

**Quality, Environment & Safety  
Induction**

Established in 1994, NPS has grown to become the markets premier partner for designing, building and construction of customised, bespoke power protection solutions.

Our Australian and New Zealand footprint delivers prompt and reliable 360-degree service, including on-site support, face -to-face consultation and a full after sales service with maintenance back-to-back with all the major manufacturers.

We customise power protection solutions to suit your workplace, from design to installation and all the way through to preventative maintenance and servicing. We provide you with the confidence that your critical infrastructure is completely protected, allowing you to focus on what matters.

# 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 polices, 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

- NPS 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.nps.managementsystem.net.au](http://www.nps.managementsystem.net.au)

Select




































**LOGIN** 

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


**NPS User**

**#npsuser#**

Use the icons to select the documents required

<b>Essential</b>				
 Incident Report	 Evacuation	 Take Action Raise a Review	 Dashboard	 Evaluations & Inspections
<b>Administration</b>				
 Performance	 Objectives	 Suppliers	 Equipment	 Reviews
<b>System Documents</b>				
 Policies	 Manuals	 Procedures	 Forms	 Templates
<b>Risk Management</b>				
 Risks	 Risk Assessments	 Work Method Statements	 Legislation	 COMPLIANCE Compliance Review
 Environmental Aspects	 Hazards	 SDS Chemicals Register	 Incident Investigation	 Toolbox Meetings
<b>People Management</b>				
 People Records	 Skills Matrix	 Training Materials	 Induction	 Job Descriptions
<b>System Management</b>				
 Audit	 Documents Register	 Certificates	 Records	 Management Review






# 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.



# WHO DOES WHAT?

- Alex O'Donnelly is the Management Representative for NPS
  - She 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

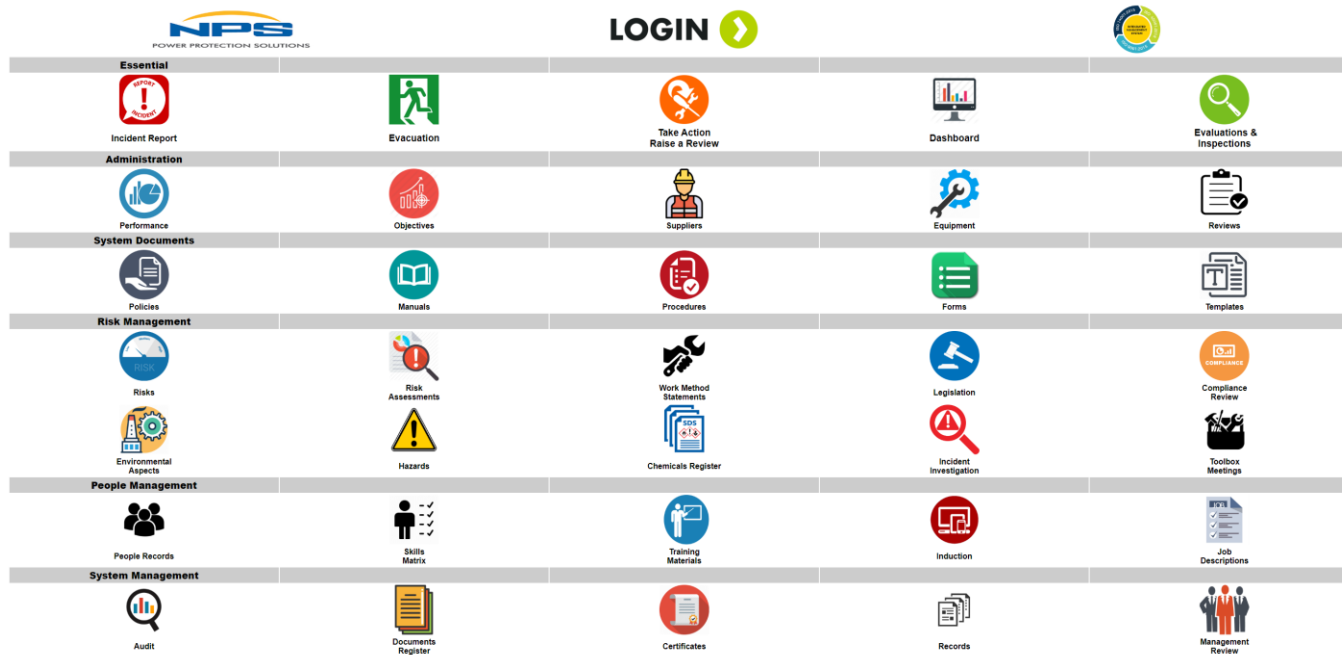
5

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.nps.managementsystem.net.au](http://www.nps.managementsystem.net.au)

**User = NPS User**

**Password = #npsuser#**

Select *Take Action - Raise a Review*

## New Review

Review

Type \*

- Select a value -
- Select a value -
- Complaint
- Compliance Review
- Corrective Action
- Device
- Environment
- External Audit
- Improvement
- Internal Audit
- Management Review
- Opportunity
- Other
- Preventive
- Productivity
- Risk Assessment
- Workplace Health & Safety

Originator

- None -

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Enter the Details

# 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.

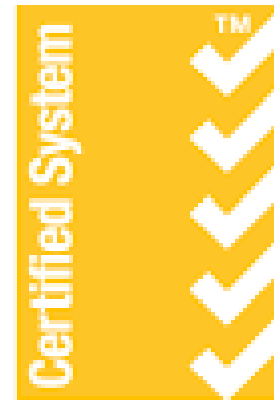
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# WORK HEALTH & SAFETY



Quality  
ISO 9001



OHS  
ISO 45001



Environment  
ISO 14001





# WORK HEALTH & SAFETY POLICY

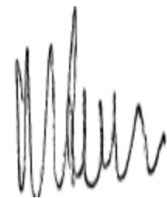
Natural Power Solutions is a supplier products and solutions for Power Cooling and Energy Distribution Systems for a wide variety of applications in Government, Commercial, IT Data Centres, Healthcare, Industrial and Mining sectors.

We recognise the importance of and commit to providing all employees, visitors, subcontractors and external providers with safe and healthy working conditions for the prevention of work-related injury and ill health. This policy is deemed appropriate to our purpose, size, context and specific to the very nature of our OHS opportunities.

Natural Power Solutions provides a framework for setting the OHS objectives. We commit to fulfil legal requirements and other requirements; eliminate hazards and reduce OHS risks; continual improvement of the OHS management system; consultation and participation of workers.

Our policy is relevant, appropriate, and communicated within Natural Power Solutions through training and access to the OHS management system. The policy is made available as appropriate to interested parties.

Our ultimate goal is the prevention of occupational injuries and illness.



Mark Sewell



# 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:

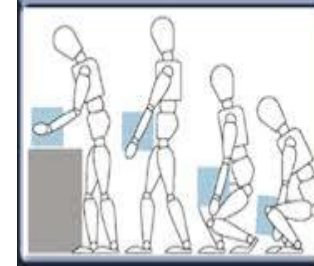
- Lifting weights of more than 4.5 kg while seated.
- Lifting weights above the range of 16-20 kg (weights over 55 kg should not be lifted without mechanical assistance or team lifting).
- Pushing, pulling and sliding objects that are difficult to move.

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, NPS 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

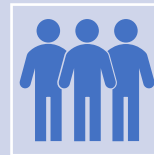
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- The objective of these Acts is to protect workers against harm to their health, safety and welfare through the elimination or minimisation of risks from work
- Under the Act we all have a duty of care to ensure the health and safety of ourselves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





# EMPLOYERS DUTY OF CARE



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 NPS 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 NPS 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:** Unit 25/1 Talavera Rd Macquarie Park NSW 2113
- Nearest Cross Street:** Lane Cove Rd
- Telephone Number:** 1300 911 605
- First Aider:** Alex O'Donnelly, Annie Chu
- Fire Wardens:** Sam Sizgoric, Mason Brightmoore
- Assembly Point:** Car Park in front of the Office

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

#### FIRE

1. Remove people from immediate danger to a place of safety
2. Confine fire and smoke - close windows and doors
3. Alert nearby tenants and members of the public
4. Evacuate to the assembly area - DO NOT re-enter the building

#### EVACUATION

- Stage 1:** Removal of people from the immediate danger area
- Stage 2:** Complete evacuation of the entire building
- Stage 3:** Roll Call - to be conducted as soon as possible to ensure all personnel are accounted for. Report missing persons.

**Evacuation Plan**  
 Unit 25/1  
 Talavera Road  
 Macquarie Park 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 MAKE AN ALARM TO NOTIFY OTHERS.

**C CONTAIN** → CONTAIN THE DANGER (FIRE) WHERE POSSIBLE TO DO SO, WHERE SAFE TO DO SO AND IF TAKEN TO DO SO, FOR e.g., 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





SPECIFIC HAZARDS

**Hazardous Chemicals**  
**Batteries**



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...

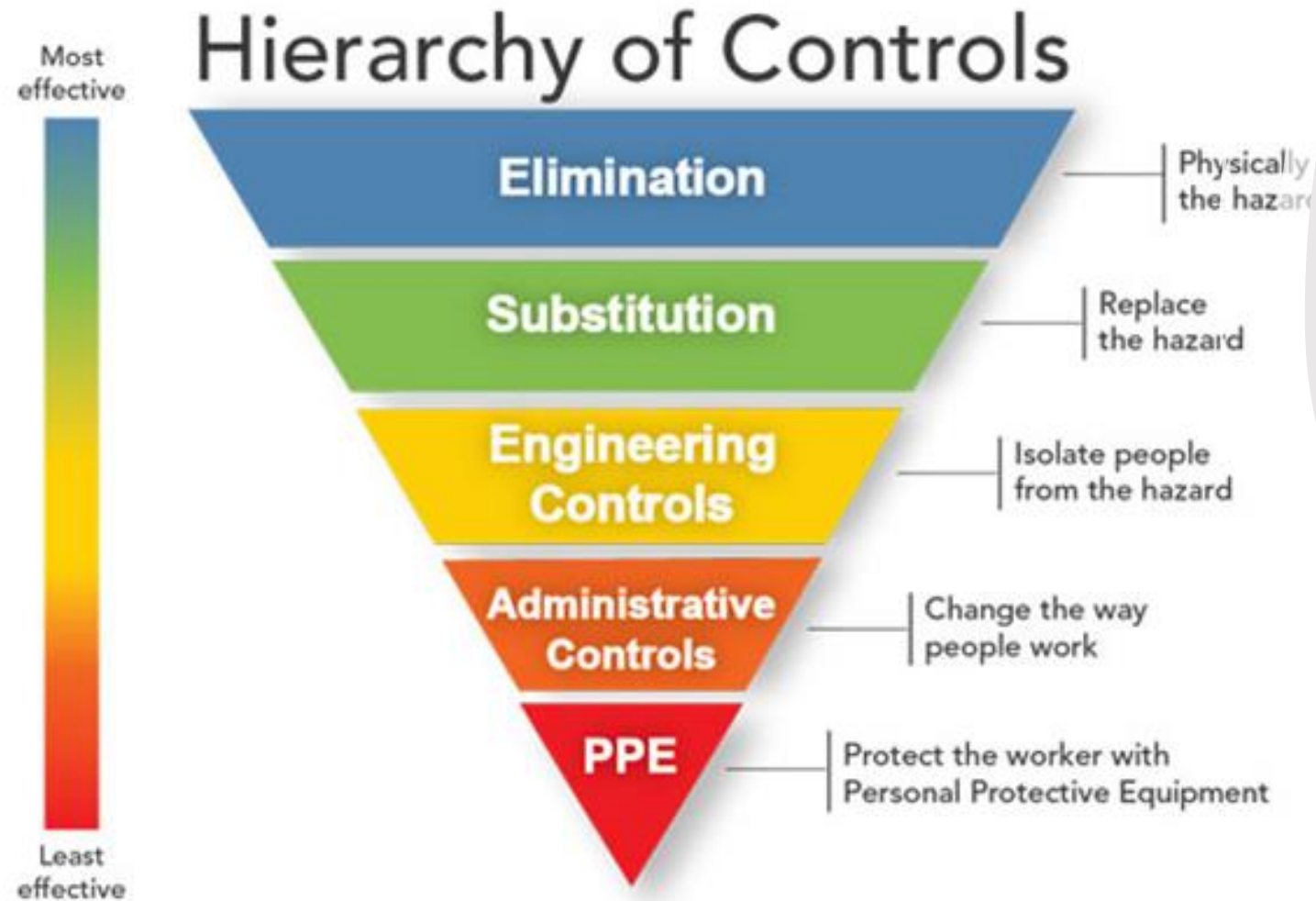


Don't Reach...

## 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:

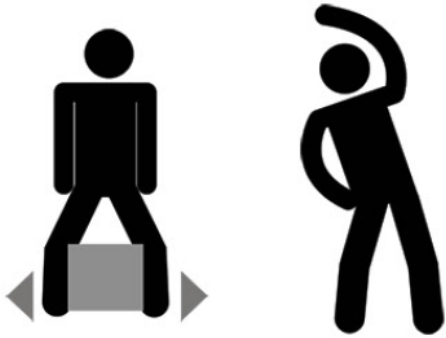


# HIERARCHY OF CONTROLS IN THE WORKPLACE

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

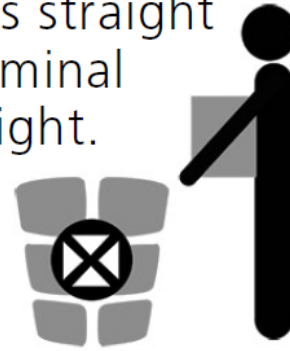


Prepare for the lift by warming up your muscles.

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



Keep arms straight and abdominal muscles tight.



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

Be sure you have a good grip on the load.



Lift smoothly, without jerking.



Use handles or lift aids where appropriate.

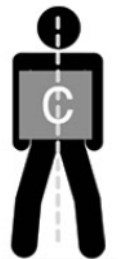


Tuck chin into your chest.



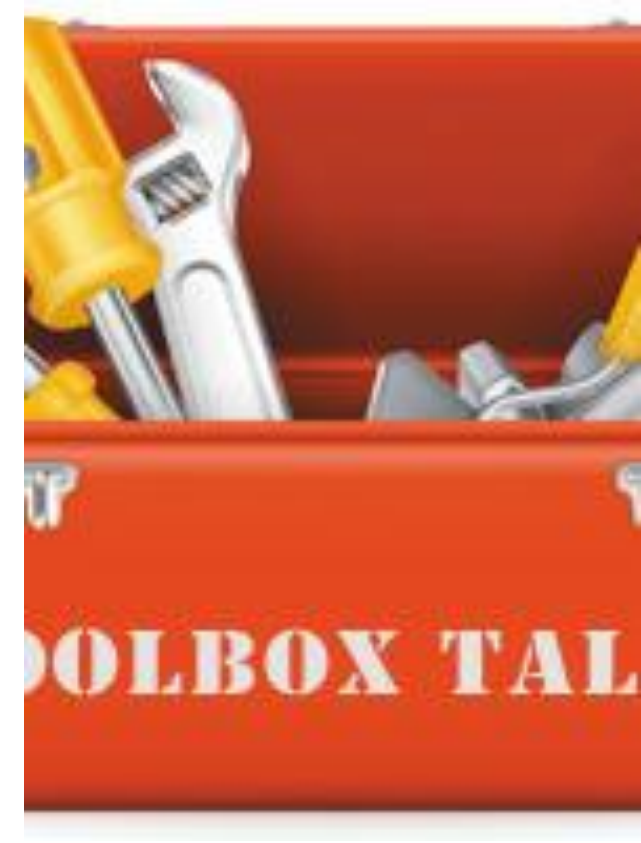
Keep your back straight and butt out.

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



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



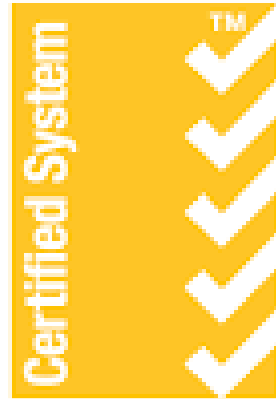


## A FEW CONTROL MEASURES

- Consultation
- Workplace Inspections
- PPE



Quality  
ISO 9001



OHS  
ISO 45001



Environment  
ISO 14001



ENVIRONMENT



## Mission Statement

Natural Power Solutions recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods, with regular review points. We encourage our clients, suppliers and other stakeholders to do the same.

## Responsibility

The Managing Director is responsible for ensuring that the environmental policy is implemented. However, all employees share the responsibility to ensure that the aims and objectives of the policy are met.

## Policy Aims

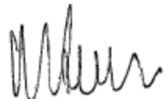
We endeavour to:

- Comply with and exceed all relevant regulatory requirements.
- Continually improve and monitor environmental performance.
- Continually improve, reduce environmental impacts and prevent pollution.
- Incorporate environmental factors into business decisions.
- Increase employee awareness and training.

## The Environmental Policy:

- Is documented, implemented and maintained,
- Is communicated to all persons working with or for the Company, and
- Is available to the public.

Our commitment is evidenced by the adoption of the International Standard ISO 14001:2015 for Environmental Management Systems as our corporate guideline. With the determination of senior management and support of all staff members & sub-contractors, Natural Power Solutions will meet our corporate goal of continual environmental management improvement.



Mark Sewell

# ENVIRONMENT POLICY



## 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



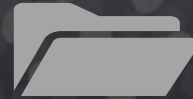
# ENVIRONMENTAL ASPECTS



**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

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Aspect	Impact	Risk Rating	Significant	Controlled	Last Review
Air Emissions	Electricity Use	Medium	No	No	21 Nov 2023
Raw Materials - Paper	Land Fill	Low	No	Yes	21 Nov 2023
Waste - Packaging	Land Fill	Low	No	Yes	21 Nov 2023
Hazardous Substances	Contamination - Release of material of materials or substances to the environment - Lead Acid Batteries	Low	No	Yes	24 Nov 2023
Air Emissions	Use of Fossil Fuels	Low	No	Yes	24 Nov 2023
Waste	Land Fill	Low	No	Yes	21 Nov 2023
Recycling of Lead Acid Batteries	Contamination - Release of material of materials or substances to the environment - Lead Acid Batteries	Low	No	Yes	24 Nov 2023



# QUALITY



Quality  
ISO 9001



OHS  
ISO 45001



Environment  
ISO 14001





# QUALITY POLICY

Natural Power Solutions is a supplier products and solutions for Power Cooling and Energy Distribution Systems for a wide variety of applications in Government, Commercial, IT Data Centres, Healthcare, Industrial and Mining sectors.

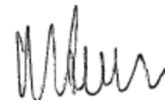
Our aim is to interpret our customers' needs and to supply products and solutions which best suit those needs in terms of quality of service as well as quality of finished products. We recognise our responsibility to supply Battery Back-up equipment, Precision cooling equipment and Lightning protection devices that complies with relevant Australian and New Zealand Standards and market requirements.

We are committed to serving our customers with a consistency of quality that can be relied upon and we see this being attained by:

- Maintaining a Quality Management System complying with AS/NZ ISO 9001.
- Identifying business risks with respects to markets we are operating.
- Understanding the needs as and expectations of stakeholders including our customers.
- Establishing business plans and performance objectives.
- Providing Staff training to improve skills, methods and product awareness to achieve consistent and shared quality values.

Quality management involves every single employee as well as top management at Natural Power Solutions and requires their full support in implementation, operation and continual improvement of the effectiveness of this system.

Our objective is to continually improve the effectiveness of our business process by adopting a Quality Management System including measurable quality objectives and to be responsive to customer needs to ensure enhanced customer satisfaction.



Mark Sewell

# 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 Alex, the System Coordinator
- Be system savvy – learn how to find the information

# Objectives



Discipline	Ref Objective
Environment	1 Minimise Environmental Impact
Quality	1 Reduce Defects at Installation and Commissioning
Quality	2 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	Reduce Defects at Installation and Commissioning	Less than 5 complaints per 100 installations/deliveries concerning defects	Zero complaints over last 12 months as at August 2023. Customer Satisfaction Rating = 98.6%	Met



# MINIMISE HARM

Discipline	Ref	Program, Process or Procedure	Target	Actual	Status
Safety	1.2	Hazard & Risk Management	Reducing Number of Incidents/Injuries Recorded	No incidents recorded as at November 2023	Met
Safety	1.3	Effective WHS Programs	Regular Training on WHS Issues & Controls	Training presented - Mental Health, Sitting, Road Safety	Met
Safety	1.4	Employee Participation	One Toolbox Talk Per Month	Meetings conducted monthly as at November 2023	Met

Discipline	Ref	Program, Process or Procedure	Target	Actual	Status
Environment	1.2	Environmental Response	Effective Operational Controls. Maintain Zero Environmental Incidents.	Zero Incidents Recorded - YTD 2023	Met
Environment	1.3	Regular Training on Environmental Issues & Controls	One Training Program Per Annum	Training on Battery Recycling Presented November 2023	Met

## MINIMISE ENVIRONMENTAL IMPACTS

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

