jewellery must not be worn.

PRE-OPERATIONAL SAFETY CHECKS

- ✓ Ensure task (eg. Drawings, instructions, specifications etc.) is clearly understood;
- ✓ Locate and ensure you are familiar with all machine operations and controls;
- ✓ Ensure all guards are fitted, secure and functional. Do not operate if guards are missing or faulty;
- ✓ Check workplace to ensure there are no slip or trip hazards Present;
- ✓ Check that the cutting tools are in good condition and securely mounted;
- ✓ Check coolant delivery system to allow for sufficient flow of Coolant;

POTENTIAL HAZARDS AND INJURIES

- ⓘ Sharp cutters;
- ⓘ Hair/clothing getting caught in moving machine parts;
- ⓘ Eye injuries;
- ⓘ Skin irritation;
- ⓘ Metal splinters and burrs;
- ⓘ Flying debris.

DON'T

- ✖ Never leave the machine running unattended;
- ✖ Do not leave equipment on top of machine;
- ✖ Immediately report suspect machinery. Do not use faulty equipment.

Milling Machine

Activity	Hazard	Probability	Consequence	Ranking	Control	Probability	Consequence	Ranking
Milling Machine Operation - Exposure to Rotating or Moving Parts	Entanglement and Entrapment	3	4	**H7**	1 - Where possible, potentially hazardous plant, machinery and processes, including milling machines, are substituted or replaced with less hazardous alternatives. 2 - All necessary milling machine guards and safety devices are in place protecting workers from all moving parts. 3 - Micro switches are fitted that cut off power when covers or guards are opened. 4 - "Lock Out" or warning "Danger" tags are affixed to all milling machines under repair or maintenance preventing workers from using the equipment. 5 - Staff and student training is provided to minimise exposure to these hazards. 6 - Safe operating procedures (SOPs) for all milling machines are available and clearly displayed. 7 - "Safe Working Zones" around all milling machines are clearly defined by yellow safety lines (or similar). 8 - Emphasis is placed on the requirement for plant operators to remove all jewellery, tuck in loose clothing and tie back long hair.	1	4	**M5**
Milling Machine Operation - Exposure to Rotating or Moving Parts	Striking	3	4	**H7**		1	4	**M5**
Milling Machine Operation - Exposure to Rotating or Moving Parts	Crushing & Pinching	3	4	**H7**		1	4	**M5**
Milling Machine Operation - Exposure to Rotating or Moving Parts	Cutting, Stabbing and Puncturing	3	4	**H7**		1	4	**M5**
Work Environment	Slips, Trips, Falls and Abrasions	4	4	**H8**	1 - Housekeeping 2 - Training is provided to minimise exposure to these hazards.	2	4	**M6**
Work Environment	Noise	4	3	**H7**	1 - Regular Maintenance 2 - Hearing Protection	2	3	**M5**
Work Environment	Dust, Fumes and Vapours	4	3	**H7**	1 - Regular Maintenance 2 - Hearing Protection 3 - All appropriate and approved personal protective equipment (PPE) is used where required.	1	3	**L4**

HIERARCHY OF CONTROLS IN THE WORKPLACE

The hazard controls in the hierarchy are:

1. Elimination *(the most effective control measure)*
2. Substitution
3. Isolation
4. Engineering
5. Administration
6. Personal protective equipment *(the least effective control measure)*

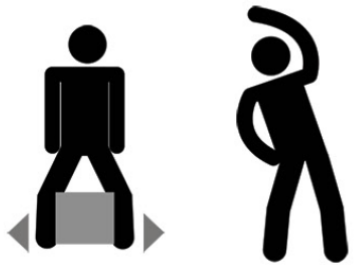
SPECIFIC HAZARDS

Hazardous Chemicals

SPECIFIC HAZARDS

Manual Handling

safe lifting tips



Prepare for the lift by warming up your muscles.

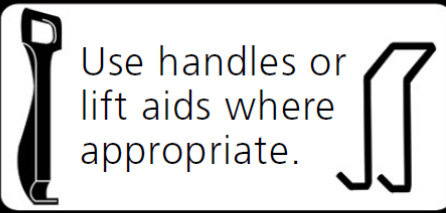
Stand close to the load and face the direction you intend to move.

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

HYDRAULIC CONTROLS Pty Ltd

ENVIRONMENT POLICY

Environmental Policy/Mission Statement

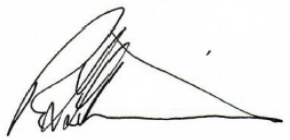
Hydraulic Controls Pty Ltd is committed to protecting the environment, the health and safety of our employees, and the community in which we conduct our business. It is our policy to seek continual improvement throughout our business operations to lessen our impact on the local and global environment by conserving energy, water, and other natural resources; reducing waste generation; recycling and reducing our use of toxic materials. We are committed to environmental excellence and pollution prevention, meeting or exceeding all environmental regulatory requirements, and to purchasing products which have greater recycled content with lower toxicity and packaging, that reduce the use of natural resources.

Environmentally Preferable Purchasing (EPP) Policy

Preference will be given to purchasing products and services that have the following environmentally friendly attributes with acceptable parameters for price, quality, and delivery:

- Maximises post-consumer recycled content.
- Minimises packaging and other wastes.
- Minimises toxicity.
- Are durable and reusable.
- Are more locally available to minimize transportation.
- Are made from sustainably produced materials.
- Are compostable or biodegradable.
- Conserves energy, water, and other natural resources.

Environmentally preferable products and services that are comparable in quality to their standard counterparts will receive a purchasing preference. In situations where the most environmentally preferable product is unavailable or impractical, secondary considerations will include production methods and the environmentally and socially responsible management practices of suppliers and producers. Environmentally preferable purchasing is part of our long-term commitment to the environment. By sending a clear signal to producers and suppliers about this commitment, we hope to support wider adoption of environmentally preferable products and practices.



Robert Le Couteur

General Manager/Director

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

1. 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).

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

3. 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	30 Jul 2023
Air Emissions	Electricity Use	Medium	No	Yes	30 Jul 2023
Energy Emissions - Noise & Vibrations	Disturbance to Community	Medium	No	Yes	30 Jul 2023
Hazardous Substances	Contamination - Release of material of materials or substances to the environment.	Low	No	Yes	30 Jul 2023
Raw Materials	Consumption of Resources	Medium	No	Yes	30 Jul 2023
Raw Materials - Paper	Land Fill	Low	No	Yes	30 Jul 2023
Waste	Land Fill	Low	No	Yes	30 Jul 2023
Waste - Packaging	Land Fill	Low	No	Yes	30 Jul 2023

QUALITY

50 YEARS | 1972 - 2022 HYDRAULIC CONTROLS Pty Ltd

QUALITY POLICY

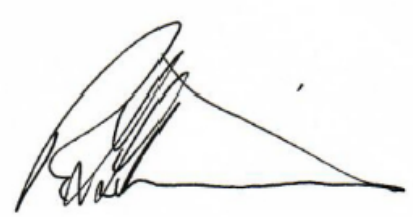
Hydraulic Controls is committed to providing exceptional service in the Design, Manufacture and Supply of Fluid Power Systems.

Our quality objectives are satisfied stakeholders and continual improvement of the quality management system. These objectives are established, maintained and achieved through our objectives framework and risk profile management.

Hydraulic Controls is committed to comply with requirements of all applicable and relevant legislative requirements.

To ensure these objectives are achieved, we have established and will maintain a quality management system which complies with AS/NZS ISO 9001:2016.

This policy is established, implemented and maintained by the leadership team who ensures it is appropriate to the purpose and context of Hydraulic Controls in supporting our strategic directions and risk profile.



Robert Le Couteur

General Manager/Director

YOUR QUALITY RESPONSIBILITIES

- Read the policy
- Be aware of your impact on the system – each of you are part of it
- Be positive – if something is wrong or a process can be improved, tell Heather or Muny, the System Coordinators
- Be system savvy – learn how to find the information

Objectives

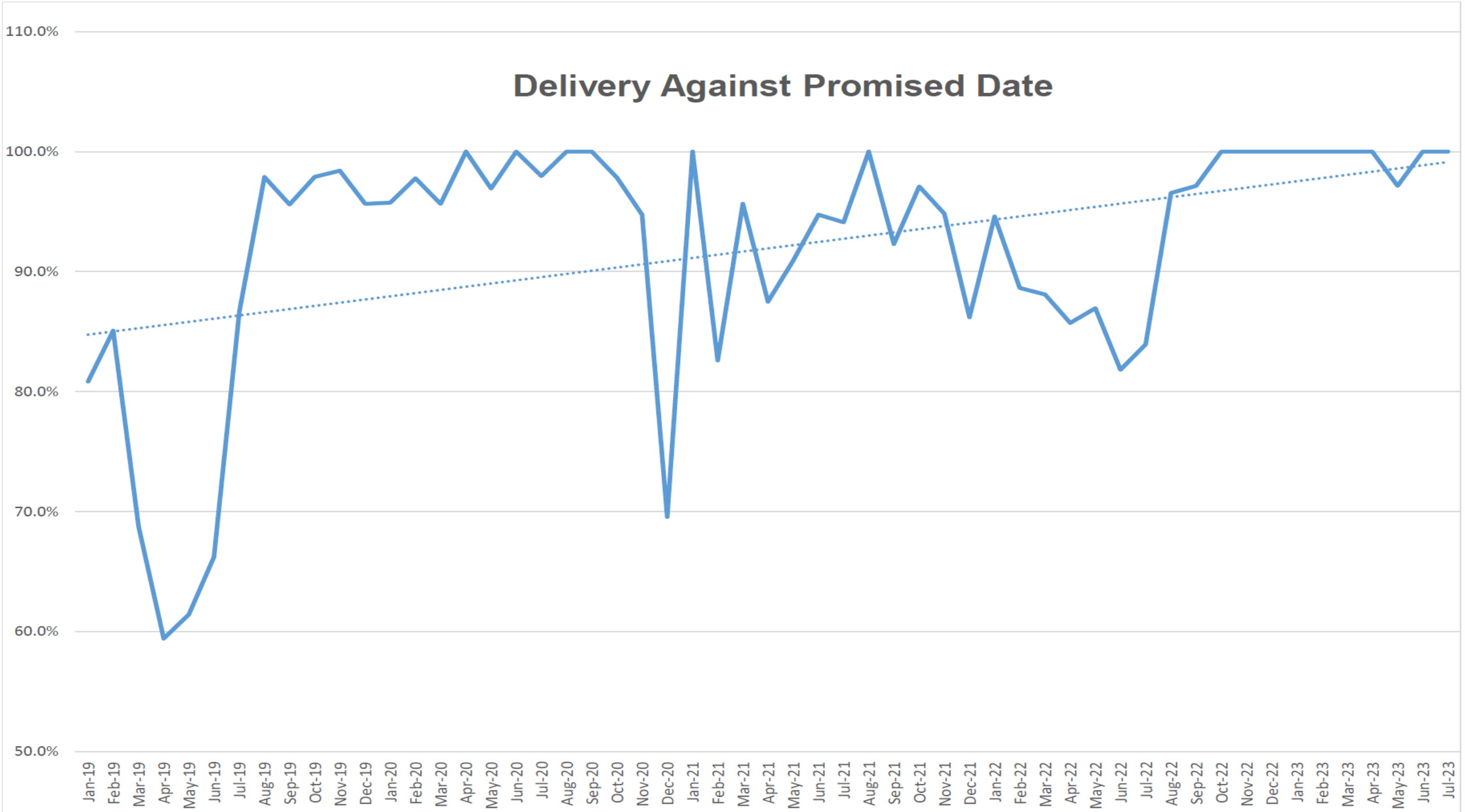
Discipline	Ref	Objective
Environment	1	Minimise Environmental Impact
Quality	1	Customer Satisfaction
Quality	2	Continually Improve the Management System and Operational Processes.
Safety	1	Minimise Harm
Strategic	1	Certified Management Systems

Targets

Discipline	Ref	Program, Process or Procedure	Target	Actual	Status
Environment	1.2	Environmental Response	Effective Operational Controls. Maintain Zero Environmental Incidents.	Number of Environmental Incidents. Zero Recorded.	Met
Environment	1.3	Regular Training on Environmental Issues & Controls	One Training Program Per Annum	Training Presented - Spill Response	Met
Quality	1.1	Komatsu Supplier Evaluation Program	Positive Trends Indicted August 2023	YTD 2023 Delivery Performance Against Promised = 99.3 Quality Defects PPM = 1240	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	Current System Activities ON Schedule	Met
Safety	1.2	Hazard & Risk Management	Reducing Number of Incidents/Injuries Recorded	No recorded incidents/injuries since 2020	Met
Safety	1.3	Effective WHS Programs	Regular Training on WHS Issues & Controls	Training on Manual Handling presented	Met
Safety	1.4	Employee Participation	One Toolbox Talk Per Month	First Toolbox Meeting Held July 2023	Met
Strategic	1.1	Certification to ISO9001, ISO14001 ISO 45001	Maintain Certification	Awaiting Environmental & WHS Certification	Partial

CUSTOMER SATISFACTION

Discipline	Ref	Program, Process or Procedure	Target	Actual	Status
Quality	1.1	Komatsu Supplier Evaluation Program	Positive Trends Indicted August 2022	YTD 2021 Delivery Performance Against Promised = 98.7 Quality Defects PPM = 4284	Met


Delivery Against Promised Date
110.0%
100.0%
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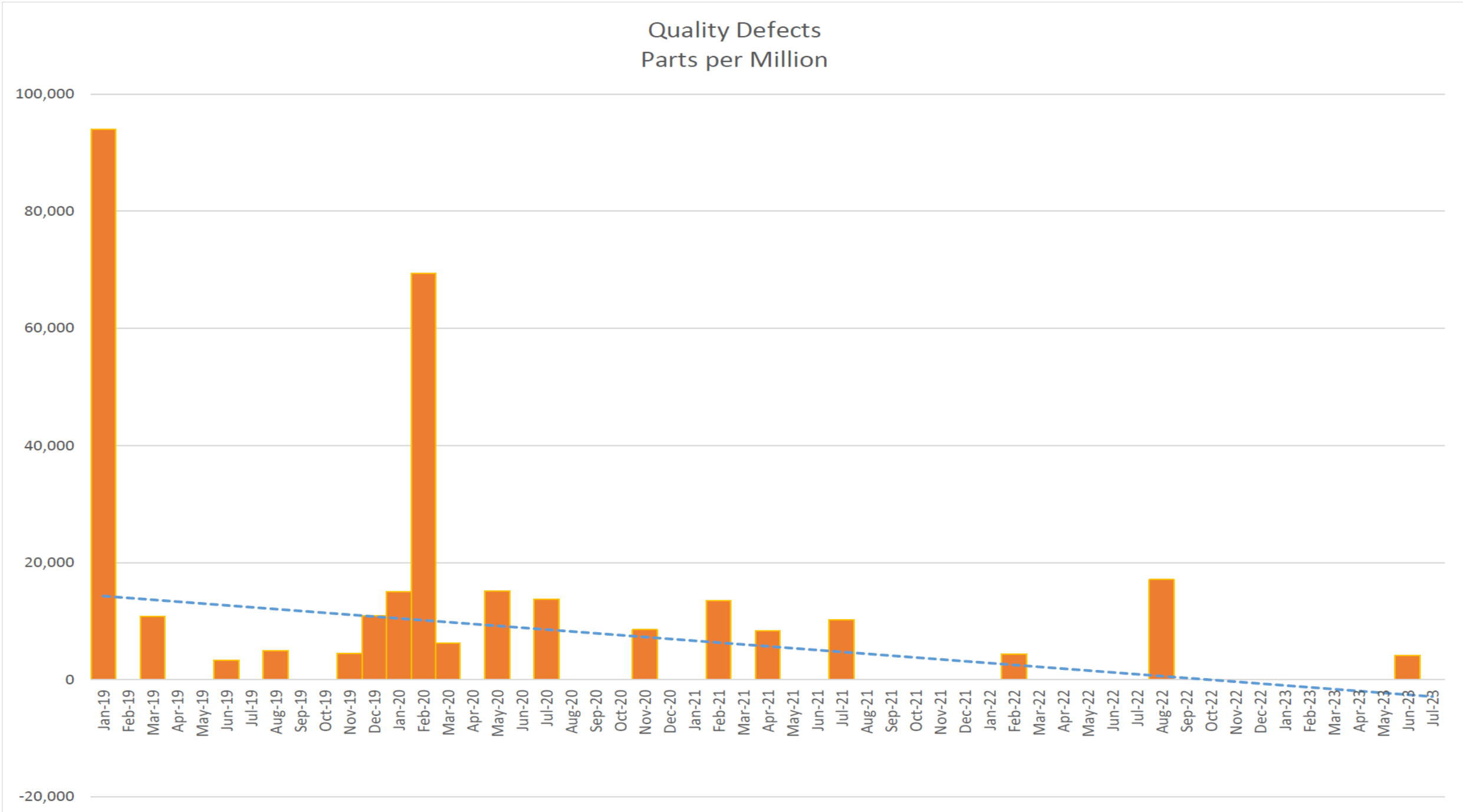
Quality Defects
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Please ensure that your training session is finalised by following the scanning the QR Code and completing the questionnaire.