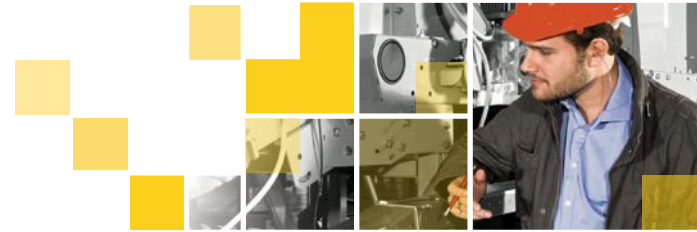


➤ Telarc Q-Safe roading & civil code



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

- **A combination of Quality and Health & Safety principles for the Road and Civil construction Industry**
- **OSH accepted**
- **Includes 'Operate Safe' and TQS1 requirements**

A tool for better business

It takes focus, courage and stamina to start and build a small business. Every way you turn there seems to be another obstacle in your path. To make matters worse, there's never enough time in the day, or people to rely on, to achieve all the things that you set out to do. We understand this about your business. We know that it's people like you who play a vital role in the healthy growth of New Zealand's economy.

But success in business calls for more than good intentions. You have to create real value with minimum risk for your customers. That's the value that comes from a professional quality and safety management system. And this is where the Telarc Q-Safe Roothing and Civil Management System Code can play an important role.

The Telarc Q-Safe Code is an extension of the highly successful Q-Base quality management system, to include the requirements of the Health and Safety in Employment Act. This has now been expanded to include the specific Road and Civil construction Industry requirements of 'Operate Safe' and Transit NZ TQS1.

The Q-Safe Roothing & Civil Code can help you add value to your products or services through your commitment to, and application of, quality and safety management and improvement principles. Designed specifically for the small to medium-sized contractors, the Q-Safe Roothing & Civil quality and safety management system Code provides a framework that enables your business to achieve and maintain high standards of customer satisfaction and health and safety.

What it does for you

Telarc Q-Safe Roothing & Civil certification shows that you have a quality and health and safety management system that meets Operate Safe and TQS1 requirements and that it works. It is this independent proof that creates market confidence in your ability to consistently deliver what your customers require. That can be vital to the credibility and success of your business. In the road and civil construction industry more and more buyers are demanding that their contractors and suppliers provide this proof. Your certification is important to your customers, staff and stakeholders.

Customers will have confidence in your ability to deliver products or services that consistently meet their requirements on time, every time, with minimum risk. There are many examples of companies

that have gained extra business as a direct result of quality and safety system certification.

Management know that, with fewer mistakes, complaints and less rework, they will have time to plan and make the business grow. Continually protecting the health and safety of staff not only reduces absenteeism and the risk of litigation, but significantly improves morale and loyalty. As managers of efficient and successful operations, they will enjoy job satisfaction, job security, improved interpersonal relationships with employees, and pride in what they have achieved.

Employees will enjoy the satisfaction of greater involvement in the business as they work together with management towards common goals. Each one will have a clear idea of how they can contribute to that goal and they will share in the pride of its achievement.

Suppliers will know precisely what you expect of them because the systems in place will bring the parties closer together and provide opportunities for enhanced working relationships.

Shareholders can reasonably expect a better return on their investment as a result of improved efficiencies and higher productivity with minimum risk. Telarc Q-Safe Roothing & Civil certification will improve your goodwill and that value can be transferred to your business balance sheet.

Regulators will have confidence in your ability to comply with regulations. Your Q-Safe Roothing & Civil management system includes the processes to meet health and safety regulatory requirements. You can also add processes to meet other requirements such as environmental regulatory requirements.

What Telarc Q-Safe Roothing & Civil provides

The Telarc Q-Safe Code provides a powerful framework from which to work. It gives you the opportunity to formalise how you, and your staff, will fully understand health and safety requirements and specific Industry needs. And how, through ongoing system management, you will meet those needs. To become a Telarc Q-Safe Roothing & Civil Registered Supplier your management system is assessed against the requirements of this Code.

Independent Telarc certification helps you to introduce discipline into, and receive regular feedback about, the operations of your business. Also, it provides market proof that your system complies with the road and civil construction industry's recognised standards of quality and health and safety management practice.

↳ Telarc Q-Safe roading & civil code (*continued*)

What you need to do

There are eight clauses in the Telarc Q-Safe Rooding & Civil Code. To become Telarc registered you need to meet the requirements of each clause. You will need to write down what you do in a way that works for you and provides evidence that it is being done.



To find out more or to apply to begin the certification process, contact us on 0800 004004 or email admin@telarc.co.nz

Briefly, here's what you need to do:

- Develop quality and health & safety policies; assign staff member/s to the jobs of Quality Coordinator and Health & Safety Representative/s; and meet regularly to discuss issues.
- Have a way of controlling critical documents and records; and ensure staff have access to health and safety information.
- Have a way of understanding your customers' needs including their specific quality and health and safety requirements.
- Have a system for purchasing products and services including control of sub-contractors.
- Have a system for Hazard identification, assessment, control and monitoring.
- Ensure staff and contractors are properly trained and Operate Safe accredited, including OSH approved training for the H&S Representative.
- Have plans for inspecting work, both in progress and when finished.
- Have a method for continual improvement including a formal accident and incident reporting, investigating, analysing and preventative action procedure.