



Management Systems Policy

Company Background

TVH is an Australian company specialising in the cleaning, disinfecting, treating, and refurbishing of contaminated mechanical, and air conditioning systems in commercial, marine, and industrial facilities. TVH also undertakes specific mechanical installation, and maintenance works on HVAC systems for particular clients.

The company is committed to undertaking its business in a manner that recognises the importance of the health and safety of employees, quality service to customers, and environmental protection and sustainability.

Business Name	Total Ventilation Hygiene Pty Ltd
ABN	15 149 359 437
ACN	149 359 437
Legal Status of Company	Proprietary Limited Company
Registered Head Office	Unit 6/380 Hoxton Park Road Prestons NSW 2170
Telephone Number	1300 557 999
Fax Number	1300 557 997
Brands	Total Ventilation Hygiene, Total Ventilation & Hygiene Services TVH, HVAC Hygiene Specialists
Company Directors	Joshua Leys Douglas Lamac Simon Jones
Number of Employees	Approximately 100
Website Address	www.tvhs.com.au
Bankers	National Australia Bank
Date of Registration	16 th February 2011

General Statement

This policy recognises that TVH is committed to maintaining and improving the health, safety, quality, and environmental impacts of our services in order to both meet, and exceed, our clients' needs and expectations, as well as complying with all related statutory and regulatory requirements.

TVH activities will be carried out in a manner that protects the health of employees, trainees, customers, contractors, and the community, while paying attention to the protection and management of quality, safety, and the environment, through documented processes and procedures.

TVH will endeavour to conduct its activities according to the following ideals;

- Integrity – We will act ethically in all business dealings
- Innovation – We will support, encourage and deliver new ideas
- Premium – We endeavour to deliver the highest quality services

We will make every reasonable and practical effort to comply with all relevant Australian Legislation, Policies, and Standards, and are committed to fulfilling our obligations as a national cultural institution, and equal opportunity employer.

In fulfilling this responsibility, management have a duty to provide and maintain, as far as practicable, a working environment that promotes and encourages a commitment to provide safe, quality assured, and environmentally responsible and sustainable services which include the following:



Quality

- Promote a Quality focussed culture throughout the workforce
- Provide services, and complete all jobs competently, according to the standard by which we are trained, certified, and evaluated, resulting in Zero Reworks
- Provide information, training, and supervision for all employees, enabling them to work according to the quality management system, and maintain our ongoing success
- Ensure that our customer satisfaction ratings do not fall below a 'Good' rating, and ensure that all quality incidents are reviewed, and investigated where required, within 5 working days
- Ensure that quotes (Sales Forecasting) and orders (Supplier and Customer Orders) are managed, and closed out week to week. 'Operators go GREEN and Administration go BLUE'



Safety

- Encourage a proactive Safety culture within the workplace
- Promote communication and consultation with employees, regarding all processes
- Providing and maintaining safe plant, and systems of work
- Developing and monitoring arrangements for the safe use, handling, storage, and transport of plant and substances
- Maintaining the workplace in a safe and healthy condition
- Provide information, training, and supervision for all employees, enabling them to work in a safe and healthy manner
- identify and control potential hazards in the workplace, through hazard identification and risk management
- Aim for a Lost Time Injury Frequency Rate (LTIFR) of 4.0 or less.
- Review all safety incidents within 5 working days
- Encourage incident reporting by all employees



Environment

- Fulfil all applicable compliance obligations, including legislative, voluntary commitments, industry standards, and contractual relationships.
- Protect the environment
- Prevent pollution
- Establish environmental objectives and targets in our strategic and annual business plans, and review on a regular basis
- Foster initiative, and ownership of environmental activities by our staff, thereby promoting a strong, environmentally aware culture
- Dispose of all waste products at properly registered waste sites, and in accordance with all local, state, and federal regulations
- Encourage and congratulate good environmental practice in the workplace.
- Ensure compliance with this policy by addressing any environmental risk in work method statements and/or site specific job hazard analysis.
- To aim for Zero Incidents which impact upon the environment
- Continually improve the environmental management system to enhance environmental performance.

The Directors are responsible for the implementation and monitoring of this policy. This policy defines the responsibilities of Management at all levels, and their commitment to training and support for all staff. In fulfilling the objectives of this policy, Management is committed to regular consultation with employees to ensure that policy is communicated effectively, and that environmental issues are regularly reviewed.

Objectives

The objective of this policy is to commit management and staff to an integrated approach to Management Systems, through the implementation of HSE&Q Management Plans, Company Procedures, and Work Method Statements.

TVH is committed to abiding by all safety and environmental legislation and with any other requirements deemed necessary by its affiliations with the Australian Refrigeration Council (ARC) Hazard Analysis and Critical Control Points (HACCP), National Air Duct Cleaning Association USA (NADCA), Institute of Inspection, Cleaning and Restoration Certification (IICRC), International Kitchen Exhaust Cleaning Association (IKECA), and the Australian Institute of Refrigeration, Air-conditioning & Heating (AIRAH) HVAC Hygiene Best Practice Guidelines.

Duties

Recognising the process and procedures in our service industry, TVH will take every practical step to encourage and maintain HSE&Q awareness at all times.

MANAGEMENT SYSTEM RESPONSIBILITIES

All employees of TVH have a responsibility to follow all company procedures and policies, and promote a positive HSE&Q culture throughout the performance of all activities.

The HSEQ National Compliance Manager is responsible for preparing and implementing the company's HSE&Q policies, and for liaising with Administration, Sales and Operations Management, to ensure that all policies are practical and relevant.

Area Managers, Operations Managers, and Service Supervisors are responsible for the implementation of this policy, the training of operational employees, as well as reviewing the application of process, and reporting any breaches of policy.

Account Managers, Administration Staff, Team Leaders, and all Operational Staff shall comply with all TVH processes, procedures, and directions agreed between Management and employees with nominated, or elected management functions.

This policy will be regularly reviewed against legislation, industry best practice and company changes. All management staff and employees shall adhere to all HSE&Q management processes and procedures at all times.

All employees will be advised, in writing, of agreed changes and arrangements to policy implementation. As part of our communication and consultation process, all employees are encouraged to comment, and suggest any improvements to policy or procedure.

Continual Improvement

In order to ensure the continual improvement of TVH processes and performance, this policy, and the HSEQ Management System, will be reviewed annually by senior management at an annual Management System Review Meeting. Any policy revisions, or improvements to HSEQ Management System, will be documented, and communicated to all TVH staff. Audits will be conducted both internally and by external consultants.

Signed



Doug Lamac

Dated 6th September 2018