



INTEGRATED BUSINESS MANAGEMENT SYSTEM PLAN

Consolidated Group of Companies

CCS Rentals Pty Ltd · Consolidated Transport Services · Jakarli Group Services

ISO-BMS-MAN-002

Version 2.0 | June 2026

Prepared: Kate Tsorvas | Approved: Theo Tsorvas

ISO 9001:2015 | ISO 14001:2015 | ISO 45001:2018

1. Amendments and References

1.1 References

When referencing other documents, records, standards, systems or terms in this document:

- Specific documents and records used by the organisation — **Bold and Italics**
- External standards — *Italics*
- Electronic systems — *Italics*
- Definitions of terms — *Italics*

1.2 Amendments

VERSION	DATE	AMENDMENT REASON	PAGES	APPROVED BY
V 1.0	10.12.2024	Document created	All	K. Tsorvas
V 2.0	June 2026	Annual Review	All	K. Tsorvas

2. Terms and Definitions

TERM	DEFINITION
Audit	<i>A systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.</i>
CRAW	<i>Critical Risk Assessment Workshop — a project-specific, in-depth risk assessment focused on risks with potential for fatality or catastrophic harm. Required for higher-risk scopes.</i>
Competence	<i>The ability to apply knowledge and skills to achieve intended results.</i>
Conformity	<i>Fulfilment of a requirement.</i>
Consultation	<i>Seeking views before making a decision.</i>
Continual improvement	<i>Recurring activity to enhance performance.</i>
Corrective action	<i>Action to eliminate the cause of a nonconformity or an incident and to prevent reoccurrence.</i>
Documented information	<i>Information required to be controlled and maintained by the organisation, and the medium in which it is contained.</i>
Effectiveness	<i>The extent to which planned activities are realised and planned results are achieved.</i>
Emergency response	<i>A systematic response to unexpected or dangerous occurrences.</i>
Environmental aspect	<i>Element of the organisation's activities, products or services that interacts or can interact with the environment.</i>
Environmental impact	<i>Change to the environment, whether adverse or beneficial, wholly or partially resulting from the organisation's environmental aspects.</i>
Hazard	<i>A source or situation with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment, or a combination of these.</i>
Hazard identification	<i>The process of recognising that a hazard exists and defining its characteristics.</i>
HSEQ	<i>Health, Safety, Environment and Quality.</i>
IBMS	<i>Integrated Business Management System — the organisation's structure, processes, procedures and resources used to adhere to specifications, standards and interested party requirements.</i>
Incident	<i>An unplanned event that causes or has the potential to cause injury, illness or damage or interrupts a process or completion of an activity.</i>
Interested parties	<i>A person or organisation that can affect, be affected by, or perceive itself to be affected by the organisation's decisions or activities.</i>
IVFMS	<i>In-Vehicle Fatigue Monitoring System (DriveGuard360) — installed across the heavy vehicle fleet to monitor fatigue, distraction and driver behaviour in real time.</i>
Legal requirements and other requirements	<i>Legal and other requirements that the organisation has to comply with.</i>
Monitoring	<i>Determining the status of a system, process, product, service or activity.</i>
Nonconformity	<i>Non-fulfilment of a requirement.</i>
Objective	<i>The result to be achieved.</i>

Participation	<i>Involvement in decision-making.</i>
Performance	<i>Measurable result.</i>
Policy	<i>The intentions and direction of the organisation, as formally expressed by its top management.</i>
Procedure	<i>Specified way to carry out an activity or a process.</i>
Process	<i>Set of interrelated or interacting activities that use inputs to deliver an intended result.</i>
Psychosocial hazard	<i>A hazard arising from or relating to the design or management of work that may cause psychological or physical harm.</i>
Risk	<i>The effect of uncertainty.</i>
Risk assessment	<i>The overall process of estimating the magnitude of risk and determining required mitigation actions.</i>
SWMS	<i>Safe Work Method Statement.</i>
SWOT analysis	<i>An activity to identify organisational strengths, weaknesses, opportunities and threats.</i>
The organisation	<i>Consolidated Group of Companies (CCS Rentals Pty Ltd T/A Consolidated Group, Consolidated Transport Services Pty Ltd, and Jakarli Group Services).</i>
Top management	<i>The person or group who directs and controls the organisation at the highest level.</i>
Worker	<i>Person performing work or work-related activities under the control of the organisation.</i>
Workplace	<i>A place where relevant persons need to be or to go for work purposes.</i>

3. Purpose

The purpose of this document is to provide an overview of the Consolidated Group of Companies' Integrated Business Management System (IBMS), which has been written and implemented in conformance with:

- ISO 9001:2015 Quality management systems
- ISO 14001:2015 Environmental management systems
- ISO 45001:2018 Occupational health and safety management systems

The IBMS has been planned, documented, implemented, monitored and continually improved with the aim of achieving the organisation's quality, environmental and WHS objectives and targets. The IBMS adopts a plan–do–check–act approach constituting our commitment to continual improvement. Core elements include:

- Development and implementation of the Quality, Environmental and WHS Policies;
- Planning to achieve quality, environmental and WHS objectives and mitigation of risks;

- Implementation of organisational processes, procedures and operational controls;
- Measurement, monitoring and analysis of quality, environmental and WHS performance; and
- Review and continual improvement.

3.1 Scope

The scope of this document applies to all Consolidated Group of Companies products and services delivered from the head office and yard at 101 Phillips Road, Wattleup WA 6166.

Formal IBMS Scope Statement

The Integrated Business Management System of the Consolidated Group of Companies (including CCS Rentals Pty Ltd T/A Consolidated Group, Consolidated Transport Services Pty Ltd, and Jakarli Group Services) covers the provision of earthworks, roadworks, transportation, mechanical services, and wet and dry hire of equipment.

The scope applies to operations conducted from the Wattleup site, including supporting activities, resources and processes required to deliver these services.

The following clause has been excluded from the scope:

CLAUSE & NUMBER	REASON FOR EXCLUSION
8.3 Design and development of products and services	No design or development activities occur within the organisation's business processes. Services are delivered in accordance with client specifications and applicable standards.

4. Context to the Organisation

4.1 Understanding the Organisation and its Context

Consolidated Group of Companies has reviewed and analysed key aspects of itself and its stakeholders to determine the strategic direction of the organisation by conducting a formal **SWOT Analysis**, which is reviewed annually (most recently January 2026). This required an understanding of internal and external issues of concern to the organisation and its interested parties, allowing a review of relevant strengths, weaknesses, opportunities and threats.

This activity assists in: reviewing strategic direction; identifying opportunities; identifying and planning mitigation strategies for risks; setting of objectives and targets; and setting and implementing opportunities for improvements.

4.2 Understanding the Needs and Expectations of Workers and Other Interested Parties

Interested parties are identified and documented in the *Interested Parties Register (R03)*, which captures internal and external interested parties, their needs, expectations, and relevance to the IBMS. This register is regularly reviewed and monitored.

Activities that assist in maintaining an understanding of interested party needs include:

- Customer communications (emails, phone calls, meetings, site visits)
- Customer feedback surveys and formal complaint management

Legal & Other Requirements Register (R07) — monitoring and evaluation of compliance obligations

- Consultation with workers through pre-start meetings, toolbox meetings, and inductions

Risk Register (R08) — reviewed and updated to reflect identified risks from interested party needs

4.3 Determining the Scope of the Integrated Business Management System

The organisation has determined the boundaries and applicability of its IBMS considering internal and external issues, requirements of relevant interested parties, and the activities, products and services within the organisation's control or influence. The formal scope statement is documented in Section 3.1 above and maintained as a controlled document.

4.4 IBMS and its Processes

The organisation has established, implemented, maintained and continually improves its IBMS in accordance with *ISO 9001:2015*, *ISO 14001:2015*, and *ISO 45001:2018*.

Each core process has been identified and documented into Microsoft Visio flowcharts, determining:

- Required inputs and expected outputs from each core process
- Sequence and interaction of core processes (documented in the Business Overview Process)
- Criteria and methods including monitoring, measurement and performance indicators
- Availability of necessary resources for each process
- Responsibilities and authorities for relevant processes and activities
- Risks and mitigation strategies for core and management system processes

All core and management system processes have been risk assessed and assigned mitigation strategies documented in the *Risk Register (R08)*. Safe Work Method Statements (SWMS) and Safe Work Instructions (SWI) have been developed to control hazards at the task level. Higher-risk project scopes require project-specific HSEQ folders containing scope-specific documentation and a *Critical Risk Assessment Workshop (CRAW)* in addition to the standard Risk Register.

5. Leadership, Commitment and Worker Participation

5.1 General

Top management ensures leadership and commitment to the development and implementation of the IBMS and to continually improving its effectiveness by:

- Taking overall responsibility and accountability for IBMS effectiveness
- Ensuring Quality, Environmental and WHS Policies and objectives are established and compatible with the strategic direction
- Ensuring IBMS requirements are integrated into the organisation's processes
- Providing and ensuring the availability of resources needed for the IBMS
- Communicating the importance of effective quality, environmental and WHS management
- Promoting continual improvement and risk-based thinking
- Developing and promoting a culture that supports IBMS intended outcomes
- Protecting workers from reprisals when reporting incidents, hazards, nonconformities, risks and opportunities
- Ensuring processes for consultation and participation of workers are established and implemented

5.1.1 Customer Focus

Top management demonstrates commitment to customer focus by ensuring: customer and applicable statutory and regulatory requirements are determined, understood and consistently met; risks and opportunities affecting conformity of products and services are addressed; and the focus on enhancing customer satisfaction is maintained.

A Business Development Manager is engaged to maintain active client relationships across the Pilbara and broader WA operations, supporting proactive communication of service capability and capacity.

5.2 IBMS Policies

The organisation has established, implemented and maintained the **Quality Assurance Policy (POL 03)**, **Environmental Policy (POL 02)**, and **Work Health & Safety Policy (POL 01)**. Each policy contains commitments and objectives forming a framework for continual improvement in each area.

Policies are communicated through: display in the reception area at the Wattleup office; inclusion in the Employee Handbook (MAN-001); availability on the company website; and toolbox meetings and inductions. All policies are reviewed annually and available on SharePoint: 05. Policies.

5.3 Organisational Roles, Responsibilities and Authorities

Roles, responsibilities and authorities are documented in position descriptions for all personnel and in the **Organisational Chart** (updated to reflect growth and new positions in 2025–2026, with Change Management Forms completed for each new role). Supporting communication occurs through the **Risk Register (R08)**, SWMS, toolbox meetings, management review meetings, and day-to-day interactions.

5.4 Consultation and Participation of Workers

The organisation has established a **Consultation & Participation of Workers Process (MP4)**, documented in a Microsoft Visio flowchart. Top management ensures mechanisms, time, training and resources are provided for consultation and participation.

Workers participate in: toolbox meetings (weekly and monthly); development of the Risk Register and SWMS; development and review of the Quality, Environmental and WHS Policies; conducting internal audits; documenting and investigating incidents, nonconformances and corrective actions; and determining training and competency requirements.

6. Planning

6.1 Actions to Address Risks and Opportunities

6.1.1 General

When planning implementation of the IBMS, top management considered the context of the organisation, interested party requirements, and quality, environmental and WHS risks and opportunities to: give assurance the IBMS can achieve its intended outcomes; enhance desirable effects; prevent or reduce undesired effects; and achieve continual improvement.

Activities implemented to address risks and opportunities include:

- Annual SWOT Analysis (most recently January 2026)

Risk Register (R08) — multiple tabs including corporate risks, process risks, WHS risks, environmental aspects, and psychosocial hazards (tab added 2026)

Objectives, Targets & Continual Improvement Business Plan — updated to reflect IVFMS implementation and other changes

- Project-specific HSEQ folders with CRAW for higher-risk scopes

Internal Audit Schedule (S1) and resultant audit findings

- Customer feedback surveys and analysis

6.1.2 Hazard Identification and Assessment of Risks and Opportunities

The organisation has established a ***Hazard Identification & Assessment of Risks & Opportunities Process (MP10)***, documented in a Microsoft Visio flowchart. Risk assessment assigns likelihood (rare to almost certain) and consequence (insignificant to catastrophic) ratings to each risk, determining an initial risk level and residual risk level after mitigation.

The Risk Register (R08) captures environmental aspects and impacts (including consumables usage, hazardous substances, dust, noise and spills), WHS hazards, process quality risks, and psychosocial hazards. Environmental aspects are also incorporated into the HSE Audit Checklist. All projects additionally maintain a CRAW to address critical risks.

Opportunities are identified through: SWOT analysis; HSE and process internal audits; and assessment through management review meetings and toolbox meetings.

Mitigation strategies follow the Hierarchy of Controls: Elimination → Substitution → Isolation → Engineering → Administration → PPE.

6.1.3 Legal Requirements and Other Requirements

Applicable legal and other requirements are identified, documented and monitored in the ***Legal & Other Requirements Register (R07)***. Automated legal updates are received from relevant regulatory bodies (WorkSafe WA, EPA WA, Fair Work Australia). The Risk Register (R08) links identified risks to compliance obligations.

6.1.4 Planning Action

Planned actions to address risks, legal requirements and emergency situations are integrated into the IBMS processes. Effectiveness is evaluated through the internal audit programme and management review. Corrective actions are tracked and closed in the Corrective Actions Register (R15), FLEX (BHP reporting), and the Microsoft Teams task allocator for internal Wattleup activities.

6.2 Objectives and Planning to Achieve Them

Quality, environmental and WHS objectives and targets are documented in the ***Objectives, Targets & Continual Improvement Business Plan***. All objectives registers have been merged into a single combined register (R20) from 2026. Objectives are communicated through the induction process and the Employee Handbook (MAN-001), and reviewed in management review meetings.

Each objective is: consistent with the relevant policy; measurable or capable of performance evaluation; assigned a target date and responsible position; considers resources required; and is reviewed and updated as appropriate.

6.3 Planning of Changes

Significant and planned changes to the IBMS are managed through the **Change Management Process (MP2)** and recorded in the **Change Management Register (R06)** with **Change Management Form (F17)**. Notable changes in 2025–2026 include: delivery of higher-risk project scopes requiring project-specific HSEQ folders; rollout of the IVFMS DriveGuard360 system to the heavy vehicle fleet; changes to non-compliance and corrective action reporting; and new management and coordinator positions.

7. Support

7.1 Resources

7.1.1 General

The organisation has determined and provided resources needed for the IBMS considering capabilities and constraints on existing internal resources and needs of external providers. Resources include:

- People resources across Wattleup yard, office and project sites
- Software: Xero (financial/payroll), CloudRent (plant hire management), One Induction (online inductions), MP Maintenance Pro (calibration/maintenance records), Microsoft 365 (SharePoint, Teams task allocator)
- Hardware: personal computers, laptops, monitors, printers — tracked in the Asset List with Microsoft Form sign-in/sign-out
- Plant, vehicles and equipment (trucks, excavators, loaders, light vehicles)
- Training, competency management activities and external consultant engagement
- Financial resources allocated to quality, environmental and WHS activities

7.1.2 People

Sufficient personnel are engaged across all areas of the organisation. Where additional personnel are required, this occurs through the Recruitment Process (OP09). Targeted training is implemented to support step-up capability for supervisory positions, ensuring projects continue safely without disruption.

7.1.3 Infrastructure

The organisation's head office and yard is located at 101 Phillips Road, Wattleup WA 6166, which is adequate for daily operations. Other infrastructure includes: vehicles, plant and equipment; tools in the Wattleup yard; dongas and site offices; hardware and software; and sea containers for covered tool storage. Note: a significant change in infrastructure is planned with a future yard purchase in 2026.

7.1.4 Environment for the Operation of Processes

Key workplaces include the Wattleup yard and office, and client project sites across WA. Management ensures working environments are: safe and free of hazards; suitable for managing processes;

environmentally responsible; supportive of staff wellbeing and morale; and comfortable and appropriate for staff, customers and other interested parties.

Environments are monitored through visual observations and HSE audits planned in the Internal Audit Schedule (S1). Nonconformances or OFIs identified are documented and reviewed in management review meetings.

7.1.5 Monitoring and Measuring Resources

Monitoring and measuring resources include: hardware (PCs, laptops, printers); One Induction software; calibrated measuring equipment (torque wrenches, testing instruments); plant and equipment; and the IVFMS DriveGuard360 system providing real-time driver behaviour, fatigue and distraction monitoring across the heavy vehicle fleet.

Equipment calibration records are maintained in *MP Maintenance Pro*, capturing calibration dates and next due dates. Calibration records are retained and available in **24. Calibration Records** on SharePoint. The Asset Tracking Register (Asset List) captures all hardware devices, ensuring effective tracking and compliance. IT device modifications, additions and removals are recorded in the Asset List and managed via a Microsoft Form sign-in/sign-out process.

7.1.6 Organisational Knowledge

Organisational knowledge is obtained from and captured through:

- Industry experience in civil, mining, industrial, transport and training fields
- Internal lessons learned (nonconformances, OFIs, incidents, corrective actions, customer feedback)
- Core and management system processes documented in Microsoft Visio flowcharts
- SWMS and SWI capturing hazards, risks and controls at task level
- Risk Register (R08) capturing HSEQ risks in context of the organisation
- Management review meetings, toolbox meetings, and daily management-staff interactions
- External sources: standards, industry best practices, regulatory body updates

7.2 Competence

Competencies and training are managed and maintained in *One Induction*. A *Training Needs Analysis Register (R05)* (Training Matrix) has been developed, structured by business area to capture all client inductions. Each project has a project-specific TNA aligned to the scope of work, stored in the project folder. An overview is documented in the *Training & Competency Process*.

7.3 Awareness

Awareness of the IBMS is maintained through the *Inductions Process (MP12)*, supported by the *Employee Handbook (MAN-001)* and role-specific position descriptions. Other awareness activities include toolbox meetings, internal on-the-job training, management review meetings, and day-to-day communications.

7.4 Communication

7.4.1 General

Internal and external communication processes are documented in the *Communications Process*, giving a breakdown of items to be communicated, timing, audiences, channels, and responsible parties.

Internal communication channels include: inductions; position descriptions; management review meetings; toolbox meetings (weekly and monthly); SWMS and SWI; and verbal interactions. External communication includes: client emails and phone calls; tender documentation; Business Development Manager client engagement; face-to-face meetings; quotations; and formal reporting through client-specific platforms (FMG, BHP).

7.5 Documented Information

7.5.1 General

Documented information is retained and controlled to ensure conformance with *ISO 9001:2015*, *ISO 14001:2015*, and *ISO 45001:2018*. The *Master Records Register (R01)* (System Register) captures all internal documents requiring document control. The *Document & Records Control Process* provides an overview of how documented information is managed.

7.5.2 Creating and Updating

When creating and updating documented information, the organisation ensures: appropriate identification through document reference numbers and titles; suitable format (hard and soft copy); and review and approval for suitability, captured in the *Master Records Register (R01)* with next planned review dates.

7.5.3 Control of Documented Information

Documented information is controlled through: SharePoint document management with role-based access; Microsoft account permissions allocated based on position descriptions and operational needs; regular checks in the admin portal to ensure sharing restrictions remain accurate; and encrypted storage of sensitive data on password-protected devices.

8. Operation

8.1 Operational Planning and Control

8.1.1 General

Operational processes are planned, implemented and controlled through core process flowcharts, SWMS, SWI and risk mitigation strategies documented in the *Risk Register (R08)*. Higher-risk project scopes require project-specific HSEQ folders containing scope-specific SWMS, risk registers, CRAWs, and other documentation relevant to the works.

8.1.2 Eliminating Hazards and Reducing WHS Risks

WHS hazards, their associated risks and mitigation strategies are documented in the *Risk Register (R08)* (OH&S Risks tab) and in SWMS and SWI. The *Hierarchy of Control Process* is applied to all mitigation strategy selection. Where projects carry critical or fatal risks, a project-level *Critical Risk Assessment Workshop (CRAW)* is conducted and documented in the project-specific HSEQ folder.

8.1.3 Management of Change

The *Change Management Process (MP2)* controls all planned temporary or permanent changes, considering: workplace locations; work organisation; working conditions; equipment; workforce changes; changes to legal requirements; and developments in knowledge or technology. Changes are recorded in the *Change Management Register (R06)* with *Change Management Form (F17)*.

8.1.4 Emergency Preparedness and Response

The organisation maintains an *Emergency Response Plan (MAN-006)* with documented procedures for identified emergency situations. The Plan includes: roles and responsibilities; emergency contacts; evacuation maps; firefighting equipment requirements; and potential emergency scenarios with response procedures. Location-specific Emergency Management Plans (EMP) are developed for relevant projects. An OFI was raised in the 2026 internal audit to conduct an emergency drill for new employees — scheduled for 2026.

8.2 Requirements for Products and Services

Customer requirements are determined through the Quoting/Tendering Process (CP6). Quotations are developed in Xero using customer inputs, timelines and supplier/subcontractor quotes. Changes to requirements are managed through updated quotes, purchase orders and contract documentation. A locked commercial folder in SharePoint with restricted access protects commercially sensitive quotation data.

Customer communications occur through: emails; phone calls; in-person meetings and site visits; tender portal submissions; and formal scope of works documentation.

8.3 Design and Development

Excluded from scope — see Section 3.1.

8.4 Control of Externally Provided Processes, Products and Services

Suppliers and subcontractors are selected, evaluated and re-evaluated through the **Supplier & Subcontractor Engagement and Evaluation Process**. New suppliers complete the **New Supplier Qualification Form (F13)** and are assessed for WHS capability, insurances, licences, quality management, environmental management, and modern slavery compliance. Subcontractor data is stored securely in a dedicated SharePoint folder.

Procurement of products and services occurs through the Purchasing Process (CP5), with formal purchase orders issued detailing agreed products/services. Plant hire changes are managed in CloudRent. High-risk subcontractors are additionally managed through the CRAW process for critical risks.

8.5 Production and Service Provision

Control of production and service provision is maintained through: job dockets and servicing sheets defining characteristics and results to be achieved; competent personnel with required licences and qualifications; HSE audits and process audits; quality checklists and sign-offs; GPS tracking and IVFMS monitoring in all heavy vehicles; load restraint and preservation during transport; and post-delivery activities including customer feedback surveys.

Identification and traceability is maintained through: asset numbers in **MP Maintenance Pro**; calibration certificates; docket book system; delivery dockets; XERO financial records; invoice numbers; and purchase orders. Customer property is protected through CCTV monitoring, secured yard, adequate insurances, and password-protected storage of intellectual data.

9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Performance Evaluation

The **Monitoring, Measuring, Analysis & Evaluation Process (MP15)** provides an overview of how IBMS effectiveness is monitored and evaluated, including: conformity of products and services; customer satisfaction; IBMS performance and effectiveness; effectiveness of planning; effectiveness of risk and opportunity actions; performance of external providers; legal compliance; and needs for IBMS improvement.

Customer satisfaction is monitored through formal customer feedback surveys, managed through the Customer Feedback Process (MP5), with results reviewed in management review meetings.

Compliance with environmental and WHS legal requirements is evaluated through the **Evaluation of Compliance Process (MP8)**: automated regulatory updates (WorkSafe WA, EPA WA, Fair Work Australia); the **Legal & Other Requirements Register (R07)**; the **Risk Register (R08)** mapped against WHS Regulations (General) 2022; and the HSE Audit Checklist mapped against legal requirements.

9.2 Internal Audit

The **Internal Audit Process (MP13)** ensures internal audits are conducted at planned intervals per the **Internal Audit Schedule (S1)**, which is developed with a risk-based approach using risk scores from the Risk Register (R08). The 2026 IBMS Internal Audit (ISO-FRM-003 V2.0, January 2026) confirmed all previous nonconformances closed and zero new nonconformances. One OFI was raised (emergency drill for new employees).

Audits are conducted by competent internal personnel; external third-party auditors or consultants may also be engaged to ensure objectivity. Audit results are reviewed in management review meetings.

9.3 Management Review

Management reviews are conducted in accordance with the **Management Review Process (MP14)** and **Management Review Schedule (S2)**, which covers all required topics of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 including: SWOT analysis review; interested parties register review; risk register review; objectives and targets performance; policy reviews; customer feedback; audit results; incidents and corrective actions; legal compliance evaluation; and resource adequacy.

Management review outputs include decisions and actions related to: opportunities for improvement; needs for changes to the IBMS; and resource needs. Meeting minutes are retained as documented information.

10. Improvement

10.1 General

The organisation applies a plan–do–check–act process to its IBMS to improve quality, environmental and WHS performance, increase customer satisfaction, and meet the needs and expectations of interested parties. Improvements are identified through internal audits, management review meetings, corrective actions, and performance data analysis.

10.2 Incident, Non-Conformity and Corrective Action

Incidents are managed through the **Incident Reporting & Investigation Process (MP11)**. Incidents and injuries are documented using **F19 Incident/Event Statement Form**, **F20 Incident Event Hazard Investigation Form**, and **F27 Personal Injury Reporting Form**, and recorded in the **Corrective Actions Register (R15)**.

Nonconformances are managed through the **Nonconformance & Corrective Actions Process** with classifications documented in the **Non-Conformance Classifications Form (F09)**. Reporting occurs through **F25 Non-Compliance Reporting Form** and **F26 Corrective Action Form**.

Corrective actions are tracked and closed in the Corrective Actions Register, client systems (FLEX for BHP, FMG systems), and the Microsoft Teams task allocator for internal Wattleup activities. The Just Culture Decision Tree is applied to all incident investigations to ensure fair, consistent accountability assessments.

10.3 Continual Improvement

The organisation continually improves the suitability, adequacy and effectiveness of its IBMS by: enhancing quality, environmental and WHS performance; promoting a culture that supports the IBMS; promoting worker participation in improvement actions; communicating relevant improvement results to workers; and maintaining and retaining documented information as evidence of continual improvement.

The 2026 internal audit confirmed the IBMS is well-maintained and effective, with systems evolving from simple spreadsheets to project-specific documentation and reporting aligned to client requirements across BHP, FMG and Rio Tinto operations.

