

ARCANARY

Integrated Management System

Scope of Certification: Architectural Services

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2. Background

ARCANARY is an Australian-Spanish Architectural Firm specializing in high-end residential and commercial projects.

We are based in the Eastern Suburbs of Sydney, Australia, with additional offices located in Sofia, Bulgaria, and Tenerife, Spain.

As an Architecture and Interior Design firm, we are passionate about both design and problem-solving.

Our comprehensive services include Project Management, Master Planning, Authorities coordination, and Contractor supervision. We take care of our projects from conception to completion, ensuring every detail is meticulously attended to.

ARCANARY has implemented an integrated management system based on the requirements of ISO 14001:2016 , ISO 9001: 2016 and ISO 45001:2018

The resultant management system describes ARCANARY’s processes to:

- demonstrate its ability to consistently provide services that meet Client requirements.
- enhance Client satisfaction.
- enhance environmental performance.
- achieve organisational objectives.
- fulfill legal obligations.
- demonstrate through the effective application of the system, including processes for improvement of the system and the assurance of conformity to Client and applicable statutory and regulatory requirements.

Non-Applicable Requirements

ARCANARY has determined that all of the requirements of the standards are applicable.

This manual outlines ARCANARY’s plan to satisfy the quality requirements of ISO 9001:2016, with the following exclusions:

- Clause 8.5.3 *Property belonging to Clients or external providers.*
- Clause 8.5.4 *Preservation of product.*

Management System Structure

The purpose of ARCANARY's integrated Quality, Environment and Work Health & Safety Management System (IMS) is to ensure product and service quality meet the highest standards demanded by ARCANARY and expected by its Clients: and to ensure the ARCANARY products, process, and services are carried out in an environmentally responsible manner.

3. Revision and Version Status

This manual is issued by Management Representative with the approval of Directors and is reviewed in accordance with the Document Control procedure.

VERSION NO.	SECTION REVIEWED	CHANGES MADE	WRITTEN BY	APPROVED BY	DATE ISSUED
1	Entire manual	Draft versions for review and approval	Michael Hionis	Marcos G Puga	01/05/2024

4. Terms and Definitions

Terms & Definitions and Abbreviations

The terminology used throughout this manual is consistent with the definitions provided in the ISO 14001:2016, ISO 9000:2016 and ISO 45001:2018 standards.

- Supplier is used for contract manufacturer, subcontractor, and direct material or service supplier.
- Organisation refers to ARCANARY.
- Product may also be used to mean services provided.
- Environmental Aspects are elements of ARCANARY's activities that may interact with the environment.
- Environmental Impacts are the changes (positive / negative) to the environment from the aspects. Acceptable Risk is the risk reduced to a level that can be tolerated by ARCANARY.

Integrated Management System (IMS):

The term integrated management system covers Quality Management System (QMS), Environmental Management System (EMS) and Work Health and Safety Management System (WHSMS)

The term Quality System is used as synonymous to IMS (Integrated Management System).

Terms Quality, Environment and WHS Management System (QMS/EMS/WHSMS) shall also mean Integrated Management System.

Hazard = Source, Situation, or act with a potential to harm in terms of human injury or ill health or combination of two.

Abbreviations:

IMS = Integrated Management System

EMS = Environmental Management System (within IMS)

QMS = Quality Management System (within IMS)

WHSMS = Work Health & Safety Management System (within IMS)

5. The Context of ARCANARY

Understanding ARCANARY and Its Context

ARCANARY has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect our ability to achieve the intended results of its quality management system. ARCANARY monitors and reviews information about these external and internal issues.

Internal and External Issues

- Issues are identified by source as External or Internal.
- Once identified, issues are recorded in the [Risk Register](#)
- Issues are classified as Internal or External within the register.

Internal and external issues are managed in accordance with the Procedure [Risk Management](#)

Needs and Expectations of Interested Parties

Due to the effect or potential effect on ARCANARY' ability to consistently provide products and services that meet Client and applicable statutory and regulatory requirements, ARCANARY has determined:

- the interested parties that are relevant to the Quality Management System.
- the interested parties that are relevant to the Environmental Management System.
- the interested parties that are relevant to the Work Health & Safety Management System.
- the requirements of these interested parties.
- which of these needs and expectations become its compliant obligations.

Specific detail of identified issues as they relate to Interested Parties is available from the [Risk Register](#)

ARCANARY monitors and reviews information about these interested parties and their relevant requirements.

6. The Scope of the Management System

Scope of Certification: Architectural Services

The Management System and Its Processes

ARCANARY has established, implemented, maintains, and continually improves our quality management system, including the processes needed and their interactions, in accordance with the requirements of the standard. ARCANARY has determined the processes needed for the quality management system and their application throughout ARCANARY and has:

- a) determined the inputs required and the outputs expected from these processes:
- b) determined the sequence and interaction of these processes:
- c) determined and applies the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes:
- d) determined the resources needed for these processes and ensure their availability:
- e) assigned the responsibilities and authorities for these processes:
- f) addressed the risks and opportunities as determined in accordance with the requirements:
- g) evaluated these processes and implements any changes needed to ensure that these processes achieve their intended results:
- h) improved the processes and the quality management system.

To the extent necessary, ARCANARY:

- a) maintains documented information to support the operation of its processes:
- b) retains documented information to have confidence that the processes are being carried out as planned.

The outcome of this is reflected in the [System Procedures](#)

7. Leadership

Leadership and Commitment

General

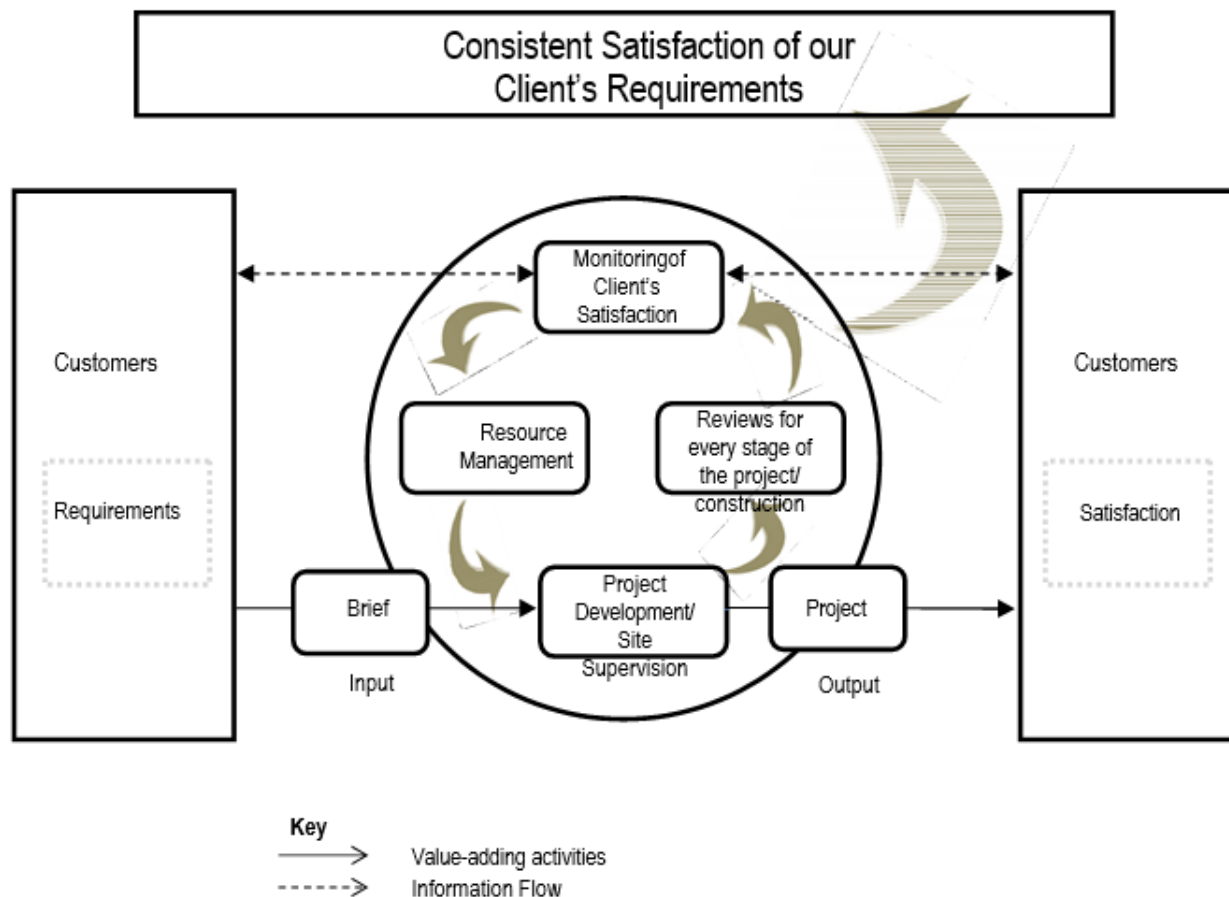
Management demonstrates leadership and commitment with the respect to the management of the system by:

- a) taking accountability for the effectiveness of the management system:
- b) ensuring that the policies and objectives are established for the management system and are compatible with the context and strategic direction of ARCANARY:
- c) ensuring the integration of the management system requirements into ARCANARY' business processes.
- d) promoting the use of the process approach and risk-based thinking:
- e) ensuring that the results are measured for management system are available:
- f) communicating the importance of effective management and of conforming to the management system requirements:
- g) ensuring the management system achieves its intended results:
- h) engaging, directing and supporting persons to contribute to the effectiveness of the management system:
- i) promoting improvement and:
- j) promoting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Client Focus

Management demonstrates leadership and commitment with respect to Client focus by ensuring that:

- a) Client and applicable statutory and regulatory requirements are determined, understood, and consistently met:
- b) the risks and opportunities can affect the conformity of products and services and the ability to enhance Client satisfaction are determined and addressed:
- c) the focus on enhancing Client satisfaction is maintained.



As part of our Quality Assurance program, ARCANARY will:

1. document our commitment to our client in a return brief that includes scope of work, time frame and agreed fees for our service.
2. collect all of the client's requirements (the brief) as well as all other details and relevant information that may condition every project before commencement (input).
3. develop the project according to our internal quality standards (as well as all applicable external regulations and requirements).
4. ensure our client requirements are met by constantly monitoring our client's satisfaction and compliance with all statutory requirements.
5. ensure external requirements are met by reviewing, at the end of every stage of the process and prior to delivery, that all required steps have been taken.
6. act to correct non-conformances detected internally or externally before the project is delivered.
7. act to prevent future similar non-conformances.
8. We measure our performance.
9. We conduct annual reviews of our performance where we analyse collected data, compare results against the previous year and revise quality targets if needed.

Policy

Establishing the Policies

Management has established, implemented, and maintains Environment, Quality and WHS Policies that:

- are appropriate to the purpose and context of ARCANARY and supports its strategic directions.
- provide a framework for setting objectives.
- include a commitment to satisfy applicable requirements.
- include the commitment to establish measurable objectives and targets to ensure continued improvement aimed at elimination of work-related injury and illness.
- include a commitment to comply with relevant WHS legislation and with other requirements placed upon ARCANARY or to which ARCANARY subscribes.
- include a commitment to continue with improvement of the management system.

Management has established, implemented, and maintains an occupational health and safety policy that clearly states overall WHS objectives and demonstrates a commitment to improving WHS performance.

Communicating the Quality, Environment and Work Health & Safety Policies

The Environment, Quality and Work Health & Safety Policies are:

- a) available and be maintained as documented information:
- b) communicated, understood, and applied within ARCANARY and
- c) available to relevant interested parties, as appropriate.

Policies are reviewed periodically.

Organisational Roles, Responsibilities and Authorities

Management ensures that the responsibilities and authorities for relevant roles are assigned, communicated, and understood within ARCANARY. Management has assigned the responsibility and the authority for:

- ensuring that the management system conforms to the requirements of the standards.
- ensuring that the processes are delivering their intended output.
- reporting on the performance of the management system and on opportunities for improvement, in particular to Management.
- ensuring the promotion of Client focus throughout ARCANARY and
- ensuring that the integrity of the management system is maintained when changes to the system are planned and implemented.
- ensuring that WHSMS requirements are established, implemented, and maintained in accordance with this Standard: and
- reporting on the performance of the WHSMS to top management for review and as a basis for improvement of the WHSMS.

Directors:

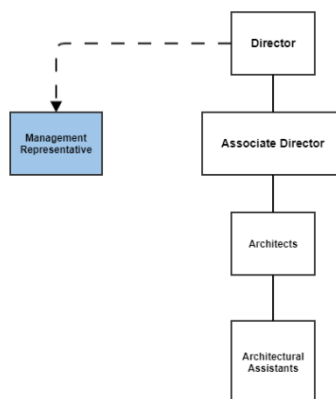
- Have overall responsibility for setting the company's quality goals and ensure the allocation of resources as required.
- Have the responsibility and authority to manage the day-to-day operation of the quality system.
- Have the responsibility of seeing that the company's quality goals are translated into operational effectiveness. They are accountable for the quality outcomes of their projects.

All Staff:

- Each person is individually responsible for ensuring that they understand their role in achieving quality outcomes and then putting these principles into practice.

Management Representative

The Management Representative is Marcos G Puga.



The Management Representative is responsible for:

- Ensure that processes, procedures etc. needed for quality management are established, implemented, and maintained day-to-day.
- Ensure that appropriate communication takes place regarding the effectiveness of the quality management system.
- Monitor and investigate non-conformances.
- Conduct internal quality system audits and reviews for continuing suitability.
- Report to Director on the performance of the quality management system and any need for improvement
- Identify the training needs of staff, arrange continuing education programs and monitor results on staff skills.

8. Planning

Actions to Address Risks and Opportunities

When planning for the Management System, ARCANARY considers the issues referred to earlier and the requirements previously identified and determines the risks and opportunities that need to be addressed to:

- a) give assurance that the Management System can achieve its intended result(s):
- b) enhanced desirable affects:
- c) prevent, or reduce, undesired affects:
- d) achieve improvement.

ARCANARY plans:

- a) actions to address risks and opportunities:
- b) how to:
 - i. integrate and implement the actions into its management system processes:
 - ii. evaluate the effectiveness of those actions.

Planning of Changes

The need for change to the management system may be identified by, but not be limited to, the following sources:

1. Issues and expectations, as detailed in the Interested Parties Register
2. Risks as detailed in the Risks Register
3. Corrective Actions as detailed in Reviews.
4. Management Review

Management of Change

ARCANARY determines the need for changes (either temporary or permanent). Change may include, but not be limited to:

1. New products, services and processes, or changes to existing products, services, and processes, including:
 1. workplace locations and surroundings.
 2. work organisation.
 3. working conditions.
 4. equipment.
 5. work force.
2. Changes to legal requirements and other requirements.
3. Changes in knowledge or information about hazards and risks.
4. Developments in knowledge and technology.

Changes are carried out in a planned manner. The following are considered:

- a) purpose of the changes and the potential consequences:
- b) integrity of the management system:
- c) availability of resources:
- d) allocation or reallocation of responsibilities and authorities.

ARCANARY shall review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Refer Procedure [Corrective Action & Continual Improvement](#)

Within the scope of the Management System, ARCANARY determines potential emergency situations, including those that can have an environmental impact. ARCANARY maintains documented information of its:

- risks and opportunities that need to be addressed.
- processes needed, to the extent necessary to have confidence they are carried out as planned.

Refer Procedure [Risk Management](#)

Environmental Aspects

Within the defined scope of the Management System, ARCANARY determines the environmental aspects of its activities, products, and services that they can control and those that they can influence, and that are associated environmental impacts considering a life cycle perspective. When determining environmental aspects, ARCANARY takes into account:

- a) change, including planned or new developments, and new and modified activities, products, and services:
- b) abnormal conditions and reasonably foreseeable emergency situations.

ARCANARY determines those aspects that have or can have a significant environmental impact, that I.e., Significant environmental aspects by using established criteria. ARCANARY communicates its significant environmental aspects among the various levels and functions of ARCANARY as appropriate. The organisation maintains documented information of its:

- environment aspects and associated environmental impacts.
- criteria used to determine its significant environmental aspects, significant environmental aspects.

Significant environmental aspects can result in risks and opportunities associated with either adverse environmental impacts (threats) or beneficial environmental impacts (opportunities).

Refer Procedure [Risk Management](#)

Identification of Hazards, Hazard/Risk Assessment and Control of Hazards/Risks

ARCANARY has established implemented and maintains documented procedures for hazard identification, hazard/risk assessment and control of hazards/risks of activities, products, and services over which an organisation has control or influence, including activities, products or services of contractors and suppliers.

ARCANARY has established its methodology for hazard identification, hazard/risk assessment and control of hazards/risks, based on its operational experience and its commitment to eliminate workplace illness and injury. The methodology shall be kept up to date.

Refer Procedure [Risk Management](#)

Compliance Obligations

ARCANARY:

- determines all legal and other requirements that are directly applicable to the WHS issues related to its activities, products, or services, including relevant relationships with contractors or suppliers.
- determines and has access to the compliance obligations related to its environmental aspects.
- determines how those compliance obligations apply to ARCANARY.
- takes these compliance obligations into account when establishing, implementing, maintaining, and continually improving its Management System.

ARCANARY maintains document information of its compliance obligations. Compliance obligations can result in risk and opportunities to ARCANARY.

Refer Procedures [Legislation & Legal Compliance](#)

Planning Action

ARCANARY plans:

a) to take actions to address its:

- significant environmental aspects.
- compliance obligations.
- risks and opportunities.

b) how to:

- integrate and implement the actions into its Management System processes, as well other business processes.
- evaluate the effectiveness of these actions.

When planning these actions, ARCANARY considers its technological options and its financial, operations and business requirements.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products and services. Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood of consequences, sharing the risk, or retaining risk by informed decision. Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new Clients, building partnerships, using new technology and other desirable and viable possibilities to address ARCANARY or its Client's needs.

WHS Management Plans

ARCANARY has established, implemented, and maintains documented WHS objectives and targets, at each relevant function and level within ARCANARY. When establishing and reviewing its objectives, an organisation shall consider its legal and other requirements, its hazards and risks, its technological options, its operational and business requirements, and the views of interested parties. The objectives and targets shall be consistent with the WHS policy, including the commitment to measuring and improving WHS performance.

ARCANARY has established and maintains management plans for achieving its objectives and targets. They shall include:

- designation of responsibility for achievement of objectives and targets at relevant functions and levels of ARCANARY: and
- outlining the means and timeframe by which objectives and targets are to be achieved.

Environment, Quality and WHS Objectives and Planning to Achieve Them

ARCANARY establishes the objectives at relevant functions, levels and processes needed for the management system. These objectives are:

- a) consistent with the policies:
- b) measurable:
- c) take into account applicable climate:
- d) be relevant to conformity of products and services and to enhancement of Client satisfaction:
- e) are monitored:
- f) communicated:
- g) updated as appropriate.

ARCANARY maintains documented information on its objectives.

When planning how to achieve its objectives, ARCANARY determines:

- a) what will be done:
- b) what resources will be required:
- c) who will be responsible:
- d) when it will be completed:
- e) how the results will be evaluated.

The current Management System Objectives are identified and recorded in the [Objectives Register](#).

9. Support

Resources

General

ARCANARY determines and provides the resources needed for the establishment, implementation, maintenance, and continual improvement of the quality management system.

ARCANARY considers:

- a) the capabilities of, and constraints on, existing internal resources:
- b) what needs to be obtained from external providers.

People

ARCANARY determines and provides the persons necessary for the effective implementation of its quality management system and for the proper operation and control of these processes.

Infrastructure

ARCANARY provides and maintains the required infrastructure to complete our contractual obligations, including:

- a. Office and Staff Amenities
- b. Computers & Software.

Operations which contribute to ensuring a high-quality product are carefully planned and documented. Documentation consists of written instructions (Procedures) to provide consistent work methods, where the absence of such would adversely affect quality.

Procedures, workmanship standards, and checks are put in place to control the process for consistent performance. Test equipment is maintained to ensure that it is capable of performing the job intended.

Environment for the Operational Processes

ARCANARY determines, provides, and maintains the environment necessary for the operational process and to achieve conformity of products and services. A suitable environment can be the combination human and physical factors such as social, psychological, and physical. These factors can differ substantially depending on the products and services provided.

10. Monitoring and Measuring Resources

General

ARCANARY determines and provides the resources to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. ARCANARY shall ensure that the resources provided:

- a) suitable for the specific type of monitoring and measurement activities being undertaken:
- b) are maintained to ensure their continuing fitness for purpose.

ARCANARY retains appropriate documented information as evidence of fitness of purpose of the monitoring and measurement resources.

Refer Procedures [Monitoring, Measurement, Analysis & Evaluation](#)

Organisational Knowledge

ARCANARY determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge is maintained and made available to the extent necessary.

When addressing changing needs and trends, ARCANARY considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates. Such knowledge specific to ARCANARY is generally gained by experience. It is information that is used and shared to achieve ARCANARY' objectives. Organisational knowledge can be based on internal resources and external sources.

Knowledge is managed in different forums including:

- Performance Measurement and Management.
- Regular meetings.
- Document & Information Management Systems:
 - APS (Arcanary Production System)
- Client Feedback & Surveys
- Unsuccessful Tenders
- Lessons Learned

New knowledge may be gained from many sources, for example – Clients, industry experts, conferences, new technologies.

Competence

ARCANARY ensures that all personnel are aware of the policies and procedures and that each has the responsibility of achieving conformance with the policies and procedures in order to comply with the requirements of the IMS.

Training must meet the following principal objectives:

- the importance of conforming to the policies and procedures of the IMS.
- the characteristics and composition of the workforce which impact on occupational health and safety management.
- responsibilities, hazards, and risks.
- knowing the significant aspects and impacts of their job.
- roles and responsibilities in relation to the IMS.
- the potential consequences of departing from the Operating Procedures.
- the consequences of not doing their job properly.

Where a need for training is identified, this will be arranged to an agreed priority and a record of this training will be kept.

The Manager is responsible for identifying training needs in consultation with other management as appropriate and will arrange and monitor all training programs.

Refer Procedure: [Resource Management](#)

Consultation

There shall be documented procedures, agreed to by employees, for employee involvement and consultation in WHS issues. Information regarding the arrangements shall be made available to interested parties.

Employees shall:

- be involved in the development, implementation and review of policies and procedures for hazard identification, hazard/risk assessment and control of hazards/risks.
- be consulted where there are any changes that affect workplace WHS.
- select those who will represent them on WHS matters: and
- be informed as to who is/are their employee WHS representative(s) and specified management representative(s).

Those representing the employees and employer shall receive appropriate training to effectively undertake their involvement in the development, implementation, and review of WHS arrangements.

Awareness

ARCANARY ensures that persons doing work under their control are aware of:

- the Quality and WHS Policies.
- relevant Quality and WHS Objectives.
- their contribution to the effectiveness of the Management System, including the benefits of improved performance.

- the implications of not confirming with the Management System requirements including not fulfilling their organisation's compliance obligations.

Awareness is communicated through the Induction package.

Communication

ARCANARY determines the internal and external communications relevant to the management system, including:

- a) on what it will communicate:
- b) when to communicate:
- c) with whom to communicate:
- d) how to communicate:
- e) who communicates.

Reporting

Appropriate procedures for relevant and timely reporting of information shall be established to ensure the WHSMS is monitored and performance improved. Reporting procedures shall be established to cover the following.

- WHS performance reporting (including results of WHS audits and reviews).
- Reporting of incidents (Refer Procedure Incident Reporting & Investigation) and system failures.
- Reporting on hazard identifications.
- Reporting on hazard/risk assessment.
- Reporting on preventive and corrective action.
- Statutory reporting requirements.

Refer Procedure: Consultation & Communication

11. Documented Information

General

ARCANARY' management system includes:

- a) documented information required by the standards.
- b) documented information determined by ARCANARY as being necessary for the effectiveness of the management system.

Creating and Updating

When creating and updating documented information ARCANARY ensures appropriate:

- a) identification and description (e.g., a title, date, author, or reference number).
- b) format (e.g., language, software version, graphics) and media (e.g., paper, electronic):
- c) review and approval for suitability and adequacy.

Control of Documented Information

Document information required by the management system and by the standards is controlled to ensure:

- a) it is available and suitable for use where and when it is needed.
- b) it is adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity).

For the control of documented information, ARCANARY addresses the following activities as applicable:

- distribution, access, retrieval, and use.
- storage and preservation, including preservation of legibility.
- control of changes (e.g., version control).
- retention and disposition.

Documented information of external origin determined by ARCANARY to be necessary for the planning and operation of the quality management system is identified as appropriate and is controlled.

Documented information retained as evidence of conformity is protected from unintended alterations.

Access implies decisions regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

Refer Procedure: [Control of Documents and Records](#)

12. Hazard identification, Hazard/Risk Assessment and Control of Hazards/Risks

General

ARCANARY shall establish, implement, and maintain documented procedures to ensure that the following are conducted:

- hazard identification.
- hazard/risk assessment.
- control of hazards/risks: and then
- evaluation of steps (a) to (c).

Hazard Identification

The identification of hazards in the workplace shall take into account:

- the situation or events or combination of circumstances that has the potential to give rise to injury or illness.
- the nature of potential injury or illness relevant to the activity, product, or service: and
- past injuries, incidents, and illnesses.

The identification process shall also include consideration of:

- the way work is organised, managed, carried out and any changes that occur in this:
- the design of workplaces, work processes, materials, plant and equipment:
- the fabrication, installation and commissioning and handling and disposal (of materials, workplaces, plant, and equipment):
- the purchasing of goods and services:
- the contracting and subcontracting of plant, equipment, services, and labour including contract specification and responsibilities to and by contractors: and
- the inspection, maintenance, testing repair and replacement (of plant and equipment).

Hazard/Risk Assessment

All risks shall be assessed and have control priorities assigned, based on the established level of risk.

Control of Hazards/Risks

All risks, identified through the assessment process as requiring control, shall be controlled through a preferred order of control methods (commonly referred to as a hierarchy), based on reasonable practicability. Elimination shall be the first control method to be considered.

Evaluation

The processes of hazard identification, hazard/risk assessment and control of hazards/risks shall be subject to a documented evaluation of effectiveness and modified as necessary.

Emergency Preparedness and Response

All potential emergency situations shall be identified and where required, emergency procedures documented for preventing and mitigating the associated illness, injury, and environmental impact. ARCANARY shall review,

and then revise, where necessary, its emergency preparedness and response procedures, in particular, after the occurrence of incidents or emergency situations.

ARCANARY maintains documented information to the extent necessary to have confidence that the processes are carried out as planned.

Refer Procedure: [Emergency Response](#)

Incident investigation

ARCANARY shall establish, implement, and maintain procedures for:

- investigating, responding to, and taking action to minimise any harm caused from, incidents.
- investigating and responding to system failures, and
- initiating and completing appropriate corrective and preventive action.

ARCANARY shall implement and record any changes in the WHSMS procedures resulting from incident investigations and corrective and preventive action.

Refer: **ARCANARY APP – INCIDENTS TOOL**

13. Operations

Operational Planning and Control

ARCANARY plans, implements, and controls the processes needed to meet the requirements of the following:

As stated in the ARCANARY – PRODUCTION MANUAL & the ARCANARY BD MANUAL.

Provision of products and services, and to implement the actions determined by:

- determine the requirements for the products and services:
- establishing criteria for the processes and the acceptance of products and services:
- determining the resources needed to achieve conformity to product and service requirements:
- implementing control of the processes in accordance with the criteria:
- determining, maintaining, and retaining documented information to the extent necessary:
 - to have confidence that the processes have been carried out as planned.
 - to demonstrate the conformity of products and services to their requirements.

Processes needed to meet environmental requirements, and to implement the actions identified previously by: establishing operating criteria for the processes: implementing control of the processes, in accordance with operating criteria.

Controls can include engineering controls and procedures. Controls can be implemented following a hierarchy (e.g., elimination, substitution, administrative) and can be used individually or in combination.

ARCANARY controls planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary. ARCANARY ensures that outsourced processes are controlled or influenced. The type or extent of control or influence to be applied to the processes is identified within the Management System. Consistent with the life cycle objective, ARCANARY:

- a) Established controls, as appropriate, to ensure that its environmental requirements are addressed in the design and development process for the product or service, considering each life cycle stage:
- b) Determined its environmental requirements for the procurement of products and services, as appropriate:
- c) Communicated its relevant environmental requirements to external providers, including contractors:
- d) Considered the need to provide information about potential significant environmental impacts associated with the transportation or delivery, use, end-of-life treatment and final disposal of its products and services.

The output of this planning is suitable for ARCANARY' operations. ARCANARY controls plan changes and reviews the necessary consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

ARCANARY ensures outsourced processes are controlled **as stated in the ARCANARY BD MANUAL.**

14. Requirements for Products and Services

Client Communication

Communication with Clients includes:

- a) providing the information relating to products and services:
- b) handling inquiries, contracts, or orders, including changes:
- c) containing Client feedback related to products and services, including Client complaints:
- d) handling or controlling Client product:
- e) establishing specific requirements for contingency actions, when relevant.

Determining the Requirements for Products and Services

When determining the requirements for the products and services to be offered to Clients, ARCANARY ensures that:

- a) the requirements for the products and services are defined, including:
 - i. any applicable statutory and regulatory requirements:
 - ii. those considered necessary by ARCANARY:
- b) ARCANARY can meet the claims for products and services it offers.

Review of the Requirements for Products and Services

ARCANARY ensures that it has the ability to meet the requirements for products and services to be offered to Clients. ARCANARY conducts a review before committing to supply products and service to a Client, to include:

- a) requirements specified by the Client, including the requirements for delivery and post-delivery activities:
- b) requirements not stated by the Client, but necessary for the specified or intended use, when known:
- c) requirements specified by ARCANARY:
- d) statutory and regulatory requirements applicable to products and services:
- e) contract or order requirements differing from those previously expressed.

ARCANARY ensures that contract or order requirements differing from those previously defined are resolved. The Client's requirements are confirmed by ARCANARY before acceptance, when the Client does not provide a documented statement of their requirements. In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues.

ARCANARY shall retain documented information, as applicable:

- a) on results of the review:
- b) on any requirements for the products and services.

Refer Procedures [Requirements Related to Product](#)

Changes to Requirements for Products and Services

ARCANARY ensures relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

15. Design and Development of Products and Services

Design is managed in accordance with the Procedure [Design](#)

16. Control of Externally Provided Processes, Products and Services

General

ARCANARY ensures that externally provided processes, products and services conform to requirements. ARCANARY determines the controls to be applied to externally provided processes, products, and services when:

- a) products and services from external providers are intended for incorporation into ARCANARY' own products and services:
- b) products and services are provided directly to the Client by external providers on behalf of ARCANARY:
- c) a process or part of a process provided by external provider as a result of a decision by ARCANARY.
- d) ARCANARY shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements.

ARCANARY retains documented information of these activities and any necessary actions arising from the evaluations.

ARCANARY does not undertake purchasing for Projects, and purchasing for our own use is minimal, we ensure a quality product is delivered to our clients by monitoring throughout the project the performance of all consultants engaged by our client.

On occasion, ARCANARY may engage a team of consultants for specific tasks.

Refer Procedures: [Control of Critical Purchases](#)

Type and Extent of Control

ARCANARY ensures externally provided processes, products and services do not adversely affect ARCANARY' ability to consistently deliver conforming products and services to its Clients. ARCANARY:

- a) ensures that externally provided processes remain within the control of its quality management system:
- b) defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting outputs:
- c) takes into consideration the:
 - i. potential impact of the externally provided processes, products and services and ARCANARY' ability to consistently meet Client and applicable statutory and regulatory requirements:
 - ii. effectiveness of the controls applied by the external provider:
- d) determines the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

Information for External Providers

ARCANARY ensures the adequacy of requirements prior to their communication to the external provider. ARCANARY communicates to external providers its requirements for:

- a) the processes, products, and services to be provided:
- b) the approval of:
 - i. products and services:
 - ii. methods, processes, and equipment:
 - iii. the release of products and services:
- c) competence, including any required qualification of persons:
- d) the external provider's interactions with ARCANARY:
- e) control and monitoring of external providers' performance to be applied by ARCANARY:
- f) verification or validation activities that ARCANARY, or its Client, intends to perform at the external providers' premises.

17. Production and Service Provision

Control of Production and Service Provision

ARCANARY implements production and service provision under control conditions. Control conditions include, as applicable the:

- a) availability of documented information that defines the:
 - i. characteristics of the products to be produced, the services to be provided, or the activities to be performed:
 - ii. results to be achieved:
- b) availability and use of suitable monitoring measuring resources:
- c) implementation of monitoring and measurement activities at appropriate stages to verify criteria for control of processes or in/outputs, and acceptance criteria for products and services, have been met:

- d) use of suitable infrastructure and environment for the operation of processes:
- e) appointment of confident persons, including any required qualification:
- f) validation, and periodic re-evaluation, of the ability to achieve plan results of the processes for production and so is provision, with the resulting output cannot be verified by subsequent monitoring or measurement:
- g) implementation of actions to prevent human error:
- h) implementation of release and delivery.

Refer Procedure: [Product Realisation](#)

Identification and Traceability

ARCANARY uses suitable means to identify outputs when it is necessary to ensure the conformity products and services. ARCANARY identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision. ARCANARY controls the unique identification of the outputs when traceability is a requirement and retains the documented information necessary to enable traceability.

Post Delivery Activities

Where required, Post Delivery Activities are managed in accordance with the Corrective Action process.

Refer Procedure [Control of Non-Conformances](#)

Control of Changes

ARCANARY reviews and controls changes for production or service provision to the extent necessary to ensure continuing conformity with requirements. ARCANARY retains documented information describing the results of the review of change, the person(s) authorising the change, and any necessary actions arising from the review.

Release of Products and Services

ARCANARY implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to their Clients does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the Client. ARCANARY retains documented information on the release of products and services.

The documented information includes:

- a) evidence of conformity with the acceptance criteria.
- b) traceability to the person(s) authorising the release.

Control of Non-Conforming Outputs

ARCANARY ensures that outputs that do not conform to their requirements are identified and controlled to prevent unintended use or delivery. ARCANARY takes appropriate action based on the nature of the non-conformity and its effects on the conformity of products and services. This also applies to non-conforming products and services detected after delivery of products, during or after the provision of services. ARCANARY deals with non-conforming outputs in one or more of the following ways:

- a) correction:
- b) segregation, containment, return or suspension of the provision or products and services:
- c) informing the Client:
- d) obtain authorisation for acceptance under concession.

Conformity to the requirements is verified when non-conforming outputs are corrected.

ARCANARY retains documented information that:

- a) describes the nonconformity:
- b) describes the actions taken:
- c) describes any concessions obtained:
- d) identifies the authority deciding the action in respect of the conformity.

18. Performance Evaluation

Monitoring, Measurement & Evaluation

General

ARCANARY determines:

- a) what needs to be monitored and measured:
- b) the methods for monitoring, measurement, analysis, and evaluation needed to ensure valid results:
- c) when the monitoring and measuring are performed:
- d) when the results from monitoring and measurement are analysed and evaluated.

ARCANARY evaluates the performance and the effectiveness of the Management System. ARCANARY retains appropriate documented information as evidence of the results.

Evaluation of Compliance

ARCANARY acknowledges that monitoring of the key characteristics of our operations and activities is required to measure conformance with environmental requirements. Monitoring is also a key component of the continual improvement process. Overall improvement in environmental performance is measured by reviewing the progress of implementation of the objectives, targets and associated actions, compliance with operational control procedures (including work instructions) as well as the effective implementation of environmental management procedures.

Compliance with legislative and other requirements will be monitored periodically by the Management Representative through audits and inspections. Potential noncompliance will be reported and managed through the Non-Conformance Control, Corrective and Preventative Action Procedure and Management Review

Refer Procedure: [Monitoring, Measurement, Analysis & Evaluation](#)

Client Satisfaction

ARCANARY monitors Clients' perceptions of the degree to which their needs and expectations have been fulfilled. ARCANARY determines the methods for obtaining, monitoring, and reviewing this information. Examples of monitoring Client perceptions can include but not limited to Client surveys, Client feedback on delivered products and services, meetings with Clients, market share analysis, compliments, warranty claims and dealer reports.

Refer Procedure: [Monitoring, Measurement, Analysis & Evaluation](#)

Analysis and Evaluation

ARCANARY analyses and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis are used to evaluate.

- a) conformity of products and services:
- b) the degree of Client satisfaction:
- c) the performance and effectiveness of the management system:
- d) if planning has been implemented effectively:
- e) the effectiveness of actions taken to address risks and opportunities:
- f) the performance of external providers:
- g) the need for improvements to the management system.

Methods to analyse data can include statistical techniques such as but not limited to sampling plans, acceptability limits, standard deviations, etc.

Refer Procedure: [Monitoring, Measurement, Analysis & Evaluation](#)

Internal Audit

ARCANARY will institute a procedure for regular internal auditing of our IMS. This will be designed to:

- conduct audits on a scheduled basis at regular intervals.
- identify any areas of the company where operations do not conform with the requirements of our environmental system.

- provide a report to responsible management for action to be taken on correcting any non-conformity.
- follow-up to ensure that corrective action has been implemented.
- identify possible improvements to the environmental system.
- maintain records of internal environmental audits.

Internal audits will be conducted by suitably trained personnel. The auditors will be independent from the areas that they are auditing.

Refer Procedure: [Internal Audit](#)

Management Review

Management review of the Management System takes place as part of the regular Business Review. Data from various program teams and/or functional departments is evaluated against established corporate objectives. This periodic review is intended to determine whether the data is representative of a functional Management System. The review includes: metrics, internal process audits, continual improvement activities, business changes, and corporate initiatives and programs.

This review of the Management System ensures its suitability, accuracy, and relevance. Recommendations for changes and improvements are presented to the Management Team for discussion and approval. Action items from the review are assigned to appropriate personnel and support continual improvement objectives and Client and employee satisfaction. Meeting minutes are used to communicate the effectiveness of the Management System and to document continual improvement progress.

Refer Procedure: [Management Review](#)

19. Improvement

General

ARCANARY determines and selects opportunities for improvement and implements any necessary actions to meet Client requirements and enhance Client satisfaction. These include:

- a) improving products and services to meet requirements as well as to address future needs and expectations:
- b) correcting, preventing, or reducing undesired effects:
- c) improving the performance and effectiveness of the management system.

Nonconformity and Corrective Action

In the event of non-conformity, ARCANARY will implement system procedures to take corrective action which is designed to reduce the chance of a similar event in the future.

Any changes in procedures resulting from corrective and preventative actions are implemented and recorded.

The Company will:

- investigate the causes of the non-conformity.
- decide how to correct the causes of non-conformity.
- follow-up to ensure that corrective action is effective.
- keep records of the corrective action process.
- refer corrective action for management review.

Corrective action investigations will be conducted by authorised personnel.

Refer Procedure [Control of Non-Conformances](#)

Continual Improvement

ARCANARY continually improves the suitability, adequacy, and effectiveness of the management system. ARCANARY considers the results of analysis and evaluation, and the outputs from the management review, to determine if there are needs or opportunities that shall be addressed as part of the continual improvement.

Refer Procedure [Control of Non-Conformances](#)

20. Policies

Environmental Management Policy

ARCANARY provides a high-quality architectural design, specialising in high-end residential and commercial projects.

Our objective is to manage our projects with a constant awareness of the impacts on natural, built, and human resources around us.

In our commitment to continually improving Environmental Management and the prevention of pollution we shall:

- Communicate the company's environmental position with regard to the project operations and consultants,
- Establish measurable objectives and targets to eliminate environment related incidents,
- Comply with all relevant legislation and regulations,
- Communicate our commitment and make this policy available to interested parties, including the public,
- Ensure our employees and consultants use appropriate work Practices.

To achieve the above, we will provide the necessary resources, skills, and training to assist all work to be in accordance with our Management System developed in accordance with ISO 14001.

Marcos G Puga

Quality Policy

ARCANARY is committed to providing exceptional service in architectural design.

Our quality objectives are to have satisfied clients, deliver to their requirements and maintain a review process for continual improvement.

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

Through our training programs, all employees have gained a sound understanding of this policy, our management system and are empowered to deliver service excellence.

We will achieve our objectives through our focus, our commitment, and our training.

Marcos G Puga

Workplace Health and Safety Policy

ARCANARY is committed to minimising injury and illness by providing a healthy, safe, and supportive working environment for all employees, contractors, and visitors to site.

To ensure the health, safety and wellbeing of our workers, contractors, Clients, and visitors. We will, as far as is reasonably practicable:

- provide safe workplaces, safe plant and equipment, and safe work practices.
- apply risk management techniques that identify, report, assess, and systematically eliminate or control risks to health, safety, and wellbeing.
- set objectives and targets, and in consultation with key stakeholders aim to continually improve our safety performance.
- ensure appropriate planning, design, monitoring and maintenance of our systems, processes, plant, equipment, and workplaces.
- foster a culture of health, safety and wellbeing through open and honest communication, consultation, engagement, and cooperation.

All workers, contractors, visitors, and partner agencies must comply with this policy by following safe systems of work, reporting health and safety issues, participating in safety initiatives and by taking all reasonable care to prevent injury to themselves and others.

Management is committed to communicating and implementing this policy effectively and will be monitoring its effectiveness in achieving the desired outcomes.

Continual review and improvement will be undertaken in consultation with all key stakeholders.

Marcos G Puga

21. Environmental Philosophy

Our approach to environmental issues is to address ecological sustainability in a holistic manner. This way, the ecological issues will be an inherent part of the design process with appropriate costing assigned.

Decisions on architectural design, materials selection and building techniques will be made on a rational basis to allow alternatives to be assessed together with social and costing issues relating to the environment.

Environmental Principles

1. Minimisation of impact on the environment.
2. Materials selected to minimise ecosystem degradation, toxic emission, energy use and impacts on human health and resource depletion.
3. The minimisation of waste production through design detailing, material selection, construction and specification.
4. Conservation of global and site resources and use of biodegradable and recycled materials.
5. Measures taken to minimise the use of water and water pollution.
6. Construction design to maximise thermal efficiency, siting and orientation of buildings and structures to maximise solar access.
7. Use of innovative techniques of energy generation.
8. Review during each stage of design, construction and use to ensure the continued monitoring and achievement of environmental standards.

Siting of Buildings

1. Orient buildings with regard to the micro-climates.
2. Optimise building orientation for passive solar gains, losses, and ventilation.
3. Maximise preservation of existing landscape, limit impervious surface areas.

Energy

Minimise energy from non-renewable resources and reduce greenhouse emissions by:

1. Apply passive solar principles to:
 - a. Building siting and orientation.
 - b. Internal space orientation.
 - c. Control of solar gain for winter and summer.
 - d. Thermal mass to balance ambient temperature fluctuation.
 - e. Colour selection to enhance solar efficiency.
 - f. Roofing - light colour, reflective.
 - g. Glazing - light transmittance, shading coefficient; and
 - h. Solar hot water heating.
2. Use of renewable energy systems for active heating.
3. Energy saving design to minimise energy use by utilising:
4. Natural light.
5. Low energy lighting devices.
 - a. Natural ventilation.
 - b. Insulation to reduce heat loss and gain; and
 - c. High energy efficient products and equipment.

Water and Drainage

1. Control of stormwater through special collection and water polishing processes.
2. Use of recycled wastewater.
3. Introduce total water conservation techniques.
4. Use of water sensitive design in landscaping.
5. Control of stormwater flows.
6. Minimise demand from mains water supply through measures such as:
 - a. Reclaimed water, including rainwater, for toilets, irrigation, and external washing/cleaning.
 - b. Minimise irrigation demand by design of low water demand landscaping.
 - c. Water saving devices and techniques for water supply, distribution, and use; and
 - d. Maximise above ground stormwater drainage to reduce piped infrastructure.

2. Filter and slow urban runoff through use of natural drainage and porous surfaces.
3. Water features to minimise temperature highs and lows.
4. Plant selection appropriate to the local climate.

Materials and Products

Minimise the use of materials and products that deplete natural resources or create toxic pollution is either their manufacture, use or disposal by:

1. Use materials that have low environmental impacts throughout their life cycle.
2. Minimise the use of materials and products containing toxins or that produce toxic waste emissions during their life cycle.
3. Minimise the use of rare and non-renewable materials - no old growth timbers.
4. Maximise the use of materials and products that have potential for end-of-life recycling or are manufactured with high levels of recycled materials.
5. Source local materials to reduce extensive transport and distribution requirements.
6. Balance bulk earthworks to reduce or eliminate unwanted fill leaving the site.
7. Select materials that are low maintenance, durable and recyclable.
8. Ensure appropriate sizing of materials, modular design, demountable.
9. Optimise use of interior space to reduce resources to construct and operate.

Pollution Control

Ensure that development minimises negative impacts and improve air, water, and soil quality by:

1. Reduction of emissions of greenhouse gasses and ozone depleting substances.
2. Conservation and reuse of existing soil and topsoil.
3. Use of non-chemical pest control.
4. Filtration and treatment of exhaust emissions to meet or exceed industry standards.
5. Control and treatment of liquid waste.
6. Control of dust generation and storm water flows during construction.

Waste Management

1. Waste management and control of nutrients to prevent pollution of surrounding environment.
2. Composting and recycling of waste.
3. Organise for sorted garbage.

Office Environment

1. Provide high quality working environment for office personnel through thermal comfort, air and light quality, and control of off-gassing and noise.
2. Reduce the environmental impact of our office activities by:
 - a) Reduction of all office perishables.
 - b) Recycle all wastepaper.
 - c) Use recycled paper products where possible.
 - d) Turn off air conditioning, appliances, and lighting wherever possible.
 - e) Reduce office lighting and rely on natural light wherever possible.

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23. System Procedures

Control of Documents and Records

Aim

The aims of this procedure are:

- To ensure that only current revisions of quality documents and data are available for reference, and they are suitably authorised and issued.
- To ensure that records that provide evidence of conformity to requirements and of the effective operation of the quality management system are collected and maintained for a suitable period.

Method

All documents are managed according to the procedure contained in the ARCANARY – ADMIN MANUAL.

All documents required by the quality management system will be controlled digitally. No printed copy will be considered a controlled document.

They will be published on the office server by the Management Representative only, once approved by the directors (or the person in whom he delegates).

A master copy of all valid quality documents will be kept by the Management Representative. Documents will only be changed and updated by the original authoriser (or person holding that position). System documents are reviewed for adequacy using the Internal Audit process.

Obsolete system documents are filed located in a specific folder and only used for reference and not as part of normal quality processes.

Valid documents will be filed in a folder named Management System, accessible to all staff.

The location, document control protocols, retention periods and disposal methods for records identified in procedures is detailed in the Records Register

A standard file naming convention is used to identify the version of all system documents. The file name is combined with the version as follows:

Document Name Version X.X

A digital back up copy of the office server containing all quality documents will be kept off site in a hard disk and updated twice daily.

Project Specific Records

The documents listed below will be kept as project specific quality records.

- Design Brief (and all Variations to original engagement)
- Documented Return Brief (and all changes to original brief)
- Documented client's acceptance (for every relevant stage)
- Final Project Summary

The Project Architect will be responsible for completing, compiling and/or filing all project specific QA records.

The completed documents will be filed digitally in the office server and placed in each project's administration file.

General Records

The documents listed below will be kept as general quality records (non-related to a specific project).

- Non-conformance records
- Audits
- Annual Review's minutes
- Requests for changes

The Management Representative will be responsible for elaborating and/or filing the quality records that are non-specific to projects.

The documents will be filed digitally in the office server and placed in folder included in the Quality System file.

External Standards and Regulations

External requirements such as Building Code of Australia or Council Planning Regulations are changed over time and are project specific.

The methods used to ensure the currency of external requirements may include:

- Subscriptions for standards
- Mailing lists
- Regular review

Obsolete Documents & Records

Electronically stored documents are retained indefinitely.

Unless otherwise stated, the minimum retention period for all records is seven years. The Management Representative will prepare a Master List (Records Register) which states the statutory period that documents must be retained before they may be destroyed.

Specific system records, including storage location and retention period, are maintained in the Records Register.

Records that are retained for legal and business purposes must not be destroyed without the approval of the directors.

Control of Non-Conformances

Aim

The aim of this procedure is to ensure that outputs that do not conform to specified requirements are prevented from delivery and if discovered after delivery, actions are taken according to the magnitude of the non-conformance.

Method

Non-conformances are managed through the INCIDENT TRACKING function of the ARCANARY APP.

When a non-conformance is identified we:

- Act promptly to evaluate the effect of the non-conformance.
- Determine what shall be done to correct the non-conformance.
- Take action to correct the non-conformance.
- Document the process using the system form NCR Form Template

Detecting Non-Conformances

Items that do not conform to specifications shall be detected at the earliest stage possible. This may relate to any requirements contained in our quality system, Client specifications, national or international compliance standards, or any other legal or contractual requirements.

Non-conformances may be detected through Client complaint, in normal day-to-day activities, during internal check reviews or during internal quality audits.

Reporting Non-Conformances

- Non-conformances identified during an internal audit will be recorded by the Management Representative in the Non-Conformance Register.
- All Potential Client Complaints are recorded in the Complaints Register. All Client Complaints will be considered serious. Client Complaints requiring further investigation are identified in the Insurance Notification Register and reported on a Non-conformance Record by the Management Representative.

Corrective Action

After investigation by the internal Auditor (independent from the audited project) of the causes of non-conformances, the Project Architect in charge will take action to correct the current problem, as indicated by the auditor.

The correction of the non-conformance will be followed and signed off by the auditor.

Preventive Action

Where a Non-conformance Report highlights a need for a change in quality documentation, the Management Representative will ensure that these changes are made as required.

Any systemic failures that are detected from the analysis of the non-conformances shall be reported to the responsible person who shall instigate system review to remedy the report failures. The responsible person will take steps to ensure that the root cause of existing non-conformances is eliminated so that similar events will not happen in the future.

These steps will be listed on the Non-conformance Report and the Management Representative will follow - up at the next internal quality audit to ensure that the steps were effective in preventing repeat occurrences which will avert potential problems:

- Decide how to prevent potential problems from occurring.
- Take action to prevent the problem occurring and follow-up to ensure the action was effective.
- Keep records of the preventive action process.
- Refer preventive action for management review.

Responsibilities

All Staff: Implement corrective and preventive actions as instructed.

Management Representative: Record the process and refer for management review.

Directors: Decide actions to be taken to correct and prevent. Review corrective and preventive actions results at annual review.

Critical Purchases

Aim

The aim of this procedure is to ensure that those goods and services supplied to ARCANARY to be included in a product supplied to our Clients (Consultant's services) meet our specified requirements and, through us, the specified requirement of our Clients.

Method

Evaluating Suppliers

A register is maintained of preferred consultants/collaborators used by ARCANARY and subdivided into categories such as structural, planning etc.

Engaging on Behalf of Client

Consultants relating to projects are engaged by ARCANARY ON BEHALF OF the client. Consultants are engaged directly by the company based on prior working experience or be a recommendation from a known source.

Giving Clear Specifications

Our requirements are clearly specified for all consultants. This includes a clear and unambiguous scope of work, a documented description of the site, copies of drawings if applicable, as well as details of relevant standards and requirements relating to Council or Certification Authority approval.

Design and Development

Aim

The aim of this procedure is to ensure that design and development processes undertaken by ARCANARY produce an outcome that meets all applicable requirements at all times.

Method

Design and development is managed as per the Procedures in the ARCANARY PRODUCTION MANUAL.

Client Requirements

The Directors obtain the Design Brief. This must be clear and understood prior to starting the design and development stage. A Return Brief may be required.

Design Planning

The design plan is established by the Directors and Project Architect at the beginning of a Project, giving consideration to the following activities.

- Review all design inputs for adequacy.
- Schedule the design activity including design verification and review points.
- Manage staff resources including identification of key people with particular expertise relative to the Project, and staff availability.
- Establish appropriate lines of communication with all consultants to ensure efficient flow of information between all members of the design team.
- When ARCANARY is the head consultant, establish transmitting and recording systems for document control throughout the design team.
- Ensure that all team members involved in the design are fully aware of the relevant details of the brief.

The outputs of the Design Planning phase are used to create the Project Control Plan

Design Input

The Project Architect must identify, document, and review all design input affecting a project:

- Client's stated design objectives, limitations, and guidelines.
- Project site characteristics, including precinct character, views, access, noise, and other environmental factors.
- Zoning controls, authority's requirements and other statutory regulations requiring conformance.
- Project impact elements, including shading, wind, sunlight, reflectivity.
- Client's time program.
- General building activity and availability for critical trades.

Design Output

The Project Architect is responsible for issuing the following outputs along the design process:

- Preliminary Design Drawings
- Schematic Design Drawings
- Development Application (DA) Drawings and schedules.
- Section 96 Drawings if required.
- Tender and Construction Certificate Documentation
- For Construction Drawings

Internal Design Reviews

Design Review is required to ensure that at each different stage, the design outputs (i.e. drawings and documents) satisfy the design inputs (i.e. client and statutory requirements).

ARCANARY ensures that all design concepts and elements are tested against project brief criteria as the design is developed.

The Project Architect shall obtain the directors' approval at the completion of the following stages:

- Feasibility Studies.
- Concept Design.
- DA Documentation
- Tender Documentation

- Construction Certificate.
- Contract Documents.

Each project is subjected to a series of informal design reviews. Project documents are checked at regular intervals by the Project Architect in charge.

Based on the results of these reviews, the design is modified or re-conceived until the objectives on the Project Brief are satisfied.

External Design Review

- During the design period, client and consultant interactions are conducted at planned stages to ensure the design meets the requirements of the client and to achieve coordination with other consultants.
- Client's design review meetings are recorded and filed by the Project Architect in the job file. The record may take the form of meeting minutes, records of communication with the client or diary entries.

Design Changes

- Design changes, whether initiated by the design team or the client, as a result of other inputs, are made only after due consideration of the overall impact of the proposed change, including all elements of the Project.
- All design changes and modifications must be identified, documented reviewed and approved by the Directors prior to implementation. The Project Architect shall record these changes.

Emergency Response

Aim

The aim of this procedure is to identify ARCANARY's potential emergency situations and potential incidents, involving work health & safety requirements and significant environmental aspects, and how to respond to them.

Scope

This procedure applies to emergency prevention, preparedness, response, and post-emergency evaluation to establish and implement corrective and preventative actions for situations where ARCANARY is responsible for emergency response.

Responsibility

All Staff	Detecting and reporting dangerous situations that may lead to emergencies.
Directors	Implementing procedures for emergency prevention, preparedness, response, and post-emergency evaluation
Management Representative	Investigating and assessing on situations that may lead to emergencies and recommending preventative measures to mitigate emergencies.

Emergency Response Arrangements

The current emergency response plans for ARCANARY's activities are as follows:

- Office Evacuation Plan

In the event that ARCANARY' personnel are required to work at a Client's premises, all site-specific emergency procedures apply.

Preparation of Emergency Response Plans

When required, the following information is considered:

Potential Emergencies

Identify potential emergencies situations and accidents likely to occur at external facilities such as:

- Fire
- Explosion
- Toxic Gas leak
- Toxic chemical spill
- Natural disasters - lightning, earthquake, flood, extreme weather
- Structural failure
- Electrical power short-circuits.
- Crash and collision
- Threats of harm or violence
- Sabotage, vandalism, terrorist attack, etc
- Others (as specified).

Identifying and mapping Significant Aspects

All significant environmental aspects or "hot spots" must be clearly identified, indelibly marked and their locations mapped to facilitate fast response in an emergency situation. These include:

- Location , type, and capacity of waste treatment facilities
- Location, type, amount of hazardous materials storage on-site
- Location, volume, age, secondary containment, inspection history of storage tanks
- Location , type, and capacity of high-pressure boilers
- Unloading, loading, transfer points for chemicals, fuel, oil
- Location , types, and magnitude of neighbourhood hazards

Emergency Preparedness

The state of emergency preparedness depends very much on having the right emergency equipment and supplies available and easily accessible. These include:

- Alarms and lighted emergency signs
- Portable emergency equipment
- Firefighting equipment - hoses, extinguishers, blankets, foam
- Protective gloves, goggles, suits
- Escape respirators, gas masks, self-contained breathing apparatus
- Spill absorbents, containment booms, neutralising chemicals
- Evacuation routes and assembly points
- Training of emergency personnel
- Others (please specify)

Emergency Response Plan

One of the most important key sections of an Emergency Response Plan is that the chain of command in an emergency situation must be made known to all staff.

The company's emergency command structure, including specific personal responsibilities, reporting relationships, phone numbers for Emergency Response Team members, facility managers and supervisors are posted in strategic locations.

Post Emergency

Following an emergency response, the cause of the emergency and corresponding emergency procedures shall be reviewed.

Corrective and preventative actions will be identified and implemented.

Incident Reporting & Investigation

Aim

This procedure outlines the process and requirements for the reporting and investigation of all incidents, accidents, complaints and near miss situations within all of ARCANARY's operations. The aim of this procedure is to ensure that:

ARCANARY investigates all incidents within a timely manner with a view towards the provision and maintenance of a suitable work environment.

ARCANARY meets all statutory and regulatory requirements.

Definitions

LTI

Lost Time Injury – An occupational injury that results in one or more days away from work.

RWDI

Restricted Workday Injury – An occupational injury whereas a result the employee was assigned to another task, less than full time or could not perform his normal tasks prior to the injury.

MTC

Medical Treatment Case – A work related injury that results in a person receiving treatment from a qualified medical practitioner.

AI

All Injuries – Lost time and medical treatments combined.

FAC

First Aid Case

Root Cause

The root cause is an initiating cause of a causal chain which leads to the occurrence of an incident.

Corrective Action

An action implemented in response to an incident.

Preventative Action

A change made to correct a systematic weakness that may not have resulted in an incident.

Incidents

Incidents are defined as any occurrence that leads to, or might have led to, injury or illness to people, danger to health and/or damage to property or the environment.

For the purpose of these procedures, the term 'incident' is used as an inclusive term for injuries/illnesses, accidents and near misses.

Incidents include but are not limited to the following situations:

- Injuries
- Work Health & Safety Incidents including Near Miss Incidents
- Environmental Incidents
- Procedural non conformance
- Notifiable Incidents

A "notifiable incident" means:

- the death of a person, or
- a serious injury or illness of a person, or
- a dangerous incident.
- complaints

Reasonably Practicable

Reasonably practicable is defined as having regard to the following in relation to ensuring health and safety:

- the likelihood of the hazard or risk concerned eventuating.
- the degree of harm that would result if the hazard or risk eventuated.
- what the person concerned knows, or ought to reasonably know, about the hazard or risk and any ways of eliminating or reducing the hazard or risk.
- the availability and suitability of ways to eliminate or reduce the hazard or risk; and
- the cost of eliminating or reducing the hazard or risk.

Method

Incidents are managed through the INCIDENT TRACKING function of the ARCANARY APP.

Reporting

Incident & Injury reporting are conducted as follows:

- Incidents, including near miss, are reported to the directors at the earliest possible opportunities.
- An Incident Notification Form containing the details of the incident shall be completed within one (1) working day.
- Incidents are reported using an Incident Notification Form.
 - If the person involved with the incident is not able to complete the form, the Directors will complete the form, in consultation with the involved person, if possible.
 - A copy of the Incident Notification form is provided to the workers compensation insurer.
 - Employees will also need to obtain a 'Medical Certificate' from their GP/hospital
- A record of all First Aid treatment is maintained in the Injury Register.
- External reporting requirements are managed by the Directors.

The Directors will facilitate a return-to-work program in conjunction with the employee and their medical supervisor/(s)

- ARCANARY may require a statement from the attending physician to determine when the employee can return to work and if he/she will be capable of performing the essential job functions of the position.

Records

Incident reports are maintained online.

Investigation

All reported incidents are investigated within a reasonable timeframe which is determined by the severity of the incident.

Root causes are identified by completing the Root Cause Analysis section as per procedure [Control of Non-Conformances](#)

Corrective Actions are determined to address each of the Root Causes identified during the analysis. Investigations are completed within a reasonable timeframe which is determined by the severity of the incident. The implementation and effectiveness of Corrective Actions are monitored.

Analysis

Incident statistics and trends are analysed on a regular basis and are reviewed as part of Management Review.

Internal Audit

Aim

The aim of this procedure is to provide a mechanism for ensuring conformity to the quality system and to assist in the ongoing improvement to the system.

Method

Scheduling of Internal Audits

The Management Representative shall organise regular internal audits to determine the status of implementation and effectiveness of the Quality System. Internal audits will be scheduled annually.

Auditing Activities

Internal audits will be conducted by the trained staff. Internal auditors will not conduct audits within a project where they have had direct responsibilities.

Auditors will first review the outcome of any previous audit of the topic and check that there are no outstanding corrective or preventative actions.

Auditors will use audit checklists to assist them in identifying areas where operations do not conform to the requirements of the system. Prior to an audit the auditor will plan their activity. They will do this by completing the Internal Audit Report and by preparing a list of areas to inspect and questions to ask as part of the audit. After the audit the auditor will report on any issues of detected non-conformity or suggested improvements to the system.

The issues raised by the audit will be discussed between the responsible person and the Management Representative and corrective action will be proposed for any nonconformities. The **Non-Conformance Register** software is used to create a Non-Conformance Report for each non-conformity detected, and the Responsible Person will implement corrective action.

Results of internal audits will be summarised and submitted to the Management Representative for consideration at the next Management Review meeting.

Non-conformances will be discussed at Management Meetings and corrective and preventive measures will be decided.

The Management Representative will summarise and document the results of the non-conformances and corrective and preventive actions and will follow up on the effectiveness of the corrective and preventive actions.

Responsibilities

- All Staff: Cooperate with internal auditor, implement corrective actions.
- Internal Auditors: Carry out audits.
- Management Representative: Prepare audit plan, coordinate audits, follow up on corrective actions, record the process and the results.
- Directors: Review internal audit findings at annual review.

Legislation and Legal Compliance

Aim

The aim of this procedure is to:

- Ensure that all relevant and current legislative and regulations are recorded and maintained in ARCANARY's Register of Legislation.
- Ensure that ARCANARY has a documented means of evaluating compliance with relevant legislation and regulations (legal requirements) associated with its operations.

Scope

This procedure determines how the relevant government's legislations and regulations apply to ARCANARY's:

- Environmental Aspects as recorded in the Register of Environmental Aspects
- Work Health & Safety Legislation, Regulations and Codes of Practice.
- Other requirements as identified.

Responsibility

The Management Representative is responsible for:

- Maintaining up-to-date listings of applicable legislations and other regulations in ARCANARY's Legislation Register. This Register is reviewed annually. Results of this review are detailed in the Compliance Review log. This review forms part of the Management Review process.
- Assessing the business processes to ensure their regulatory compliance. The results of this review shall be recorded using individual Reviews for each item of legislation. The results of these reviews are reviewed as part of Management Review

Method

The Legislation Register is accessible to all staff that are required to make references to applicable legislations and other requirements in the course of their work.

This Legislation Register is taken into consideration in establishing, implementing, and maintaining ARCANARY's Management System.

Records

Records shall be retained consistent with [Control of Documents & Records](#)

Memberships – To obtain up-to-date information.

Australian Institute of Architects

Listed on the Fair Trading website as a Design Practitioner

Registered Architect

Management Review

Aim

The aim of this procedure is to define the frequency, input, and output of the quality management system reviews, as well as the expected role of all attending senior staff.

Method

The directors will conduct annual reviews of the quality management system to ensure its continuous suitability, adequacy, and effectiveness.

The Management Representative will assist by organising the meeting, collecting input data, and recording the meeting output.

Input

The input to management reviews will include information on:

- Results of previous audits (both conducted internally or by external auditors)
- Client's feedback
- Positive Feedback is indicated by:
 - Repeat business.
 - Informal feedback during projects
- Negative feedback as indicated by complaints (non-conformances)
- Performance against Environmental and WHS Objectives
- Process performance (final summary of projects and non-conformance records)
- Environmental Aspects & Impacts
- Hazards & Incidents
- Compliance
- Status of preventive and corrective actions (determined in previous non-conformance records)
- Follow up actions determined in previous management reviews.
- Changes that could affect the management system (received by any member of staff)
- Recommendations for improvement (received by any member of staff)

The inputs to the Management Review Meeting are detailed in the Standard Agenda contained in the system form Management Review Record

Output

The output from the management review will include decisions and actions related to:

- Improving the effectiveness of the quality management system and its processes
- Improving our service (related to Client requirements)
- Resource needs

Monitoring, Measuring, Analysis and Evaluation

Client Satisfaction

Aim

To describe the process of monitoring and measuring Client satisfaction to determine desirable changes for ARCANARY's products and services.

Responsibility

Management is responsible for determining the appropriate measures, methods and use for monitoring and measuring of Client satisfaction.

The Management Representative is responsible for analysing data and preparing reports for management review.

Management is responsible for initiating feedback projects as warranted.

Client feedback is solicited on a routine basis.

ARCANARY encourages Client feedback. Client feedback is managed via email by the Management Representative, who responds, escalates, and collates are appropriate.

To improve its performance Client feedback is an essential element. Analysis of feedback leads to positive modification of the company's resources, processes, designs, and management procedures.

All Client feedback is recorded for subsequent analysis.

Immediate action is taken where feedback indicates a critical non-compliance.

Refer Procedure

Management analyses the feedback and modifies resources, processes, designs, and procedures as determined.

Management may assign special feedback projects. Project planning will determine objectives, tasks, resources, costs, timing, and output. Projects may include:

Direct client communication

- Client audits
- Other methods identified by management.

Management reviews the data and assigns action items according to the Management Review procedure.

Analysis of Data

Aim

To define ARCANARY's process concerning the analysis of data and to reference specific procedures that apply to this subject.

Scope

All data collected, analysed, and used to assess and improve the Management System.

Procedure

ARCANARY shall collect and analyse appropriate data to determine the suitability and effectiveness of the Management System and to evaluate where continual improvements of it can be made.

Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources, such as:

- results from Client surveys.
- results from employee surveys.
- Client, supplier, and employee feedback.
- results from internal audits.
- results from process monitoring and measurements.

- results from product monitoring and measurements.
- results from supplier performance reviews.
- nonconformance reports; and
- returned products.

The purpose of analysing this data is:

- to assess organisational performance against established quality plans and stated quality objectives.
- to identify areas for improvement.
- to help determine the cause of problems; and
- to provide guidance into the most appropriate and effective corrective or preventive action.

Upon completion, analysed data shall provide information on:

- Client satisfaction and dissatisfaction.
- employee satisfaction and dissatisfaction.
- conformity to product requirements.
- characteristics and trends of processes and products, including opportunities for preventive action and/or improvement.
- suppliers and their contribution; and
- organisational effectiveness and efficiency.

The results of data analysis shall be depicted within graphs and charts whenever possible and shall be an input to the Management Review process.

Performance Evaluation Methods

Discipline	Program	Item Measured
Environment	Environmental Programs	Environmentally Responsible Design
Environment	Environmental Response	Number of Incidents
Quality	Client Satisfaction	
WHS	Risk Management	Number of Incidents

Requirements Related to the Product

Aim

To ensure that all requirements related to a project are determined, that we can comply with them before committing to deliver a project and that all projects issued comply with applicable requirements.

Method

Business Context, Risks and Opportunities Plan

A Business Context, Risks and Opportunities Plan defines the business context by identifying external and internal factors. Interested Parties and their needs and expectations in relation to the business are identified.

A Risks and Opportunities matrix identifies internal and external issues affecting the business and assesses their risks and opportunities. Mitigation / control measures are noted against each issue raised in the matrix.

This plan is reviewed at each Management Team meeting and updated as required.

Clients' Requirements

Client Deliverables are listed and defined in the ADMIN ACADEMY section of the ARCANARY APP in the SERVICES CATALOGUE.

When we issue a Design Brief to provide our services, we check that we have the capacity to meet all client's requirements. If not, we ensure that we resolve any differences with the client prior to accepting the contract.

If the requirements change along the production process, we issue a variation or amendment to formally agree with the client the new requirements.

Other Applicable Requirements

They are external requirements (i.e., Building Code of Australia or Council Planning Regulations) and may change/update over time.

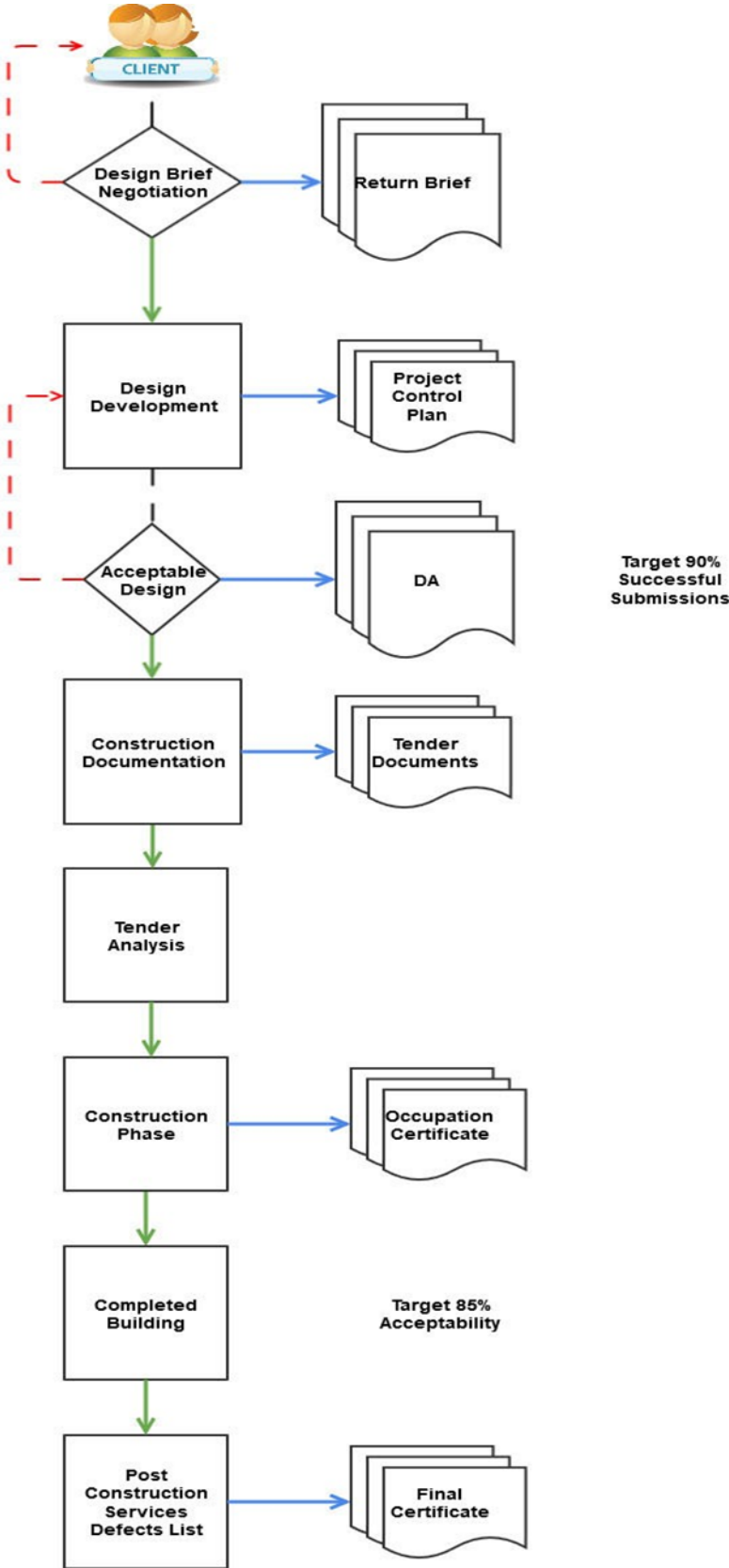
The team manager must inform all staff in the project team which external current requirements are relevant to the project.

Product Realisation

Aim

The aim of this procedure is to describe all required steps in the process of producing a project.

Method



Resource Management

Aim

The aim of this procedure is to ensure that that all needed resources are available to meet quality objectives and to deliver a project or service that meets our client's needs.

Method

Human Resources Management

ARCANARY will ensure that everyone in a "quality-critical" role is suitable for the role and for the tasks assigned by having regard to their existing skills and through the provision of on-going training, when needed.

Staff Selection

Our staff are selected for their roles after careful consideration has been given to their previous work history, their relevant academic study, and any task-related training.

Induction

Upon commencement, new employees will receive induction as follows:

- Senior administration staff will guide them through general administration procedures and will introduce them to the company and will offer general orientation to their workplace. An Induction Manual will be accessible to all new employees.
- Senior technical staff will tutor them on CAD systems and procedures as well as on the use of the office server and filing standards.

Training

Our Senior Staff are responsible for identifying staff training needs.

Management analyses the staff training needs as well as the business needs of the firm and determines training program.

Competency Assessments

Staff performance reviews are conducted annually.

Resourcing Projects

Senior Staff will analyse approved fees available for each project or stage and will allocate the corresponding number of working hours.

Equipment

ARCANARY ensures that the infrastructure and the work environment provided are appropriate to achieve quality conforming outputs. Supervisors and staff review the working conditions of their workstations and environment and report any substandard condition to Senior Staff, who will ensure this condition is rectified.

Risk Management

Purpose

Risk is defined as the possibility that due to unforeseen circumstances; a business will experience adverse conditions that result in a probability or threat of damage, injury, liability, loss, or any other negative occurrence.

The purpose of this procedure is to ensure that a formal process exists for the identification and management of risk in order that the effects of that risk are minimised.

The procedure provides guidelines on the process for identification, assessment, and control of identified risks within ARCANARY operations to reduce the potential impact of those risks.

The design, implementation and maintenance of risk management processes is based on the principles of **ISO31000:2018**

Scope

This procedure applies in the following circumstances:

1. Organisational (Quality) Risk
2. Environmental Risk
3. Work Health & Safety Risk

Managing Risk

Risks are managed through the INCIDENT TRACKING function of the ARCANARY APP.

ARCANARY identifies and manages risks and hazards by:

- identify risks – find out what could cause harm.
- assess risks if necessary – understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening.
- control risks – implement the most effective control measure that is reasonably practicable in the circumstances; and
- review control measures to ensure they are working as planned.



Assessment of Risk

Risk assessment involves analysing the inherent risk and taking into consideration the components of likelihood and consequence. The residual risk is determined by considering the likelihood and consequence following implementation of risk control options.

The level of risk associated with individual hazards is assessed against two criteria:

- the probability that the identified situation will occur; and
- the likely outcome should that situation occur.

Once a risk has been identified resources will be allocated to determine how likely it is that specific circumstances could occur and what the consequence of those circumstances could be. This should include:

- identify factors that may be contributing to the risk,
- review that is reasonably available from an authoritative source and is relevant to the particular risk,
- evaluate the likelihood of an event occurring and the likely severity of the outcome,

- identify the actions necessary to eliminate or control the risk; and
- identify records required to ensure that the risks are eliminate or controlled.

Management of Risk

The inherent level of risk associated with each event is determined when the risk is identified.

Risk Categories

Risk Categories dealt with by the Management System are:

1. Organisational Risks
2. Environmental Risks
3. Work Health & Safety Risks

Risk Assessment Framework

Risk Analysis is carried out using the assessment framework below. The Risk Assessment Framework is based on the requirements of **ISO 31000:2018**

		Likelihood				
		Very Low	Low	Moderate	High	Very High
Consequence	Very Low	Low	Low	Low	Low	Low
	Low	Low	Low	Moderate	Moderate	Moderate
	Moderate	Low	Moderate	Moderate	Moderate	High
	High	Low	Moderate	High	High	High
	Very High	Low	Moderate	High	High	High

Qualitative Measures of Likelihood

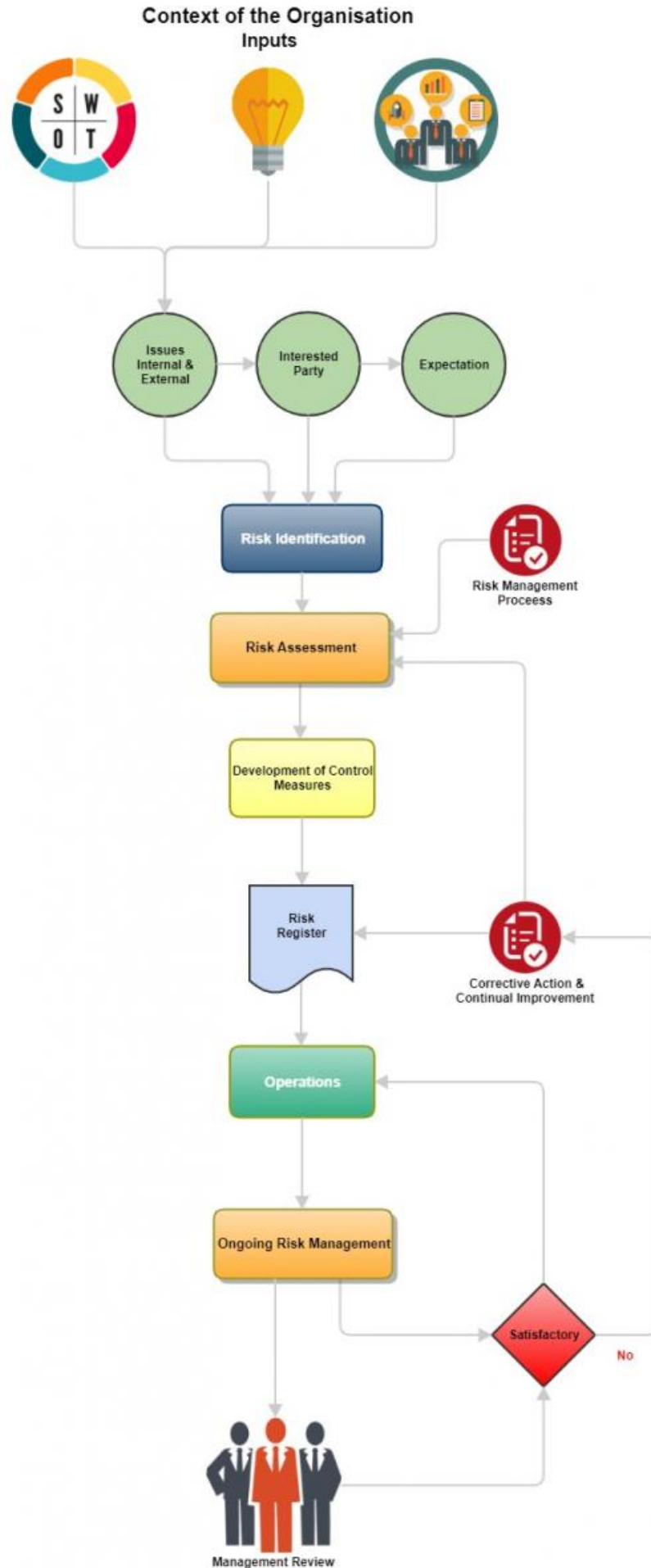
Level	Descriptor	Example Detail Description	Frequency
1	Rare	The event may occur only in exceptional circumstances	Less than once in five years
2	Unlikely	The event could occur at some time	At least once in five years
3	Moderate	The event should occur at some time	At least once in three years
4	Likely	The event will probably occur in most circumstances	Once per year
5	Almost Certain	The event is expected to occur in most circumstances	More than once per year

Qualitative Measures of Consequence

Rating	Description	Safety	Environment	Financial	Operational	Reputational	Strategic	Technical	Compliance
1	Insignificant	No Real Injuries	No Corrective Action Required. No Breach of Regulations	< \$20,000 Damages	Some Insignificant Delays or Change to Service	Suggested Improvements and Unsubstantiated Complaints	Resolved in Day-to-Day Management	Operational - Minor Rectification Required	Guidance Required for Compliance
2	Minor	First Aid Injury	Impact Confined to Site Action/Control Required	\$20,000 to \$99,000 Loss or Damages	Some Minor Delays or Some Services Cancelled	Substantiated Complaints and Lobby group Correspondence	Minor Impact	Service Restrictions - Rectification Required	Some Non-Compliance
3	Moderate	Medical Injury	Contained Off-Site Environmental Damage. Regulatory Enforcement Action	\$100,000 to \$999,999 Loss or Damages	Some Moderate Delays and Some Services Cancelled	Complaints and Short-Term drop in patronage. News Reports and Parliamentary Questions	Significant Impact	Non-Operational - Minor Rectification Required Before Operational	Many Compliance or Probity Infringements and Some Processes Repeated
4	Major	Death or Major Injuries	Un-contained Off-Site Environmental Damage. Notification to Authority Required. Civil Prosecution.	\$1 Million to \$9 Million Loss or Damages	Major Delays and Most Services Cancelled	Sustained Drop in Patronage. High Profile News Reports and Political Embarrassment.	Major Impact	Non-Operational - Extensive Rectification Required Before Operational	Non-Compliance results in Termination of Process or Imposed Penalties
5	Catastrophic	Multiple Deaths	Long Term Environmental Damage. Criminal Prosecution	> \$10,Million Loss or Damages	All Services Cancelled	Patronage Decrease Causes Cancellation of Service. Widespread News reports and Major Political Government Repercussions or Charge	Disastrous Impact	Non-Operational - Cannot Be Rectified	Non-Compliance Results in Criminal Charges or Loss of required Accreditation

Organisational Risk

Organisation Risk is managed as follows:



Control Measures (detailed in the Risks Register) are developed as required, with the aim of achieving the highest level of effectiveness.

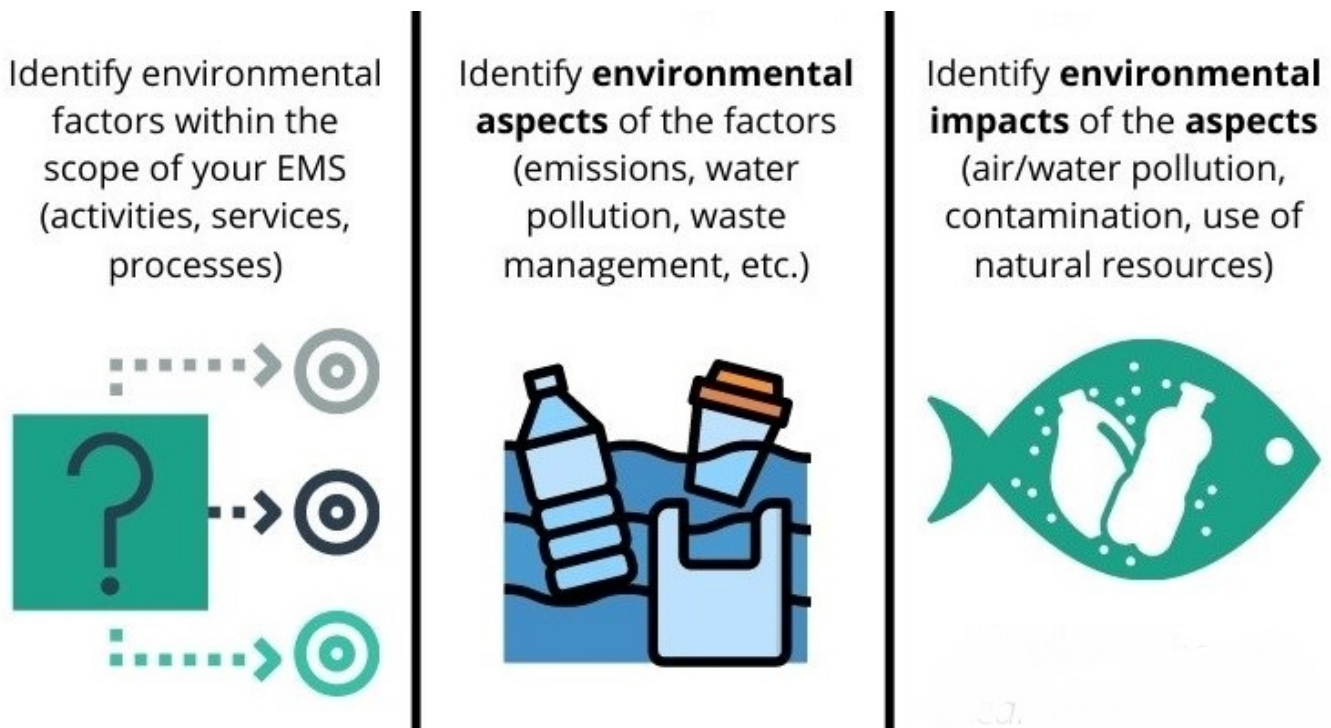
Environmental Risks

This aim of this process is to identify and evaluate the significance of the environmental aspects of ARCANARY in order to determine those aspects which have actual or potential significant impacts upon the environment. This procedure covers the framework within which the company shall establish and maintain environmental objectives and targets and environmental management programs. The Management Representative identifies the environmental aspects within the scope of this EMS that can be controlled or those it can influence by taking into account planned or new activities, products, and services. This information is documented.

All relevant activities, processes and services which are identified as environmental aspects are documented using appropriate diagrammatic or graphical means, where necessary.

An environmental aspect is an element of ARCANARY’s activities that can interact with the surroundings in which we and our subcontractors operate, including air, water, land, natural resources, flora, fauna, and people.

An environmental impact is any change of those surroundings, whether adverse or beneficial, wholly, or partially resulting from our activities under this contract.



Each of ARCANARY’s processes are analysed against the aspects detailed above and recorded in the Process Map. The identified aspects are summarised in the [Environmental Aspects Register](#)

The [Environmental Aspects Register](#) is reviewed periodically. New aspects that should be added and any old aspects that should be deleted are recorded accordingly.

The criteria for environmental impact are detailed in the Register - Table of Aspect Frequency, Severity & Environmental Impact - see diagram below.

Environmental aspects that are classified as Significant Aspects based on established criteria and are subject to relevant legislation, regulation, or other permit requirements. All aspects with an environmental impact rated as HIGH are defined as significant impacts.

Environmental impact is calculated using the matrix detailed below:

		Environmental Impacts				
		1	2	3	4	5
Probability		Nil Impacts	Minor Pollution	Serious Pollution	Major Environmental Event	Catastrophic Environmental Event
1	Negligible	L	L	L	M	M
2	Unlikely	L	L	M	M	H
3	Possible	L	M	M	H	H
4	Likely	M	M	H	H	H
5	Almost Certain	M	H	H	H	H

Work Health & Safety Risks

ARCANARY has obligations under Work Health and Safety legislation to identify foreseeable hazards that may arise in the workplace and to assess the risk of potential harm arising from these hazards.

ARCANARY must be able to demonstrate that it has implemented risk control measures to reduce the inherent risk of workplace hazards to as low as reasonably practical. Each identified hazard is assessed for inherent risk using the included Risk Assessment Framework Risk control measures will be identified and considered in terms of the Hierarchy of Risk Control.

Hazard Identification

Hazards may be identified through, but not limited to, the following processes:

- Formal Risk Assessments.
- Accident/Incident investigation.
- Risk Assessment.
- Meetings.
- Other forms of communication.

All Hazards not previously identified will be subject to a [Risk Assessment](#)

Identified Hazards are detailed in: [Risk Assessments](#)

Hazard Categories

Hazard categories will include, but may not be limited to, the following:

1. Physical hazards.
2. Hazardous substances.
3. Ergonomic hazards.
4. Activities and tasks which may lead to injury.
5. Psychological hazards.

Assessment of Risk

The level of risk associated with individual hazards is assessed against two criteria:

1. the probability that the identified situation will occur; and
2. the likely outcome should that situation occur.

Risk is identified using the following ranking system:

[Risk Assessment Matrix](#)

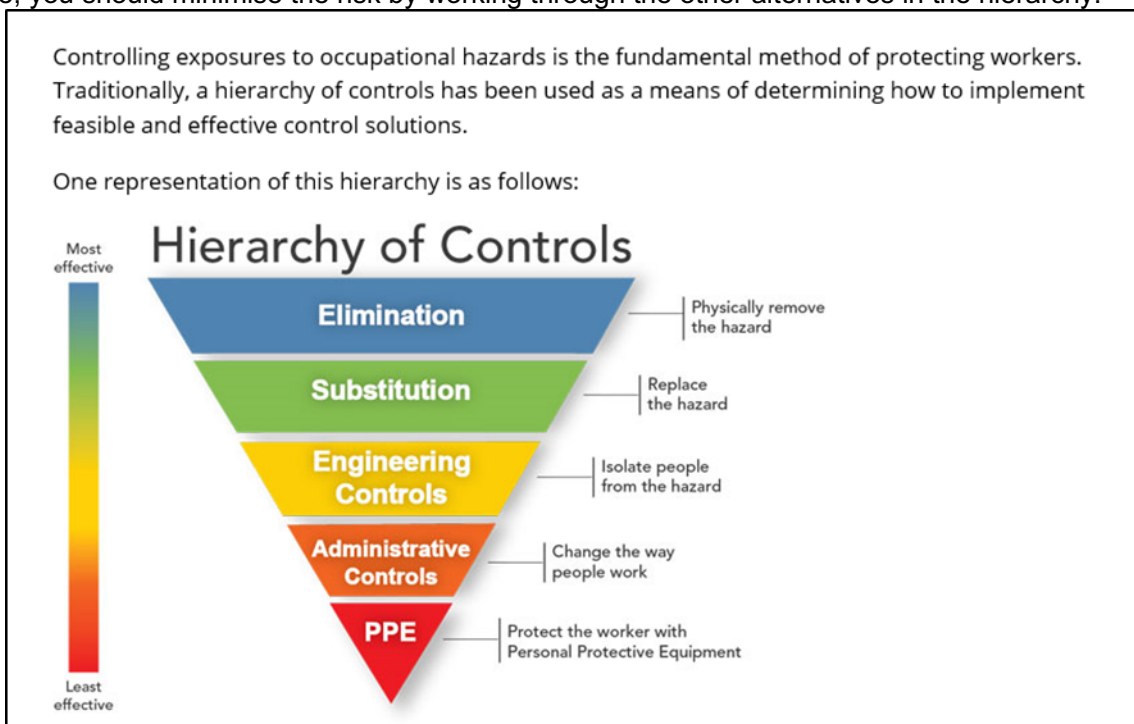
Hierarchy of Controls

ARCANARY will comply with the relevant Work Health & Safety Acts, Work Health & Safety Regulation, Codes of Practice and Australian Standards for the management of risks and hazards in the workplace.

The hierarchy of risk control when implementing any risk control measures starting at level 1 and if not possible uses a combination of the remaining control methods:

The ways of controlling risks are ranked from the highest level of protection and reliability to the lowest as shown below. This ranking is known as the hierarchy of risk control. The WHS Regulations require duty holders to work through this hierarchy when managing risk under the WHS Regulations.

ARCANARY will always aim to eliminate a hazard, which is the most effective control. If this is not reasonably practicable, you should minimise the risk by working through the other alternatives in the hierarchy.



Review of Control Measures

ARCANARY will review and, as necessary revise control measures implemented under the Work Health & Safety Regulations of 2011 & 2017 and relevant Codes of Practice so as to maintain, so far as reasonably practicable, a work environment that is without risks to health and safety.

ARCANARY will review and as necessary revise a control measure if the control measure does not control the risk it was implemented to control so far as reasonably practicable when:

- the results of monitoring indicate the measure does not control the risk.
- a notifiable incident occurs because of the risk.
- before a change at the workplace that is likely to give rise to a new or different risk to health and safety
- a new relevant hazard is identified.
- through consultation that a review is necessary
- the WHSR or workers requests a review.
- the work environment changes and the controls in place may no longer be applicable to the risk or hazard.

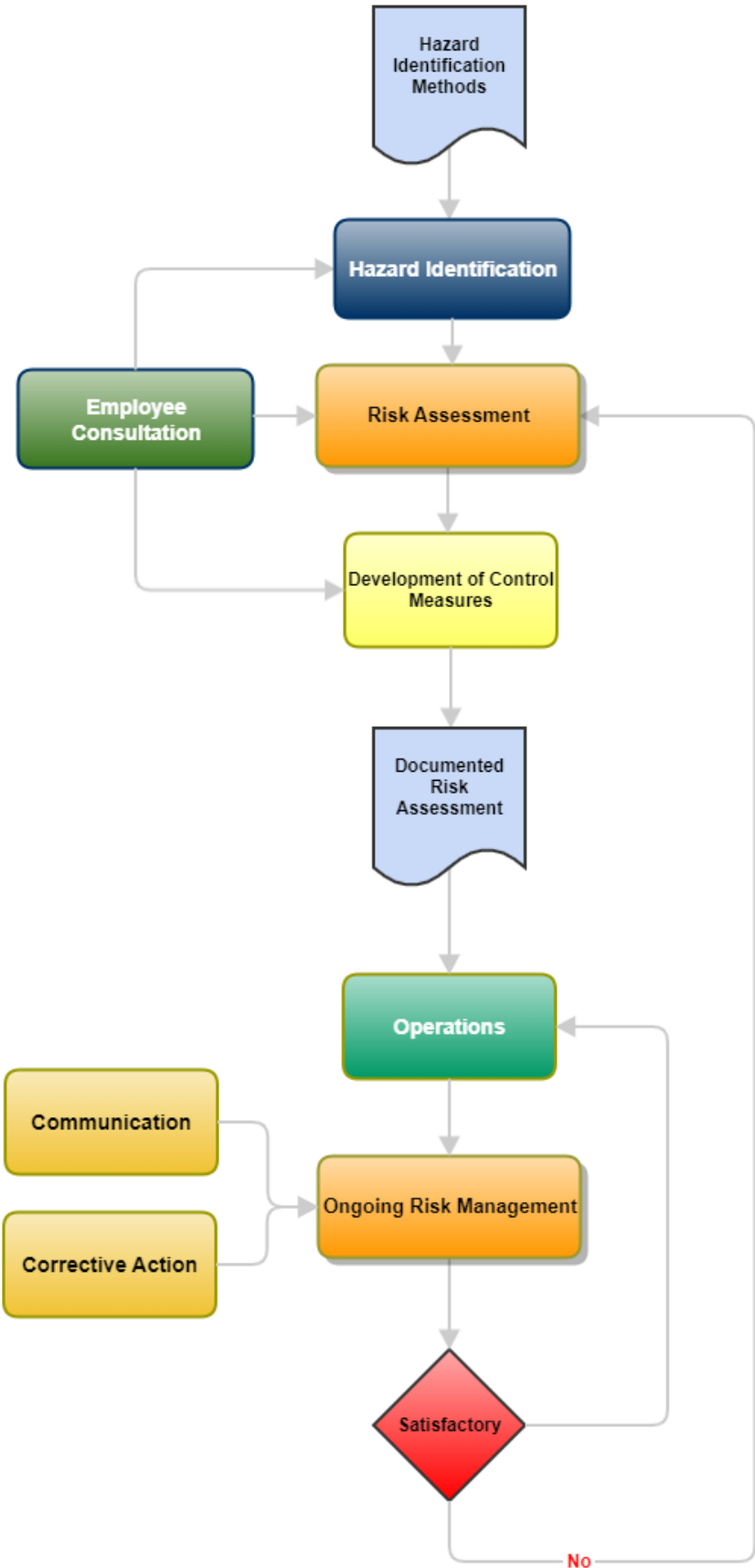
ARCANARY identifies the potential hazards of the proposed work activities, assesses the risks involved and develops controls measures to eliminate, or minimize, the risks. The risk management process is carried out in consultation with employees.

Risk Assessments are identified by task.

Risk Assessments, WHS Management Plans and Control Measures are reviewed annually.

Document Relationships

The relationship between the documents and the flow of risk related information is outlined in the diagram below.



24. WHS Processes

First Aid

ARCANARY will do its best to ensure a safe working environment, however the issue of safety requires cooperation. All employees must follow ARCANARY safety policy.

Employees should be cautious in the workplace and immediately alert of any safety hazards or injuries. Employees who deliberately violate health and safety issues will face disciplinary action.

General Safety Rules:

- Follow all safety procedures for your job.
- Do not use any equipment that you are not trained for.
- Keep walkways, doorways, fire exits, fire extinguishers, or fire sprinklers unblocked.
- Keep your workstation clean.
- Clean up any messes or spills immediately to prevent slippery floors.
- Be aware of frayed electrical wires and burnt-out light bulbs.
- Promptly report any hazards or injuries to your supervisor

A First Aid kit is available in the kitchen for minor injuries including abrasions/cuts.

Safe Work Environment – On Site Procedure

To work on a building site in Australia it is a requirement to hold a current WHS General Induction White Card. Staff should only be attending project sites during the construction stage if they have a White Card.

In order to obtain a White Card, it is necessary to complete the 'Work Safely in the Construction Industry Course' which is designed to provide initial health and safety information prior to commencement of Construction Work in compliance with the statutory requirements of the NSW and other states Workplace Health & Safety Acts. The Course includes basic Risk Management concepts, Safe Work Practices and an insight into Workplace Health & Safety legislation and Common Law.

Personal Protective Equipment (PPE)

The purpose of PPE is to protect staff from exposure to workplace (construction site) hazards. We will provide staff with suitable PPE for the site or where required for certain tasks at no cost to the worker. PPE is not a substitute for more effective controls, and it will only be considered when other means of protection are not reasonably practicable.

Supervisors/Senior Staff are obliged to ensure that no person enters a construction site without the appropriate PPE.

All staff are required to wear PPE as instructed, not misuse, or deliberately damage PPE, and inform management of any damage, defect or contamination of PPE that may render the PPE unusable.

Hard hats, safety vests and steel cap boots are available.

Rehabilitation & Return to Work (RTW)

ARCANARY is committed to assisting injured workers to return to work as soon as medically appropriate in a timely and safe manner.

Policy

ARCANARY will undertake the following in the case of a workplace injury:

- Ensure the injured worker's right to confidentiality of medical information.
- Ensure that no information will be used to discriminate against the injured worker.
- RTW plans will:
 - Commence as soon as possible after the likely time off work is known.
 - Be based on the advice of the employee's own treating health practitioner/doctor, and the occupational rehabilitation provider.

ARCANARY will ensure the employees early return to work where it is safe to do so. Options for a RTW plan shall be in accordance with the following preferred order:

- Original duties within work area, with modification of workstation and equipment where required.
- Modified duties, hours, and/or work area
- Alternative duties with appropriate training
- Retraining or further training and/or education

Employees of ARCANARY must participate in RTW by:

- Obtaining appropriate medical treatment
- For work related injuries, obtain a Medical Certificate from their treating medical practitioner and provide appropriate workers compensation forms and documentation.
- Contacting the employer as soon as possible after injury/illness
- Maintaining communication
- Assisting to identify suitable modified duties.
- Accepting modified duties where agreed/reasonable
- Actively participating in return-to-work plans

ARCANARY will:

- Provide an RTW coordinator.
- Maintain a register of acceptable modified duties.
- Make offers for modified duties in writing and provide these to the injured worker and healthcare practitioner. Written offers will be made using the State Authority approved Offer of Suitable Employment forms.
- Not terminate the employment of an injured worker by reason of their injury or reasons that include their injury.
- Educate employees in relation to the causes of the injury and subsequent risk controls.
- Keep records as required.
- Ensure all employees are aware of responsibilities and rights in relation to RTW through training and education.
- Manage disputes through agreed procedures and legislative requirements.

Emergency Management

ARCANARY has an obligation to provide and maintain a safe environment for all people at the workplace, whether they are workers or not. ARCANARY is committed to the development of an Emergency Management Plan (EMP) to ensure an effective response to an emergency.

Policy

All persons employed or engaged by ARCANARY are responsible to ensure that they are familiar with the content of the Emergency Management Plan (EMP); that they are competent in carrying out the emergency response procedures contained within the EMP; and that they participate in consultation and emergency response drills when required to maintain emergency preparedness at all times.

Procedure:

The Emergency Management plan includes details of the following that will be enacted during emergency & evacuation events:

- Evacuation Plan
- Emergency contact numbers, and list of persons responsible for Emergency Response
- General/fire emergency response procedure
- First Aid

Evacuation Plan

EVACUATION PLAN

Shop 3/173-179 Bronte Rd, Queens Park NSW 2022

GROUND FLOOR

BASEMENT

Bronte Road

REMEMBER

1. Test all doors before opening them for heat and smoke, and remember to close all door/windows as you evacuate.
2. Stay low to avoid the effects of smoke, use a cloth over your mouth.
3. GET OUT FAST, once you have spotted smoke or flames alert others and evacuate the building via the closest safe exit route.
4. DO NOT re-enter the building, once out stay out and wait for assistance from responding Emergency Services

ACTION IN THE EVENT OF
FIRE

IF YOU SEE FIRE OR SMOKE,
DO NOT PANIC OR SHOUT!

REMOVE
ALL NON-ESSENTIAL PERSONNEL
FROM IMMEDIATE DANGER

ALERT FIRE B
OR SWITCHBOARD
AND NEARBY STAFF

CONFINE FIRE & SMOKE
IF PRACTICABLE - CLOSE
WINDOWS & DOORS

EXTINGUISH
OR CONTROL FIRE - BUT DO
NOT TAKE UNNECESSARY RISKS

Emergency fire/general evacuation procedure

ARCANARY requires the following action in the event of a fire.

- Stop what you are doing immediately, remain calm and follow instruction.
- Notify the fire warden of the situation.
- If possible and safe, attempt to extinguish the fire with a fire extinguisher or by cutting off oxygen to the fire.
- Evacuate, using appropriate exists and fire escape routes. Using the nearest appropriate exit or fire escape route, leave the building quickly and calmly. Do not use the elevators.
- Proceed to safe ground away from building.
- Do not prop any doors open.
- Do not attempt to take along belongings.
- Do not obstruct fire hydrants or any fire/rescue workers.
- Do no re-enter the building until fire officials or your supervisor informs you that you may.

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Smoking, Drugs & Alcohol Smoking Policy

There is to be no smoking in the building, either in the office or toilets, or in front of the building.

Alcohol and Drugs

Our objective is a work environment in which the safety and performance of workers is not adversely affected by the use of alcohol or other drugs.

- Possession of, use, distribution or sale of alcoholic beverages or illegal drugs on the premises of ARCANARY, is not allowed.
- Employees must not perform work duties under the influence of alcohol or any other drug, except where the drug is legally prescribed by a registered medical practitioner for the purposes of treating a medical condition.

Where a worker is on prescribed medication that may impair their judgement or performance, they must notify their supervisor and work will be modified to accommodate impairment.

Employees who take drugs which have not been prescribed on medical grounds will, in the absence of mitigating circumstances, be deemed to be committing an act of gross misconduct and will thus render themselves likely to be summarily dismissed as will any employee believed to be buying or selling drugs, or in possession of unlawful drugs.

If an employee is known to be, or strongly suspected of being, intoxicated by alcohol or drugs during working hours, the Director will be consulted. Arrangements will be made for the employee to be escorted from ARCANARY premises immediately.

Supervisors and workers are obliged to ensure that no person commences or continues duty if that person appears affected by alcohol, illegal drugs or medication that may lead to a health and safety risk. Confidentiality is to be strictly observed in these matters.

Stress at Work

The primary aim of ARCANARY is to ensure that its employees are kept safe and healthy at work and are not subjected to excessive workloads, onerous working practices or a detrimental working environment which might, if unchecked, cause the employee stress.

The secondary aim is to identify and assist those employees who are suffering from stress, for whatever reason, and finding it difficult to cope by offering a confidential helpline and reasonably practicable alternatives and support mechanisms.

ARCANARY will be mindful of all aspects of its business to ensure that, so far as is reasonably practicable, it does not expose any employees to health-endangering working practices or an otherwise stressful environment. Employees may seek help from Management if it is their belief that their work or the working environment is the cause of the stress. Any such complaints must be heard sympathetically, fully investigated, and appropriate steps taken to assist.

ARCANARY will:

- Identify sources of workplace stressors
- Consult with Authorities, Health and Safety Representatives and workers in relation to stress risk controls.
- Establish reporting, issue, and conflict resolution guidelines.
- Recognise and support workers who may be experiencing work related stress.
- Ensure injured workers receive treatment and assistance they require to return to work.
- Reviewing systems work and risk control measures regularly, and in the event of an injury report in relation to stress.

Establishing the Problem

Senior Staff need to be aware that employees whose performance at work inexplicably deteriorates or whose behaviour becomes erratic or who are long-term absent might be suffering from stress.

They might display a variety of symptoms, which are an indication that, far from being a conduct or performance issue, they are suffering from stress, for whatever reason, which is adversely impacting on them at work. For example:

- Absenteeism
- Lack of punctuality.

- Inability to meet deadlines.
- Prone to accidents
- Poor performance: inability to concentrate or remember instruction, lack of to detail, inadequate completion of tasks.
- Conduct: violent or aggressive behaviour, drinking or taking drugs (prescribed or not) at work
- Mood swings: irrational behaviour, irritable disposition, easily confused, depressed.

Employee Interview- Identifying the Cause

Senior Staff should be aware that stress can be caused by a variety of factors including, but not limited to: the work itself (if over burdensome), the working environment (for example, due to harassment or bullying in the workplace), personal and family problems.

The purpose of the interview with the employee is to try to establish the cause for that employee's absence record, behavioural conduct, or performance problems (as the case may be) and put in place appropriate measures to remove the cause of the stress or assist the employee in dealing with it.

Assessment

The work is causing the problem. This might be because ARCANARY is asking too much or for whatever reason, the employee can no longer cope with the demands of the job. Senior Staff should carry out an assessment to ensure that ARCANARY is not making excessive demands of the employee. If it is, immediate action must be taken to adjust the work so that there is no breach on the part of ARCANARY of its health and safety obligations and the employee is no longer exposed to a risk to his or her mental health.

If it is the case that the employee simply cannot cope for other reasons, Senior Staff or supervisors will need to consider whether or not the employee can be assisted, for example, by a lessening of the load, a transfer to other duties (on a temporary or more permanent basis) or counselling.

Employees Disabled by Stress

They will not be dismissed unless termination is justifiable and provided that ARCANARY has first considered and put in place reasonable adjustments, where appropriate, and taken medical advice, if necessary.

Counselling and Support Mechanisms

These may be available, and the employee will be afforded reasonable time off work with or without pay, as appropriate, to attend counselling and support sessions.

Sitting Safely

- Employers must assess and evaluate health and safety risks associated with work on monitors and computer equipment and seek to minimise those risks.
- Workers have the right to information and training on health and safety matters relating to their workstations and to regular rest breaks.
- Many of the health problems associated with using display screens are attributable to poor posture and workstation layout and may be relieved by changing your working posture or work patterns – see information below.

How to sit at a computer:

STEP 1: Your chair

- Push your hips as far back as they can go in the chair.
- Adjust the seat height so your feet are flat on the floor and your knees equal to, or slightly lower than, your hips.
- Adjust the back of the chair to a 100°-110° reclined angle. Make sure your upper and lower back are supported. If you have any active back mechanism on your chair, use it to make frequent position changes.
- Adjust the armrests (if fitted) so that your shoulders are relaxed. If your armrests are in the way, remove them.



STEP 2: Your Keyboard

An articulating keyboard tray can provide optimal of input devices. However, it should accommodate the mouse, enable leg clearance, and have an adjustable height and tilt mechanism. The tray should not push you too far away from other work materials, such as your telephone.

- Pull up close to your keyboard.
- Position the keyboard directly in front of your body.
- Determine what section of the keyboard you use most frequently and readjust the keyboard so that section is centred with your body.
- Adjust the keyboard height so that your shoulders are relaxed, your elbows are in a slightly open position (100° to 110°), and your wrists and hands are straight.
- The tilt of your keyboard is dependent upon your sitting position. Use the keyboard tray mechanism, or keyboard feet, to adjust the tilt. If you sit in a forward or upright position, try tilting your keyboard away from you at a negative angle. If you are reclined, a slight positive tilt will help maintain a straight wrist position.
- Wrist rests can help to maintain neutral postures and pad hard surfaces. However, the wrist rest should only be used to rest the palms of the hands between keystrokes. Resting on the wrist rest while typing is not recommended. Avoid using excessively wide wrist rests, or wrist rests that are higher than the space bar of your keyboard.
- Place the pointer as close as possible to the keyboard. Placing it on a slightly inclined surface or using it on a mouse bridge placed over the 10-keypad, can help to bring it closer.

If you do not have a fully adjustable keyboard, try, you may need to adjust your workstation height, the height of your chair, or use a seat cushion to get into a comfortable position. Remember to use a footrest if your feet dangle.



STEP 3: Screen, Document and Telephone

Incorrect positioning of the screen and source documents can result in awkward postures. Adjust the screen and source documents so that your neck is in a neutral, relaxed position.

- Centre the screen directly in front of you, above your keyboard.
- Position the top of the screen approximately 2-3" above eye level. (If you wear bifocals, lower the screen to a comfortable reading level).
- Sit at least an arm's length away from the screen and then adjust the distance for your vision.
- Reduce glare by careful positioning of the screen.
 - Place screen at right angles to windows.
 - Adjust curtains or blinds as needed.
 - Adjust the vertical screen angle and screen controls to minimise glare from overhead lights.
 - Other techniques to reduce glare include use of optical glass glare filters, light filters, or secondary task lights.
- Position source documents directly in front of you, between the screen and the keyboard, using an in-line copy stand. If there is insufficient space, place source documents on a document holder positioned adjacent to the screen.
- Place your telephone within easy reach. Telephone stands or arms can help.
- If needed, use headsets and speaker phone to eliminate cradling the handset.



STEP 4: Pauses and Breaks

Once you have correctly set up your computer workstation use good work habits. No matter how perfect the environment, prolonged, static postures will inhibit blood circulation and take a toll on your body.

- Take short 1-2 minute stretch breaks every 20-30 minutes. After each hour of work, take a break or change tasks for at least 5-10 minutes. Always try to get away from your computer during lunch breaks.
- Avoid eye fatigue by resting and refocusing your eyes periodically. Look away from the monitor and focus on something in the distance.
- Rest your eyes by covering them with your palms for 10-15 seconds.
- Use correct posture when working. Keep moving as much as possible.

Aches and Pains at Work

Many aches and pains can be relieved by changing your working posture or work patterns. Follow these tips to make your work more comfortable:

Body part fatigued	Common contributing factors	What can you try
Back of neck	Looking down at documents or keyboard	Use a document holder. Improve keyboard skills. Check screen height.
Side of neck	Looking to one side	Locate documents and screen directly in front of you
Top of shoulders, outside or front of shoulders	Keyboard too high, arms unsupported	Raise chair, use footrest, rest palms on front of desk, reduce desk height (if adjustable)
Lower back	Inadequate lumbar support	Adjust back rest height and angle to give firm support, remove arms from chair, remove obstructions under desk (e.g., drawers)
Upper back	Twisted posture	Sit straight-on, locate documents, screen, and keyboard in front of you
Right arm or shoulder	Arm outstretched unsupported	Move mouse closer, use single surface desk
Left arm, shoulder, or neck	Reaching for telephone or cradling telephone on shoulder	Bring phone closer. Use headset
Leg discomfort, swollen feet	Underside of thighs compressed against chair seat	Use footrest or reduce desk and chair height
Headaches	Posture, visual problems, noise, stress, glare, high workload	Rearrange work area, re-direct traffic, screen filter, close blinds, shut door, vary tasks, take micro pauses, smooth out workflow, reduce time on computer, eye test.
Eye fatigue, temporary short sightedness	Visual problems, screen too close, poor image quality, glare, screen reflections	Rearrange work area, screen filter, close blinds, vary tasks, take micro pauses, eye test.