

This template has prompts and letters in blue text where it is required to be tailored. All you have to do is replace these with your own company and project details and then delete the prompt boxes like this. The plan needs to be specific to your organisation and each project,

NOTE: Print the last 3 pages of this document and then delete them; they are instructions for tailoring and about this plan

XYZ

Project Management Plan

(Quality, WHS and Environmental Management)

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To update the table of contents, right click anywhere in the table, then click update field and update entire table; update the table of contents just before you print; then delete this prompt box

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1 Introduction

This Project Management Plan is the prime document for the management of quality, WHS and Environmental for all works undertaken by XYZ. The Plan provides information and guidance on how XYZ will meet all Quality, WHS and Environmental requirements.

By implementing this management plan, XYZ aims to:

- provide assurance to customers that its products and services will meet the customer's specified requirements.
- ensure that personnel working on site, members of the public and visitors to the site are adequately protected from risk of injury or illness
- ensure that appropriate environmental protection measures are implemented on works undertaken within the work areas.

The plan has been developed to comply with the requirements of:

- Work Health and Safety Regulation 2011 and associated Codes of Practice; and
- applicable Federal and State Environmental Legislation; and
- Contract quality management requirements

2 Definitions

Some of the new terms introduced in the new legislation WHS Act 2011 are outlined below:

Person conducting a business or undertaking (PCBU)	A new term 'person conducting a business or undertaking' (PCBU) that includes organisations and individuals conducting a business or undertaking. A PCBU has a primary duty of care to ensure workers and others are not exposed to risks to their health and safety while at work in the business or undertaking.
WHS legislation WHS regulation	Work health and safety Act 2011 Work health and safety regulation 2011
Reasonably practicable	Reasonably practicable requires a PCBU to do what is effective and possible to ensure the health and safety of workers and others
Officer	Officer is a broad term that applies to people who can make decisions that significantly affect a business or undertaking. Officers must exercise due diligence to ensure their business or undertaking fulfils its health and safety obligations.
Workers	There is a new definition of 'workers' to reflect the diverse employment arrangements in many workplaces. A worker is any person who performs work in any capacity for a business or undertaking including labour hire staff, volunteers, work experience students, contractors, sub contractors, apprentices, trainees and outworkers.
Health and Safety Representatives (HSRs)	Health and safety representatives (HSRs) will play an important role in representing the health and safety interests of workers in a work group. They have certain powers and functions relating to work health and safety (WHS) such as:

6.2 External Communication

The Works Supervisor and the Project Manager are the designated 24-hour emergency contacts for external authorities. They have the authority to take any action on site as directed by an authorised officer of any relevant external authority. (See Attachment A of PSI for the 24-hour contact numbers).

6.3 Communication with Subcontractors

Contact names and phone numbers for subcontractors are available on the *subcontractor register* kept on site (*Form F05*). The Works Supervisor and Project Manager are the contacts for subcontractor matters.

6.4 Community liaison

All relevant authorities, residents, businesses and others affected by project works will be informed of the project activity and timeframes.

In the event of interference with resident accesses, shop access, pedestrian thoroughfares or other matters, XYZ ensures that affected members of the public are so advised through, doorknocks, and letterbox drops or media announcements as appropriate.

Enquiries about the works from external parties are recorded on the *Communications and Complaints Register (Form F06)*.

6.5 Complaints

Any complaints concerning any aspect of the project are registered, investigated and recorded; the *Communications and Complaints Register (Form F06)* shows the details and nature of the complaint, the complainant and actions taken as a result of the investigation. It cross-references any Non-Conformance reports or other relevant documentation.

If an environmental complaint (such as a complaint regarding noise or pollution) is received, a written report will be prepared and given to the clients' representative within one (1) working day. This report includes details of the complaint, action taken to correct the problem and proposed measures to prevent the occurrence of a similar incident.

The Project Manager ensures that any complaint received is investigated promptly and that appropriate action is taken.

7 Incident Management

The [Works Supervisor](#) is the first point of contact when an incident or accident occurs. He can be contacted 24 hours a day.

Back up for the [Works Supervisor](#) is provided by the [Project Manager](#), the names and contact numbers of these people will be given to all staff at their induction to the site. They will also be displayed in the site office.

All incidents and accidents are to be reported immediately to the [Works Supervisor](#).

Emergency contact numbers (see Attachment A of PSI) are displayed on relevant notice boards and informed during site inductions.

Details of the skills and competencies of the organisation’s employees on site are kept on project records; form *F08 Training and competency register*.

8.1 Induction training

The Works Supervisor ensures that all personnel and subcontractors working on site have attended all induction training required by WorkCover namely:

- general health and safety induction training,
- work activity-based health and safety induction, and
- site-specific health and safety induction training.

The *general health and safety induction training* is provided by external organisations approved by WorkCover. The works supervisor ensures that personnel working on site have the appropriate certificate.

The *work activity-based health and safety induction* concerns training provided on safe work method statements. This training is provided by the Works Supervisor or Team Leader through toolbox meetings before each activity commences. Participants of this toolbox talks will sign on the SWMS forms.

The *site-specific induction training* is delivered by the Works Supervisor to employees and subcontractors commencing work on construction sites. The induction would cover the following topics:

- Brief description scope of works, works in progress and the site layout;
- Site safety rules, emphasis that safety is everyone’s business and that the company requires care and co-operation by all;
- First aid arrangements and emergency contact details;
- Indicate who is Site WHS Representative if any;
- Explain when personal protective equipment, such as gloves, safety boots, UV protection and high visibility clothing have to be worn;
- Explain the importance of maintaining the site as a safe work place. Cover items such as driving on site, fencing and ladders, electrical plugs, leads and tools, maintaining site in a clean and tidy condition;
- Point out any high-risk construction activities where safe work procedures apply, eg: excavation, scaffolding, confined spaces, blasting, crane operation etc;
- Emergency procedures, including location of assembly area, emergency exits and amenities, first aid kits, fire extinguishers and emergency contact numbers
- Identified hazards at worksite
- Environmental Awareness of their environmental protection responsibilities and measures to minimise environmental impacts
- Environmental protection requirements of the site as set out in this PMP

10.3 Purchasing

XYZ ensures that all purchased product (including subcontractor’s work) conforms to contract requirements.

All purchased products (including subcontractor’s work) are subject to verification to ensure conformance to contract requirements. All materials and equipment used for the works will be of the highest quality and will be entirely suitable for the use to which they were designed.

Goods delivered to the depot or site is subject to *receiving-inspection* by the project team member who takes delivery and records using *Form F27*.

All subcontractors who provide services for the project must either:

- have independent management systems, verified and audited by XYZ, or
- be controlled directly by XYZ personnel in compliance with this plan.

To ensure WHS and Environmental compliance, all purchased products are handled, stored, combined with other products, installed and used in accordance with the manufacturer's recommendations.

10.4 Hold and Witness Points

A **hold point** is a point in a process beyond which work may not proceed without the authorisation of a designated organisation or authority.

A **witness point** is a point in a process where XYZ must give prior notice to the designated organisation or authority that work is ready for inspection.

A **process** is a series of interrelated construction or maintenance activities. These include the temporary works and the manufacture of items that result in a constructed product.

The Project Manager ensures that hold and witness points are clearly identified as part of the ITP checklist in technical procedures.

- Witness point notifications are complete when the client is notified.
- Hold points are complete when the client authorises the hold point release.

The Works Supervisor identifies (or labels) product that is subject to a hold or witness point to ensure that further work is not performed until authorised.

Works Supervisor completes *F25 Hold point release* form and sends it to client for release.

Once authorisation is granted, the hold point is released and the client returns the approved release request. A *register of hold/witness point* is established *Form F26* on project records.

10.5 Inspection and testing

To demonstrate conformity of products delivered to specified requirements, inspection and testing is carried out as follows:

Subcontractors working on site are required to prepare their own Safe Work Method Statements.

11.6 Plant and Equipment

XYZ ensures that plant and equipment is inspected and maintained in accordance with the relevant standards and manufacturers. The inspection and maintenance history of each item is documented (refer to **Form F09**).

Daily pre-start checks are carried out on plant and schedule of maintenance and fault reports are notified to the Works Supervisor and documented in logbooks or appropriate forms (refer **Forms F13**) and made available to relevant parties on request.

Where plant and equipment is hired, the same requirements as above apply.

11.7 Hazardous chemicals

All hazardous substances brought on site are stored, handled and transported in a manner that meets relevant legislative requirements and minimises the risks associated with the substance.

No products or substances, including chemicals or fibrous materials, are brought to the workplace without a current Safety Data Sheet. All hazardous chemicals are stored in the original containers with the label intact at all times.

Each hazardous substance is recorded in a register (refer to **Form F04**) and relevant staff is trained on the SDS and how to use them.

11.8 Electrical equipment

XYZ ensures that the use of electrical wiring, equipment, portable tools and extension leads is in accordance with applicable codes and standards including AS3012, Electrical Installations – Construction and Demolition Sites and AS3000, Wiring Rules.

All electrical equipment including leads, portable power tools, junction boxes and earth leakage, or residual current devices is inspected and tested by a suitably qualified person and labelled with a tag of currency before being used on site. Electrical equipment brought on site is listed in the **Electrical Equipment Register (refer form F10)**

11.9 Pedestrian and Vehicle Movement Plan

XYZ is committed to ensure the safety of its own workforce, contractors, visitors and members of the public at any work sites under its control. To ensure these, XYZ and its contractors prepare and implement pedestrian and vehicle movement plan at worksites.

The plan is consulted with community groups, shop owners, shopping management and building security managers, so businesses are not disrupted during construction works. The implementation of the plan is monitored by conducting regular inspections. The pedestrian movement plans are included in **Attachment J of PSI**.

The Project Manager ensures that project performance is evaluated on a regular basis and includes a review of inspections records, complaints, enquires received, incidents and accidents.

14 Review of QSE management performance

The **Project Manager** ensures that QSE performance is evaluated on a regular basis by reviewing inspections records, complaints/enquires received, incidents, injuries and any other safety or environmental issues.

The Construction project management plan is reviewed on a yearly basis to ensure their continuing suitability, adequacy and effectiveness.

This includes assessing opportunities for improvement and the need for changes to the CPMP, the policies and objectives. The review process is led by the **Director** of the company and involves all **Project Managers** and HS Representatives (if any).

Conducting internal management plan reviews and measuring QHSE performance is essential to:

- determine whether the system is effective;
- verify that on-site controls are effective;
- test whether QSE objectives and performance targets have been met;
- ensure the continuous improvement of XYZ's overall management of health, safety and environmental.

15 Project Records

RFS is committed to ensuring that all records required to manage the project according to the contract requirements, as well as our own requirements, are created, stored and disposed of according to specified requirements.

Project Records are any record generated to document the execution of the project but not including records that are commercial-in-confidence or relate to staff confidential matters.

The Works Supervisor is normally the records controller on site. The records controller is responsible for:

- ensuring that project records are created (that is, checklists are completed and signed off; forms are filled-in with complete and accurate data)
- ensuring that records are filed such that they can be easily retrieved when required
- protecting records from loss, damage, tampering and corruption
- providing records or copies of records to the client's representative on request
- ensuring that project records are delivered to the client at the times set out in the contract documents.

Appendix A Project forms

Number	Name
F01	Toolbox Meeting Record
F02	Site Induction Register
F03	Daily Site Risk Assessment
F04	Hazardous Chemicals Register
F05	Subcontractor Register
F06	Communications and Complaints Register
F07	Incident Investigation Report
F08	Training and Competency Register
F09	Plant and Equipment Register
F10	Electrical Equipment Register
F11	Register of Injuries
F12	Hazard Report
F13	Truck and Plant Pre-Start Inspection & Defect Report
F14-A	Safety and Environmental Inspection Checklist
F15	Risk Assessment
F16	Safe Work Method Statement
F17	Environmental incident report
F18	Non-conformance report (NCR)
F19	Corrective action request (CAR)
F20	Environmental protection measures
F21	Waste disposal register
F22	Document delivery record
F23	Register of controlled copy holders
F24	Register of Non-conformance
F25	Hold point release
F26	Hold Point and Witness Point notification
F27	Receiving inspection

PROJECT CONTACT DETAILS		
	Contact name	Contact number
Emergency Services:		
Ambulance / Fire Brigade / Police		000
Poisons information		131126
First Aiders:		
Utilities:		
Water		132 203
Electricity		132 090
Gas		131 388
Telephone		131 909
Dial Before You Dig:		1100
EPA:		
24 hour Pollution Line		131555
Project Manager (*):		
Works Supervisor (*):		
HS Representative:		
Other contacts:		

(*) These contacts are available on a 24-hour basis. Both persons have the authority to halt the progress of the works if required.

Emergency Response Procedures

Minor Incidents:

- Minor injuries will be attended to by the first aid officer/s. First aid Kits are located in the [amenities room and works supervisor vehicle](#).
- If further treatment is required (eg X-Rays, injections), arrangements will be made through the [Works Supervisor](#).

Serious Incidents:

- Unless in danger of further injury do not move the injured person.
- Notify a first aid officer to attend to the injured person.
- If an ambulance is required, call **000**. The site address, telephone number, (details of which are posted on the notice boards) and injury details must be given accurately to the emergency service. The exact location of the injured person shall be given to the operator.
- Reassure and keep the injured person warm until help arrives.
- Ensure that someone is available at the site to meet the Ambulance and direct it to the injured person. Ensure clear access is available to the ambulance to get as close as possible to the injured person.
- Notify the [Manager](#) or [Works Supervisor](#) as soon as possible.

Fire response:

- Warn & rescue any person in immediate danger - **only if safe to do so!**
- Call the fire brigade on **000**.
- Extinguish the fire using the right fire extinguisher if safe to do so
- Evacuate to emergency assembly area if directed or in danger.
- Remain at assembly area & ensure everybody is accounted for.

Chemical spill response:

If a spillage occurs the following procedure is to be followed:

- Immediately identify the spilled material and notify the works supervisor.
- Refer to Safety Data Sheet (SDS) for Personal Protective Clothing needed.
- If containment is required, contain using absorbent socks/spill kit.
- Use the relevant clean up procedure in SDS.
- Dispose of material using a licensed contractor and keep records of disposal on site.
- A **Register and Safety Data Sheet** (SDS) is kept for all hazardous substances kept at the workplace (**form F04**).

Spill Kits are kept at [indicate location](#).

Attachment D: Site Safety and Environmental Rules

Site rules must be specific to each site and organisation. Delete what is not applicable to your project; add new site rules if required; and then delete this prompt box

Site safety rules
Project/Location:
<p>Site Inductions</p> <ul style="list-style-type: none"> • All staff must be inducted to the site on initial commencement and following any significant changes to site management arrangements. • All contractors and visitors must be inducted to the site on arrival. • Visitors must be accompanied by a guide at all times and must follow all instructions given to them • Inductees must be advised of site safety rules, hazardous work activities occurring at the site and arrangements for first aid and emergencies. • Only employees who have completed the general safety induction, work activity safety induction and site-specific induction are permitted to work on a construction site
<p>Manual Handling</p> <ul style="list-style-type: none"> • Manual handling is to be eliminated wherever possible. • Wherever possible, use mechanical devices to lift heavy or awkward items. • Team lifting should only be used where mechanical lifting is not practical. • List tasks at your site where manual handling is prohibited.
<p>Traffic & Vehicle Movements</p> <ul style="list-style-type: none"> • Travel paths for general traffic and site vehicle movements must be clearly marked and separated from pedestrian travel paths.
<p>Mobile Plant</p> <ul style="list-style-type: none"> • The sphere of influence of the mobile plant must be identified prior to operation of that plant. • Work must not be carried out within 4 metres of a mobile plant and its sphere of influence. • Beware of reversing trucks and plant. Listen for reversing alarms. • Beware of overhead power lines and low branches when operating mobile plant.
<p>High Visibility Clothing</p> <ul style="list-style-type: none"> • High visibility safety vests are to be worn during daylight hours whenever working in the vicinity of traffic or mobile plant. • White overalls with reflective striping are to be worn at night when working in the vicinity of passing traffic.
Use of Hazardous Substances

Attachment H: Works program

Prepare the works program and attach to this section and then delete this prompt box. Depending on the situation (and the size/complexity of the project) this can be a simple list, a Gantt chart or the output of a scheduling package such as MS Project. See samples below. Delete the samples and this prompt box

LIST

PROGRAM/MILESTONES	
DELIVERABLES	Due Date
1.	
2.	
3.	
4.	

OR PROVIDE A GANTT CHART

Activity/Task	JUL			AUG			SEP			OCT		
Activity 1	██████████											
Activity 2				██████████								
Activity 3							██████████					
Activity 4										██████████		

OR USE A SCHEDULING PROGRAM e.g. MSPROJECT

	XYZ	F03
	Daily site risk assessment	

Site risk assessment to be conducted by Work Supervisor/Team leader before each shift work starts.

Site Location:	Week Beginning Monday://
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Attendees' names and initials

Risks – What can go wrong? (Identified new hazards and note under comments)	Mark boxes: ✓ for Yes X for No						
	M	T	W	T	F	S	S
Are there any hazards on site not controlled by the existing SWMS or the initial site risk assessment?							
Are appropriate resources (staff numbers and training) available to carry out the works safely?							
Are appropriate tools / plant / equipment available on site to carry out the works safely?							
Are the site environment conditions (eg. rain, fog, heavy traffic, hot/cold temperatures) adequate to carry out the works safely?							

Comments/other issues:

New hazards	Control measures – how to manage risks?