

A blue geometric graphic consisting of several overlapping triangles and trapezoids, creating a sense of depth and movement. It is positioned to the left of the main title.

INTEGRATED MANAGEMENT SYSTEM MANUAL

Revision 2.9

Integrated Management System Manual (IMSM)

Addressing the Standards for:

Quality - ISO9001:2015

Environment - ISO14001:2015

Safety - AS/NZS4801:2001, OHSAS18001:2007

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Date	Revision	Details	Section	Page
10/04/15	Initial Draft	Issued for review and comment – provides the scope and integration of Quality, Safety & Environmental Management for DCC	All	All
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May 2018	2.1	Changes from management	Various words, and rephrases	All
May 2018	2.2	Minor spelling changes		
June 2018	2.3	Added	6.1.2, 6.1.3, 6.2.1, 6.2.2	21
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May 2021	2.7	Name and logo change		
12/5/21	2.8	Company Structure Updated	5.3	17

1 Scope

The present Integrated Management System Manual outline the fundamental building-blocks of the Integrated Management System (IMS) as well as the basic organizational structure, such as duties and responsibilities. The IMSM consolidates the Work Health & Safety (WHS), Environmental and Quality management processes within a single management system which is underpinned by a range of State and Commonwealth legislative requirements.

Dempsey Cranes & Construction's Director and the Management Team (MT) have a vision of providing a safe, healthy and productive working environment for all workers and it is also embedded in values and respect Dempsey Cranes & Construction (DCC) has adopted.

The aim of DCC is to provide a responsive frame work to reduce workplace incidents, and exposures to hazards and risks by using effective risk management processes.

The processes, programs, functions and committees/meetings described in the IMSM relate to the DCC ethics. Especially in the areas of occupations health and safety as well as environment protection and energy management.

The IMS Manual is to provide information and guidance on how DCC aims to manage and control the quality, safety and environmental aspects of its day to day operations to ensure that all requirements for system management, project management and the general administration of DCC are addressed.

The intention of the IMSM is to provide a road map for DCC management requirements for all personnel and how each worker must address their responsibility and accountability for the various processes that support the management of WHS, Environmental and Quality within DCC.

2 The References

The foundations of the IMSM are based on the current norms ISO 9001:2015 (quality management), ISO 14001:2015 (environmental protection), OHSAS 18001:2007 (occupation health and safety), ISO 4801:2001 (Occupational Health & Safety Management Systems).

- The following documents are normatively referenced in this document. Only edited content in its latest edition applies including any amendments.
- All controlled documents are available on the company network and updated as required, the document information is printed in the footer for reference.

3 Definitions

- For the purpose of this Integrated Management System Manual, the terms and definitions given in ISO 9001:2015 & 14001:2015 and AN/NZS 4801:2001 and OHSAS 18001:2007 apply to this document.
- The following definitions apply to the IMSM:

Audit	A systematic examination against defined criteria to determine whether activities conform to planned arrangements and whether these arrangements are effectively implemented to achieve the organisation's objectives. Audits are conducted by IMSM personnel and/or external third parties.
Client	A person or organisation which DCC is supplying a service or product.
Competent Person	A person who has acquired through training, qualification, or experience, or a combination of these, the knowledge and skills, including WHS knowledge and skills, qualifying that person to perform the task.
Continuous Improvement	Process of enhancing the IMSM to achieve improvements in overall organisational performances. This Process may be conducted entirely or systematically in stages.
Contract	A legal agreement between a client, contractor or supplier and DCC for the delivery of goods and/or services.
Contractor	An organisation or individual that provides a service to DCC. (also, referred to as a subcontractor of DCC).
Customer	A person or organisation which DCC is supplying a service or product.
Employee	A person directly engaged by DCC as a paid member of staff.
Environment	Surroundings in which an organisation operates, including air, water, land, natural resources, flora, fauna, humans, and their inter-relation.
Environmental Impact	Any change to the employee, environment, whether adverse or beneficial, wholly or partially resulting from DCC'S and/or its contractor's activities, products or services.
Hazard	A source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the employee, environment, or a combination of these.
Hazard Identification	The process of recognising that a hazard exists and defining its characteristics.
Health Monitoring	Monitoring of employees for the purpose of identifying changes in health status that may be due to occupational exposure to a Hazard.
Incident	Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.
Near Miss	Any unplanned event that did not result in injury, illness or damage but had the potential to do so.

Non-conformance	A failure to comply with a requirement of DCC's IMSM or a specific customer's management system.
Process	A set of inter-related resources and activities that transform inputs into outputs.
Risk	The effect of uncertainty on objectives.
Risk Management Process	Systematic application of management policies, procedures and practices to the activities of communicating, consulting, establishing the context, and identifying, analysing, evaluating, treating, monitoring and reviewing risk.
Risk Assessment	The Process of Risk Identification, analysis and evaluation.
Risk Identification	Process of finding, recognizing and describing risks.
Supervisory Personnel	Any DCC personnel with authority to direct employees.
Supplier	An organisation that provides a product to DCC.
Volunteer	A person who provides a service to DCC without being paid.
Worker	A term used to describe any person who undertakes work, including employee, contractor, or volunteer.

4 Organisation Context

4.1 Understanding the company and its context

Dempsey Cranes & Construction (DCC) is a Far North Queensland based business that has been in operation since 2001. As a supplier for wet and dry hire of heavy lifting equipment, associated transport services and earthmoving machinery, DCC has built a reputation based on accuracy, energy, safety and excellent client service. Dempsey Cranes & Construction has expanded its scope of works to include bridge construction, road construction and associated civil projects for public and private clients. As a leader in 'all your lifting solutions', wet & dry hire of an array of heavy machinery/plant, transportation and civil construction services which strives towards enduring company success.



Dempsey Cranes & Construction servicing our clients and customers North & Western Gulf areas of Queensland & the Northern Territory, including Torres Strait and New Guinea.

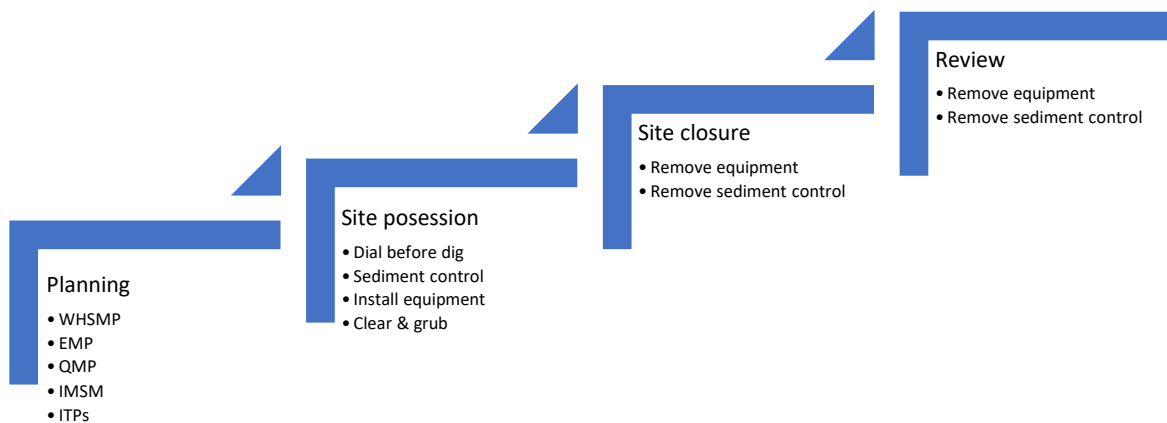
With strong ethics supporting a solid foundation with our employees' skills and commitment, we will continue to increase our strong performance in all our services in order to supply top-quality and economically competitive services, while maintaining the necessary balance with our environment and safety.

The company policy is accessible to all employees at all times in the latest version via the internet, workshop notice board and offices. The company policy is regularly reviewed and changed if need arises along with all company polices & procedures and safe work



4.2 Overview

4.2.1 Civil Construction



4.2.2 Plant & equipment hire



4.3 Our needs and expectations of interested parties

4.3.1 We are the #1 reliable partner

- Our customers require us to be the reliable and long-term partner for our clients and customers. We exist on our services for our partners.
- Partnership with clients, customers and suppliers is based on mutual trust and reliability regarding the quality and compliance with commitments (in particular delivery reliability, service and image of our products and services).
- Customers require us to persistently and systematically work to keep and further develop our position through innovation.
- We concentrate on our core business of crane hire. Our customers require us to be a competent partner.
- With innovations, solutions in 'all your lifting solutions', our clients and customers are in the position to realised premium quality achievements in crane hire.
- Our customers and clients require the wet & dry hire is conducted professionally and dispatched timely.
- Customers and clients like our competitive prices are due to the knowledge and maintenance of our late model plant and machinery.

4.3.2 Civil Construction

- The company is ready to dispatch a professional, well equipped trained team to any bridge, road and associated civil project for public and private clients.
- Our management team is accustomed with civil and mining industry protocols to ensure a smooth and safe productive service.

4.3.3 Everybody goes home every day SAFE

- Our customers and clients require us to commit ourselves to ensuring that all who work with our company can complete their tasks safely.
- Our customers and clients require us to strive for zero accidents and incidents in our company. Safety holds precedence over all our goals.
- Housekeeping and order are as important for a safe workplace as quality service is for leaving an exceptional impression on our clients and customers.

4.3.4 Future profits

- Profits are the prerequisite for innovation, investments, further development of the company, which in turn is job security for our team.
- Our economic success is strongly secured through optimal customer focus, qualified and hard-working personnel, reliable top-quality machinery. Together with our customers and clients we aim take care to secure and continuously improve our financial future.
- The company is constantly increasing our productivity and reducing our costs. This in turn enables us to operate at full capacity, and ensures our clients and customers are charged fair prices for our services.

4.3.5 Competent and dedicated employees

- The creativity and motivation of our employees are factors in our success. They are challenged and supported by competent management.

- Our employees require us to ensure our structure and configurations are organic to enable our employees to develop themselves, and play a vital role in the overall improvement process.
- Management and employees work together cooperatively and with full trust, to help cultivate the company going forward.
- Training and qualification are supported by the company, along with each employee taking control of their own learning process.

4.3.6 Pro-active and decisive decisions

- Our customers and clients require us to be quick and flexible in decision making and a looking ahead as well as enduring orientation make for optimized processes. Shortened paths make way for easy implementation of decisions.
- Our core business is secured by optimizing and cost-conscious internal customer and supplier relationships.
- Our customers and clients require us to work in a continuous process of improvement in each activity and ensure this major area is visited and updated through our monitoring of the key performance areas.

4.3.7 Supporting our employees

- Our employees require us to provide the fairest conditions possible.
- The company aids employees in particular circumstances.
- Employees, clients and customers require the company to maintain a transparent communication policy and an open conversation for allowing mutual trust and credibility.

- We promote healthy living for our employees and ensure any impairment is dealt with sensitivity when needed.

4.3.8 Our sustainable environment

- Through our sustainable development, we aim to secure our location for the future.
- Our environment, fauna, flora and the human race is important to the company; we apply our experience, knowledge and creativity to our highest standard for future generations, that's what the community, as well as our employees, customers and clients expect

4.3.9 Our region – Our home

- Our company started in our location and the roots through the generations to come will go deeper.
- We are proud of our beginnings and are committed to our region yet we are developing into a wider community for the future of the company.

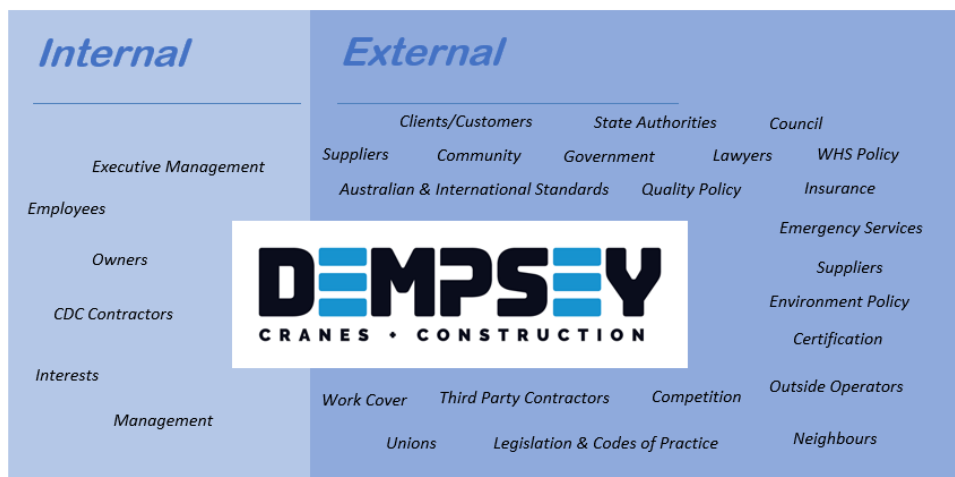
4.3.10 The strength

- Our company is heavily committed to the crane industry and wet & dry plant hire and the future includes a greater range of civil construction supported by our creativity in business activities.
- We rely on our partners we have developed over the years and our employees. The cultural diversity of our employees, customers and suppliers is our success. We utilize our resources and operate organically to embrace change to grow our business.

The company is preparing for further partnerships in our core business and future expansions as long as these supports and sustainably of the company management is growing. The guidelines of the company's management team highlight the environment, energy, safety of workplace and health as well as safety management have been defined.

The management team aims to commit itself and the company to the upholding of at least the valid legal and official requirements.

In a continuous process, internal and external topics which are of importance for the company as well as the requirements and expectations of interested parties are analysed, assessed and pursued.



The above diagram shows the internal & external influence

4.4 Relevant legal requirements

Dempsey Cranes & Construction runs an Integrated Management System Manual (IMSM), in which the quality management, environmental protection management and occupational health and safety and the energy and safety management are joined together. It regulates the strategic responsibility and the operational practices in these fields of work across all depots and sites within the company.

The IMSM also fulfils, in part or in whole, the requirements of other various international and national standards and regulations, such as:

Work Health & Safety Act 2011	Work Health and Safety Regulation 2011	
Electrical Safety Act 2002	Electrical Safety Regulation 2002	
Environmental Protection Act 1994	Environmental Protection Regulation 2008	
AS 1418.5 Cranes, Hoists & Winches – Mobile Cranes	AS 3012:2010 – Electrical installations – construction and demolition sites	
Mobile Crane code of Practice 2006	Hazardous Manual Tasks Code of Practice 2001	
Uniform manual for Traffic	Workers Compensation & Rehabilitation Regulation 2003	
Confined Spaces Code of Practice 2011	Workplace Code of Practice 2011	
Managing the work Environment and Facilities Code of Practice 2011	Work Health & Safety Consultation, Co-operation and Co-ordination 2011	

4.5 Business Plan

Dempsey Cranes & Construction current business plan is reviewed as required.

The business plan assesses the business overview (among others: current goals, objectives, position). The structure and resources (among others: structure, and key staff). The operations (among others: product and services, key suppliers and customers, assets, risk management, succession planning, regulatory and legal considerations, insurance). The market analysis and strategy includes (market research, opportunities in the market, target market and proposition, customer management, competitors, SWOT analysis, strategic direction) The company financial analysis includes (funding sources, current financial position and past performance and financial forecast).

5 Leadership

5.1 Leadership and commitment

5.1.1 General

The Management intentions are to take full responsibility for the effectiveness of the Integrated Management System. It defines the company policy and ensures that the requirements of IMSM are integrated into the business processes. The requirements of customers, authorities and laws, and the requirements of IMSM are conveyed to the whole business through meetings and announcements. Additionally, the IMSM defines superordinate objectives, which are broken down in the facilities to the local conditions, and the ISMS performs regular management assessments. Thus, it is ensured that the IMSM meets its intended results. Moreover, the ISMS tasks also include ensuring the availability of the required resources and allocating authorities, responsibilities and competencies.

5.1.2 Customer focus

Dempsey Cranes & Construction's success depends on the immediate recognition of the needs and expectations of the customers. Special attention is paid to customer requirements with regard to their requests and deadlines. It is our utmost priority to sustain and strengthen the satisfaction of our customers with our products and services as well as to satisfy the customer needs with regard to consultations, information and communication.

5.2 Policy

5.2.1 Establishing the policy

The management team plan and establish the policy (among others: quality, environmental, safety, energy, etc.) with intentions of periodically reviewing for updates throughout the year. Actions for achieving the plans are documented in the minutes of the management review and/or project management plan.

The Management determines the main features of quality, occupational health and environmental protection policies, energy as well as facility safety, in the 'Company HSSE Policy' statement.

The Management thus ensures that this policy:

- Presents the (core) competence and organisation of the company,
- Offers, with customer satisfaction, employee orientation, economic efficiency, as well as occupational health and safety and environmental protection as well as energy efficiency, a framework for defining and reviewing goals,
- Is reasonable in reference to the manner and extent of occupational health and safety risks, as well as the environmental effects and energy aspects of their activities, products and services,
- Is obliged to the realization and continual improvement of the IM systems,
- Is regularly inspected/reviewed for effectiveness,
- Is communicated and understood in the company.

5.2.2 Communicating the policy

The companies Communication Matrix sets the communications framework for Dempsey Cranes & Construction’s business; (MS-010). It will serve as a guide for communications and will be updated as communication needs change. The plan identifies and defines the roles of persons involved in the business. It also includes a communications matrix which maps the communication requirements of individuals. A team directory is included to provide contact information for all stakeholders directly involved in the business.

Employees along with management

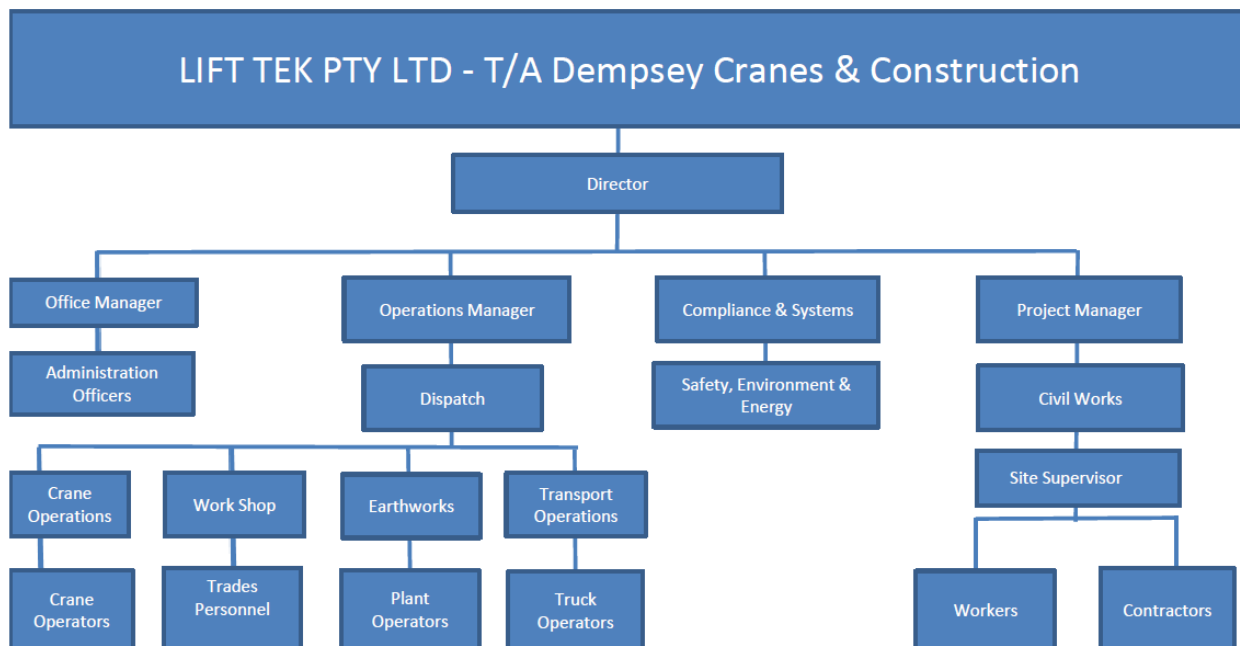
5.3 Organisational roles, responsibilities and authorities

The management has responsibility for the Integrated Management System. The representative of the management for quality, environment, safety and energy is the compliance & systems officer overseen by the director. The compliance & systems officer is issued with the authority of the director to make amendments to the IMSM although all changes to the IMSM will be reviewed by the management team and authorised by the director. The work and health protection is a celebrative effort involving all workers and management.

For the fulfillment of its duties, the management transfers certain tasks and responsibilities to certain supervisors, managers and officers. Its responsibility and duty for supervision remains unaffected by this.;

The function of the business is laid down in procedures. This guarantees harmonized work processes and a unified order.

The following diagram shows the overall company structure



5.3.1 Management and Officers

In accordance with the certifications valid at the respective locations, the management representative required by the IMSM is appointed. The Dempsey Cranes & Construction’s Compliance & Systems Officer is

responsible for the coordination of the IMSM. For comprehensive job descriptions; are located controlled documents – SRP – 021 – 033.

5.3.1.1 Director

The Director has the overall responsibility of the company activities and is:

- Predominantly engaged in activities associated with:
 - Marketing the services/products of the Company
 - Monitoring industry trends and maintaining contact with industry associations and organisations
 - Arranging for designs and/or quotes to be prepared for clients
 - Ensuring effective liaison with clients during and on completion of projects and jobs
 - Establishing the management structure
 - Defining the duties of key staff and their terms of appointment
 - Determining the training needs of key staff and authorising training
 - Authorising the appointment and dismissal of key staff
 - Authorising the acquisition and disposal of machines, vehicles and major items of plant
 - Overseeing the financial affairs of the Company
 - Liaising with managerial staff and having input into their decisions
- Responsible for the effective operation of the Company's IMS in particular:
 - Assigning responsibility and authority to staff, and establishing the interrelationships between them, to manage, perform and verify work affecting quality
 - Conducting periodic management reviews of the IMSM
 - Commitment to continuous improvement

5.3.1.2 Operations Manager

The Operations Manager has the responsibility of the company activities and is:

- Predominantly engaged in activities associated with:
 - Dispatch of machinery and personnel
 - Arranging for designs and/or quotes to be prepared for clients
 - Ensuring effective liaison with clients during and on completion of projects and jobs
 - Monitoring industry trends and maintaining contact with industry associations and organisations
 - Liaising with managerial staff and having input into their decisions
 - Liaising with supervisory team members and having input into their decisions
 - Determining the training needs of staff
- Responsible for the effective operation of the Company's IMS in particular:
 - Conducting periodic management reviews of the IMSM
 - Commitment to continuous improvement

5.3.1.3 Compliance & Systems Officer

Introduction, implementation and monitoring of the Integrated Manual System (IMS) lie within the responsibility of the IMSM. In overall questions of the IMSM, s/he acts independently of all other departments, and s/he represents the management against all organisational units, certification and approval bodies, authorities as well as customers.

With regard to function, s/he reports directly to the Director. S/he has to ensure independence, authority and responsibility so that the requirements of the IMS Manual are met. For this, s/he carries out regular internal audits in all areas of the company. In this, s/he is supported by an internal auditor pool. Within the framework of the management review, s/he reports to the Director about the performance and possibilities for improvement of the IMSM. Thus, it is ensured that the integrity of the IMSM is maintained even in the course of changes.

The Compliance and Systems Officer is responsible for the occupational safety. S/he reports to the directly to the Director.

S/he accomplishes all tasks that are derived from the occupational safety law. Thereby, the company management consults in all questions of occupational safety and all accident prevention.

S/he is responsible for planning the occupation safety management and in coordination with the IMSM, s/he is responsible for reviewing the effectiveness of the system and optimizing it.

The company environment is managed by compliance & systems of the environmental protection. With regard to function, s/he reports directly to the Director and reports to him regularly about the environmental performance.

S/he is responsible for all relevant specialist activities and measures for the implementation of official constraints, as well as the application of all applicable legal requirements inside the field of environmental management.

5.3.1.4 Senior Administration Officer

The senior administration officer reports directly to the Director regarding all matters of accounts and service.

S/he is responsible for all relevant activities and measures for the day to day running of the offices and oversees the administration staff to ensure great customer service and support.

6 Planning

Company management aims to establish that the planning (conception) of the IM system follows a manner in which:

- All applicable laws, body of regulations, standards, etc. are acknowledged and upheld.
- The requirements of customers, interested parties and of norms can be realised. For this, the essential, required processes concerning objective, implementation, interactions, control, measurements, monitoring must be determined.
- The goals are reached or can be reached.
- The management ensures that all necessary resources (personnel, infrastructure) are available.

For this purpose, suitable planning instruments (committees/meetings, lawyers, etc. (if necessary)) integrated into the process of the company are employed, which deal with the following topics:

- Quality
- Health and Occupational Safety
- Integrated Management System

Tendered projects and some others are planned specifically for the works required. This is achieved using Microsoft Projects Software to produce Gantt Charts, the project manager along with the compliance & systems will be the responsible persons to consider:

- Determination of any specific objectives for the works, as per customer objectives
- Development of the project plans (quality, safety, energy and/or environment management Plan) for the works, and associated documentation
- Preparation/submission for review of the work procedures, inspection and test Plans (ITPs) and checklists
- Adequacy and compatibility of the drawings and specifications
- Review and assessment of supplier/subcontractors' capabilities
- Review and assessment of specific contract requirements

- Clarification and acquisition of standards/codes/regulations
- Identification and acquisition of any controls, equipment and resources that may be needed to achieve the required quality

For the purpose of hire the operations manager is responsible for the planning of the equipment and machinery using communication white board, emails, mobile phone and the electronic Google Dispatch Calendar (MS-016).

6.1 Actions to address risks and opportunities

The risk management process of Dempsey Cranes & Construction and any essential subsidiaries are embedded into the DCC risk management procedure (PPS-042). The DCC risk management procedure (RMP) consists of central and decentralised elements. The DCC-RMP takes over central risk management tasks for the company. In this, it functions as service provider for all operations/work sites/depots/contracts and thus complements the decentralised operative risk management in the areas, operations and subsidiaries.

In all essential special contracts/projects and subsidiaries risk coordinators are appointed as various contacts are appointed. These are the first contact persons for DCC-RMP, and they liaise and support with DCC-RMP in all activities of their contract/project. Furthermore, the risk coordinators are responsible for the periodic risk inventory as well as the correct and complete report of risks, within the time stipulated, of their contract/project and respectively, their subsidiary. To achieve this, risk coordinators and DCC-RMP cooperate on a partnership bases.



For clarification of risk coordinators; crane operators are the responsible person to act as risk coordinators in the event they are needed on a specific site, until the operations manager or director arrive. Unless in situation of being a sub-contractor and then the site supervisor of the company in charge will be the responsible person.

The company has implemented appropriate procedures to work alongside the RMP to ensure hazards, risks, and controls are identified. These documents are recorded in the Controlled Document Register as SWPs, PPS or POL documents along with the risk register located in the compliance folder, together they allow for regular reflection of risks, hazards and their controls.

6.1.1 Structure and objectives of the risk management

Dempsey Cranes & Construction’s risk management procedure (RMP) covers the entirety of actions safeguarding the systematic handling of risks, and focusses on the following objectives:

- **Risk transparency:** The risk management has the objective of identifying and revealing at the earliest possible moment the essential risks connected with the operational activities. For this purpose, a systematic and unified analysis and assessment method is implemented.
- **Risk manageability:** A further objective of the risk management is to prevent, to reduce or to transfer the risks identified through risk controlling instruments either already implemented or to be newly introduced. Risk transfer is conducted by the central service provider DCC, which is responsible for the configuration of an adequate scope of insurance protection.

- **Risk communication:** The company is informed about the current risk situation in regular safety meetings and as needs arise due to incident-related activities. Additionally, essential questions of the risk management are discussed with the management and appointed persons.

The Risk Management Process (RMP) consists of three components: Framework & Organisation and Monitoring.

DCC-RMP is responsible for the component 'Framework and Organisation'. The framework conditions such as deadline and risk assessments are defined and adjusted by DCC-RMP. The risk management is based on recognised framework and standard works such as ISO 31000:2009 Risk Management.

The component risk management process (RMP) comprises of the parts risk inventory and reporting. Risk inventories are self-assessments of the contracts/projects/subsidiaries and are obligatory for them. These are carried out in three steps – risk identification, definition of the controlling actions and risk assessment. They are part of the RMP and make it possible at any time to display a current overview of the risk situation. The periodic performance of the risk inventories and the incident-related reports ensure that the risk situation is up to date and current.

Monitoring of the RMP is carried out in a process-integrated as well as process-independent manner. Process-integrated monitoring is carried out through the periodic review of the risk inventories. The risk inventories are documented and safely stored against any alternations. Also, the process description is documented and verifiable through regulations and instructions for completion. The RMP is monitored internally and externally independently. Internally, this is carried out by Internal Review. An external examination is carried out by an outside auditor.

The efficiency of the RMP of Dempsey Cranes & Construction is ensured through the structure and the scope of the RMP.

6.1.2 Environmental aspects

Consideration of the Environmental aspects has been determined in the Environment Management Plan (PRO-008) along with numerous procedures developed for identification, risk assessment, controls and to address specific activities documented as PPS in the CDR.

Communication is controlled by the Projects Communication (PRO-004).

6.1.3 Compliance obligations

The company aims for their compliance obligations with environmental legal and other requirements to be monitored through a number of ongoing processes, including project site inspections, internal & external audits, and incident reports.

Any non-compliance identified through these processes will be reported at the management review meeting.

All incidents are reviewed and the company will take the necessary decisions to continually improve its environmental management system.

6.1.4 Planning action

Dempsey Cranes & Construction aims for the company to have as small an impact as possible on the environment. The environment is managed in accordance with the strategies detailed in the Environmental Management Plan (PRO-008) and in the relevant procedures referenced in the Controlled Document Register (CDR).

All potential impacts allocated a risk rating of extreme, high or medium must be effectively controlled by specific management measures. These management measures are to be detailed in the site-specific project EMP.

At the establishment of each project the identified environmental aspects will be documented in the EMP. The environmental impact, legal requirements, risk assessment, mitigation actions and residual risk assessment will be recorded and filed.

6.2 Quality objectives and planning to achieve them

Dempsey Cranes & Construction objectives and the actions required for their achievement are defined and pursued through suitable planning and controlling systems.

The objective of these systems is to systematically strengthen the process of continual improvement with the vision as a point of orientation and taking into account the guiding principles, and to embed them into the structures of Dempsey Cranes & Construction. In this way, the company is steered step by step in the direction of the vision.

Additionally, within the planning, Dempsey Cranes & Construction is committed to further develop and growth during the year.

Goals with respect to various projects and direction are agreed on. So as to ensure success, an action schedule is defined. The efficiency of the action is regularly monitored on the basis of profit and loss.

6.2.1 Environmental objectives

Dempsey Cranes & Construction will manage and update the environmental object as needed depending on the current norms such as; (wet tropics, world heritage and national parks). The current objectives and targets are located MS-004.

6.2.2 Planning actions to achieve environmental objectives

Planning is done through the management meetings which takes into account what will be done, resources required, responsible person and time frame for implementation.

6.3 Planning of changes

Any changes to the IM system are carried out in a planned way, in the course of which in particular the integrity, the availability of resources as well as all responsibilities and competencies are taken into account.

7 Support

7.1 Resources

7.1.1 General Provision of resources

The management aims to provide the necessary resources for the realisation of the IM System's determined goals, functions and measures. Notable particulars are:

- Continuous and focused investigations about customer requirements and satisfaction
- Market, customer, and product-oriented sales and service
- The necessary organisation of the company (incl. definition of authority, responsibility and tasks)
- Licenses, approvals, qualifications (of products, processes, facilities, personnel, machinery)
- Measures and projects for the improvement of environmental protection and occupational health and safety and improvement of the safety of facilities
- The necessary manufacturing and testing equipment
- Purchasing of necessary equipment, products, instruments, machines, etc.
- Internal and external communication
- A 'system' of reports, data collection and analysis
- Internal and external audits
- Corrective and preventive measures

7.1.2 People

Skilled employees are a necessary condition for the success of Dempsey Cranes & Construction. The foundation for this is created by consistent qualification of all employees and upskilling management. The requirements for the individual persons are defined in position descriptions or job specifications as well as in relevant regulations.

The individual qualification is documented in the personnel files and in the Skills Matrix.

7.1.3 Medicals

7.1.3.1 Pre-employment Medicals

Prior to starting work with Dempsey Cranes & Construction prospective employees are required to undertake a pre-employment medical test. (HE-001).

7.1.3.2 Re-testing Medicals

A twelve-monthly re-testing medical is required by the company for all operators. (HE-001)

7.1.3.3 Drug and alcohol testing

The company requires all employees to understand the Drug and Alcohol Policy (POL0003). The Drug and alcohol testing and rationale and procedures (HE-002) section 11 outlines the types of testing and the consequences.

7.1.4 Infrastructure

The requirements for the infrastructure are defined by the object of the company.

Of notable mention are:

- Manufacturing facilities and installations (welding, mechanical, etc.)
- Media supply (electricity, water, gases)
- Transport and logistic system, e.g.: trucks, cranes, etc.
- Hardware and software
- Internet, intranet, telephones, fax, notices, posters, printers
- Buildings, depots, yards

7.1.5 Environment for the operation of processes

The process environment is understood as a combination between people and environment-related conditions.

The required measures, in particular for the realisation and maintaining of compliant product characteristics, are for example:

- Approved, authorised and released products, processes, facilities, equipment
- Ergonomic, clean and hygienic working conditions
- Purpose-appropriated rooms and storage spaces
- Measures for human, machine and product protection, for example:
 - Protection from fire, water, weather: emergency preparedness
 - Maintenance of transport and warehouse installations for products, raw materials, etc.
 - Water management, recycling of materials
 - Appropriate lighting
 - Energy-efficient facilities

Regular monitoring occurs through, for example:

- Authorities such as professional trade associations (for example: fire, first aid, test n tag, etc.), insurances
- Internally through inspection (opportunity for improvement, depot inspections), servicing and maintenance

7.1.6 Monitoring and measuring resources

All necessary monitoring and measuring devices are chosen for their specific usage and are regularly tested according to the stated instructions.

With respect to testing equipment, marking, identity, adequate measurement accuracy (usage and acceptance criteria), handling, protection and storage (ambient conditions) and protections from maladjustment the company aims for accuracy.

The controlling regulations conform to the official requirements and/or internal agreements that arise from conforming to official regulations and in dependence of the frequency of use.

Regulations govern the procedures and the cycle of calibration and, if applicable, the official testing of individual measuring and testing equipment, as well as the equipment labeling and responsibilities.

Calibration of measurement and testing installations is carried out according to the valid regulations and under application of national and international standards. Thus, the metrological traceability is ensured.

Those responsible for measuring and testing equipment conduct records of the results from internal and/or official calibrations.

Measuring and testing equipment on which a deficiency has been determined are excluded from further use and only reinstated for use when they have returned to an orderly condition and tested once again. Products with measurement results from the time before the misalignment was determined undergo a specific retesting.

7.1.7 Organisation knowledge

The knowledge of the company is the foundation for a successful existence in the market. Due to Dempsey Cranes & Construction's long business activity, the knowledge required so as to be able to carry out the processes and to ensure the conformity of the products and services are available. For the transfer of this knowledge, traditional instruction and further training measure as well as modern measures concerning knowledge transfer from one employee to another are applied. The latter as well as the permanent documentation of the knowledge of the company in data bases, regulations and reports serves the purpose of preserving knowledge.

For the design of Dempsey Cranes & Construction's services, the focus lies paradigmatically on the already existent (implicit and explicit) knowledge, which is generated from internal and external sources of knowledge. This knowledge flows in particular into quality planning, quality control and quality optimisation.

7.1.7.1 Internal sources of knowledge

A documentation system supports the services by providing knowledge on technical research gained from projects, on comparable customer requirements and on interpolated values concerning design, processes and results. This knowledge serves the team responsible for prognoses on unimplemented product variants and the prediction of failure probability. (e.g. quoting on bridges similar to previous)

7.1.7.2 External sources of knowledge

For decades, CICA (Crane Safe) have been representing the industry in technical and standards committees and further afield overseas levels. In these committees, also an overall exchange of experience is supported, and the technical interests of the company are incorporated into the technological framework conditions/norms.

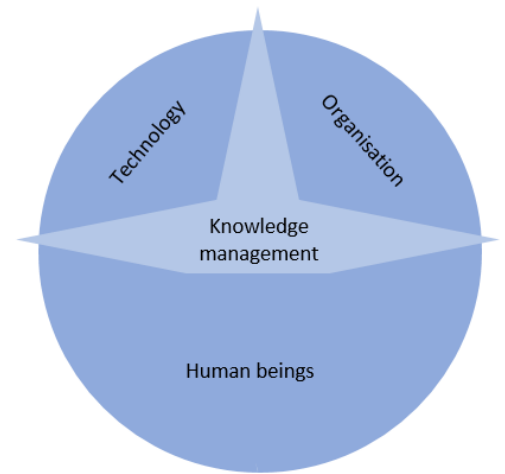
As a matter of course, the regularly information streaming through serve the technical exchange for knowledge and the formation of networks for the creation of new alliances with partners. Also, the joint development of services together with clients / suppliers (e.g. bridge construction or engineering firms) serves the gain of knowledge for our future.

7.1.7.3 Transfer of knowledge

Against the background of the development and necessary flexibility of the company, employees have been qualified for the supervision of the knowledge transfer in personnel success situations. The documentation of operation processes also serves the more focused working-in of employees.

7.1.7.4 Supervision of knowledge transfer

In a structured interview the experiences and the knowledge of the knowledge provider are transferred to the knowledge receiver as job maps and implementation plans are compiled. Also, the implementation of the knowledge transfer is discussed through defined milestones.



7.2 Competence

The basic principal is that employees are chosen and put into their position according to their professional training, experiences and professional competence.

7.2.1 Trainings

The basic steps are:

- Determination of needed skills
- Determination of needed trainings
- Training planning/qualification measures
- Completion of training course
- Documentation of training measures
- Evaluation of effectiveness

In the plant operations, job profiles are created and the resulting requirements are compared to the qualification of the employee.

With a detected need for training courses, training will be planned, organised and completed with the involvement of relevant departments and managers. The training courses are documented and evaluated.

The evaluation of the effectiveness of training measures is divided into three areas:

7.2.1.1 Regulated areas:

On-the-job training and training courses are completed through testing and evaluations (e.g. professional job training, training courses for HRW, mechanical, MYOB)

7.2.1.2 Internal training courses

Comprehension test at the end of the training course (oral discussion/comprehension question about the course or short written test)

7.2.1.3 *Observation by the management*

About three (3) months after attending an internal or external training, the participant will receive a form (T-013 Training Evaluation Employee) concerning the verification of the efficiency, which s/he will complete together with her/his supervisor (T-014 Training Evaluation Supervisor). Through this it becomes apparent if the undertaken training/qualification measures have met the desired effectiveness. If this is not the case, a need for further training is determined and planned.

7.2.2 **Special qualifications**

Should certain activities demand specific personnel qualifications, then these activities will only be carried out by people with the necessary qualifications.

Example: Crane operation, fork lifting, as well as the functions of legally appointed officers as a part of the occupations work and safety and environmental protection as well as facility safety and energy management.

7.2.3 **Instruction & Induction**

Instructions are important tools in the prevention of accidents and emergencies. Attendance in instruction sessions is recorded.

7.3 **Awareness**

Through regular information of the employees via various channels and media, it is ensured that they are familiar with the policy and objectives of the company and that they are aware of their contribution to the improvement of the IMSM.

Programs for continual improvement promote the idea of quality and demand active cooperation in the improvement of performance.

For the improvement of the awareness of occupational safety, of environmental protection and energy efficiency, special tools and programs are implemented. Among these programs are for example dialogues with employees and regular instructions (toolbox & safety meetings).

7.4 **Communication**

7.4.1 **Internal communication**

The inclusion of all company employees through regular information and communication is an important component of the management system. Herein included is the exchange of information between managers, employees, work groups and specialist departments.

For safety and environment, we usually use the following (among others):

• SWMS	• SWP	• Notice boards
• Emails	• Safety Notices	• SMP/EMP
• Handovers	• JSAs	•

For quality, could include the following (among others):

• Presentations	• Consultations	• Handover
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For business, could include the following (among others):

• Emails	• Business Meetings	• Management Review
• Office Meetings	• Presentations	• Feedback
• Reports	• Investigations	• Inspections

7.4.2 External communication

The Director is exclusively responsible for communications with the public (e.g. press/media).

Publications need prior approval of the Director before publication.

Operations Manager is the primary contact for customers. In the case of further consulting (pre- or after-sales) or technical discussions, in particular the areas of development and technical services (lift plans) are available.

Concerning questions relating to approvals and certifications, the Compliance & Systems Officer is responsible for the communication with the certification and approval bodies. S/he is the contact person for all external audits relating to the IMSM.

Occupational safety, environment, energy and incidents all report directly to the Compliance & Systems Officer whom with direction from the Director will liaise with relevant ministries and authorities.

Communication with authorities and the neighborhood in the event of emergencies and disturbances with effects on the people living nearby is regulated and will need approval from the Director.

Complaints from the neighborhood are handled by either the Operations Manager or Compliance & Systems Officer under the direction of the Director.

Dempsey Cranes & Construction has no regular communications of the environmental aspects and the energy-related performance. However, in the case of inquiries for a special situation, there is proactive communication with neighbors and interested circles with respect to emissions and other disturbances.

7.5 Documented information

7.5.1 General

The documented information required by the norm and necessary for the effectiveness of the IMSM is complied, updated and controlled.

Documented information of the IMSM is compiled and controlled in the electronic Controlled Documents Register (CDR).

Customer and order-related documented information, such as customer enquiry, tender, hire agreements, quotes and lifting specifications are administrated by the Operations Manager whom is in control of dispatch.

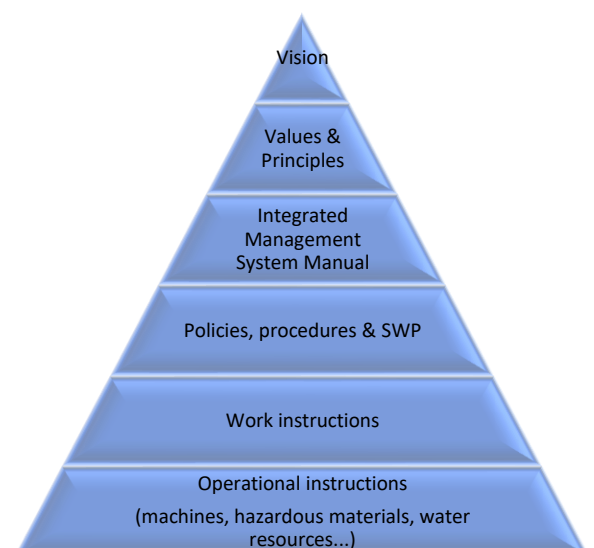
7.5.2 Creating and updating

During creating and updating of documented information in the CDR, each are adequately labeled. Folders is named relevant to the documents therein containing. Marking of each document includes, among others, title, register, internal use only, copy righted, date, version, revised by, page # of #s, and a warning: Printed documents are uncontrolled, see; (MS-001) Alterations to the documents are traceable. Further this document a procedure outlying the documents style and standard (MS-013) of Dempsey Cranes & Construction must be followed.

For creating, centrally provided templates are used. Each document is tested and approved prior to distribution.

The subdivision of the system documentation is displayed in the figure on the right.

In the case of customer or order-related document information. It is ensured by the Operations Manager that the current



documents are provided and marked correspondingly (quote #, dry hire #).

In the case of customer orders with special requirements (lift plans, demolition) a list of the documents concerned is, if need be, compiled in addition to the order documents.

7.5.2.1 *Other documents than the IMSM regulations*

Further documents are, for example: norms, laws and regulations, internal specifications, safety reports according to the ordinance on industrial incidents, rules and regulations of Australian Standards, insurances and the like.

The company aims for the maintenance and control of such documents is the duty of the Compliance & Systems and the manager of the area involved. Independent to the kind and amount of the measures of control, the principle applies that only valid documents shall be used.

7.5.3 Control of documented information

The control of the IMSM documents such as handbooks, policies, procedures, audits, and all other operational documents is carried out with the support of electronic Controlled Document Register (CDR). Through this kind of control, a consistent and monitored distribution including the confirmation of reception is ensured.

7.5.3.1 *Filing, storage and maintenance*

Documented information which constitutes proof concerning the fulfillment of requirements as well as the effective mode of operation of the IM system is archived. The scope of archiving should be suitable to:

- Prove the quality and the general obligation to exercise diligence for possible product liability cases
- Prove the compliance with requirements as well as other regulations
- Prove the compliance with contractual obligations
- Enforce own warranty/guarantee claims
- Reflect the running maintenance of capital goods and buildings
- Show and prove the requirements and effectiveness of the Integrated Management System for the achievement of the targets of quality, environment, occupational health and safety, energy and safety objectives.

The Compliance & Systems Officer is charged with the compilation or processing and is responsible for archiving electronically and appoints a responsible person for archiving hard copies for future reference. Controlled document: MS-001 titled Document, data & records control procedure outlines the scope of work to be completed.

The responsible person must take care that records are appropriately stored and protected from loss or damage, as well as ensure that they stay readable and retrievable during the entire length of archiving. When working with electronic archiving it is necessary to archive the data in an appropriate form (e.g. picture data or PDF). It is acceptable only if no other external requirements are in existence.

The securing of data preservation is the task of the Compliance & Systems Officer, which prevents data loss through redundant systems and regular data securing.

8 Operation

8.1 Operational planning and control

The planning of product realisation is oriented towards the predefined goals and specifications, meaning:

- The delivery conditions for products and their characteristics
- Manufacturing/services processes and methods deployed for this purpose
- Required installations, resources (personnel, equipment) etc.

- Necessary procedures for verification, validation, release and approval
- Specific examinations, records, documentations

Normally, guidelines and measures towards realisation of customer orders, in their sequence, form a 'quality plan' (PRO-006). This plan incorporates the basis of:

- Requirements
- Designs
- Flow charts in production or service plans for projects (project management – Gantt chart)
- Quality testing
- Inspection & Test plan (testing and measuring procedures and equipment)

All quality plan data are saved in the client's specific folder and are selectively called up on the individual project sites.

Internal orders, all specific details and determinations are defined, for example:

- Requirements on product characteristics (physical, chemical) surface quality and internal quality
- Manufacturing and testing processes
- Required verification, supervision and release measures
- Time limits, quantities, logistics
- Identification, documentation

8.2 Requirements for products and services

8.2.1 Customer communication

Communication with customers consists of many means of communication.

8.2.1.1 Means of communication

- Project delivery program
- Internet: website

8.2.1.2 Specific communication in individual processes

- Visits at/by customers
- Inquiries, order processing and confirmation
- Clarification of details concerning requirements and processes, approval of documents submitted (tenders), pre-start meetings (tenders)
- Audits (internal and external)
- Product observations, customer satisfaction

8.2.2 Determining the requirements for products and services

The Operation Manager determines which products and services are needed by the orders/bookings received evaluated with the equipment and personnel available.

Under the direction of the Director equipment and personnel are gauged as the need arises and measures are implemented to make changes such as:

- Hire / purchase of equipment
- Employment vacancies

8.2.3 Review of the requirements for products and services

The management review orders and tenders to ensure the company can fulfill the product and service, this includes but not limited to:

- Geography (location)
- Equipment (available/rental)

- Personnel
- Regulatory requirements (standards/law)
- Supplies needed (waiting time for example: specific bolts, glue...)
- Policy and procedures review

The results of the order or tender are retained for future reference.

8.2.4 Changes to requirements for products and services

Identification and assessment of specific requirements to the product or the service is carried out according to the following chart to the right:

8.2.4.1 Operations Department

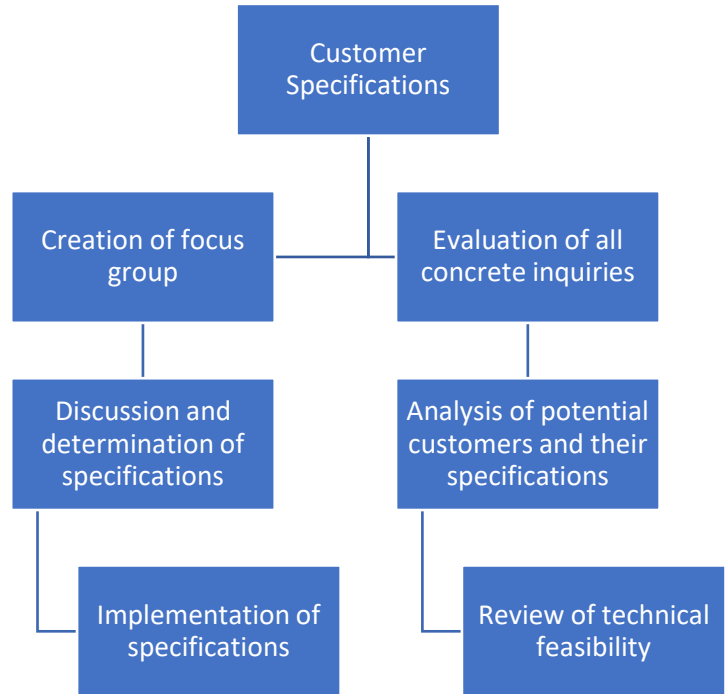
The representation of Dempsey Cranes & Construction at its customers is carried out by Operations.

The Operations is also responsible for the handling of enquires and offers, the forwarding of orders for services into the internal IT system and the order confirmation for the customers as well as for the order processing.

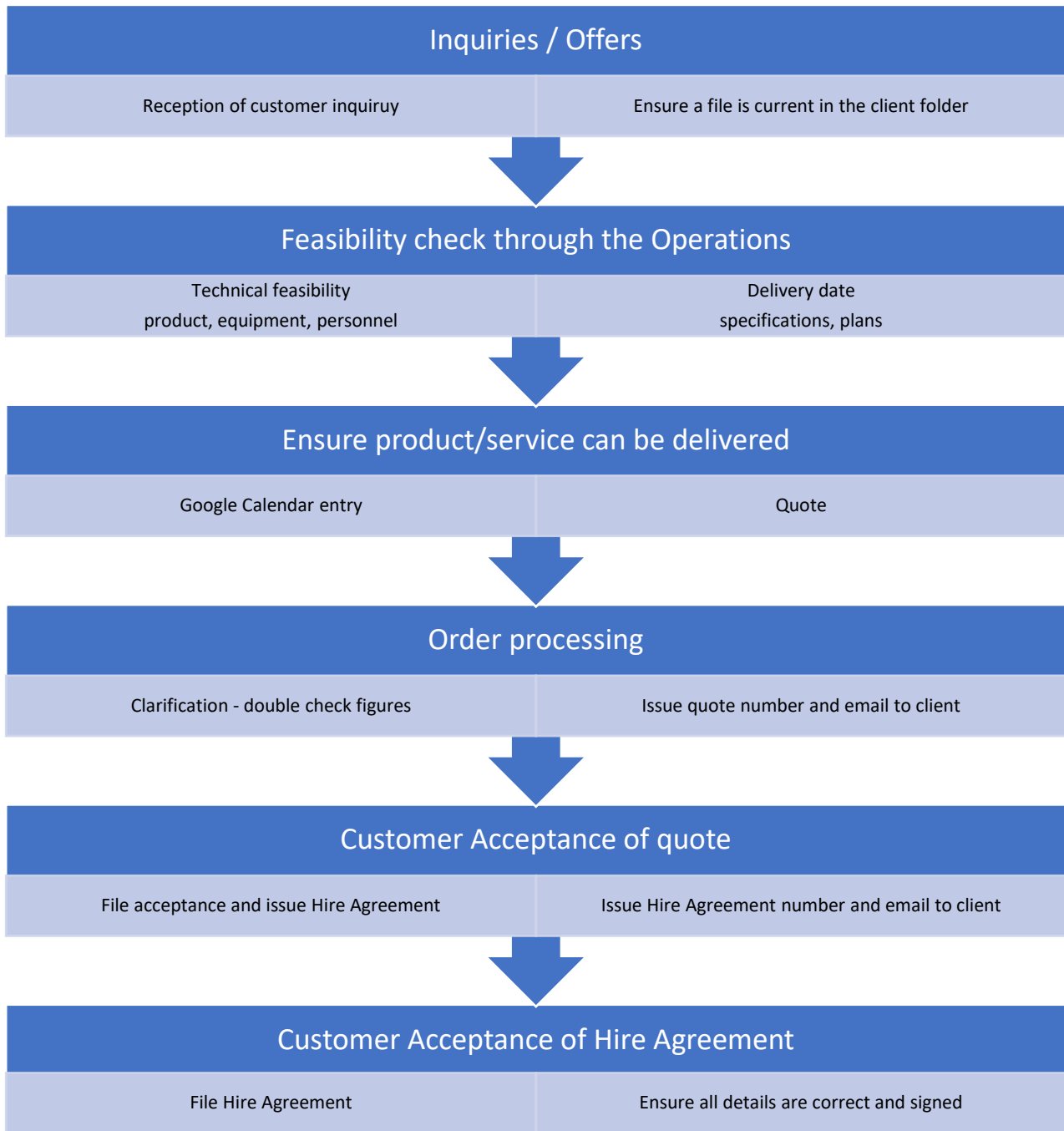
The steering, testing and approval of contracts goes through the operations. In this way, it is essentially cleared up whether or not goods, delivery dates, amounts and transport can be carried through to completion in agreement with the customer.

To establish the details, the operations consults all responsible peoples and areas.

The requirements (incl. verbal agreements) are recorded in writing and entered into the quote or hire agreement folder, client files. (e.g. DCCBusiness2_Office_DCC Clients Debtors_Clients_...). In this way, the guidelines and results can be checked. Quotes, dry hire and projects and client files are also the basis for order confirmation as well as for the internal operations release concerning order/service implementation.



The following schema shows the basic steps of inquiry, quote, offer, dry hire and order processing.



Operations Manager is responsible to ensure the above schema is followed through. Possible changes will be cleared up in/by the Operations Manager and also implemented. All changes must be documented and filed in the client's folder for reference ensuring the hire agreement number is clearly shown for reference.

8.2.4.2 Inquiry and offer processing

Incoming requests are recorded by a responsible person in operations and the quotes are saved into the client folder, if needed, special orders or services are cleared up by the responsible person within the company. Consultation with customers is carried out in situations of lacking clarity by the responsible person from operations. On the basis of special orders and services the operations manager work out an offer under the specifications of price and deadline.

If the required product or service does not lie within the company feasibility, no offer will be submitted.

8.2.4.3 Purchase order processing

8.2.4.3.1 Orders

The incoming orders are automatically given an order number from the MYOB system. The assignment between order number and customer order is always clear and consistent.

8.2.4.3.1.1 Commercial order processing

Through operations all orders undergo checking directly after their arrival. Checking is done on the order elements (goods, standards, specifications, etc.), framework conditions, deadlines, prices, credit rating, transport, completeness of the order documents and the agreement with the possible offer.

For heavy vehicle (100t crane) bookings:

- Operations will ensure the vehicles have a single trip permit for travelling on restricted roads (PPS-037)
- Single trip permit register (located in DCC_Equip folder) will be entered and followed up by nominated responsible person

8.2.4.3.1.2 Technical order processing

When discrepancies arise between order and offer, which leads to significantly higher costs, then a clarification with the concerned areas will follow.

With technical order processing, the technical details of construction will be checked and determined on the basis of commercial order processing, as well as on possible customer specifications, and then added to the already existing record of the order. The added data can affect additional customer requirements as well as the internal design and examination specifications. The operations manager will oversee all technical orders.

Communication between the operations manager and the office will be paramount to ensure correct invoicing.

8.2.4.3.1.3 Changes and additions to order

Significant changes to the order/service are recorded in job docket books. The acceptance or rejection of the changes is recorded on the job docket and therefore the changes are entered into the MYOB system.

8.2.4.3.1.4 Creation of special orders

For operation, the specifications from the customer order as well as the design and test requirements are implemented within the framework of the work preparation. In the course of this, processes are defined for standard services.

From this, orders for dispatch are compiled; among these are:

- The order
- Lump-sum offsets (calculation of material usage) ordering of metal, etc.
- Planning on auto-cad, (drawings and sketches, geometric calculations, etc.).
- Compliance specifications

8.2.4.3.2 Project Coordination

The project manager along with the compliance & systems officer coordinates and optimises the internal processes and activities within projects, from the inquiry down to the delivery of the service and products.

Apart from the operations s/he is the first contact for the customer. For technical questions, the operations manager will be the point of contact.

Her/his main tasks are, among others:

- Central monitoring of company projects
- Definition of the project team in agreement with the necessary responsible people needed
- Coordination of the project activities, project communication and alignment of the respective people
- Coordination and monitoring of the project activities including documentation
- Review of project documents (e.g. inspection test plan (ITP), various management plans, methodology, etc.).
- Organisation and facilitation of internal meetings for decision-making during critical paths within a project

8.3 Design and development of products and services



8.3.1 General

Design means the activities necessary for the design of the product or service and/or their manufacturing processes. These activities are under the control of 'Design Control'. All documents are controlled from the folder: Design Development.

Design of products include the necessary safety measures required; (for example: removing a roof to install an object safely, manufacturing to correct standards, among others).

8.3.1.1 Externally initiated design

There are two different situations for externally initiated design:

- The customer/client orders with known requirements and within a determined range of dimension, of which a design already exists and is saved in the auto-cad system.
- The customer/client orders with new requirements or new dimensions, of which no new design as yet exists. In this case, it is checked at the time of the order whether the standard design for the requested materials can be used or if a modification is needed and extra ordered. This is determined at this point in time if needed.

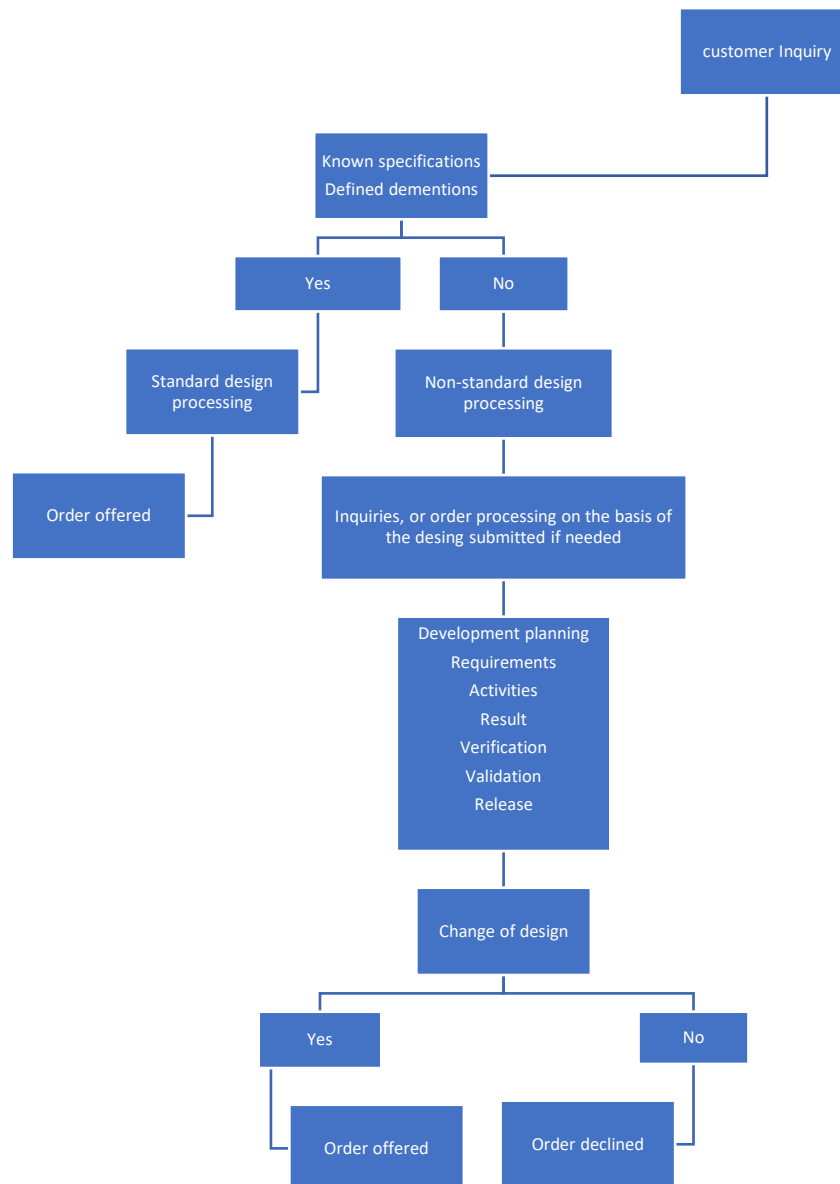
During the order processing the design results are taken over from the request and entered into the quote. This procedure is mostly standardized, controlled by operations, as a simplified design plan.

8.3.1.2 Internally imitated design

The design process is internally imitated when the basis for a design is not available and new one must be developed.

- Requests or order-related designs or development activities (e.g. concrete fencing, etc.)
- Research projects not immediately order-related

The following diagram shows the overall Customer Inquiry



8.3.2 Design and development planning

Organisation, planning and controlling emerge from the schema 'development/design controlling'. The highest authority in the approval and release of design or projects and their results is the Director. The operations manager is generally responsible for the control of design and the projects manager with the compliance & systems officer for project specific. The overall plan is in cooperation between the two with other concerned responsible persons or areas:

- Goal, means time frame, feasibility
- Responsibilities, authorisations, other persons concerned
- Planned phases (including, in needed, assessment, verifications, validation)
- Documentation (e.g. procedural regulations, material data sheet, design definition, report)

8.3.3 Design and development inputs

The guidelines take into consideration, for example:

- Material properties (mechanical and technological properties, customer, etc.), as a target from customer specifications
- Dimensions
- Inner and outer product property, tolerances
- Facilities and process for manufacturing
- Testing procedures, scope of testing
- Licenses, regulations, rules and regulations, laws, patents, Australian Standards, etc., to be observed
- Quantity, deadline, costs

The targets are determined, compiled and documented, if needed, with the cooperation of all the concerned departments.

8.3.4 Design and development controls

Activities and procedures of development can include:

- Comparison with proven design (basis: evaluation of reference orders)
- Trials (bridge, plant)
- Initial sample/prototype (bridge, cable frame)
- Production sample (pre-cast item)
- Product designer

The operations manager is appointed responsible for all designs and products. The products are designed according to the objectives for the optimisation of products and processes the customer requests:

- Further development of existing products/development of new products
- Optimising of product and process standards
- Support of inquiries and orders
- Development and support of models
- General quality development

8.3.4.1 Special experts

For specific questions concerning feasibility, special experts from various operations (engineers, crane experts, research development and design, inspection departments (soil), surveyors, etc.) are available.

8.3.5 Design and development outputs

With respect to the development inputs, it is monitored and assessed in the respective development phases whether:

- The necessary results and documents are available
- Each product can be realised
- The processes can be managed adequately and risks can be quantified
- The tests fulfil their purpose
- Tools, organisation, logistics, as far as required, are available
- Quantities, deadlines and costs can be realised
- Results can harmonise with calculations/expectations and/or proven designs

Date, scope and conditions for the varication and assessment of the development results are planned and set by those responsible for the development.

Verification and reviews are carried out, where necessary or required, by operations and those involved in the development output. After successful verification and assessment, the development is released for manufacturing. Only after acceptability with respect to customer specifications, the determined application, or intended use of the product, can the concept be developed.

The development result is approved prior to release and made available and documented in an adequate way, such as in the form of specifications, reports or data and electronically saved into the design-development folder.

8.3.6 Design and development changes

In the case of changes in the development, these are identified and documented, and the concerned development activities (e.g. assessment, verifications, validation) are once again defined or newly defined before their approval. In respect of projects: Management of Change procedure: (PRO-010) is to be followed along with (PRO-012) form to be completed and actioned.

8.4 Control of externally provided processes, products and services

8.4.1 General

In the case of semi-finished products and fabricated production as well as further processing there is, as a rule, no external procurement of pre-material. The production of pre-case items, and others alike is carried out by Dempsey Cranes & Construction in the depots.

Materials such as (pre-cast concrete, etc.) can be purchased from other producers. In this case, it is ensured that apart from the quality requirements (FNQROC, A. Standards, etc.) also the necessary certifications of the producer are available and stored in their client folder.

Supplies of quality-relevant products and external services are only provided by qualified suppliers. To ensure evidence that the requirements for the suppliers are fully met, supplier certification certificates are to be filed in the supplier folder for future reference along with other major products and services supplied. Evaluations on sub-contractors, suppliers and customers is recorded on the spreadsheet: Evaluation Register located in Controlled Documents. The office manager/senior admin officer is the responsible person in ensuring the data is entered.

The purchasing activities for Dempsey Cranes & Construction are carried out by the administration office whom is responsible for the data entry into MYOB and all other required forms.

8.4.2 Type and extent of control

The quality-relevant products and services used for manufacturing products and the accompanying documents undergo a receiving inspection:

- The responsible person for the operations or project are responsible for internal deliveries, according to the respective agreements of those concerned
- External deliveries undergo a receiving inspection regarding the order:
 - Depending on the product, for example, by:
 - The responsible person for receiving and/or storage
 - Location of the delivery
 - Chemicals

These products are used only after their release, even in the unscheduled situation of an urgent project.

In the case of non-conformities operations are carried out as described in chapter 8.7.

8.4.2.1 Supplier rating

A supplier rating is carried out as an initial rating, and as a repeat rating of an already qualified supplier.

The following aspects are, for example, of particular interest to the rating:

- Quality of the products or services
- Recognised management system (certified, audited, proven)
- Commercial order processing
- Flexibility
- Delivery reliability

- Pricing
- Qualification of the executive or performing personnel
- Especially in the area of services, such topics as occupation safety, environment and energy are taken into account for assessment.

For quality-relevant and other large quantity products an initial sample testing and a trial shipment of a smaller scale is carried out on principle prior to larger orders. (e.g.: project: concrete)

The results and changes of the supplier assessment are documented and are taken into account for purchasing. This in particular includes the possible blocking of suppliers and products.

Supplier audits are carried out as needed in conjunction with the relevant individual responsible for ordering products or services.

8.4.2.2 Procedures for projects

The planning responsibility belongs to the project manager along with the compliance & systems officer. For planning, s/he is required to incorporate in time the necessary specialist persons, such as engineers, the responsible person will ensure the systems needed for the project and consolidate the planning.

Moreover, s/he/company/client/supplier is bound to comply with the legal and governmental regulations as well as those of the Employers liability insurance, such as the appointment of suitable sub-contractors or the compilation of a safety and health plan.

The office manager is the responsible person for ensuring the data entered into the evaluation register located in controlled documents.

8.4.3 Information for external providers

Purchasing from external suppliers is generally carried out under the following processes or instructions:

Need determination, provision requests, inquiry, supplier instructions, order/request, delivery, examination, management of change (projects), non-conformity, opportunity of improvement.

As part of the order, the following, among others, are defined:

- Order number
- Supplier
- Instructions for the product, such as delivery standard, specification, quantity, identity, (pre-cast concrete, chemicals, etc.), and safety data sheet.
- Where reasonable: procedures, policies, SWP, equipment
- Internal delivery address
- Date of delivery
- Checking
- Where appropriate: qualification of personnel
- Required occupational safety criteria or specifications or environmental regulations

The services- and material-specific content of the orders placed by the administration office to suppliers must be identical with those details in the requisition notification.

The order documents are secured in the administration office, and the supplier documents (e.g. shipping notes, bill of delivery) in the respective file and folder.

8.5 Production and service provision

8.5.1 Control of production and service provision

Dempsey Cranes & Construction is a supplier of wet and dry hire of cranes ranging from 2.9tonne to 250tonne as well as earth moving plant, trucks and trailers along with all maintenance. The company has expanded its scope of works to include bridge construction, road construction and associated civil projects for public and private clients. All decisive factors can be controlled, optimized and perfectly adjusted through

our dispatch and projects management system. In this context, technologies are used in more and more areas so as to organise the fleet more efficiently, flexibly and faster.

At Dempsey Cranes & Construction, all processes and competencies are concentrated in one location. Here, employees from the maintenance work closely with the operators of the machines along with the office staff; together with our customers, thus develop convincing solutions for the challenges of the future.

8.5.1.1 Production planning and quality control

Production planning and quality control for the service flow are carried out in a central location. They involve the determination and co-ordination of service and the safeguarding of the availability of plant and personnel.

Specifically, this means with respect to scheduling and time planning:

- Scheduling of orders through allocation to (projects/clients/customers) under consideration of deadlines, capacities, costs and delivery possibilities
- Handling of order changes
- Use of procedures defining the manner of construction or fabrication and installation
- Ordering and planning of pre-cast items from external sources and internal work-crew
- Planning, co-ordination and adjustment of the pre-cast item supplies
- Use of suitable equipment, and working environment
- Following reference standards, codes, plans and/or documented procedures outlined by compliance
- The availability of qualified personnel able to operate machines required
- Monitor and control of suitable processes, and equipment as appropriate
- Criteria of workmanship shall be stipulated

Safe Work Procedures (SWP) shall be generated as necessary to specify the practices and requirements to control all the above processes.

Project management will involve responsible people to ensure:

- Determination of any specific objectives for the works, as per management objectives
- Development of the project plans (quality, safety and/or environment) for the works, and associated documentation
- Preparation/submission for review of the work procedures, inspection and test plans (ITP) and checklists
- Adequacy and compatibility of the drawings and specifications
- Review and assessment of supplier/subcontractors' capabilities
- Review and assessment of specific contract requirements
- Clarification and acquisition of standards/codes/regulations
- Identification and acquisition of any controls, equipment and resources that may be needed to achieve the required quality

8.5.1.2 Project Plans

The Project Manager aims to ensure the project plans are prepared and submitted to the Client(s) for review, or in the case of DCC works, filed appropriately with copies given to the relevant supervisors a couple of weeks prior to commencement.

They may be individual plans (quality, safety or environment) or they may be rolled into one document, being the Project Management Plan, depending on contract requirements.

8.5.1.3 Establishment

At the commencement of any project the Project Manager aims to establish a program to address the systematic implementation of the activities/tasks such as:

- Access to system procedures, forms and checklists for all project staff

- Development/Review of ITP's and checklists for submission for approval as necessary
- Development/Review of Work Procedures for submission for approval as necessary
- Finalisation of risk assessments
- Establishment of project filing system for quality records
- Assessment of potential suppliers and subcontractors
- Define the quality requirements for subcontractors and suppliers
- Establishment of the system awareness induction
- Establish communication with interested parties and inspection services
- Establishment of lot plan, lot identification and certification system
- Establishment of audit program
- Establish quality reporting mechanism with field personnel

The Project Manager shall review the program at least once every 6 months to ensure that the activities and tasks nominated in the program have been progressively implemented.

8.5.1.4 Maintenance at Dempsey Cranes & Construction

The Operations Manager and Director oversee the maintenance department which ensures the sustainable availability and functionality of the depots for the production, transport, communication, and testing, as well as the facilities for energy.

Maintenance is carried out in a controlled way by the specialist team:

- By the production-relevant maintenance located at the main facility
- By the central workshop (maintenance, repair and manufacturing of building components)
- By the partner companies/service people

Maintenance activities concern:

- Preventive maintenance with inspection, servicing and/or condition-related repair
- Technical specialist
- Technical analyses
- Restoring of functions following failures/disturbances (also with safety and environment-relevant conditions)
- Servicing of manufacturing equipment (welders, etc.)
- Storing and provisioning as well as purchasing and processing of the spare and reserve parts
- Qualification of personnel
- Participation in conception and optimization of the depots

Through regular maintenance of the environment-, energy- and safety-relevant plant and machinery (safety devices; designated areas, etc.), the risk of adverse effects on the environment, of energy losses, accidents and damage to health through the occurrence of defects is minimised. Among the preventive maintenance measures are the periodic inspections with are, for example, carried out on various machines and tools, the risk assessment of the facilities, and the examination of the facilities using external audits.

8.5.1.5 Workshop and storage

The main workshop function as the works, stationary maintenance and repair, as well as the provision of operation for the production facilities.

The core competencies of the main workshop are:

- Immediate elimination of production disruptions
- Repair/replace parts for machinery/plant
- Supply the means of production to the production areas (fabricated metal)
- Maintenance of cranes, machinery and utility vehicles

Further task-related certifications of the main workshop are for example according to:

Work Health & Safety Act 2011	Work Health and Safety Regulation 2011
Electrical Safety Act 2002	Electrical Safety Regulation 2002
Environmental Protection Act 1994	Environmental Protection Regulation 2008
AS 1418.5 Cranes, Hoists & Winches – Mobile Cranes	AS 3012:2010 – Electrical installations – construction and demolition sites
Mobile Crane code of Practice 2006	Hazardous Manual Tasks Code of Practice 2001
Uniform manual for Traffic	Workers Compensation & Rehabilitation Regulation 2003
Confined Spaces Code of Practice 2011	Workplace Code of Practice 2011
Managing the work Environment and Facilities Code of Practice 2011	Work Health & Safety Consultation, Co-operation and Co-ordination 2011

The core competencies of the storage administration are:

- Storage and inventory management of auxiliary and operation materials as spare and reserve parts
- Making refractory materials available for production operations (where needed)
- Full service as needed for the machinery and plant
- Hazardous substances management

8.5.1.6 *New construction*

The new construction of facilities at Dempsey Cranes & Construction is controlled by the management team. Project handling comprises the steps of project organisation, rough planning of concepts, execution planning and project management of new construction projects.

This initially contains the compilation of specification sheets, the definition of the spare and reserve parts and their complete procurement process (tender/selection/ordering).

Purchasing is carried out in cooperation with the responsible persons of operational safety, environmental protection/technology, and the energy, with the aim of acquiring safe, environment-protecting and energy-efficient facilities and facility components.

For project management and new construction, the Operations Manager, Compliance & Systems as well as the Project Manager consolidate in the planning engineering, building site monitoring, construction site management and construction monitoring.

Further tasks are the final inspection of the project/facilities.

The complete new construction process is documented and archived. (for example: project site plans)

8.5.1.7 *Crane and plant hire*

Crane and plant hire is overseen by the Operations Manager using online google calendar to ensure the efficiency of each task, through planning, processing, development, order/offer, hire agreements, quality development, scheduling, time management, and time-related.

The task is to provide quality machinery and operators to ensure each job is completed safely, on-time and budget.

Wet & dry options for the services of hiring machinery by customers has advantages, for example if a large-scale project dry hiring equipment is understaffed we are able to supply operators. Thus, this shows our commitment with our partners.

Dempsey Cranes & Construction has a fleet of trucks, trailers and other earthmoving equipment as well as a range of cranes from 2.9t to 250t to provide our partners and customers with a range of quality products to supply the business.



8.5.1.8 Fabrication

Fabrication work is located in the main workshop, and is an integrated steel process in the operational areas focusing on forming technology and welding technology.

The task of the business is the independent marketing, sales and manufacturing of high-quality steel work.

The services of fabrication can be used by the customers in manifold ways, for example if their own possibilities for further processing have reached a limit. Thus, this allows the complementation and enlargement of the business range.

Furthermore, fabrication also contributes with its products and services to the supply of the operations of the business (among others, new manufacture or repair of construction units/components, own demand for spare/reserve parts, or through support of activities).

Fabrication is overseen by the Operations Manager ensuring work preparation, production planning and control, production operations, maintenance and repair.

Fabrication sales is overseen by the Operations Manager for the business (among others, sales, offer/order processing), and the customers/clients. Work preparation, production and planning (among others, technical offer/order processing, product/process/quality development, order planning/scheduling, time management) is responsible for the technical, time-related and quantitative process requirements, as well as procedure audits and approvals.

The manufacturing of the intermediate and final products, of the tool and fixture construction and respectively, forms construction, as well as the development, introduction and mastering of new production processes in the area of forming technology, welding technology is the task of the respective fabrication persons overseen by the Operations Manager.



8.5.1.9 Civil Construction

Tenders for civil construction will be sort by the operations manager and compliance & systems officer whom are jointly responsible for submitting the tender (among others, response schedule of price, traffic-, safety-, quality-, environmental management plans, (ITPs) SWMS, insurance details, third party certifications, financial capacity, methodology, proposed program, key personnel, relevant experience, etc.) on time with accuracy.

Civil construction of bridges and roads are managed by the project manager along with the compliance & systems officer whom are responsible for the (among others, planning, processes, offer/order processing, product/process/quality development, order planning/scheduling, time management, etc.) and to implement a system of processes to deliver the works on time and in budget.

The method of organisation will be displayed using a Gantt chart from Microsoft Projects will display all the aspects of the construction including but not limited to milestones, hold points and constraints. The project manager is responsible for the project deadlines and flow.

Detailed controlled documents for projects is located in the project specific folder.



8.5.2 Identification and traceability

The products and their documents can be identified and allocated through the order-process (manufacturing, storage, transport) and all the way back to their origins.

Identity and traceability of the products are ensured through physical markings on the products or through appropriate replacements measures with accompanying papers.

Particularly when markings on the products are themselves momentarily inaccessible or lost, specific replacement measures, written records, invoices and product names and numbers ensure that the right product is provided (among others, oil filters, belts, tyres, etc.).

Possible marking-types are, according to specification; labels, welding or paint.

Examples of labeling follows.



8.5.3 Property belonging to customers or external providers

The case that the customer's placed products become part of the consignment only occurs as an exception, for example, as a part of job work or project products.

The following regulations are applied:

- Customer property (including intellectual) is generally handled with the same care as Dempsey Cranes & Construction property, in particular with respect to: inspection of incoming goods,

identification/markings, handling, storage and conservation as well as delivery of customer-provided products.

- Further measures, such as quality-test and certificates, are carried out according to agreements. Loss, damage or impairment of customer property are documented in the process, and a solution will be worked out together with the customer.

8.5.4 Preservation

From each of the depots, the products are transported, handled and stored according to the applicable and relevant regulations from the beginning of manufacturing all the way to transport, so that any impairment in the condition can be avoided.

Before usage or processing, the product's condition is assessed in order to find and eliminate any possible errors to products or parts.

The means to the identification of the temporarily stored products is their individual marking.

The transportation of products onto trucks or boats/barges is carried out according to internal guidelines or those of the transport company.

After completion of the final inspection the product is released to the customer or client.

The product's quality and identification are ensured and signed off as part of the ITPs for projects.

8.5.5 Post-delivery activities

For technical questions or claims, the customer or client receives in-depth consultation by the relevant department, if needed also through the Director.

8.5.6 Control of changes

Process changes in production are verified and validated as a matter of principle, so that conformity with the requirements is ensured. The purpose of the (Management of Change (MoC); PRO-010) procedure is to manage change requests so that approved changes will be controlled, ensuring the project remains on schedule, within budget and provides the agreed deliverables. A management of change form ensures all changes are identified, evaluated, approved and tracked to ensure quality.

8.6 Release of products and services

Dempsey Cranes & Construction ensures a self-inspection is carried out by the responsible persons for the product as well as the operations manager will check the product as to the drawings. Once signed they will be filed in the client's folder under the design & development folder. In the case of products requiring qualified testing, certain certified companies/persons will be responsible to ensure all monitoring, sampling, testing and results are compliant and recorded as per the customer or client's specification.

If a product does not meet the requirements the product will be investigated.

8.7 Control of nonconforming outputs

The production of the products in its complete process from order to delivery is subject to a planned succession of quality tests. Like the production steps, they are defined in production documents specific to the order (for example concrete pre-cast, etc.).

All official quality test is based on norms, process procedures, inspection procedures, work procedures or policies.

Standard controls and holding points are integrated into the production plan so that production can continue only after the nominal values as defined through the regulated tests have been reached. The performance and the result of the quality tests are documented. The respective status of production and tests is continuously updated in the production plan. Thus, it is traceable at any time.

A large part of the non-conformities (e.g. products, processes) and their possible errors are recorded (IN-004).

If necessary and feasible, non-conformities (e.g. errors in products) are particularly labelled, blocked or separated. Non-conforming results are documented with respect to type, actions, releases and the responsible person. If a process/product is identified as deficient, counter-actions will be taken so as to remove the deficiency.

Pre-cast concrete showing non-conformities are marked with a blocking note on the item and separated from the conforming products if possible.

The objective of all the activities mentioned is that non-conforming products, processes or facilities are not used unintentionally, delivered, or operate further.

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Dempsey Cranes & Construction has an extended system of measurement, monitoring and analysis procedures with subsequent assessment and determination of actions. As an example, the following can be mentioned:

- Implementation, testing and control of the relevant processes through
- Clear instructions, approvals, requirements, etc.
- Systematic collection of data and analysis of processes and products
- Company internal and third-party control
- Product testing through external test and inspection bodies
- Risk assessment
- Feedback of customers and authorities
- Internal, external audits and site inspections
- Certifications, licenses, supplier assessments
- Qualification/validation of processes, products, machines, facilities, personnel
- Measurements and analyses in the areas of occupational safety, health and environmental protection as well as energy management



9.1.1.1 Measurement of occupational health and safety, environmental protection, plant safety and energy
 Measurements and calibrations of equipment are carried out according to applicable rules and with regard to national and international standards. Responsibility for testing is taken up by external experts, as well as in-house, or a combination of external and internal qualified personnel.

In order to provide protection for the employees, the compliance with legal and professional trade association regulations must be ensured by the area of occupational health and safety. The environmental protection area must comply with the restrictions in operations relevant to the environment. Therefore, systematic monitoring is utilised. Through this monitoring the fulfilment of internal guidelines is being assessed, such as the implementation of goals in occupational health and safety as well as environmental protection.

The following measurements are available if needed:

- Energy consumption (e.g. electric power)
- Water consumption (e.g. water use)
- Investigation of specific accidents, illness, injuries, dangers, risks
- Control of hazardous materials
- Organisation of work environment (e.g. noise, stress)
- Minimisation of accidents (accident prevention)

Components of the monitoring are:

- Testing of equipment: if necessary equipment, all requirements of data and tracking of equipment test-periods, as well as documentation and identification, are met at company level by the responsible person under the direction of operations
- Certain safety and environment-related areas are reviewed by skilled personnel or experts
- Regular visits by management

Inspections serve the purpose of proactively recognising, and removing any existing dangers and/or deficiencies, with regard to occupational health and safety, environmental protection, fire prevention and hazardous materials, and, if necessary, to implement any relevant actions.

9.1.1.2 *Data observation/key-figure monitoring*

Occupational safety:

With regard to the 'reporting, recording, examination and documentation of accidents', a procedure exists with which all accidents are collected on the basis of data registers, these documents are located in controlled documents under the incident management folder.

The safety and health advisor is responsible for the statistical recording of accidents. The operation manager is obliged to participate in this as a part of their responsibilities. The figures from statistics is declared in the safety report and shown at the managers meetings.

Depending on the seriousness of an accident, the recording of a work accident is done according to the occupational safety accident investigation and as such reporting to government authorities according to the law and regulations.

Environmental protection:

The monitoring of consumption data serves as a control to determine whether the depots are in operation compliance, and as a monitoring of the effectiveness of realised environmental actions.

Energy and water consumption data are collected and are available for management. The implementation of raw, auxiliary and operation materials is available.

Energy management:

The energy consumptions are measure through examination of electricity accounts and systematically evaluated. Key figures serve the tracing of the energy consumptions.

9.1.2 Customer satisfaction

The perception and satisfaction of the customers is subject to a continuous, measurable observation.

In these activities, the sales and organisation is of central importance: through collecting, analysing and assessing the market, customer, process and specific information, survey controlled documents are located in management systems folder.

A significant part here is the customer satisfaction analysis, as data is gathered this will in time show a greater analysis generally carried out over many years. The location of these documents is in the compliance – management systems records, surveys.

9.1.3 Analysis and evaluation

Inside the company, data is investigated, collected and analysed in various ways.

The use of statistics serves the demand to be able to determine, analyse, ensure and further develop the quality of processes, products and services. Quality criteria for relevant processing and testing steps are continuously determined and statistically assessed.

The results of these evaluations are used for improvement as a part of research and development, quality planning and assurance, as well as process development.

A meeting regarding quality consisting of product, process, services and facilities responsible from pre-cast products, fabrication, service, facilities, final inspection, research and development, the quality and process planning describes the current non-qualities. In particular, customer claims, objections as well as trends are presented. The causes are discussed and documented for all parties involved.

So as to take away lessons, the Compliance & Systems concerns itself with the deviations presented and decides on suitable actions for planning, design and process flow, these are presented to the Director for further evaluation.

A variety of statistics and reports serve as information and assessment of the Integrated Management System by the management of Dempsey Cranes & Construction.

9.2 Internal audit

9.2.1 General

For the determination of the application, efficiency and maintenance of the IM systems, internal audits are carried out in various areas according to the illustration right.

9.2.2 Internal audit program

The internal audits are carried out periodically at all certified locations of the Dempsey Cranes & Construction depots and sites. The IMSM coordinator is responsible for the program of internal audits.

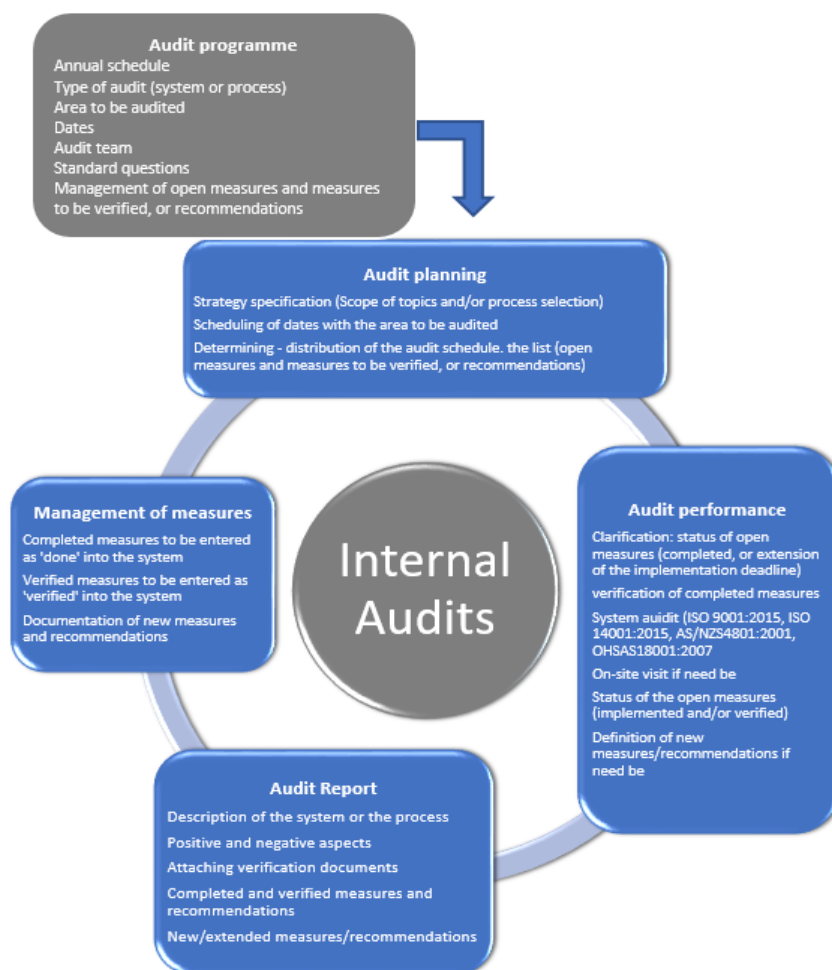
The performing of internal audits and the necessary qualifications of the auditors are defined as 'position description'. The criteria of the performing of the audit and the auditors' qualifications conform to the respective 'position description'. The auditors do not carry responsibilities in the audited department, and should not audit their own work. It is intended that the audit team be made up of employees from different areas (where possible). The auditors are trained.

9.3 Management review

9.3.1 General

The management of Dempsey Cranes & Construction carries out a regular (generally in a quarter cycle) review of the Integrated Management System (IMSM).

The review serves to determine the continuous suitability, appropriateness and effectiveness of the IMSM, to accomplish the set goals and guidelines of the policy, and to ensure compliance of the IMSM with the basic standard regulations.



The review shows the possibilities for improvement and any need for changes in the IM System.

Regular management review is carried out in Dempsey Cranes & Construction. The review is made available to the IMSM coordinator.

9.3.2 Management review inputs

Review input is the regular and necessary information concerning the IMSM coordinator and other officers up to the management team.

A summary report is created by the IMSM coordinator concerning quality, environmental protection and occupational health and safety, safety and energy management in co-operation with the responsible persons and departments.

The report incorporates all the input concerning the management review required by the norms. The review of the Integrated Management System is always carried out in written form and is archived by the IMSM coordinator.

9.3.3 Management review outputs

All the data for the review are analyzed and any possible conclusions, suggestions, measures and decisions from it are then deduced.

10 Improvement

10.1 General

At Dempsey Cranes & Construction, there are various approaches to continuously improve the process of the company and the efficiency of IM System. For example:

- Definition of specific elements of the company policy and choice of appropriate foals
- Use of data analysis for the assessment and improvement of processes, products, production and services
- Carrying out of internal and external audits and the resulting measures; with practically all 'IMSM-relevant' company areas
- Realisation of specific, effective corrective measures through the removal of known or possible weak points
- Inclusion of the employees in the framework of special programs for continuous improvement

10.2 Nonconformity and corrective action

Procedures are in place for the determination of non-conformities to ensure the continuing efficiency of the Management System. Non-conformities are for example realised through:

- Quality tests
- Analysis of quality key figures determination of customer satisfaction
- Complaints of customers
- Internal and external audits
- Operational disturbances, accidents or emergencies
- Deviations of analysis results in environmental protection
- Inspections in the operational areas
- Hints from employees about deficiencies or suggestions for improvement
- Assessment and evaluation of the energy balances

Non-conformities (MS-003) are analysed, assessed and corrected as far as possible located in the action register (IN-004). In the course of this, the causes of these existing non-conformities are determined. From this, corrective actions are derived so as to prevent the recurrence of non-conformities. The potential opportunities arising from the results gained are analysed, and enter into the future way of proceeding.

Corrective and preventive measure are listed in area-specific overviews, and then assigned to those responsible, and deadlines are set. The execution of measures is tracked by the responsible area, and the results are documented. A measure is seen as successfully completed only when the implementation is tested with regard to effectiveness.

10.2.1 Complaints

Customers and clients' complaints are received by compliance & systems officer and documented by improvement opportunity (IN-002) and recorded in the action register (IN-004)

Each customer compliant receives an unambiguous identity.

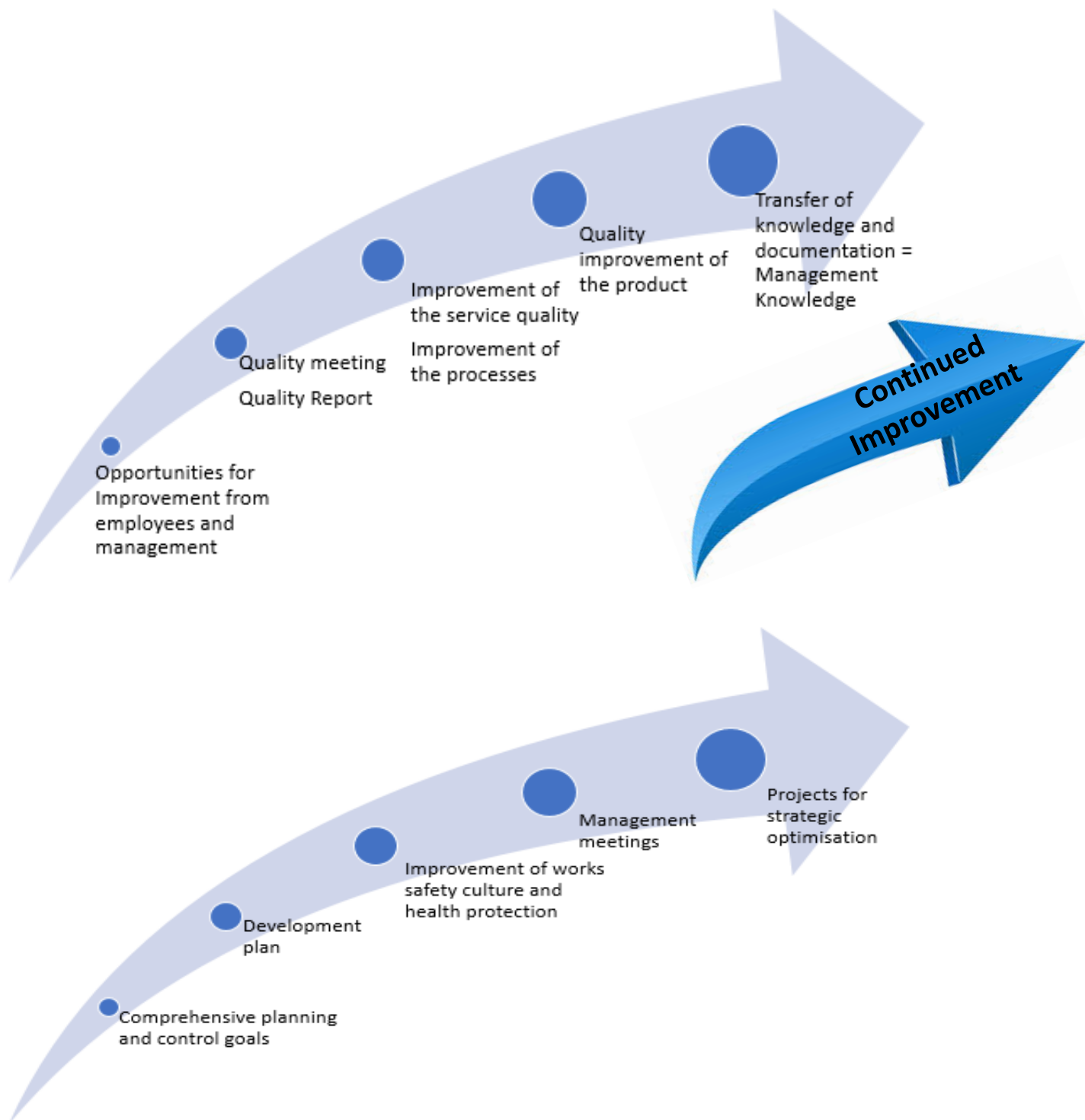
Operations and technical complaints area cleared up by the operations department. If needed, management will oversee all complaints and ensure clarification of the matter and it is solved.

For each compliant an assessment is carried out and if necessary, corrective actions are developed, implemented and reviewed for their efficiency.

Periodically, an assessment of complaints is present in the quality report.

10.3 Continual improvement

Dempsey Cranes & Construction must maintain its position in the strongly competitive market in the future. Dis-advantages of location compared to competitors must be offset by continuous further development and improvement. In order to come closer to achieving this goal, the locations execute ongoing programs, as well as significant regular projects and initiatives, which altogether serve as continuous and sustainable improvement (POL-020).



Annex A (informative) Clarification of new structure, terminology and concepts

Annex B (informative) other International Standards on quality management and quality management systems developed

Bibliography

ISO 14004, Environmental management systems – General guidelines on principles, systems and support techniques

ISO 14006, Environmental management systems – Guidelines for incorporating eco-design

ISO 14031, Environmental management – Environmental performance evaluation – Guidelines

ISO 14044, Environmental management – Life cycle assessment – Requirements and guidelines
ISO 14063, Environmental management – Environmental communication – Guidelines and examples
ISO 19011, Guidelines for auditing management systems
ISO 31000, Risk management – principles and guidelines
ISO 50001, Energy management systems – Requirements with guidance for use
ISO Guide 73, Risk management – vocabulary
ISO 9000:2005, Quality Management Systems – Fundamentals and Vocabulary
ISO 9001:2015, Quality Management Systems – Requirements
ISO 14001:2015, Environmental Management Systems – Requirements with Guidance for Use
ISO 19011:2002, Guidelines for Quality and / or Environmental Management Systems Auditing
AS/NZS 4801: 2001
AS/NZS 18001:2007
DCC Policies/procedures
MS – (Entire)
P – (Entire)
SWPs (Entire)
PPS's (Entire)
ASSA (Entire)
PRO (Entire)
G – (Entire)
SUB – (Entire)
HE – (Entire)
A – (Entire)
IN – (Entire)
HS – (Entire)
SRP – (Entire)
CS – (Entire)
SM – (Entire)
DH – (Entire)
T – (Entire)
O – (Entire)