Absolute
CIVIL CONTRACTING

INTEGRATED MANAGEMENT SYSTEM

IMS Manual

Integrated Quality, Work Health and Safety and Environmental Management System

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Document control

Approval

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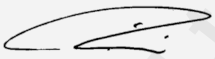
Reviewed by	Peter Nikolovski	Director (IMS Representative)		29/10/2026
Approved by	Peter Nikolovski	Director		29/10/2026

Revision history

Rev	Date	Description of change	Approved
0	01/04/2026	First issue for use across all Absolute Civil Contracting operations and projects.	Peter Nikolovski
1	29/10/2026	Full review. Aligned with ISO 9001:2026 and ISO 14001:2026: quality culture and ethical behaviour, separate actions for risks and opportunities, wider environmental conditions, life-cycle perspective and planning of changes. Added the NSW digital work systems amendment. Forms and registers issued.	Peter Nikolovski

Distribution and control

The controlled copy of this document is the electronic version held in the ACC IMS document register. Printed copies are uncontrolled and are valid only on the day of printing. Personnel must confirm they are using the current revision before relying on this document.

Copy	Holder	Format
Master (controlled)	Peter Nikolovski, Director	Electronic — IMS document register
Project copies	Project Manager / Site Supervisor for each project	Electronic, or printed copy marked "Uncontrolled"
Client copies	Issued on request or where required by contract	PDF transmitted under document transmittal

Related documents

Document number	Title
ACC-IMS-QMP-001	Quality Management Plan
ACC-IMS-WHS-001	Work Health and Safety Management Plan
ACC-IMS-EMP-001	Environmental Management Plan

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1. Introduction

1.1 About Absolute Civil Contracting

Absolute Civil Contracting Pty Ltd (ACC) is a civil construction, project delivery and contract administration business based in North Nowra on the NSW South Coast. ACC delivers and supports civil infrastructure works for government, utility and private-sector clients, including road and drainage works, earthworks, water and wastewater infrastructure, flood-recovery and restoration works, site management, construction superintendence and surveillance, and Security of Payment advice and assistance.

The business is led by its Director, Peter Nikolovski, who brings more than 35 years of construction and civil engineering experience across project management, construction superintendence, civil site management and surveillance of major infrastructure works.

1.2 Purpose of this manual

This manual describes the Integrated Management System (IMS) that ACC uses to plan, deliver, check and improve its work. It integrates quality, work health and safety (WHS) and environmental management into a single system so that every project is delivered safely, to specification, with minimal environmental impact, and in compliance with legal and contractual obligations.

The manual is the top-level IMS document. It sets out the context, policies, responsibilities and core processes of the system and links to the three management plans that give the detailed requirements for each discipline.

1.3 Scope of the IMS

Organisation	Absolute Civil Contracting Pty Ltd, ABN 98 150 573 578
Location	North Nowra NSW (head office) and all project sites, temporary site offices, laydown areas and access routes under ACC control
Activities in scope	Civil construction and maintenance works; earthworks, drainage, roads and pavements; water, wastewater and stormwater infrastructure; flood-recovery and restoration works; project and construction management; construction superintendence and surveillance; contract administration; Security of Payment advice and assistance; management of subcontractors and suppliers
Exclusions	In-house engineering design is not undertaken. Where a contract includes design, ACC engages appropriately qualified and insured designers and manages their output through the design control requirements in the Quality Management Plan. No other ISO 9001 requirements are excluded.
Parties covered	ACC directors, employees, labour-hire workers, subcontractors and their workers, visitors, and any other person affected by ACC work

1.4 IMS document structure

The IMS is documented in four tiers. Higher-tier documents set requirements; lower-tier documents show how they are met on a particular project.

Tier	Document	Purpose
1	IMS Manual (this document) and IMS Policy	Context, commitments, roles, core processes and system-wide controls

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Tier	Document	Purpose
2	Quality Management Plan (ACC-IMS-QMP-001) WHS Management Plan (ACC-IMS-WHS-001) Environmental Management Plan (ACC-IMS-EMP-001)	Discipline-specific requirements, procedures and standards that apply to every project
3	Project-specific management plans, Inspection and Test Plans (ITPs), Safe Work Method Statements (SWMS), Traffic Guidance Schemes, Erosion and Sediment Control Plans	How the corporate requirements are applied to the scope, risks and contract conditions of a particular project
4	Records — registers, checklists, test results, inspection records, inductions, permits, meeting minutes, audit reports	Objective evidence that work was planned, performed, checked and accepted

1.5 Terms and abbreviations

Term	Meaning
ACC	Absolute Civil Contracting Pty Ltd
IMS	Integrated Management System — the combined quality, WHS and environmental management system
PCBU	Person conducting a business or undertaking, as defined in the Work Health and Safety Act 2011 (NSW)
Principal Contractor	The PCBU appointed or deemed to be the principal contractor for a construction project under the WHS Regulation
ITP	Inspection and Test Plan
NCR	Nonconformance Report
SWMS	Safe Work Method Statement
HRCW	High risk construction work, as defined in the WHS Regulation
TGS / TMP	Traffic Guidance Scheme / Traffic Management Plan
ESCP	Erosion and Sediment Control Plan
Hold point	A point beyond which work must not proceed without the documented release of the nominated authority
Witness point	A point at which the client or its representative is given notice and the opportunity to observe an inspection or test
TfNSW	Transport for NSW
EPA	NSW Environment Protection Authority

2. Context of the organisation

2.1 Internal and external issues

ACC reviews the issues that affect its ability to achieve the intended outcomes of the IMS at each annual management review and when a significant change occurs. The current issues are:

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Issue	Type	How the IMS responds
Small, lean team with the Director carrying most management functions	Internal	Clear delegation to Project Managers and Site Supervisors on each project; simple, practical procedures; use of competent subcontractors under ACC supervision
Client prequalification and tendering requirements (NSW Government, TfNSW, councils, utilities)	External	IMS aligned with ISO 9001, ISO 45001, ISO 14001 and TfNSW Q6, G22, G36 and G38 so that system evidence can be produced at tender
Weather, flooding and coastal conditions on the NSW South Coast	External	Wet-weather planning, erosion and sediment controls, flood and emergency response arrangements, programme float
Changing WHS, environmental and construction laws, including the WHS Regulation 2025 (NSW) and psychosocial risk duties	External	Legal register reviewed at least every six months and when notified of change
Payment security and cash flow across the contracting chain	External	Robust contract administration, progress claim records and Security of Payment processes
Availability of skilled labour, plant and materials in regional NSW	External	Approved supplier and subcontractor register; early procurement; competency verification
Public scrutiny of works near communities, waterways and sensitive environments	External	Community notification, complaint handling and environmental controls
Climate change — more intense rainfall, heat, flooding and bushfire risk	External	Heat stress controls, bushfire and extreme-weather response, resilient construction methods
Wider environmental conditions — biodiversity, water quality, pollution and availability of natural resources (quarry materials, water)	External	Environmental aspects assessed with a life-cycle perspective; resource recovery and reuse of materials; biodiversity and waterway protection (EMP)
Use of digital tools and systems to schedule and allocate work	Internal	Work allocation through digital systems assessed for WHS risks such as workload, fatigue and surveillance (WHSMP s13)

2.2 Interested parties

Interested party	Relevant needs and expectations
Clients and principals (TfNSW, councils, water utilities, private developers)	Safe, compliant, on-time and on-budget delivery; conforming product; complete quality records; prompt communication
Workers, employees and subcontractor workers	A safe and healthy workplace free from physical and psychosocial harm; consultation; fair treatment; training
Regulators — SafeWork NSW, NSW EPA, Natural Resources Access Regulator, councils, heritage regulators	Compliance with legislation, licences and approvals; timely notification of incidents
Community and neighbours	Minimal noise, dust, traffic disruption and property impact; advance notice of works; respectful conduct
Traditional Custodians and Aboriginal communities	Protection of Aboriginal cultural heritage; respectful engagement
Subcontractors and suppliers	Clear scope and requirements; fair and timely payment; safe site access

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Interested party	Relevant needs and expectations
Insurers and financiers	Effective risk management; accurate records; compliance

The needs of interested parties that become compliance obligations are recorded in the legal and other requirements register (section 6.4).

3. Leadership

3.1 Leadership and commitment

The Director is top management for the IMS and is accountable for its effectiveness. The Director demonstrates leadership by:

- establishing the IMS Policy and objectives and ensuring they are aligned with ACC's strategic direction;
- promoting a quality culture and ethical behaviour — doing the work right, being honest about defects and incidents, and treating people with respect;
- integrating IMS requirements into tendering, planning, procurement and delivery rather than treating them as separate activities;
- providing the people, plant, time, information and money needed to operate the system;
- exercising due diligence as an officer under section 27 of the Work Health and Safety Act 2011 (NSW);
- visiting sites, participating in inspections and leading by example on safety, quality and environmental behaviour;
- promoting a "stop work" culture in which any person may stop work they believe is unsafe or environmentally harmful without fear of reprisal;
- ensuring workers are consulted and are protected from reprisal when raising concerns;
- reviewing performance and driving continual improvement.

3.2 IMS Policy

Integrated Quality, Safety and Environment Policy

Absolute Civil Contracting Pty Ltd is committed to delivering civil infrastructure that is safe, built right first time and respectful of the environment and the communities we work in.

We will:

• provide safe and healthy working conditions to prevent work-related injury and ill health, eliminate hazards and reduce WHS risks, including psychosocial risks, using the hierarchy of control;

• deliver work that meets client requirements, specifications and applicable standards, and verify it through planned inspection and testing;

• protect the environment, prevent pollution and minimise impacts on waterways, soils, air, flora, fauna and cultural heritage;

• comply with all applicable legislation, approvals, licences, contract conditions and other requirements we subscribe to;

• consult and engage with workers and their representatives on decisions affecting their health and safety;

• set measurable objectives, monitor our performance and continually improve the IMS;

• select and manage subcontractors and suppliers who share these commitments;

• communicate openly with clients, workers, regulators and the community;

• act ethically and with integrity, and build a culture in which quality, safety and the environment are everyone's responsibility.

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This policy is communicated to all workers at induction, displayed at site offices, available to interested parties on request, and reviewed annually. — Peter Nikolovski, Director, 29/10/2026

3.3 Roles, responsibilities and authorities

Role	Key IMS responsibilities and authorities
Director (top management and IMS Representative)	Overall accountability for the IMS and ACC performance; approves IMS documents, policy and objectives; officer due diligence under the WHS Act; allocates resources; leads management review; approves subcontractors and suppliers; authority to stop any work; primary contact for regulators and clients
Project Manager	Plans and delivers each project in accordance with the IMS and contract; prepares project-specific plans, ITPs and programmes; manages subcontractors, variations, claims and client communication; ensures hold points are released before work proceeds; reports incidents and nonconformances; authority to stop work
Site Supervisor / Foreman	Directs daily site work; conducts pre-start meetings and site inspections; ensures SWMS are in place, understood and followed; verifies competencies and plant; completes ITP checklists; manages environmental controls; first responder for incidents; authority to stop work
Quality / Surveillance representative (where appointed)	Verifies conformance with specifications and ITPs; coordinates testing and survey; maintains lot and NCR registers; compiles quality records for handover
Workers (including labour hire)	Take reasonable care for their own and others' health and safety; follow SWMS, procedures and instructions; report hazards, incidents, near misses and nonconformances; stop work if unsafe; participate in consultation
Subcontractors	Comply with ACC IMS requirements and contract conditions; provide SWMS, competencies, insurances and plant records before starting; consult, cooperate and coordinate with ACC; report incidents immediately
Visitors	Complete visitor induction; remain escorted; wear required PPE; follow directions

3.4 Consultation and participation of workers

ACC consults workers on matters that affect their health and safety, as required by Part 5 of the WHS Act, and encourages worker participation in improving quality and environmental outcomes. Consultation arrangements are:

- daily pre-start meetings on every active site;
- weekly toolbox talks, with attendance recorded;
- review of SWMS with the workers who will perform the work, before work starts and when conditions change;
- involvement of workers in incident investigations, hazard identification and site inspections;
- election of Health and Safety Representatives (HSRs) where requested by workers, and support for their training and functions;
- consultation, cooperation and coordination with other duty holders on shared sites;
- an open-door arrangement with the Director for any IMS concern.

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4. Planning

4.1 Risk and opportunity management

ACC applies a consistent risk management process, aligned with AS ISO 31000:2018 Risk management — Guidelines, at three levels: business, project and task. Risks to quality, WHS and the environment are identified, assessed and controlled. Opportunities — such as new methods, technology, reuse of materials, training and new markets — are identified and acted on separately, so that they are pursued rather than only managed as the absence of risk.

Level	Tool	When
Business	IMS risk and opportunity register	Reviewed at management review and when significant change occurs
Project	Project risk register (including WHS, environmental, quality, programme and commercial risks)	At tender, at project start-up, at each stage change and monthly during delivery
Task	SWMS, task risk assessments, Take 5 / pre-task checks, permits to work	Before each task, and whenever the method, crew or conditions change

Risk assessment matrix

Risks are rated using the following consequence and likelihood matrix. The same matrix is used across the IMS.

Likelihood \ Consequence	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
A Almost certain	Medium	High	High	Extreme	Extreme
B Likely	Medium	Medium	High	Extreme	Extreme
C Possible	Low	Medium	High	High	Extreme
D Unlikely	Low	Low	Medium	High	High
E Rare	Low	Low	Medium	Medium	High

Consequence	Safety	Environment	Quality / delivery
1 Insignificant	No treatment or first aid only	Negligible, contained on site	Minor rework within the shift
2 Minor	Medical treatment injury	Minor, short-term, contained on site	Rework under 1 day; no client impact
3 Moderate	Lost time injury	Off-site impact, short term, reportable	NCR requiring client disposition; delay under 1 week
4 Major	Serious injury or illness; notifiable incident	Significant off-site harm; regulator action likely	Major rework; delay of 1 to 4 weeks; significant cost
5 Catastrophic	Fatality or permanent disability	Serious, long-term or irreversible harm	Structural failure; delay over 4 weeks; contract at risk

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Rating	Required action
Extreme	Do not start or continue. Eliminate or redesign. Director approval required before work proceeds.
High	Implement controls higher in the hierarchy before work starts. Project Manager approval and SWMS required.
Medium	Manage with documented controls and supervision. Review regularly.
Low	Manage by routine procedures and competent workers.

Hierarchy of control

Controls are selected using the hierarchy of control in the WHS Regulation, which in NSW also applies to psychosocial risks. The same principle is applied to environmental and quality risks.

1. Eliminate the hazard or risk.
2. Substitute with something safer; isolate the hazard from people; use engineering controls.
3. Administrative controls (procedures, training, signage, supervision).
4. Personal protective equipment (PPE) as the last line of defence.

4.2 IMS objectives and targets

Objectives are set annually by the Director, are measurable, consistent with the IMS Policy, monitored monthly and reported at management review.

Area	Objective	Target	Measure
Safety	Prevent serious harm	Zero fatalities and zero notifiable incidents	Incident register
Safety	Proactive safety leadership	At least one documented Director or Project Manager site safety walk per site per fortnight	Inspection records
Safety	Worker engagement	100% of workers inducted before starting; weekly toolbox talk on every site	Induction and toolbox records
Safety	Psychosocial wellbeing	Psychosocial hazards assessed for every project; all concerns responded to within 5 working days	Risk register, consultation records
Quality	Right first time	Fewer than 2 NCRs per $1 million of work delivered	NCR register
Quality	Hold point control	Zero work proceeding past an unreleased hold point	ITP and hold point records
Quality	Client satisfaction	Average client feedback rating of 4 out of 5 or better	Client feedback form
Environment	No pollution	Zero pollution incidents and zero regulatory penalty notices	Incident register
Environment	Erosion and sediment control	Controls inspected weekly and within 24 hours of rainfall of 10 mm or more	Environmental inspection checklist
Environment	Resource recovery	At least 80% by mass of construction and demolition waste reused or recycled	Waste register and dockets

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Area	Objective	Target	Measure
System	Corrective action	100% of corrective actions closed by their due date	Corrective action register

4.3 Planning of changes

Changes to the business, organisation, processes, legal obligations or work methods are planned before they are made. The person proposing the change identifies the purpose, the potential consequences for quality, WHS and the environment, the resources needed, and who must be consulted. Changes to work methods on site require the relevant SWMS, ITP or plan to be reviewed and re-briefed to affected workers before the changed work starts.

4.4 Legal and other requirements

ACC maintains a legal and other requirements register listing the legislation, codes of practice, standards, approvals, licences and contract conditions that apply to its activities. The register is reviewed at least every six months, when a project starts, and when notified of changes. Key legislation includes:

Discipline	Principal legislation and requirements
WHS	Work Health and Safety Act 2011 (NSW), including the Work Health and Safety Amendment (Digital Work Systems) Act 2026 (NSW) as its provisions commence; Work Health and Safety Regulation 2025 (NSW); SafeWork NSW Codes of Practice; Workers Compensation Act 1987 (NSW); Workplace Injury Management and Workers Compensation Act 1998 (NSW); Heavy Vehicle National Law (NSW) (chain of responsibility)
Environment	Protection of the Environment Operations Act 1997 (NSW) and Regulations; Environmental Planning and Assessment Act 1979 (NSW); Biodiversity Conservation Act 2016 (NSW); National Parks and Wildlife Act 1974 (NSW); Heritage Act 1977 (NSW); Contaminated Land Management Act 1997 (NSW); Fisheries Management Act 1994 (NSW); Water Management Act 2000 (NSW); Biosecurity Act 2015 (NSW); Environment Protection and Biodiversity Conservation Act 1999 (Cth)
Quality and contract	Contract conditions and specifications; TfNSW QA Specifications (including Q6, G22, G36, G38 and work-specific specifications); Australian Standards; Building and Construction Industry Security of Payment Act 1999 (NSW); Australian Consumer Law
Business	Corporations Act 2001 (Cth); Privacy Act 1988 (Cth); Fair Work Act 2009 (Cth); Industrial Relations Act 1996 (NSW)

Compliance is evaluated through site inspections, audits and management review. Any identified non-compliance is managed as a nonconformance with corrective action.

5. Support

5.1 Resources, plant and infrastructure

The Director ensures that each project is resourced with competent people, suitable plant and equipment, site facilities, information systems and the time needed to deliver the work safely and to specification. Plant is maintained in accordance with the manufacturer's instructions and the WHS Management Plan. Measuring and test equipment is calibrated in accordance with the Quality Management Plan.

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5.2 Competence, training and awareness

All workers must be competent for the work they perform. Competence is verified before work starts and recorded in the training and competency register.

Requirement	Applies to
General construction induction training (White Card)	Every person carrying out construction work
ACC company and site-specific induction	Every worker, subcontractor and regular visitor before starting on site
High risk work licences (for example, cranes, forklifts, rigging, dogging, scaffolding)	Persons operating or performing licensed high risk work
Plant operator competency (verification of competency for excavators, rollers, graders, loaders and similar)	Plant operators
Traffic control and implementation qualifications required in NSW	Persons preparing traffic guidance schemes, implementing them or controlling traffic
First aid (HLTAID011 Provide First Aid or current equivalent)	Nominated first aiders, at least one per active site
Confined space, working at heights, asbestos awareness, silica awareness, as required by the task	Workers performing that task
Erosion and sediment control awareness	Site Supervisors and plant operators working near disturbed areas
IMS awareness — policy, objectives, quality culture and ethical behaviour, how to report, consequences of not following the IMS	All workers, through induction and toolbox talks

5.3 Communication

What	Who	How and when
IMS Policy and objectives	All workers and interested parties	Induction, site noticeboard, on request
Daily work plan, hazards and controls	Site crew	Pre-start meeting each day
Safety, quality and environmental topics	Site crew	Weekly toolbox talk
Project status, risks, quality and incidents	Client	Project meetings and monthly report, or as the contract requires
Notifiable incidents	SafeWork NSW	Immediately by telephone on 13 10 50, followed by written notice within 48 hours if requested
Pollution incidents causing or threatening material harm	NSW EPA and other relevant authorities	Immediately, through the EPA Environment Line on 131 555
Works notifications	Affected residents and businesses	Letterbox drop, signage or direct contact, at least 5 working days before disruptive work unless the contract specifies otherwise
Complaints	Complainant	Acknowledged within 1 working day; response within 5 working days

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5.4 Documented information

IMS documents are controlled so that only current, approved versions are in use. Records are retained so that they remain legible, identifiable and retrievable.

- Each controlled document carries a document number, title, revision, effective date and approval.
- Documents are reviewed and approved by the Director before issue and reviewed at least annually.
- The electronic master is held in the IMS document register; superseded versions are archived and marked "Superseded".
- Printed copies are uncontrolled and valid only on the day of printing.
- Externally sourced documents (drawings, specifications, standards, approvals) are logged in the project document register and transmitted by transmittal.
- Records are stored electronically with access limited to authorised ACC personnel. Information is not disclosed to any third party without the Director's authority, except where required by law or contract.

Record	Minimum retention
Notifiable incident records	5 years from the date of the notification, or longer if required
SWMS	For the duration of the work, and then retained with project records
Exposure monitoring and health monitoring records	30 years after the record is made, or as the WHS Regulation requires
Quality records, ITPs, test results, as-built records, NCRs	7 years after practical completion, or the contract period if longer
Environmental monitoring, waste and incident records	7 years, or as required by licence or approval
Training, induction and competency records	7 years after the worker leaves the project
Financial and contract records	7 years

6. Operation

6.1 Project lifecycle

Every ACC project follows the same lifecycle. The Quality, WHS and Environmental Management Plans specify the detailed requirements for each stage.

Stage	Key IMS activities
1. Tender and contract review	Review scope, specifications, contract conditions and risks; confirm capability and capacity; price IMS requirements; identify hold points, approvals and permits; Director approval to submit
2. Mobilisation	Prepare project-specific plans, risk register, ITPs, SWMS, TGS and ESCP; obtain approvals and permits; engage subcontractors and suppliers; locate underground services; induct workers; set up site facilities, signage and emergency arrangements

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Stage	Key IMS activities
3. Delivery	Daily pre-starts; supervision; inspection and testing to ITPs; release of hold points; environmental monitoring; site inspections; incident and NCR management; progress reporting; change and variation management
4. Completion and handover	Final inspections and testing; rectify defects; compile quality records, as-built drawings and manufacturer data; demobilise and rehabilitate the site; client acceptance
5. Defects liability and close-out	Manage defects; lessons learned review; client feedback; archive records

6.2 Procurement, subcontractors and suppliers

Externally provided processes, products and services — subcontractors, suppliers, consultants, plant hire and laboratories — are selected on their ability to meet ACC's quality, WHS, environmental and commercial requirements. Before engagement, ACC verifies:

- ABN, workers compensation, public liability and, where relevant, professional indemnity insurance currency;
- licences, competencies and high risk work licences of workers;
- SWMS and safety documentation for the scope of work;
- plant registration, servicing and pre-start inspection records;
- quality capability, including test certificates and product conformance where materials are supplied;
- past performance on ACC or comparable projects.

Approved subcontractors and suppliers are recorded in the approved supplier register. Performance is evaluated at the end of each engagement and at least annually; poor performance results in corrective action or removal from the register.

6.3 Operational controls

Detailed operational controls are set out in the three management plans:

Plan	Main controls
Quality Management Plan	Contract review; design control; document and drawing control; ITPs, hold and witness points; lot management; testing and calibration; survey and set-out; product identification and traceability; nonconforming product; handover records
WHS Management Plan	Principal contractor duties; risk management; SWMS and HRCW; permits to work; plant; traffic management; excavation and underground services; working at heights; confined spaces; hazardous chemicals, asbestos and silica; fatigue, heat and psychosocial risks; first aid; emergency response; incident management
Environmental Management Plan	Environmental aspects and impacts; erosion and sediment control; water quality and dewatering; air quality and dust; noise and vibration; flora, fauna and biosecurity; Aboriginal and non-Aboriginal heritage; contaminated land; spills and hazardous substances; waste and resource recovery; community

6.4 Emergency preparedness and response

Each project has a site-specific emergency response plan, prepared under the WHS Management Plan, covering fire, medical emergency, structural or trench collapse, service strikes, vehicle and plant incidents, flooding, bushfire, severe weather, and environmental emergencies such as spills and

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uncontrolled discharges. Emergency contacts, assembly points and the nearest hospital are displayed at the site office and briefed at induction. Emergency drills are conducted at least every six months on projects longer than six months.

7. Performance evaluation

7.1 Monitoring and measurement

What is monitored	Method	Frequency	Responsible
Site WHS and environmental conditions	Site inspection checklist	Weekly, and after significant rainfall or change	Site Supervisor
Leadership safety walk	Documented walk and conversation with workers	Fortnightly per site	Director / Project Manager
Product conformance	ITPs, testing, survey	As specified in each ITP	Site Supervisor / Quality representative
Plant condition	Pre-start checks and servicing records	Daily and as scheduled	Operators / Site Supervisor
Environmental performance	Inspections, water quality tests, noise or dust monitoring where required	As specified in the EMP	Site Supervisor
IMS objectives	Objectives report	Monthly	Director
Client satisfaction	Client feedback form and meeting feedback	At completion of each project	Project Manager
Compliance with legal requirements	Legal register review and audit	Six-monthly	Director

7.2 Internal audit

ACC conducts internal audits to confirm that the IMS conforms to its own requirements and to ISO 9001, ISO 45001 and ISO 14001, and is effectively implemented. The audit programme covers every element of the IMS at least once every 12 months, and each project longer than three months at least once during delivery. Audits are conducted by persons who are competent and independent of the work being audited; where independence cannot be achieved internally, ACC engages an external auditor. Findings are recorded, reported to the Director and managed through the corrective action process.

7.3 Management review

The Director conducts a documented management review at least once every 12 months, and more often if performance or circumstances require. The review considers:

- status of actions from previous reviews;
- changes in internal and external issues, interested party needs and legal requirements;
- performance against IMS objectives and targets;
- incidents, nonconformances, corrective actions and complaints;
- audit results, client feedback and supplier performance;
- consultation outcomes and worker feedback;

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- adequacy of resources;
- risks and opportunities;
- opportunities for improvement.

Outputs include decisions on improvements, changes to the IMS, resource needs and revised objectives. Minutes and actions are recorded and tracked to closure.

8. Improvement

8.1 Incidents, nonconformities and corrective action

Incidents, near misses, hazards, nonconformances, complaints and audit findings are reported, recorded and managed through one process:

1. Make safe and contain: stop the work, provide first aid, isolate the hazard, contain any pollution, quarantine nonconforming product.
2. Report: immediately to the Site Supervisor and Project Manager, and to the Director for any serious matter. Notify regulators and the client as required.
3. Record: in the incident register or NCR register within 24 hours.
4. Investigate: in proportion to the actual or potential consequence, involving the workers concerned, to identify the root cause.
5. Correct: determine and implement corrective actions using the hierarchy of control, with owners and due dates.
6. Verify: confirm actions are complete and effective before closing.
7. Learn: share lessons through toolbox talks, and update SWMS, ITPs, plans and the risk register.

8.2 Continual improvement

ACC continually improves the suitability, adequacy and effectiveness of the IMS through the IMS Policy, objectives, audit results, analysis of data, corrective actions, lessons learned, worker suggestions and management review. Improvement opportunities are recorded in the corrective action register and prioritised by the Director.

9. Cross-reference to ISO standards

Clause	Requirement	ISO 9001:2026	ISO 45001:2018	ISO 14001:2026	IMS reference
4	Context of the organisation	4.1–4.4	4.1–4.4	4.1–4.4	Manual s1.3, s2
5	Leadership, policy, roles	5.1–5.3	5.1–5.4	5.1–5.3	Manual s3
6	Planning — risks, objectives, legal requirements, change	6.1–6.3	6.1–6.2	6.1–6.2	Manual s4
7	Support — resources, competence, awareness, communication, documented information	7.1–7.5	7.1–7.5	7.1–7.5	Manual s5
8	Operation	8.1–8.7	8.1–8.2	8.1–8.2	Manual s6; QMP; WHSMP; EMP

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Clause	Requirement	ISO 9001:2026	ISO 45001:2018	ISO 14001:2026	IMS reference
9	Performance evaluation	9.1–9.3	9.1–9.3	9.1–9.3	Manual s7
10	Improvement	10.1–10.3	10.1–10.3	10.1–10.3	Manual s8

Revision 1 aligns the IMS with ISO 9001:2026 (published 16/09/2026) and ISO 14001:2026 (published 15/04/2026). Where ACC seeks third-party certification, the certification body will audit against these editions within the accreditation transition periods. Further changes to standards are managed through the planning of changes process (section 4.3) and recorded in the revision history.

Authorisation

This IMS Manual is authorised for use by Absolute Civil Contracting Pty Ltd and applies to all ACC operations, projects, workers and subcontractors.

Signed: _____ Peter Nikolovski, Director Date: 29/10/2026

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