



Quality Management Plan

Owner: Dragline Cleaning Services Pty Ltd

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Version 1

Authorised by Justin Goodwin - Executive Manager

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1 Context of our Organisation

Dragline Cleaning Services Pty Ltd (DCS) is one of the leading Industrial and Mining Cleaning service providers in the Bowen Basin, with the goal of becoming the number one preferred supplier in Industrial and Mine Site maintenance cleaning operations.

DCS objective is to provide cost effective and efficient services to the highest industry quality, with trained personnel and high-performance equipment and processes.

This Quality Management Plan underpins our Planning and Processes to form the foundations of a High-Performance Organisation, from engagement of works, to job performance and review, to ensure highest potential of re-engagement.

2 Leadership Responsibilities

2.1 Quality Commitments

Dragline Cleaning Services Pty Ltd will consistently provide services that meet or exceed the requirements and expectations of our clients, aiming to be the number one Industrial Cleaning Service provider in the Bowen Basin with the vision of expanding state-wide.

DCS will actively pursue ever improving quality systems and programs that enable our organisation to effectively and efficiently resource, plan, schedule and fulfil the needs of our clients with 100% compliance and exceptional safe work practices and adherence. Dragline Cleaning Services Pty Ltd prides its ability to meet high demand work requests and efficiently responds with resourced based approval processes, ensuring full-service provisions to committed works.

DCS Employees are trained, competent personnel who we encourage in continuous improvement initiatives through routine reviews. Our main asset is our employees, they are at the forefront of our Industrial Cleaning delivery. We are committed to ensuring Safe Work Practices and the Health and Wellbeing of all our employees. We encourage diversity within the organisation, creating opportunities within all fields of the organisation to ensure gender and cultural equality. DCS provides opportunities for entry level qualified employees by providing training, experience and opportunities in the Industrial and Mining Sector.

DCS has implemented Safety, Environmental and Quality practices aligned to its clients within the Mining and Industrial Sector, to ensure its standards and processes are of the highest quality.

DCS Internal processes are maintained via high Document Control Standards and review processes, to ensure continuous improvement based on our growth and service delivery ensuring efficiency and cost-effective practices. Our data integrity and confidentiality are upheld through our Internal Policies and Procedures, ensuring client security.

2.2 Roles and Responsibilities

2.2.1 Management

Safe Systems of Work:

- Ensuring our organisation complies to the *Workplace Health and Safety Act 2011*
- Ensuring our hierarchy of Policies and Procedures align to *ASNZ 4801:2001* Occupational Health and Safety Standards.
- Ensure Consistency of Safety, Health and Wellbeing Policies and Procedures through review and evaluation against Australian Standards and Mining and Industrial Safety Requirements.
- Uphold Dragline Cleaning Services Pty Ltd Review and approval Processes as per the Document Management System.

Environmental Systems:

- Ensuring our hierarchy of Policies and Procedures meet the requirements of *ASNZ 14001:2004* Environmental Management systems.
- Ensure Consistency of Environment Policies and Procedures through review and evaluation against Australian Standards and Mining and Industrial Environmental Requirements.
- Uphold Dragline Cleaning Services Pty Ltd Review and approval Processes as per the Document Management System.

Quality Management Systems:

- Ensuring our hierarchy of Policies and Procedures are guided by *ISO 9001*
- Ensure Consistency of Quality Policies and Procedures through review and evaluation against Australian Standards and Mining and Industrial Requirements.
- Ensure our systems are under continuous improvement to ensure best practice, cost efficiency, and administrative gains.
- Ensure the systems have accessibility and networking to allow onsite and offsite needs.
- Uphold Dragline Cleaning Services Pty Ltd Review and approval Processes as per the Document Management System.

Employer Responsibilities:

- Ensure Financial and Human Resource Administration processes are as per:
 - Australian Accounting Standards Board
 - *Income Tax Assessments Acts (1936 and 1997)*
 - *A New Tax System (Goods and Services Tax) Act 1999*
 - *Fringe Benefits Tax Assessment Act (1986)*
 - Fair Work Ombudsman – Australian Government – National Award
 - QLD Government – Office of State Revenue (Payroll Tax)
 - Certified Trainers and Providers provide training
 - Induction and Training Packages provide:
 - All workers are inducted
 - Workers trained in safe work procedures and can demonstrate, safe performance of task
 - Workers understand procedure and can demonstrate how to perform tasks safely

2.2.2 Administration and Finance

DCS's Finance and Administration Officers are responsible for the management of the organisations administrative, compliance, financial, budgeting and reporting processes. Finance and Administration Officers report to the Executive Manager and Company Director.

The financial processes include payroll, accounts payable, accounts receivable, bookkeeping using AASB standards, systems management, financial reporting, fixed asset registers and other support. The budgeting processes include resource allocation, costing, budget and financial management and capital budgets. The reporting processes include the preparation of financial statements for all required reporting periods.

Our Administration Officers ensure that the organisations administrative processes meet quality policy and procedures. These processes include workforce scheduling, employee and mine-site correspondence, site compliancy, fatigue management and statutory declarations. Document control protocols and document review procedures are undertaken to ensure document integrity. Document retention and storage and filing convention processes ensure the safety and accessibility of company information. Administrative documents are designed and developed to confirm to the DCS Style Guide, ensuring continuity in the organisation's documents.

Alongside Management, Finance and Administrative Officers are consistently seeking ways to contribute to continuous improvement of systems and processes to ensure the highest efficiency.

2.2.3 DCS Crew

DCS site personnel and crew are obligated to uphold the organisations Quality Policies and Procedures. The organisations processes focus on providing appropriately trained and well-resourced teams for high quality service. Relevant mine-site inductions, training and qualifications, medicals and drug and alcohol tests are regularly completed, and crew members ensure to keep these up to date.

Per the on-boarding process of new recruits, Induction Pack and Employment Contracts, the following requirements are expected from DCS crew to ensure quality management:

- Standard 11 Induction Surface Operations
- Coal Board Medical – Section 4
- RIIWHS202D – Enter and work in confined spaces (Confined Space) Certificate
- RIIWHS204D - Working Safely at Heights Certificate
- RIIHAN301D – Operate Elevating Work Platform (EWP) Certificate
- MSMWHS217 – Gas Test Atmospheres Certificate
- MSMWJ301 - Operate a High-Pressure Water Jetting System
- Site specific Inductions and WAF's

Dragline Cleaning Services Pty Ltd strongly believes that open communication between crew and supervisors allow for quality and efficient work to take place. Our organisations processes also allow crew to provide feedback, additional job information and job sheets to administration officers for future work requests and invoicing purposes. Crew members also assist in contributing to continuous and ongoing improvement of these systems and processes.

3 Planning

3.1 Risk and Opportunities Management

DCS identifies Risks and Opportunities through:

- Site Performance review against job performance, fulfilment engagement obligations and contract renewal and growth of engagement
- Organisational Performance Review
- Employment Performance Reviews
- Site/Client/Employee Feedback and identified opportunities of improvement
- Meetings / Collaborative review sessions of Safety, Performance and Risks
- Analytical Assessment of Finances, Planning and Scheduling patterns and changes
- Incorporating and completing checklists

As a service provider DCS ensures opportunity management through Review and Feedback from clients, customers and employees. Our job performance and satisfaction drive the success and expansion of the organisation and its ability to have continued contract renewals.

DCS not only gains the feedback and review of projects and job engagement, but also of our Assets and Services through company and employee performance reviews.

DCS undertakes an analytic statistic assessment of the following to guide the organisations assessment of risk and identify opportunities for improvement these also form the basis of the Organisations and Employee Key Performance Indicators (KPI's)

- Number of Mine sites serviced /year to date
- Number of continued engagement statistics /site
- Number of new engagements / over the organisation's lifetime
- Number of Hazards Identified / month
- Number of Reported Incidents / month
- Number of Injuries / over the organisation's lifetime
- Employee retention rate / over the organisations lifetime
- Employee KPI performance review meeting expectations / half yearly
- Debtor payments received within payment 30-day Terms / year to date

DCS takes the time to reward success, as successful employees result in successful teams. We understand that successful teams are the result of the collaboration and efforts of motivated and talented individuals. DCS prides itself on considering its major assets, its employees. Rewarding the success of our team maximises our organisations' successes.

Employee Performance is reviewed at 12 weeks of employment (with a minimum of 24 shifts), and again at 6 months and 1 year on a recurring cycle. Performance reviews are established from peers, supervisors and management feedback, along with a task-based achievements list provided at the commencement of employment and against employee KPI's.

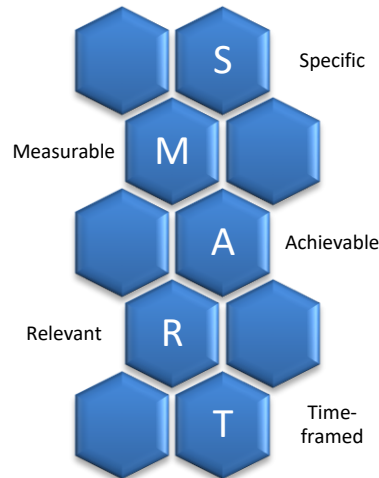
The following employment performance markers are assessed:

- accuracy is the correctness of work duties performed
- alertness is the ability to grasp instructions, to meet challenging conditions and to solve novel or problem situations.
- creativity is talent for having innovative ideas, for finding new and better ways of doing things and for being imaginative.
- friendliness is the sociability and warmth which an individual imparts in his attitude toward customers, other employees, his/her supervisor and the persons he/she may supervise.
- personality is an individual's behaviour characteristics or his personal suitability for the job.
- personal appearance is the personal impression an individual makes on others. (consider cleanliness, grooming, neatness and appropriateness of dress on the job.)
- physical fitness is the ability to work consistently and with only moderate fatigue. (consider physical alertness and energy.)
- attendance is faithfulness in coming to work daily and conforming to work hours.
- housekeeping is the orderliness and cleanliness in which an individual keeps his work area.
- dependability is the ability to do required jobs well with a minimum of supervision.
- job knowledge is the information concerning work duties which an individual should know for a satisfactory job performance.
- quality of work is the amount of work an individual does in a workday.
- stability is the ability to withstand pressure and to remain calm in crisis situations.
- courtesy is the polite attention an individual gives other people.
- listening to direction from management.
- overall evaluation in comparison with other employees with the same length of service on this job.
- communication skills with co-workers, supervisors, customers, etc...
- ability to work as a member of a team
- ability to work independently
- open and willing to listen to reconstructive feedback
- willingness to take on additional responsibilities
- complies with all company and site policies and procedures

- exhibits effective critical thinking skills
- asks questions and seeks guidance as needed
- makes progress towards professional development goals.

3.2 QMS Objectives and Key Performance Indicators

Dragline Cleaning Services Pty Ltd sets Key Performance Indicators for the Organisation and Personnel based on the SMART principals:



Dragline Cleaning Services Pty Ltd Organisational / Management and Administrative Key Performance Indicators (KPI's) are:

- Employee Retention
- Average Daily Attendance
- Site Compliance Score(s)
- Client Retention
- Site engagement growth

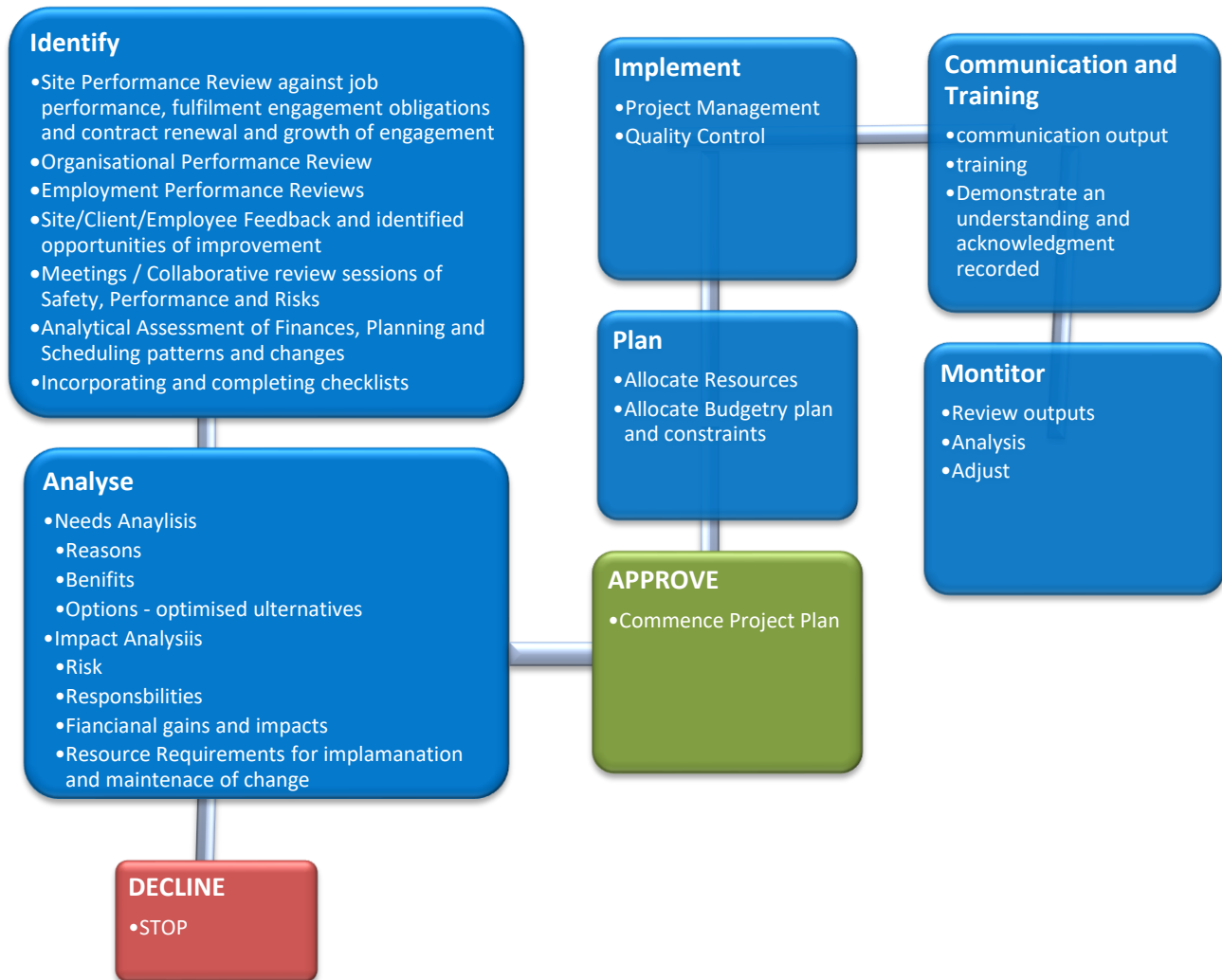
Dragline Cleaning Services Pty Ltd Crew Key Performance Indicators (KPI's) are:

- Average Daily Attendance
- Meeting /Training attendance
- Certification / Training / Licences upheld prior to expiration
- JMP Submission
- SLAM Completion per job
- Vehicle Pre-start completion

3.3 QMS Change Management

DCS Change Management Process is managed by DCS Management and Administrative Support Roles and contributed to by all levels of the organisation

All DCS Operational, Safety and Quality changes and Improvement Initiatives follow The DCS Change Management Process:



Improvement Initiatives and proposals are encouraged in all Dragline Cleaning Services Pty Ltd positions. DCS acknowledges the contribution all levels of personnel can provide to the organisation, allowing a diverse range of improvement opportunities and process gains.

Improvement initiatives with supporting documentation and evidence is encouraged to be submitted via email o their relevant line Manager to allow tracking, review and communication management.

3.4 Knowledge Management

3.4.1 Confidentiality /Trade Secrets

Confidentiality and Information Integrity is always to be maintained, including but not limited to Market Information, Financial Information, Client / Customer Details, Trade Suppliers Lists, Personnel Identity, Passwords and Trade Secrets.

All Dragline Cleaning Services Pty Ltd Contracts state:

By accepting this letter of offer, you acknowledge and agree that you will not, during the course of your employment or thereafter, except with the consent of the Employer, as required by law or in the performance

of your duties, use or disclose confidential information relating to the business of the Employer, including but not limited to client lists, trade secrets, client details and pricing structures.

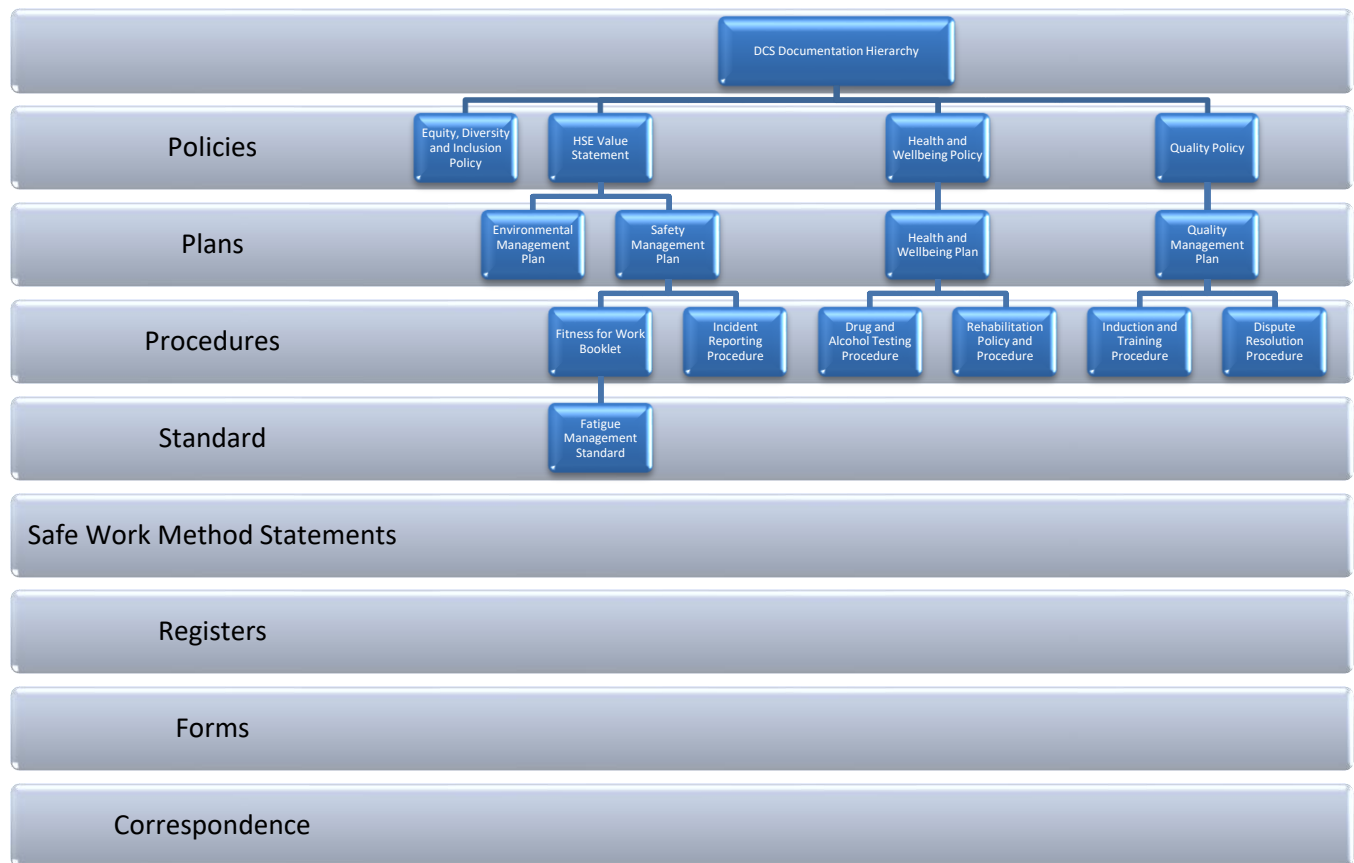
All Dragline Cleaning Services Pty Ltd Commercial in confidence documentation are Confidential stamped and state:

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System and Documentation Access is limited and approved by the Executive Manager aligned with the Employment Position, Corporate Legal Obligations and Executive Level approvals in place for each Executive / Administrative / Operation position.

3.4.2 Document Hierarchy

The Documentation Hierarchy is to ensure implemented Policies, Plans, Procedures, Standards and other business level documentation are aligned to ensure they meet statutory obligations, align with client obligations, and ensuring consistency and relevance.



4 QMS Support

4.1 Resource Management

4.1.1 Employment Plan

DCS employment plan is based on the organisations contract obligations, analysis of growth and demand, compliance obligations, risk assessment and 5 Year Business Plan and Strategy. DCS Organisational Structure is implemented in conjunction with Supervisors and Management and approved by the Executive Manager.

4.1.1.1 Recruitment Policy

Our aim is to continue to recruit and retain the highest quality of staff to enable the delivery of our services and fulfill the requirements of the Contract. Our policy is to ensure that recruitment and selection decisions are based on the ability of the applicant(s) to meet the requirements of the job description, role specification and any other relevant criteria. All applicants and employees will be treated fairly and according to Dragline Cleaning Services Pty Ltd Policies and Procedures, and our relevant Equity, Diversity and Inclusion Policy. We are committed to valuing diversity and promoting equality.

4.1.1.2 Statutory Requirements

Current employment law imposes obligations on employers not to discriminate on the grounds of a protected characteristic, age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity. We are committed to taking a positive and pro-active approach to diversity and equality which extends beyond the statutory obligations.

4.1.1.3 Responsibilities

Dragline Cleaning Services Pty Ltd Human Resource Coordinator and Workforce planner(s) will provide advice, guidance and support to Recruitment Officer so that:

- Job descriptions, person specifications and recruitment advertisements are drafted in such a way as to make clear the requirements of job vacancies.
- Equity, Diversity and Inclusion Policy is a feature of all recruitment advertising.
- Staff involved in recruitment and selection are aware of their role and responsibilities in this area.

Human Resource Coordinator, Recruitment Officer, Learning and Development Officer and Workforce Planner(s) will review applications under Dragline Cleaning Services Pty Ltd Equity, Diversity and Inclusion Policy. They will also organise training and development to support recruitment and selection, including relevant legislation.

Step 1: Advertising

Approval

Upon approval from the Executive Manager, board of Director(s) and Shareholder(s), Dragline Cleaning Services Pty Ltd, the Human Resource Coordinator and Recruitment Officer will contact various advertisement agencies such as Seek, Indeed and various social media platforms as well as local recruitment agencies and employment support organisations such as NEATO Services, IDEAL Placements, MAX Employment, Indigenous Workstars and Community Solutions.

Position Description

A position description will provide a detailed overview of the position details, tasks, responsibilities, and obligations, including but not limited to;

- Job title
- Salary

- Location
- The purpose and principal accountabilities of the job.
- Key requirements, qualifications, experience, background and/or personal qualities

Recruitment Sources

Human Resources holds a specific advertising budget that is used for campaigns to increase our visibility as an employer of choice, encouraging traffic to our website, therefore improving the pool of candidates and ensuring the best possible assets for our organisation. All advertising medium has a two-week minimum publication timeframe to allow maximum visibility to attract a diverse pool of candidates.

Step 2: Shortlisting

Shortlisting is carried out by at least two members of the selection panel made up of various interacting cross section of the organisation to the relevant position, and the aligned reporting Manager of Operations, Maintenance or Executive Departments.

It is important that the criteria set at the beginning of the recruitment process in the position description are used to assess all candidates objectively against the same criteria.

Internal applicants 'at risk' should be shortlisted if they meet most of the essential criteria. The duration and cost of staff training and development will need to be considered in deciding whether the job would be suitable alternative employment for an 'at risk' applicant.

Staff references may be contacted prior to interviewing candidates, subject to the Operations / Maintenance / Executive Manager's request.

Step 3: Conducting Interviews

Dragline Cleaning Services Pty Ltd will conduct interviews to select the best candidates for the company, as well as the position. It is a two-way process during which the details of the job can be discussed, and the candidate's suitability assessed.

Where the candidate's application reveals any unexplained gaps in employment or inconsistencies, these should be explored with the candidate at interview.

Candidates will have been asked to bring with them to the interview their original qualification certificates plus a copy, which must be verified against the originals and sent to the Human Resource Coordinator.

The Administration officer(s) / Receptionist will meet and greet candidates on the day of the interview and to collect and photocopy the appropriate documentation. The Recruitment Officer will provide the Chair of the panel with a checklist of required documentation in the interview pack.

Step 4: Successful Candidates

Following the interviews, the Operation's / Maintenance / Executive Manager may make a verbal conditional offer of appointment to the successful candidate(s). It must be made clear that the offer is subject to completion of our pre-employment checks as follows:

- receipt of references which are satisfactory to us
- evidence of essential qualifications
- confirmation of right to work in Australia

The Human Resource Coordinator will then be notified of the outcome and the successful candidate(s) of the position commencement date and pre-commencement requirements. The Recruitment Officer will undertake

required communications and actions with the relevant administrations and aligned position departments to ensure the position is resourced prior to the commencement date.

Unsuccessful candidates will be informed of the outcome by email issued by the Head of Department usually within 5 working days of receipt of the interview outcome.

Step 5: On-Boarding New Employees

Employment Pack

New employees commencing with Dragline Cleaning Services Pty Ltd will receive an induction pack containing, but not limited to the following documentation:

- Formal Employment Contract
- Position Description
- Probation Training / Task Completion Checklist (*Position Relevant*)
- New Employee Form
- TFN Declaration
- Induction and Training pack(s)
- Office / Workshop and Fleet Familiarisations (*Position Relevant*)
- An electronic and paper copy of the Dragline Cleaning Services Pty Ltd Policies, Plans, Procedures and Manuals
- Security and Access codes
- IT Access and Systems setup and training checklist (*Position Relevant*)
- Job Requirements Checklist
- Job sheet / Timesheet templates

In-House Induction(s) and Training

Prior to undertaking position duties an in-house Induction and Training Package (Position Relevant) will be undertaken outlining the Employees Responsibilities to Safety, Environment, Health & Wellbeing, Quality and Position Obligations. The Induction will be conducted by the Learning & Development Officer in conjunction with the relevant department representatives. Ref below for Training Management, Section 4.1.

Prior to Commencing Services on-site

There are various requirements that Dragline Cleaning Services Pty Ltd employees will require prior to attending site.

Once the Workforce Planner has received confirmation for the Site/Client Induction Registration, the employee will then commence the completion of relevant Inductions and SOP's.

Subject to the employee having all the required certificates for Cleaning Operations, the Workforce Planner(s) and Learning and Development Officer will then organise site authorisations and site authorisation training for any high-risk works for each site.

New Employee Compliance information is to be included and resubmitted by the Compliance Officer (offsite) in all relevant site(s) Contractor Partner Management – CMS Checklists prior to site(s) access.

The employee will be required to attend site for a Work Area Familiarisation. Once this has been completed, the employee is ready to commence employment with Dragline Cleaning Services Pty Ltd.

Step 6: Probationary Period

Length of Probationary Period

All Dragline Cleaning Services Pty Ltd Employees must complete a 12-week probation period, where a minimum of 24 shifts are to be worked within this time frame. If the length of the fixed term contract is less than 12 weeks, the probationary period will be equivalent to the length of the contract.

Probationary Criteria

The probation criteria are determined by the Operation / Maintenance / Executive Manager and are detailed in the approval of the offer. The probationary period and probation criteria will be advised in writing to the staff member in advance of the commencement of their employment. The probationary criteria must be:

- specified as realistic, definable, measurable goals
- closely aligned to the position description
- consistent with the classification description for the award level
- consistent with the core competencies as identified in the specific task base checklist
- achievable in the time frame of the probationary period; and
- designed to assess whether the employee has the ability to work productively

Probation Review Criteria

During the probation period, the following will occur:

- The relevant direct Manager / Supervisor will meet with the employee to discuss the position description, duties, responsibilities, WHS, and the standard of performance that are expected.
- The nominated supervisor monitors the progress of the employee and provides advice regarding their progress. The supervisor will also complete work skills competency checklists throughout the probationary period. (This includes the nature of any improvements which may be necessary in order for the employee to meet the probationary criteria, and strategies for achieving the required).
- The Maintenance Supervisor will contact new employees within their 12 week probation period, in which he/she will ask various questions about their work ethic and the ability to work in a team environment. Also allowing the ability to assess team dynamics to be assess best fit.

The key criteria for confirming employment with Dragline Cleaning Services Pty Ltd will be successful performance against all probationary criteria.

It is expected that the probationary employee will be able to demonstrate satisfactory performance in relation to the probationary criteria specified in the letter of offer; the requirements of the position description, as well as meeting the following general requirements:

- demonstrated behaviour that is consistent with the Business Code of Conduct,
- demonstrated capacity and willingness to undertake all the duties and responsibilities of the position,
- demonstrate an understanding of Fitness for Work, Occupational Health and Safety and Fatigue Management
- demonstrated willingness to respond to changes in workplace requirements within the scope of the position description; and,
- demonstrated capacity to achieve work outcomes as required within the scope of the position description, and
- evidence of demonstrated core competencies in the achievement of tasks and objectives identified in the position description.

Possible Outcomes of the Probation Review

Following the confirmation review meeting, the nominated supervisor recommends one of the following options:

- Confirmation - If the employee has satisfactorily met the probationary criteria, or,
- Non-Confirmation - If the employee has failed to meet the probationary criteria and/or their performance is unsatisfactory. The direct report Supervisor/Manager may recommend that the appointment cease before or at the end of the specified probation period. The recommendation will include any adverse material about the employee's performance which has been taken into account in making the recommendation for termination. The employee will be provided with a copy of the supervisor's recommendation and will be given reasonable opportunity to provide a response in writing.

Stage 7: Performance Review

Length of Performance Review

All Dragline Cleaning Services Pty Ltd Employees are required to complete a performance review prior to the probationary period ending, and recurring half-yearly thereafter. If the length of the fixed term contract is less than the probationary period, a performance review will not apply unless for extension.

Performance Review Criteria

The purpose of the employee evaluation performance review is to take a personal inventory, to pin-point weaknesses and strengths and to outline and agree upon a practical improvement program and reward and recognise positive performance. Periodically conducted, these Evaluations will provide a history of development and progress.

The Performance Review Criteria are set in line with Dragline Cleaning Services Pty Ltd Organisation Values and Position Obligations, the criteria include but is not limited to;

- accuracy is the correctness of work duties performed
- alertness is the ability to grasp instructions, to meet challenging conditions and to solve novel or problem situations.
- creativity is talent for having innovative ideas, for finding new and better ways of doing things and for being imaginative.
- friendliness is the sociability and warmth which an individual imparts in his attitude toward customers, other employees, his/her supervisor and the persons he/she may
- personality is an individual's behaviour characteristics or his personal suitability for the job.
- personal appearance is the personal impression an individual makes on others. (consider cleanliness, grooming, neatness and appropriateness of dress on the job.)
- physical fitness is the ability to work consistently and with only moderate fatigue. (consider physical alertness and energy.)
- attendance is faithfulness in coming to work daily and conforming to work hours.
- housekeeping is the orderliness and cleanliness in which an individual keeps his work area.
- dependability is the ability to do required jobs well with a minimum of supervision.
- job knowledge is the information concerning work duties which an individual should know for a satisfactory job performance.
- quality of work is the amount of work an individual does in a workday.
- stability is the ability to withstand pressure and to remain calm in crisis situations.
- courtesy is the polite attention an individual gives other people.
- listening to direction from management.
- overall evaluation in comparison with other employees with the same length of service on this job.
- communication skills with co-workers, supervisors, customers, etc...
- ability to work as a member of a team
- ability to work independently
- open and willing to listen to reconstructive feedback

- willingness to take on additional responsibilities
- complies with all company and site(s) / client(s) policies and procedures
- exhibits effective problem-solving skills
- asks questions and seeks guidance as needed
- makes progress towards professional development goals.

The performance review will also go over the employee's major weak points and major strong points. Address how weakness and improvement opportunities can be strengthened and to acknowledge and reward positive contributions to the Organisations Values and Services. Three to five Key Performance Indicators will be assigned as a role-based guide to position specific performance based on the SMART principal and our Organisations Quality management KPI's, which will be reviewed and reflected during the next performance review. Any specific training needed to improve job performance or make progress toward achieving agreed-upon developmental goals and Employee and Employer feedback will be developed as a part of the employees training development plan.

Prior to Conduction Performance Review

- Dragline Cleaning Services Pty Ltd's Maintenance Manager, and Human Resource Coordinator will review all criteria from the performance review and rate each area accordingly.
- Dragline Cleaning Services Pty Ltd's Maintenance Manager and Maintenance Supervisor(s) will take the initial review to the Executive Manager for approval to proceed with conducting the employee performance review.
- Once approval has been granted, the Dragline Cleaning Services Pty Ltd's Human Resource Coordinator will schedule a date and time to complete the performance review.
- Dragline Cleaning Services Pty Ltd's Maintenance Manager, Maintenance Supervisor(s) and Human Resource Coordinator will conduct the performance review with the employee.
- Dragline Cleaning Services Pty Ltd's Maintenance Manager, Maintenance Supervisor will take the completed review to the Executive Manager for approval to proceed with issuing the performance review.
- Dragline Cleaning Services Pty Ltd's Human Resource Coordinator and/ Learning & Development Officer will file all records of performance reviews which will be accessible to the Executive Manager, Maintenance Manager and Maintenance Supervisors.

4.1.2 Plant and Equipment Plan

DCS Plant and Equipment model is based on contract obligations, analysis of growth and demand, compliance obligations, risk assessment and 5-year Business Plan and Strategy. Plant and Equipment also has a life cycle strategy to ensure optimal equipment performance, Maintenance and Replacement. DCS Plant and Equipment is Managed and Maintained by the Workshop/Fleet Supervisor(s) and Executive Manager. Sourcing and Procurement is approved by the Executive Manager.

4.1.2.1 Pre-Purchase Risk Assessment

Prior to purchase of new or second-hand plant, a risk management process is to be conducted, (for medium to high risk plant), and should include:

- Completion of a pre-purchase checklist.
- Hazards and risks associated with storage, transport, installation and commissioning and how the risks will be controlled.
- Any safety specifications required, such as compliance with specific safety or technical standards.
- Whether the plant is registrable
- Whether the plant is suitable for its intended use, including the environment it will be used in.
- Consideration of noise levels to be introduced.

- Any modification of the plant and the environment it will be in.

4.1.2.2 Second-Hand Plant

Care should be taken when purchasing or acquiring second-hand plant. In particular:

- Where plant has been in service prior to purchase and information regarding safe use is not available, a competent person should be engaged to assess the plant and develop this information.
- Safety features currently required on new plant may need to be retrospectively fitted to the second-hand plant to effectively control the risk in the new workplace.
- The supplier must provide information in writing about the condition of the plant and any identified faults.

4.1.2.3 Hiring Plant

When you hire plant, Dragline Cleaning Services Pty Ltd Executive Manager, Workshop/Fleet Manager and Workshop Mechanic(s) must ensure that the plant is safe to use. Factors for consideration:

- Before hiring you must assess that the plant is suitable for its intended use.
- Check that the plant has been inspected and maintained by the supplier according to manufacturer's specifications. This may involve checking logbooks or maintenance manuals.
- Ensure the supplier provides manufacturer's information about the proper use of the plant.

In most cases the supplier is responsible for inspecting and maintaining the plant. However, if the plant is to be hired for an extended period of time, Dragline Cleaning Services Pty Ltd Executive Manager, Workshop/Fleet Manager and Workshop Mechanic(s) will need to develop arrangements to ensure the plant is adequately inspected and maintained throughout the lease.

4.1.2.4 Installations of the Plant

Where the plant is found not to conform to safety specifications identified prior to purchase then any deficiencies must be rectified prior to being put into operational use.

Dragline Cleaning Services Pty Ltd Executive Manager, Workshop/Fleet Manager will install the plant according to the manufacturer's instructions, taking into account the hazards and risks involved in transporting and setting up the item in the new location and consider environmental factors affecting installation (e.g. wet conditions).

During installation determine through risk management and consultation if there are any further hazards or risks which may have been overlooked prior to the plant arriving in its new location. Address these prior to commissioning and update the risk management form.

4.1.2.5 Commission the Plant

Commissioning includes recommissioning of plant and is done to ensure the plant is in full and safe working order. Commissioning includes testing:

- that the plant operates as specified in the manual.
- the functioning of any safety devices, guards or other engineering controls to ensure they work and are easy to operate.
- the functioning of safety controls which are not on the plant itself but assist to control hazardous events arising from the plant.

4.1.2.6 Use of the Plant (Existing or New Plant)

Instructions, Training and Supervisor vision:

- The Executive Manager, OH&S Advisor, Human Resource Coordinator and Workshop/Fleet Manager will determine the level of instruction, training and supervision required to ensure safe operation and maintenance of the plant.
- The Executive Manager and Workshop/Fleet Manager will identify the employee knowledge requirements to operate the plant.
- The Executive Manager, Maintenance Manager and Workshop/Fleet Manager Identify the standard of performance required for different levels of supervision.
- The Executive Manager, Maintenance Manager and Workshop/Fleet Manager will identify how their competency will be assessed.
- The Human Resource Coordinator will document the training required.
- The Human Resource Coordinator and Learning and Development Officer will maintain a register of trained personnel.
- The Site Supervisor(s) and Foreman will report to the Workshop/Fleet Manager with any feedback regards to the use of the plant.

Complete Risk Assessment Forms should include:

- All the hazards and risks involved in use, maintenance, alteration, dismantling, storage and disposal of the plant.
- How those risks will be managed.
- Potential emergency situations.

Safe Work Procedure (SWP) where the lack of a procedure would increase the risk of injury when operating the plant.

Obtain and keep the Manufacturer's instructions/manual for the plant. These instructions will provide information to help complete the risk management process, maintenance schedules and if necessary, a Safe Work Procedure.

4.1.2.7 Inspection and Testing

Dragline Cleaning Services Pty Ltd's Inspection:

- The Workshop/Fleet Manager, Workshop Mechanic(s) and Workshop TA(s) will complete periodic plant and equipment inspections, monitoring and maintenance to ensure plant equipment compliance standards are met.
- The Human Resource Coordinator and Learning & Development Officer will file all records of inspections, monitoring and maintenance, which will be accessible to the Executive Manager, Workshop/Fleet Manager and Workshop Mechanic(s). Identified problems arising from plant and equipment inspection will be documented and the recommendations for fixing the problem should be recorded.
- The Workshop/Fleet Manager and Workshop Mechanic(s) will complete a maintenance schedule, which will identify what maintenance is required, when it is required (according to the manufacturer or a competent person) and necessary legal requirements.

Testing and Tagging requirements:

- The Workshop/Fleet Manager will be responsible for outsourcing the testing and tagging requirements on workshop plant and equipment through our current preferred BMA authorised suppliers.

BMA Equipment Compliance Testing:

- The Workshop/Fleet Manager will ensure all plant and equipment complete the required periodic inspections to meet BMA equipment compliance standards.

BMA Compliance responsibilities include:

- The Workshop/Fleet Manager will be responsible for outsourcing the BMA equipment compliance inspections on workshop plant and equipment through our current preferred BMA authorised suppliers.
- The Workshop/Fleet Manager, Workshop Mechanic(s) and Workshop TA(s) will rectify any issues resulting from the BMA equipment compliance inspection.
- The Human Resource Coordinator and Learning & Development Officer will maintain a register of inspected plant and equipment.
- The Administration Officer will send all successful BMA Equipment Compliance Inspections to the appropriate sites.

4.1.2.8 Maintaining the Plant and Equipment

Maintenance Resources and Responsibilities:

- The Workshop/Fleet Manager, Workshop Mechanic(s) and Workshop TA(s) will complete periodic plant and equipment inspections, monitoring and maintenance to ensure plant equipment compliance standards are met.
- The Human Resource Coordinator and Learning & Development Officer will file all records of inspections, monitoring and maintenance, which will be accessible to the Executive Manager, Workshop/Fleet Manager and Workshop Mechanic(s). Identified problems arising from plant and equipment inspection will be documented and the recommendations for fixing the problem should be recorded.
- The Workshop/Fleet Manager and Workshop Mechanic(s) will complete a maintenance schedule, which will identify what maintenance is required, when it is required (according to the manufacturer or a competent person) and necessary legal requirements.

Plant and Equipment will be de-energised, decontaminated, tagged and/or locked out of service during the process of being cleaned, serviced, repaired or altered if that process could pose a risk to health and safety.

Return to Service Resources and Responsibilities:

- The Workshop/Fleet Manager will be required to check the normal operating conditions and safety features of plant and equipment after any repairs or alterations before the item is returned to service. This can be verified by an inspection of the item or service records completed by the Workshop/Fleet Manager and Workshop Mechanic(s).
- The Workshop/Fleet Manager will be responsible for outsourcing the testing and tagging requirements on workshop plant and equipment through our current preferred BMA authorised suppliers prior to return to service.

Should the item not meet the necessary requirements the item shall not be returned to service.

4.1.2.9 Storage and Dismantling

Dragline Cleaning Services Pty Ltd's Plant and Equipment that is not in use must be stored in a manner such that it does not create a risk to workers or other people in the workplace and so that the plant is at minimal risk of damage.

Plant in storage for extended periods should be recommissioned before use as if it was being put into use for

the first time.

Storage and dismantling, if required, is to be carried out by the Workshop/Fleet Manager.

If any plant to be disposed of contains materials that present a risk to health or safety, the disposal is to be carried out by the Workshop/Fleet Manager in accordance with the DCS Environmental Plan.

4.1.2.10 Recordkeeping

The Human Resource Coordinator and Learning and Development Officer will maintain a register of records for the following documentation:

- Risk Management Form and/or operations manual relating to the plant.
- A Safe Work Procedure which describes the safe manner of operation of the plant.
- Plant Inspection, Testing and Monitoring (ITM) Schedule for all plant and equipment identified as requiring ITM.
- Record of any alteration made to the plant
- Records related to the inspection, testing, maintenance and monitoring of plant, such as logbooks, checklists, timetables, etc.
- Records of the BMA equipment compliance inspections

Electronic versions in the form of spreadsheet or database applications of these forms are permitted.

4.2 Training Management

DCS on commencement of employment will provide all employees with an appropriate Induction as per the DCS Induction Presentation/Procedure (role Specific Crew / Corporate)

The Dragline Cleaning Services Induction and Training package includes but is not limited to:

- A company introduction with reference to the organisational structure of the Business
- Our Values Statement, Organisation and Position Key Performance Indicators'
- Our Safety Values and Expectations
- Guidance and supplied copies of Dragline Cleaning Services Pty Ltd's Policies and Procedures and acknowledgment of understanding authorisation
- Area inductions and Emergency Management Plans, Including evacuation points.
- Equipment Familiarisations, pre-start and maintenance checklists
- A copy of Dragline Cleaning Forms and Templates

The practical component of the induction will be run by the Maintenance Manager and Workshop/Fleet Manager. This will include, but is not limited to:

- Completion of a checklist on all components of the Plant & Equipment
- Pre-Start of the Plant & Equipment
- Risk Assessment of the Plant & Equipment
- Set-Up of the Plant & Equipment
- General Safety and Operation Procedures
- Starting and Shutting down of equipment
- Engaging the Vacuum unit(s)
- Engaging the Pressure Washer unit(s)
- Engaging the Elevated Work Platform(s)

4.2.1 Pre-Qualifications - Crew

The following pre-qualifications are the crew employee's responsibility to attain and uphold;

- Drivers Licence
- Standard 11 Induction Surface Operations
- Coal Board Medical – Section 4
- RIIWHS202D – Enter and work in confined spaces (Confined Space) Certificate
- RIIWHS204D - Working Safely at Heights Certificate
- RIIHAN301D – Operate Elevating Work Platform (EWP) Certificate
- MSMWHS217 – Gas Test Atmospheres Certificate
- MSMWJ301 - Operate a High-Pressure Water Jetting System

4.2.2 Pre-Qualifications – Corporate

Prequalification's for Corporate positions will be assessed against role responsibilities and obligations as per Position Description, organisation requirements, organisation structure line of reporting line, Contract and Award levels.

4.2.3 Site specific Inductions and WAF's

On the nominated Induction day Employees will be provided with a Site/Client specific Induction(s) list they are responsible for completing prior to the commencement of site specific or client engaged work.

4.2.4 Post-Employment Development and Training

A training and development plan will be discussed with the immediate Manager and Human Resource Advisors to ensure career path development opportunities upon employment and reviewed in conjunction with role Performance reviews.

Role development and group specific training will be conducted from time to time to ensure efficient practises, refresher of required procedure and processes and to address identified gaps in abilities and performance.

4.2.5 External Training Providers

External Training providers are sourced based on quality and implementation practicality and cost-efficient practices, DCS encourages sourcing local providers and contributing to the local economy.

4.3 Management of Communications

Dragline Cleaning Services Pty Ltd adopts a collaborative approach to issuing important DCS Communications. Input and review are provided by all relevant Administrative levels and approved by relevant line Manager, to ensure efficient, relevant, and up-to-date responses and notifications.

Safety and Employee Communications are issued as per the DCS Templates and a proformas to ensure consistency and logged in the Safety Communication register for record keeping purposes.

All Formal Business Communication is registered in our Document Control Register and assigned a unique identifier and filed in the relevant folders and retained as per retention schedule provided by the State Government REF: <https://www.business.gov.au/New-to-business-essentials/Keep-the-right-records>.

4.4 Management of Documentation Information

4.4.1 Document Control

All Dragline Cleaning Pty Ltd Documentation is to be to be implement based on a Needs Analysis / Gap Analysis review process as follows:

1. Does it address and meet Australian Safe Work Requirement, Australian Environmental Standard requirement, legal obligation or ISO standard?

2. Does it address and meet a client requirement?
3. Does it address and meet a resource need?
4. Does it assist in the improvement of the Organisation, Safety, People, Environment, Wellbeing, Legal, or Administrative Process?

4.4.2 Implementation of Document Review Process



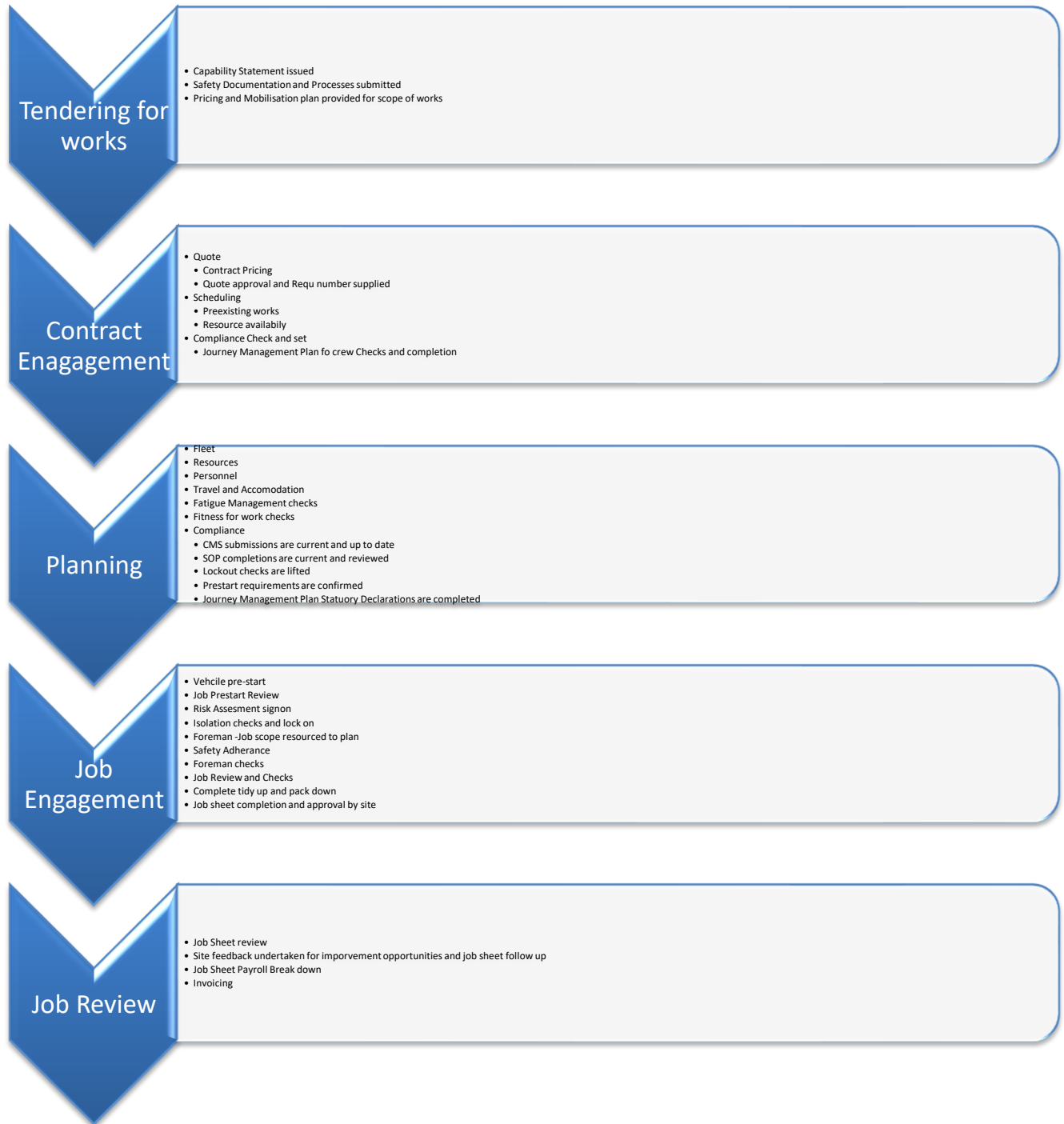
4.4.3 Document Review Administration

- Select Document Template and apply Style Guide
- Draft Document and set Document Control requirements:
 - Document Number
 - Document Title
 - Company Logo
 - Table of Contents
 - Revision number,
 - Revision Date,
 - Review Date,
 - Authoriser/ Document Owner,
 - File Location
 - Administrative protocol (Scan, Print, File,)
 - MARK IN DRAFT Water mark and File Name
 - Set File Name with Document Number – Title – Revision # - Date of Implementation
- Review Documentation in meeting format with a cross section of the Organisations workforce to ensure all elements of the organisations processes and impacts are being considered.
 - Ensure Document Tracking is implemented for final Management Approval
- Document Approval by Authorised Document Owner and aligned Managers / Directors.
- Update Documentation Management and Hierarchy
- Register Document / Revision in Document Control Register
- Implement Rollout process, email, employee portal and full organisation minute meeting

5 Management of Operations

5.1 Planning of Product and Services Realisation

The Quality Management Plan underpins the processes of the business to ensure each sector is conducted to the most effective and efficient standard.



5.2 Design and Development

DCS has set Communication and Documentation Templates to ensure consistency and Efficiency. Templates are saved as template file type, set to DCS style guide and available to all Management and Administrative Employees via the SharePoint Page.

DCS Style Guide:

5.2.1 DCS Logo:



5.2.2 Corporate Colours:

NAVY: Red 19 Green 33 Blue 106
 ORANAGE: Red 223 Green:81 Blue 31
 GREY: Red 142 Green 137 Blue 135
 CHARCOAL: Red 79 Green 75 Blue 73

5.2.3 Document Elements

Font: Calibri
 Size: 11
 Heading Level 1: **1. LEVEL 1 – Calibri 12**
 Heading Level 2: 1.1 LEVEL 2- Calibri 12
 Heading Level 3: 1.1.1. LEVEL 3 – Calibri 11
 Heading Level 4: 1.1.1.1LEVEL 3 – Calibri 11

All Documents require to have the following Document Control Details:

Owner: Dragline Cleaning Services Pty Ltd
 Effective Date: ##/##/####
 Review Date: ##/##/####
 Version #
 Authorised by NAME - TITLE

Policies are to be Authorised by the Executive Manager as Follows:

Executive Manager: Justin Goodwin

Date: # MONTH 20##

The Executive Manager of Dragline Cleaning Services Pty Ltd has formulated the quality policy. The policy is explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means to them as it affects their job or position within the company. The policy is posted in prominent locations throughout the facility.

5.2.4 Cover Pages / Headers and Footers

Cover Pages and Headers are provided in DCS Document Templates dependent on Document Type.

Footers ae to contain the following:

<i>Document Title</i>	v#	##/##/####
<i>FILE PATH E. G - SharePoint>OH&S>1.Policies and Procedures>Quality</i>		
<i>□ELECTRONIC FILE (LIST OF ADMINITSRATIVE TASKS FOR DOC)</i>		
		Page 23 of 26

5.3 Control of External Providers

Dragline Cleaning Services Pty Ltd has clear lines of communication with external providers. The information includes applicable requirements for the following:

- Requirements relating to the products or services to be provided or the process to be performed.
- Requirements relating to the approval or release of the product or service, methods, processes or equipment
- Requirements relating to the competency of personnel, including any necessary qualifications they must possess
- Any actions that the external provider must undertake in order to ensure that it interacts appropriately with the organisations quality management system
- Details as to how the external provider's performance will be monitored and controlled by the organisation
- Details of any verification that the organisation or its customer intends to perform at the external providers premises
- A record of all orders is maintained, and the external provider supplies a record or report of products delivered or services provided.
- Dragline Cleaning Services Pty Ltd reserves the right to reject unacceptable goods and services. Where necessary, management will verify purchased goods and services at the supplier's premises before final acceptance of the order. In such a case, suitable arrangements will be made for this verification. This does not negate any responsibility for quality by the supplier.

5.4 Production and Services Provision

The services provided by Dragline Cleaning Services Pty Ltd is Mine Site Industrial and Heavy Equipment Cleaning. The organisations service includes providing labour of mine-site inducted personnel and compliant fleet of vehicles to attend Queensland based Mine Sites for various scope of work requests. Processes are in place to plan and control the delivery of this service from scheduling the work request to sending personnel and vehicles to site:

- Ensuring the availability of work scope information which defines the characteristics of the service to be provided
- Availability of instructions and directions from DCS supervisors
- The use of maintained, regularly serviced and compliant equipment
- Availability and use of required PPE and mine-site cleaning equipment and consumables
- Personnel are competent, fully trained, and where applicable suitably qualified
- Customer engagement, feedback and complaints management

5.5 Release of Products and Services

Dragline Cleaning Services Pty Ltd has processes in place, including compliance with Mining Industry Standards to ensure a complete understanding of customer needs and expectations. These processes are designed to ensure the differences in expectations between the organisation's customers, are identified and resolved prior to entry into a contract.

To ensure the availability of the resources required to support the delivery of the service:

- The organisations workforce planner confirms availability by following scheduling and crew allocation processes
- There are purchasing procedures in place to ensure that services conform to requirements. This includes the evaluation method for selecting suppliers, if applicable, and the type and extent of control over the supplier. A list of acceptable suppliers and a performance record is maintained
- All purchasing documents contain data clearly defining the requirements of purchasing procedures
- All purchasing documents are reviewed and authorised by the Executive Manager

Dragline Cleaning Services Pty Ltd has processes in place, including compliance with Mining Industry Standards to ensure a complete understanding of customer needs and expectations. These processes are designed to ensure the differences in expectations between the organisation’s customers, are identified and resolved prior to entry into a contract.

5.5.1 Customer Communication

Dragline Cleaning Services Pty Ltd understands the importance of open communication and have procedures in place to enable effective communication between customers, administration, site personnel and management:

- Availability of information relating to service availability
- Process of submitting feedback and ongoing work scopes and/or relevant information
- Customer views and perceptions regarding the quality of services provided
- Partnering and engaging with customers as per the Mining Industry Standards

5.6 Control of non-conforming output

A Nonconforming output is a product or process result that does not conform to its specified requirement. Upon non conformance identification it is to be recorded, controlled and acted upon. The objective is to prevent the delivery of nonconformed services to sites(s) / client(s). As apart of our quality

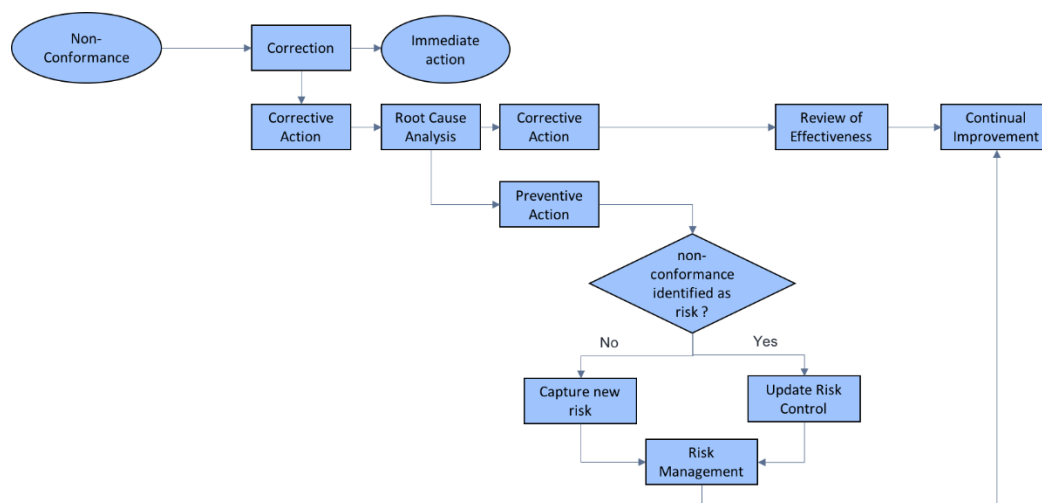
Nonconforming outputs refer to the outputs of processes that do not fulfill a requirement that is a need or an expectation of one of the interested parties of the organization that is stated, implied, or obligated. Controlling the nonconforming outputs is planning activities for detecting nonconforming outputs and deciding what is to be done with them.

5.6.1 Detecting the Nonconforming Outputs

The following are potential areas of where nonconforming outputs can be identified:

- Customer’s requirements: Delivery of services and compliance inclusive of Scheduled Attendance / Job completion to plan
- Safety Breaches
- Regulatory requirements
- Key Performance Indicator analysis

Process flow of identifying addressing and actioning non-conformance:



5.6.2 Control of Nonconforming Output Responsibilities and Authorities

The Executive Manager along with relevant Department Planners and Supervisors will be responsible for managing and executing Identified non-conforming services rectifications.

All DCS Employees are responsible for contributing to the identification of non-conforming services.

Sites(s)/ Client(s) are to be communicated with and ensure rectification results meet their needs and service requirements.