

1.0	Company Introduction	2
2.0	Scope and Structure of the Management System	3
4.0	Organization Chart	5
5.0	Core and Support Processes.....	6
6.0	Exclusions	9
7.0	SHQ Staff Responsibilities.....	10
8.0	Intent Statements	11
8.1	Planning.....	11
8.1.1	<i>Hazards</i>	11
8.1.2	<i>Legal and Other Requirements</i>	11
8.1.3	<i>Objectives and Targets</i>	11
8.2	Implementation	12
8.2.1	<i>Structure and Responsibility</i>	12
8.2.2	<i>Training and Awareness</i>	12
8.2.3	<i>Internal Communication</i>	13
8.2.4	<i>External Communication</i>	13
8.2.5	<i>SHQ Management System Documentation</i>	13
8.2.6	<i>Document Control</i>	13
8.2.7	<i>Operational Control</i>	13
8.2.8	<i>Emergency Preparedness and Response</i>	13
8.3	Checking	14
8.3.1	<i>Performance tracking</i>	14
8.3.2	<i>Evaluating compliance with relevant legislation</i>	14
8.3.3	<i>Incidents, Non-conformances and Corrective and Preventive Action</i> .	14
8.3.4	<i>Records</i>	14
8.3.5	<i>EH&S Management System Audit</i>	15
8.4	Review	15
9.0	QMS CROSS REFERENCE MATRIX.....	16

1.0 Company Introduction

Australian Recruiting Group is a national leader in the provision of recruitment and human resource consulting services. We are a wholly Queensland owned and operated business which is staffed with leading industry consultants. Australian Recruiting Group has a national focus with our head office in Brisbane.

Australian Recruiting Group provides specialised recruitment expertise with local knowledge. Our personalised friendly approach is backed up with skilled consultants and a state of the art database that identifies both client and candidate opportunities in the marketplace.

Recently established in Brisbane, our company offers the complete solution to your recruitment needs including an initial business analysis of your business and the future HR recruiting strategies you may wish to employ. Combined with this our business is able to provide IT specialist consulting needs. Detailed below is a profile of our team.

Our industry specific teams specialise in the placement of quality skilled personnel within the following sectors:

- ▶ Creative Industries
- ▶ Information Technology
- ▶ Executive
- ▶ Health
- ▶ Financial and Accounting
- ▶ Legal
- ▶ Property
- ▶ Government
- ▶ Sales & Marketing
- ▶ Office Support and Secretarial
- ▶ Engineering
- ▶ Industrial
- ▶ Retail Sales
- ▶ Hospitality and Tourism
- ▶ Human Resources

We partner with our clients to search for, attract, screen and appoint exceptional people more effectively.

Our corporate recruiting practice is committed to supporting our clients as Employers of Choice resulting in them attracting and securing top talent faster, more economically and with a better return on investment.

Now more than ever, staying ahead in today's competitive environment means organisations cannot afford the luxury of making a poor hiring decision or having employees misaligned to objectives. Modern business demands we have the right people doing the right things, the right way, at the right time.

***Most importantly, we never lose
sight of the importance of
our clients,
our candidates
and our staff***

2.0 Scope and Structure of the Management System

A.R. integrated SHQ (Safety, Health and Quality) management system is based around the requirements of the following national and international system standards:

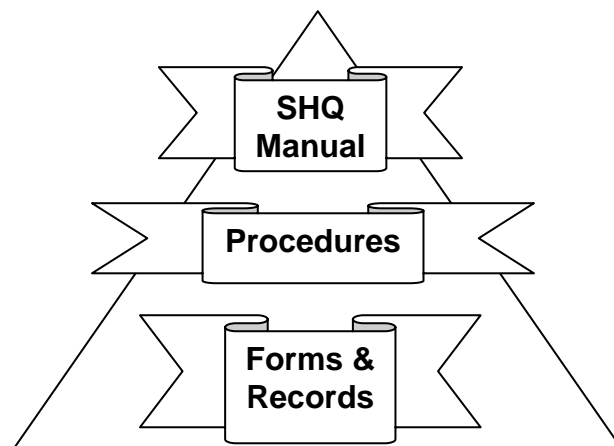
- ISO 9001:2000 Quality management systems
- AS 4801:2000 Occupational Health & Safety management systems

This integrated SHQ system covers all of A.R. activities and services that are related to the industry workforce recruitment and placement. Such activities include the following:

- Sales
- Applicant Validation
- Client Project (Job) Synthesis
- Client Project / Applicant Matching
- Applicant (Field Team Member) Placement Maintenance
- Project Review

Structurally, the integrated SHQ management system consists of three levels of documents as follows:

- SHQ manual
- Procedures
 - Procedures required by ISO and Australian standards;
 - Operational controls for identified significant risks; and
 - External documents such as legislation and advisory standards
- Forms and records



A.R. Workplace Health and Safety policy

It is the intention of Australian Recruiting to acknowledge the legal responsibility placed upon us to ensure that we continue to provide a safe and risk free working environment for all staff and others that may happen to be affected by the activities performed by and in this company.

Australian Recruiting management is committed to providing a safe work place. This includes providing safe systems at work, training, supervision, information and consulting with employees on matters of health and safety.

Management supports the necessity for ongoing cooperation and commitment of all employees to achieving the highest standard of Workplace Health and Safety prescribed by the relevant legislation. As such Australian Recruiting has endeavored to fulfill our legal obligations by outlining a comprehensive Occupational Health and Safety Policy for this office. This policy provides appropriate risk management systems and operational procedures that in effect encourage the maintenance of a safe and healthy working environment. Furthermore these procedures and practices are continually improved and updated so as an optimum level of Workplace Health and Safety can be maintained.

Ultimately the objective of this mission statement will be achieved, by the continual commitment by the management and staff to the best possible practices that promote a safe, happy and healthy working environment that is free of risk and illness.

First Aid kits are located in the kitchen and contain all the necessary first aid supplies. The kits also contain an Accident Register for recording all accidents in accordance with Australian Recruiting Policy and the Occupational Health, Safety and Welfare Act 1986

Employees should report all work-related injuries and accidents immediately to their supervisor.

In the event of a workplace injury or illness occurring, it is Australian Recruiting's practice to assist in a full and timely recovery by implementation the best means possible to facilitate this process.

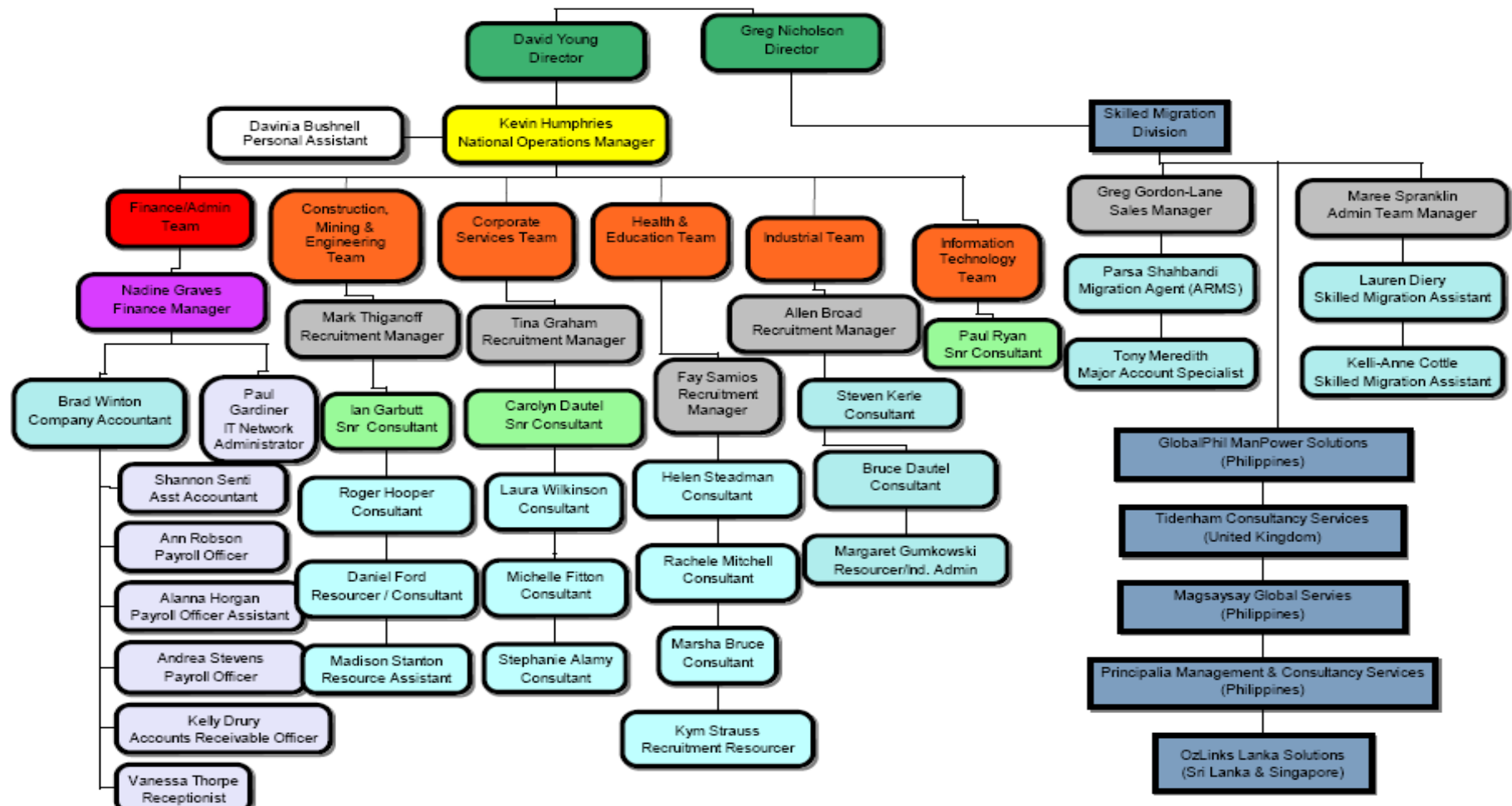
Since it is your right to expect a safe work place, it is your responsibility to work safely and follow these basic safety procedures so that your safety and health and that of your colleagues and others in the workplace are not put at risk.

Please familiarize yourself with following contacts who are responsible for ensuring safety in our workplace:

Workplace Health & Safety Officer	Vanessa Thorpe
Workplace Rehabilitation Co-ordinator	Brad Winton
First Aid Officer	Paul Gardiner
Fire Warden	Paul Gardiner

4.0 Organization Chart

Australian Recruiting Organisational Chart - International

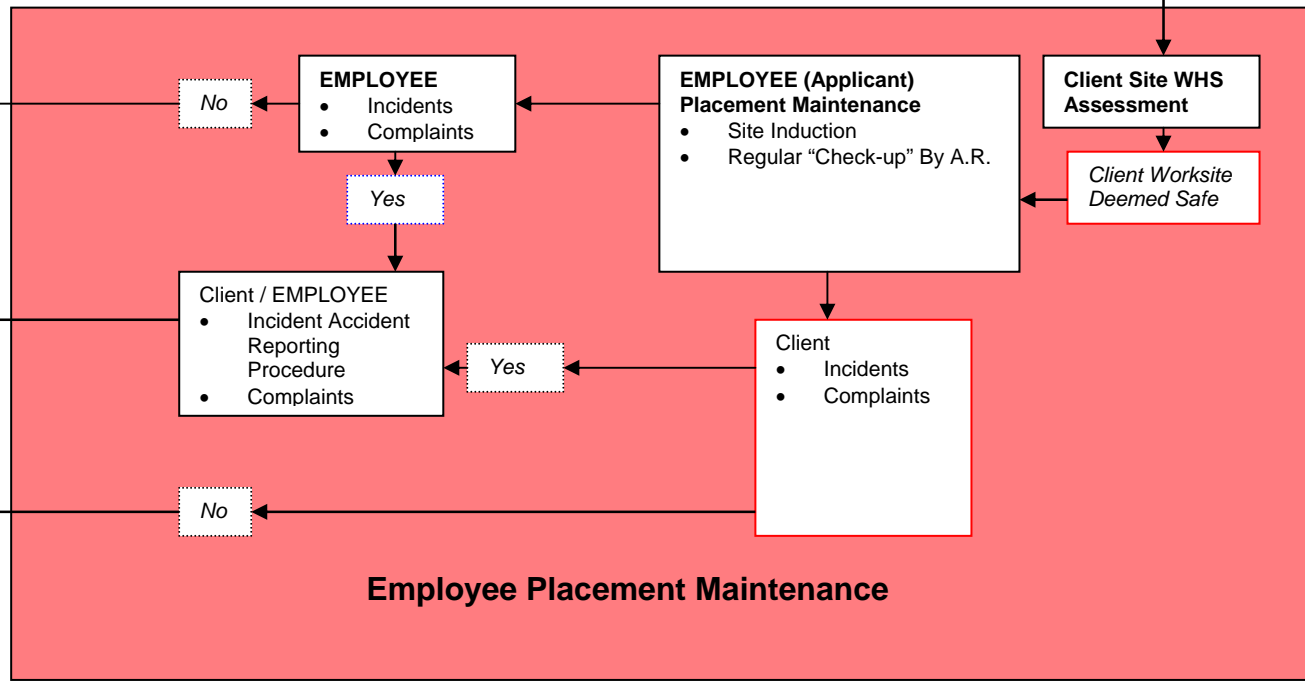
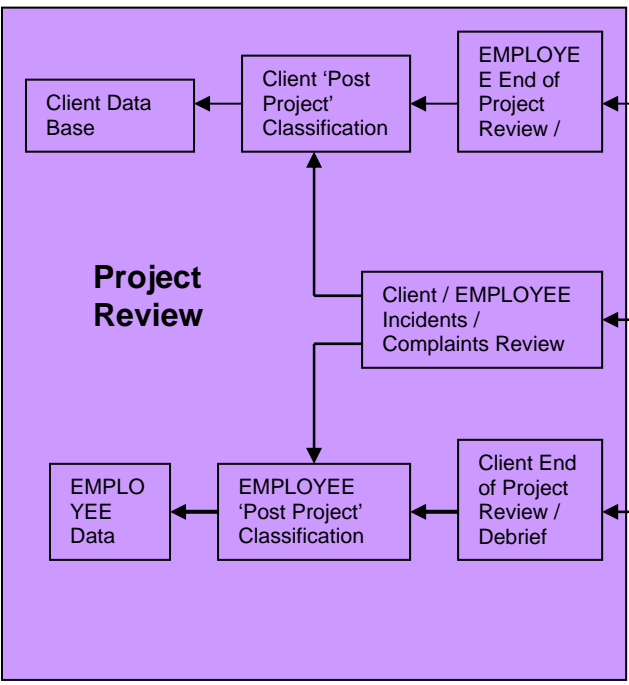
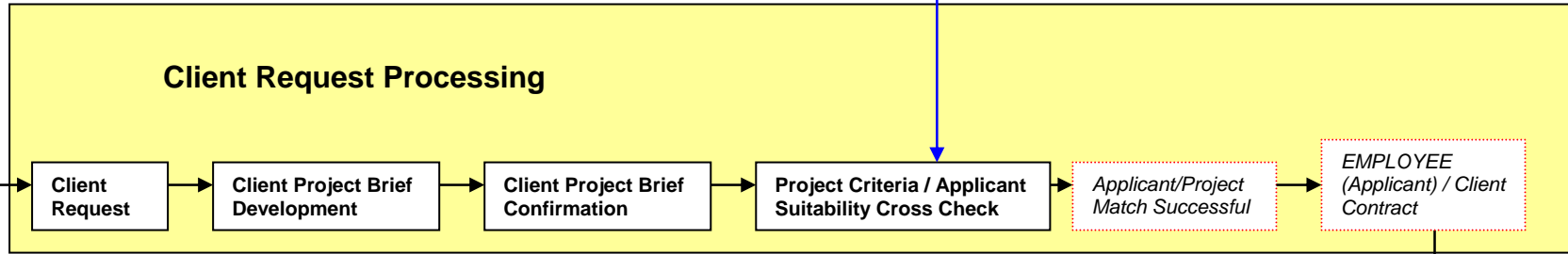
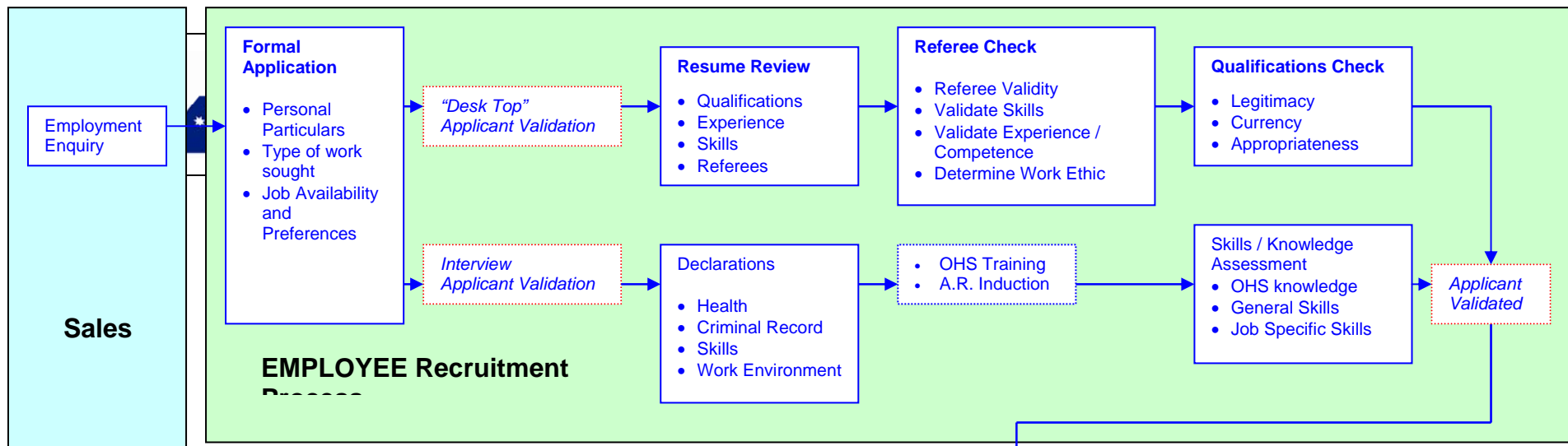


5.0 Core and Support Processes

The SHQ Management System has been established to ensure that all activities which may have an impact upon safety, health and quality are carried out in a manner that fully complies with:

- SHQ policy, procedures and other company requirements;
- legislation; and
- relevant advisory standards and codes of practice.

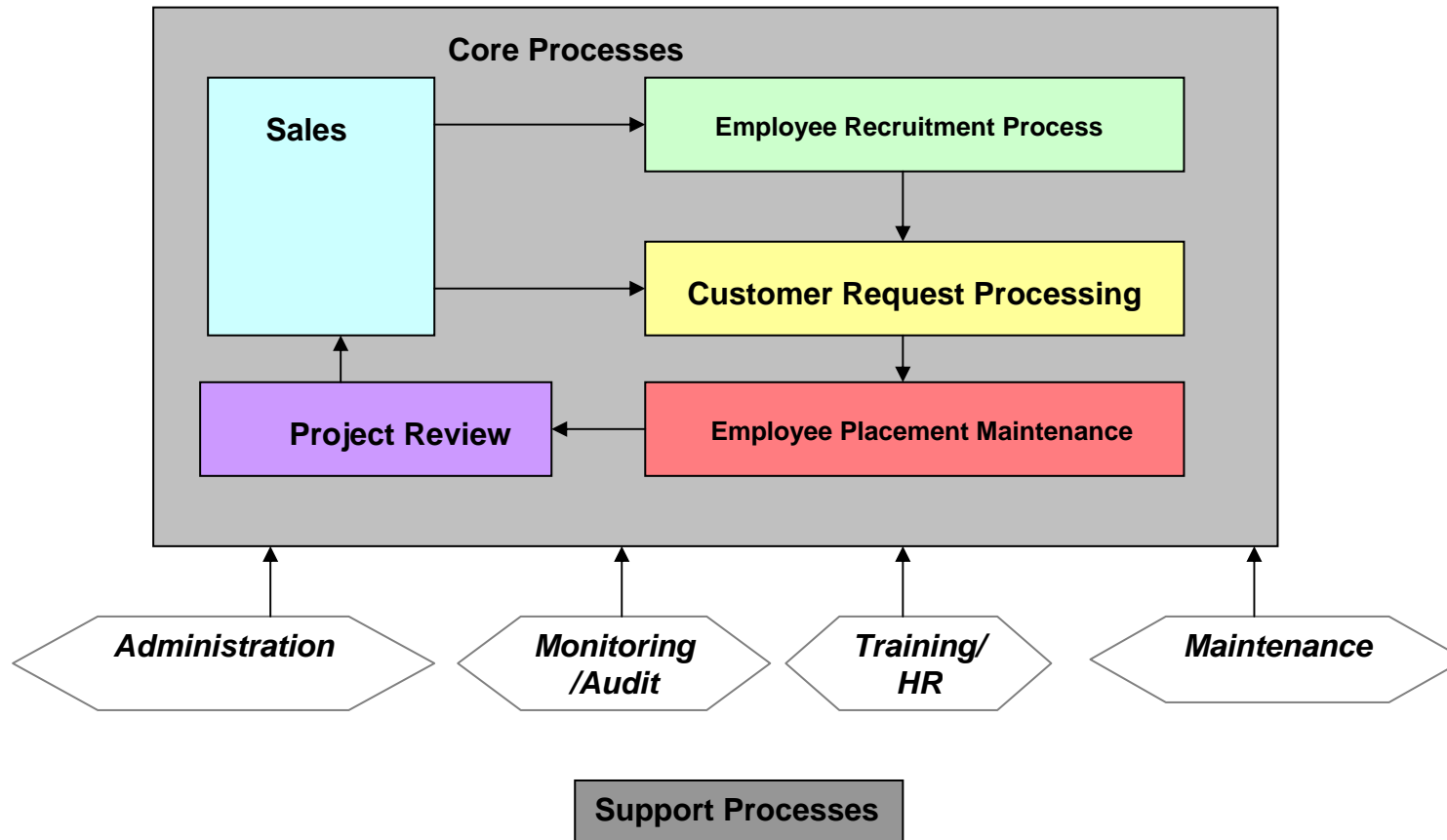
A.R. has established an ongoing process for the identification and risk assessment of hazards that may affect customer satisfaction. Processes and activities associated with identified significant risks are subjected to formal control measures.





Title: Safety and Quality Manual

Issue Date: 01.02.08
Document No: AR-001
Page: 8 of 23



6.0 Exclusions

Exclusions of ISO 9001 (Quality Standard) include:

- Clause 7.3 Design and Development; and
- Clause 7.6 Control and Monitoring of measuring devices.

A.R. Pty Ltd does not need to use monitoring equipment or design and development in order to provide a service that meets all customers and applicable regulatory requirements. The exclusions listed above do not limit A.R. Pty Ltd ability, or responsibility, to provide product that meets customers and applicable regulatory requirements.

7.0 SHQ Staff Responsibilities

7.1 National Operations Manager

- Has full responsibility for environmental protection, industrial hygiene and safety management in the facility;
- Holds all senior staff accountable for their subordinates' safety and quality performance;
- Authorizes the expenditures for SHQ related activities;
- Participates in SHQ programs and promotional activities.

7.2 SHQ Coordinator

- Conducts SHQ activities to stimulate and maintain interest of employees;
- Develops the capability of National Operations Manager in order to manage SHQ matters;
- Develops employee SHQ educational programs and activities;
- Plans and co-ordinates SHQ audits;
- Assists in accident/incident investigations.
- Maintains audit, injury and accident/incident records and analyses trends;
- Checks for compliance with applicable local SHQ regulations;
- Issues regular reports showing safety and quality performance and accident/incident trends;
- Maintains a regular preventive maintenance schedule on all office SHQ issues and keeps related records.

7.3 Senior Staff

- Schedules and conducts SHQ self-inspections;
- Trains subordinates to strive for quality and to work safely;
- Responsible for subordinates' safety and quality performance;
- Responsible for a safe work place, housekeeping, proper lighting and ventilation, and enforcing wearing of protective clothing and equipment where necessary;
- Reports all accidents/incidents and corrects causes.

7.4 All Employees

- Work in accordance with accepted safe and environmental practices;
- Report unsafe conditions and practices;
- Observe safety rules and procedures;
- Make safety suggestions.

8.0 Intent Statements

8.1 Planning

Planning establishes what needs to be managed based on significant impacts/risks, legal requirements and other business considerations and what the context for the management is. Objectives and targets are then set, in line with the budget planning cycle, that re-enforce the commitments of the Policy and an annual plan is laid out on how these objectives and targets will be met.

8.1.1 *Hazards*

Health, safety and quality risks of A.R. activities, products and services are identified then managed in line with the SHQ Policy commitments.

A.R. carries out hazard assessments in accordance with SHQ hazard identification procedures.

These assessments result in a list of processes with identified significant risks.

Significant hazards are registered and a regularly updated, reviewed and reported in accordance with the procedure to coincide with the budget planning cycles.

The SHQ Management Representative is responsible for monitoring internal and external factors which may result in updates to the significant risk register. Records of past data are retained in accordance with record management procedures.

8.1.2 *Legal and Other Requirements*

In assessing the SHQ hazards, the legal requirements are taken into account as well as any other requirements to which the organization subscribes. The SHQ Management Representative is responsible for ensuring that all legal and other requirements are identified that the staff have appropriate access to the applicable requirements in accordance with the procedure on identifying legal requirements.

Changes to the legislation and other requirements are identified and communicated by the SHQ Management Representative. A.R. maintains a register of the legal and other requirements that are applicable to the business and its products and services.

8.1.3 *Objectives and Targets*

A.R. sets management system and performance objectives and targets on an annual basis in order to enforce the commitments of the Policy. These objectives and targets take into consideration the significant safety and quality risks, legal requirements, the corporate objectives and targets, past performance, as well as other business drivers. The current objectives and targets are documented in the A.R. Hazard Register. Objectives and targets are set in accordance with setting objective and targets procedure.

8.2 Implementation

Implementation describes how the A.R. SHQ planning will be effected across the organization. Implementation considers such things as delegation and responsibility for undertaking tasks, what skills and information are needed in order to do this, what documentation is required to provide instruction and how these documents are controlled and how the significant hazards are managed.

8.2.1 Structure and Responsibility

A.R. organizational structure and the appointed people are identified within the organizational chart outlined in section 4.0 of this manual. The SHQ Management Representative and National Operations Manager have the responsibility and the authority to ensure the implementation, maintenance and improvement of the SHQ System and, as such, defines the SHQ organizational structure based on needs in line with the Policy / Vision.

Individual roles are specified in sections of this manual as well as in employee job descriptions. Further responsibilities are also included in the A.R.SHQ procedures.

8.2.2 Training and Awareness

SHQ Management Representative ensures that all personnel whose activities can have a significant risk have received appropriate training. SHQ Management Representative, in conjunction with the National Operations Manager identifies the A.R. SHQ training needs by conducting a training needs assessment against the Training Needs Matrix and using the results of performance appraisals and then develops a Training Plan. This is done in accordance with the training procedures outlined in the Management System.

Training is generally divided into four categories:

- **General Awareness Training**
Training for all employees to understand risks to safety, health and quality and how A.R. is managing risks using the SHQ Management System.
- **Specific Training**
Training for individuals who are exposed to significant hazards and risks related to safety, health and quality to enable them to understand those hazards and risks and the context and the controls in place.
- **Specific Management System Training**
Training for individuals who have a special role in the SHQ management system. This includes ensuring that these people have the right technical competencies to perform their tasks.
- **Legally Required Training**
Any legally required training for specific tasks.

The SHQ Coordinator reviews the needs assessment on a regular basis taking into

consideration the significant safety and environmental risks, the EH&S operating procedures and any incident/near miss reports. Various methods are employed to assess the effectiveness of training given. Records of all training sessions and attendees are maintained on file.

8.2.3 Internal Communication

For communicating SHQ information, the SHQ Coordinator presents SQH information on a regular and formal basis at the Sales Team Meeting. For receiving SHQ communications from employees (issues, concerns and complaints), the SHQ management system makes use of the incident reporting and complaints handling procedure. Such communications are transmitted to the SHQ Coordinator.

8.2.4 External Communication

The SHQ Coordinator manages external communication including questions regarding the SHQ Policy.

8.2.5 SHQ Management System Documentation

The core elements of the SHQ management system as well as their interaction are described in this manual and the cross-reference matrices provided link relationships between ISO 9001, AS 4801, A.R. manuals and the documentation that constitutes this system.

8.2.6 Document Control

A.R. SHQ documents are controlled in accordance with the SHQ document control procedure. This procedure ensures that documents can be located, are periodically reviewed and approved for adequacy, that current versions are available at the location where they are essential to operations and that obsolete documents are removed promptly. Other documents referenced in the SHQ system include the A.R. manuals and other external documents such as regulations, guidelines and other manuals.

8.2.7 Operational Control

A.R. identifies all the processes and activities that have significant SHQ hazards through hazard assessment processes and controls those significant hazards with control procedures and programs. The SHQ Coordinator ensures that procedures and programs are developed, kept up to date and are reviewed periodically.

The SHQ hazard register outlines the various control mechanisms developed to manage the significant SHQ hazards of the business.

Operational Control is achieved using a combination of procedures, preventative maintenance and training.

8.2.8 Emergency Preparedness and Response

The potential for accidents and emergency situations is assessed and the office response is planned in accordance with the Emergency Response Plan (ERP).

Testing of the office response is done through regular drills, exercises and simulations that are planned along with all other training and communications in the SHQ Training

Plan.

After an incident, the SHQ Coordinator develops an incident report and conducts an accident / incident investigation, identifies the root cause and communicates the information as outlined in the accident reporting and investigation procedure. Any required corrective actions are raised as corrective action requests. The SHQ Coordinator keeps the plan up to date by reviewing changes to the EH&S significant risks register and other inputs and ensures that the category of risk is covered by the ERP and makes improvements to the plans as necessary.

8.3 Checking

Checking refers to the actions that are taken to ensure that the management of hazards and risks is going according to plan.

8.3.1 Performance tracking

The monitoring and measurement of progress towards the objectives and targets is conducted by the SHQ Coordinator and progress is reported to the management, staff and clients. The SHQ Coordinator, National Operations Manager and appropriated staff review the progress on a regular basis and make changes to the strategies as appropriate. The SHQ Coordinator is responsible for auditing the implementation of operational controls through the audit process.

8.3.2 Evaluating compliance with relevant legislation

The SHQ Coordinator is responsible for ensuring that compliance against relevant SHQ legislation is assessed audit protocols adopted by the organization. Additional compliance audits may be commissioned as required.

8.3.3 Incidents, Non-conformances and Corrective and Preventive Action

A.R. uses a number of ways to record and act on non-conformances depending on the type of non-conformance. Incidents, accidents ,emergency situations, and near-misses are recorded and acted upon through the Incident, Hazard and Non-Conformance Investigation and Reporting procedure.

Any grievances a person/s or an organization has regarding any aspect of A.R. staff, clients, products or services are dealt with through the Complaints Handling procedure

8.3.4 Records

Records generated by the SHQ management system are kept in such a way that they are readily retrievable, controlled access, protected against damage, and loss. Records management is described in SHQ records procedure which specifies who is responsible for the various records held on site.

8.3.5 EH&S Management System Audit

The SHQ Management System is audited periodically to ensure that the system conforms to the planned arrangements and to ensure that the system has been properly

implemented and is being maintained in accordance with the SHQ audit procedure. All elements of the system are audited at least annually.

The scheduling and execution of the SHQ MS audits are the responsibility of the SHQ Coordinator who develops an annual audit schedule. The scheduling of the audits takes into consideration the importance of the activity concerned as well as past performance and pays greater attention to areas that have been shown to be weaker.

Auditors are chosen internally ensuring that the auditors have received the required training. Results of the audits are compiled by the EH&S Coordinator and discussed at management review meetings

8.4 Review

Review encourages a process of Management Review that takes a step back from the day-to-day operation of the SHQ MS and to look at the system from a strategic point of view. Measures are taken to ensure that the management of the impact/risks is going according to plan.

8.4.1 Management Review

The SHQ Management System is reviewed periodically to ensure its continuing suitability, adequacy and effectiveness. The SHQ Coordinator has the responsibility to ensure that management reviews are conducted according to the procedure on management review. Copies of presentation material and minutes of the Management Review are retained as described in the procedure.



Title: Safety and Quality Manual

Issue Date: 01.02.08
 Document No:
 AR-001
 Page: 16 of 23

9.0 QMS CROSS REFERENCE MATRIX

ISO 9001: 2000		AS 4801		A.R. Systems Reference
Element	Title	Element	Title	
4	Quality management system			
4.1	General requirements			
4.2	Documentation requirements			
4.2.1	General			
4.2.2	Quality manual	4.4.4	Documentation	AR-001 - Health, Safety and Quality Manual
4.2.3	Control of documents	4.4.5	Document control	AR-001 - Health, Safety and Quality Manual AR-015 - Computer Support Systems Manual
4.2.4	Control of quality records	4.5.3	Records and records management	AR-015 - Computer Support Systems Manual - Electronic backup Archives - Record Archiving (Hard Copy) AR-015 - Computer Support Systems Manual
5	Management responsibility			
5.1	Management commitment			AR-001 - Health, Safety and Quality Manual
5.2	Customer focus			AR-012 - Sales Team Meeting Agenda and Record AR-003 - AR Consultants Training Manual Web-Site
5.3	Quality policy	4.2	OHS policy	AR-001 - Health, Safety and Quality Manual
5.4	Planning			
5.4.1	Quality objectives	4.3.3	Objectives and targets	AR-017 - Setting Objectives & Targets



Title: Safety and Quality Manual

Issue Date: 01.02.08
 Document No:
 AR-001
 Page: 17 of 23

ISO 9001: 2000		AS 4801		A.R. Systems Reference
Element	Title	Element	Title	
5.4.2	Quality management system planning			AR-017 - Setting Objectives & Targets AR-012 - Sales Team Meeting Agenda and Record
5.5	Responsibility, authority and communication			
5.5.1	Responsibility and authority	4.4.1.2	Responsibility and accountability	AR- 001- Organizational chart, position descriptions,
5.5.2	Management representative			Position description
5.5.3	Internal communication			AR-012 - Sales Team Meeting Agenda and Record
5.6	Management Review			
5.6.1	General	4.6	Management Review	AR-019 - Management Review
5.6.2	Review input	4.6	Management Review	AR-019 - Management Review
5.6.3	Review output	4.6	Management Review	AR-019 - Management Review
6	Resource management			
6.1	Provision of resources	4.4.1.1	Resources	AR-001- Health, Safety and Quality Manual
6.2	Human resources			
6.2.1	General			AR-015 - Computer Support Systems Manual AR-003 - AR Consultants Training Manual AR-018 - Training and Competency AR-006 - Reference Checking



Title: Safety and Quality Manual

Issue Date: 01.02.08
 Document No:
 AR-001
 Page: 18 of 23

ISO 9001: 2000		AS 4801		A.R. Systems Reference
Element	Title	Element	Title	
6.2.2	Competence, awareness and training	4.4.2	Training and competency	AR-018 - Training and Competency Position Descriptions – Competency Statement Competency Matrix
6.3	Infrastructure			AR-001- Health, Safety and Quality Manual
6.4	Work environment			AR-001- Health, Safety and Quality Manual
7	Product realization			
7.1	Planning of product realization			AR-015 - Computer Support Systems Manual AR-003 - AR Consultants Training Manual AR-003 - AR Consultants Training Manual
7.2	Customer related processes			
7.2.1	Determination of requirements related to the product			AR-006 - Reference Checking AR-015 - Computer Support Systems Manual AR-003 - AR Consultants Training Manual
7.2.2	Review of requirements related to the product			AR-003 - AR Consultants Training Manual Order confirmation process to be established and enforced. AR-008 - A.R. Client Site Assessment
7.2.3	Customer communication			AR-001 - Health, Safety and Quality Manual AR-003 - AR Consultants Training Manual Web-Site AR-007 - Incidents, Accidents and Complaints Investigation Reference back to the overview manual and inclusion in charter – time sheet feedback line and anonymous safety line.



Title: Safety and Quality Manual

Issue Date: 01.02.08
 Document No:
 AR-001
 Page: 19 of 23

ISO 9001: 2000		AS 4801		A.R. Systems Reference
Element	Title	Element	Title	
7.3	Design and development			
7.3.1	Design and development planning			Exclusion in overview manual
7.3.2	Design and development inputs			Exclusion in overview manual
7.3.3	Design and development outputs			Exclusion in overview manual
7.3.4	Design and development review			Exclusion in overview manual
7.3.5	Design and development verification			Exclusion in overview manual
7.3.6	Design and development validation			Exclusion in overview manual
7.3.7	Control of design and development changes			Exclusion in overview manual
7.4	Purchasing			
7.4.1	Purchasing process			AR-015 - Computer Support Systems Manual AR-003 - AR Consultants Training Manual AR-006 - Reference Checking
7.4.2	Purchasing information			AR purchasing processes



Title: Safety and Quality Manual

Issue Date: 01.02.08
 Document No:
 AR-001
 Page: 20 of 23

ISO 9001: 2000		AS 4801		A.R. Systems Reference
Element	Title	Element	Title	
7.4.3	Verification of purchased product			AR-006 - Reference Checking
7.5	Production and service provision			
7.5.1	Control of production and service provision			AR-007 - Incidents, Accidents and Complaints Investigation AR-003 - AR Consultant Training Manual SHARK DATABASE
7.5.2	Validation of processes for production and service provision			AR-006 - Reference Checking AR-003 - AR Consultant Training Manual Shark Database (EMPLOYEE)
7.5.3	Identification and traceability			Shark Database (EMPLOYEE) Contract numbers
7.5.4	Customer property			A.R. Induction
7.5.5	Preservation of product			Induction AR-008 - A.R. Client Site Assessment
7.6	Control of measuring and monitoring devices			Exemption
8	Measurement, analysis and improvement			
8.1	General			AR-012 - Sales Team Meeting Agenda and Record
8.2	Monitoring and measurement			
8.2.1	Customer satisfaction			AR-012 - Sales Team Meeting Agenda and Record AR-007 - Incidents, Accidents and Complaints Investigation



Title: Safety and Quality Manual

Issue Date: 01.02.08
 Document No:
 AR-001
 Page: 21 of 23

ISO 9001: 2000		AS 4801		A.R. Systems Reference
Element	Title	Element	Title	
8.2.1	Customer satisfaction			AR-006 - Reference Checking AR-003 - A.R. Consultant Training Manual
8.2.2	Internal audit	4.5.4	OHSMS audit	AR-005 – Performing Internal Audits
8.2.3	Monitoring and measurement of processes			
8.2.4	Monitoring and measurement of product	4.5.1.1	Monitoring and Measurement	AR-012 - Sales Team Meeting AR-008 - A.R. Client Site Assessment AR-003 - A.R. Consultant Training Manual AR-007 - Incidents, Hazards and Investigation AR-005 - Performing Internal Audits AR-014 – Hazard and House-Keeping
		4.5.1.2	Health Surveillance	AR-008 - A.R. Client Site Assessment AR-006 - Reference Checking
8.3	Control of nonconforming product	4.5.2	Incident investigation, corrective and preventive action	AR-007 - Incidents, Accidents and Complaints Investigation AR-003- A.R. Consultant Training Manual AR-006 - Reference Checking
8.4	Analysis of data			AR-012 - Sales Team Meeting Agenda and Record
8.5	Improvement			
8.5.1	Continual improvement			AR-012 - Sales Team Meeting Agenda and Record
8.5.2	Corrective action	4.5.2	Incident investigation, corrective and preventive action	AR-007 - Incidents, Accidents and Complaints Investigation
8.5.3	Preventive Action	4.5.2	Incident	AR-007 - Incidents, Accidents and Complaints Investigation



Title: Safety and Quality Manual

Issue Date: 01.02.08
 Document No: AR-001
 Page: 22 of 23

ISO 9001: 2000		AS 4801		A.R. Systems Reference
Element	Title	Element	Title	
8.5.3	Preventive Action	4.5.2	investigation, corrective and preventive action	
		4.3.1	Planning for identification assessment and control of risks	AR-011 - Identification of Hazards A.R. Induction AR-013 - JSA
		4.3.2	Legal and other requirements	Legal register required. (include OS legislation) Legal compliance procedure required.
		4.3.4	OHS management plans	Hazards Register (Includes Objectives and Targets) AR-017 - Setting Objectives & Targets
		4.4.3.1	Consultation	AR-012 - Sales Team Meeting Agenda and Record
		4.4.3.2	Communication	AR-012 - Sales Team Meeting Agenda and Record
		4.4.3.3	Reporting	AR-007 - Incidents, Accidents and Complaints Investigation AR-012 - Sales Team Meeting Agenda and Record
		4.4.6.1	Hazard identification - general	AR-011 - Identification of Hazards AR-013 - JSA
		4.4.6.2	Hazard identification	AR-011 - Identification of Hazards AR-013 - JSA
		4.4.6.3	Risk assessment	AR-011 - Identification of Hazards AR-013 - JSA
		4.4.6.4	Risk control	AR-011 - Identification of Hazards AR-013 - JSA
		4.4.6.5	Evaluation	AR-011 - Identification of Hazards AR-013 - JSA



**Title: Safety and Quality
Manual**

Issue Date: 01.02.08
Document No:
AR-001
Page: 23 of 23

ISO 9001: 2000		AS 4801		A.R. Systems Reference
Element	Title	Element	Title	
8.5.3	Preventive Action	4.4.7	Emergency preparedness and response	AR-016 - Emergency Response Plan