



RELIANCE  
HEXHAM

# Management System (IMS) Manual

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Certifications & Accreditations



**CERTIFICATE OF APPROVAL**  
No. 005-99112-Q

This is to certify that the Quality Management System at  
**Reliance Hexham Pty Limited**  
of  
100 Old Maitland Road, Hexham NSW 2322 Australia

Has been examined by assessors of QMS Certification Services and found to be conforming to the requirements of:

**ISO 9001:2015**  
Quality Management Systems

In respect of the following activities:

The manufacture, overhaul repair and design of equipment for use in the mining, aluminum and steel processing industries. Services include metal fabrication, profiling, blacksmithing, fitting and turning, heat treatment, non-destructive testing and the provision of product training.

This certificate is valid from: 08/05/2018 to 08/05/2021  
Original certification date: 24/07/1997



Gerry Bonner, CPEng, BEng, FIE Aust, Chairman - QMSCS Pty Ltd  
To verify the validity of this certificate please visit [www.jas-anz.org/register](http://www.jas-anz.org/register)




**NATA**  
**ACCREDITED LABORATORY**

National Association of Testing Authorities, Australia  
(ABN 59 004 379 748)  
has accredited

**Reliance Hexham Pty Ltd**

following demonstration of its technical competence to operate in accordance with

**ISO/IEC 17025**

This facility is accredited in the field of

**MECHANICAL TESTING**

for the tests shown on the *Scope of Accreditation* issued by NATA



Jennifer Evans  
Chief Executive Officer

Date of issue: 14 June 2016  
Date of accreditation: 5 April 1971  
Accreditation number: 903  
Corporate Site Number: 896

NATA is Australia's government-endorsed accreditor of laboratories, and a leader in accreditation internationally. NATA is a signatory to the international mutual recognition arrangements of the International Laboratory Accreditation Cooperation (ILAC) and the Asia Pacific Laboratory Accreditation Cooperation (APLAC).  
APLAC 19 (Issue 3) October 2015



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has accredited

**Reliance Hexham Pty Ltd**

following demonstration of its technical competence to operate in accordance with

**ISO/IEC 17025**

This facility is accredited in the field of

**NON-DESTRUCTIVE TESTING**

for the tests shown on the *Scope of Accreditation* issued by NATA



Jennifer Evans  
Chief Executive Officer

Date of issue: 14 June 2016  
Date of accreditation: 21 May 2009  
Accreditation number: 903  
Corporate Site Number: 18215

NATA is Australia's government-endorsed accreditor of laboratories, and a leader in accreditation internationally. NATA is a signatory to the international mutual recognition arrangements of the International Laboratory Accreditation Cooperation (ILAC) and the Asia Pacific Laboratory Accreditation Cooperation (APLAC).  
APLAC 19 (Issue 3) October 2015



**AINDT**  
**AUSTRALIAN INSTITUTE**  
**FOR**  
**NON-DESTRUCTIVE TESTING**  
A.B.N. 21 005 040 835  
This is to certify that  
**Reliance Hexham Pty Ltd**  
was admitted as  
**Company Member**  
of the  
**Australian Institute for Non-Destructive Testing**  
on the 1st day of July, 2009



The Seal of the Institute  
affixed this 11th day  
of July, 2009



Federal President



Membership Registrar

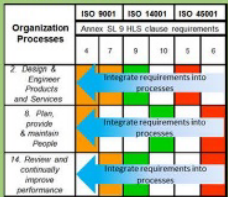
Validity of this Certificate is subject to Member having current AINDT financial status

Business Plan on a Page

**Mission: Design and deliver progressive and innovative engineering solutions**

Goals to focus	Strategies to grow	Actions to sustain
<ol style="list-style-type: none"> <li>1. Restructure</li> <li>2. Improve Marketing and Client Contact</li> <li>3. Improved Financial Performance</li> <li>4. Deploy Risk Management into all engineering and operations</li> <li>5. Integrate ISO 9001, 14001 and 45001 into Business Processes</li> <li>6. Refine engineering design processes</li> <li>7. Build Equipment &amp; M/C capabilities</li> <li>8. Comply with WH&amp;HS and Enviro Acts</li> <li>9. Align to METS NSW</li> </ol>	<ol style="list-style-type: none"> <li>1. Simplify our business and its systems and processes</li> <li>2. Build capabilities, and capacities</li> <li>3. Develop, train and promote people competencies</li> <li>4. Improve our profitability</li> <li>5. Standardise and continually improve our processes</li> <li>6. Manager risks and opportunities</li> <li>7. AS/NZS 9001, ISO 14001, ISO 45001 IM System</li> <li>8. Maintain NATA Accreditation</li> </ol>	<ol style="list-style-type: none"> <li>1. Maintain NATA Accreditation for assured welding expertise, compliance to specification and testing standards</li> <li>2. Succession Plans to meet business needs</li> <li>3. Margin management</li> <li>4. Manage &amp; maintain assets &amp; facilities</li> <li>5. Upgrade financial and operating system</li> <li>6. Resource IMS</li> </ol>

**Values: Dependence, Confidence, Trust, Asset Management, Family**



What, How & Why

## Integrated Management System



**What it does...**

The Reliance Hexham Integrated Management System (IMS) controls all processes and documentation within the organisation.

**How...**

It provides the framework for consistency throughout the organisation to ensure the highest standard of quality, safety, environmental and information security management is achieved.

**Why...**

It ensures information accuracy, environmental responsibility, personnel safety and provides peace of mind for our stakeholders that their sensitive information is secure. The system supports our people and processes to ensure our customers receive the best quality products for their high risk environments.

## Scope

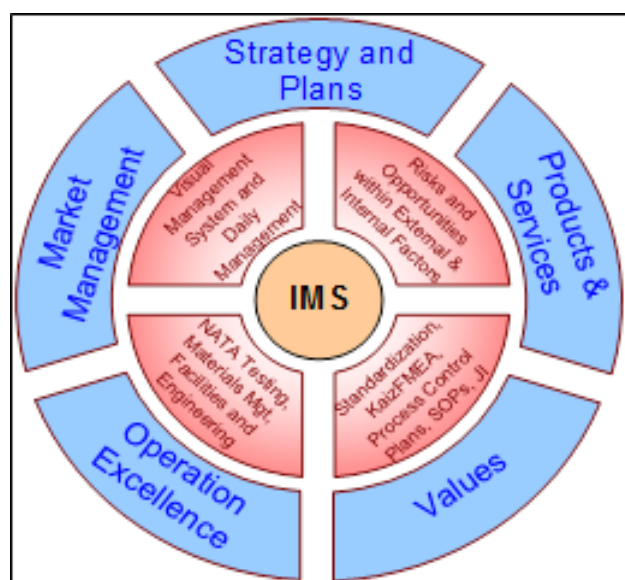
"The manufacture, overhaul repair and design of equipment for use in the mining, aluminium and steel processing industries. Services include metal fabrication, profiling, blacksmithing, fitting and turning, heat treatment, non-destructive testing and the provision of product training"

## Leadership

Reliance Hexham Production System is supported by the HSEQ Integrated Management System with policies and inter-related processes that are strategically aligned and support us to meet the changing industry we operate in and target the challenges, risks and opportunities they present.

Our IMS process model enables our Leadership Team to integrate diverse HSEQ requirements into our processes and provides our people with documented information that better guides their value adding tasks.

Reliance Hexham seeks to reduce waste, risks and impacts in all processes and continually improve our product design development, differentiated product and service offerings to secure and sustain business by industry leading customer focus and satisfaction



Reliance Hexham Integrate ISO 9001, ISO 14001, ISO 45001, ISO 27001 & ISO/IEC 17025 requirements into business processes to support our people in their roles, IT & Systems.

## Interested Parties

Our interested parties' matrix is located within the Master Register.

[G:\ IMS\ Master Register](G:\IMS\ Master Register)

## Risks & Opportunities

Our risks and opportunities are recorded and monitored within the following:

[G:\ IMS\ Continual Improvement Register](G:\IMS\ Continual Improvement Register)

[G:\ IMS\10 Support Processes\14 Risk Management \(QEHS\)\Corporate Risk Register](G:\IMS\10 Support Processes\14 Risk Management (QEHS)\Corporate Risk Register)

## Policies

- POL001 [Business Continuity Plan](#)
- POL002 [Business Ethics Policy](#)
- POL003 [Chain of Responsibility \(CoR\) Policy](#)
- POL004 [Crisis Management Plan](#)
- POL005 [Discrimination & Harassment Policy](#)
- POL006 [Drug & Alcohol Policy](#)
- POL007 [Employee Counselling & Discipline Policy](#)
- POL008 [Environmental Policy](#)
- POL009 [Fatigue Management Policy](#)
- POL010 [Fraud Policy](#)
- POL011 [Information Security Policy](#)
- POL012 [Information Technology Policy](#)
- POL013 [Motor Vehicle Policy](#)
- POL014 [PPE Management Program](#)
- POL015 [Privacy Policy](#)
- POL016 [Purchasing Policy](#)
- POL017 [Quality Policy](#)
- POL018 [Return to Work Program](#)
- POL019 [Risk Management Policy](#)
- POL020 [Salary Sacrificing Policy](#)
- POL021 [Standard Terms & Conditions of Supply](#)
- POL022 [Traffic Management Plan](#)
- POL023 [Work Health & Safety Policy](#)
- POL024 [Travel Policy](#)
- POL025 [Standard Terms & Conditions of Purchase](#)

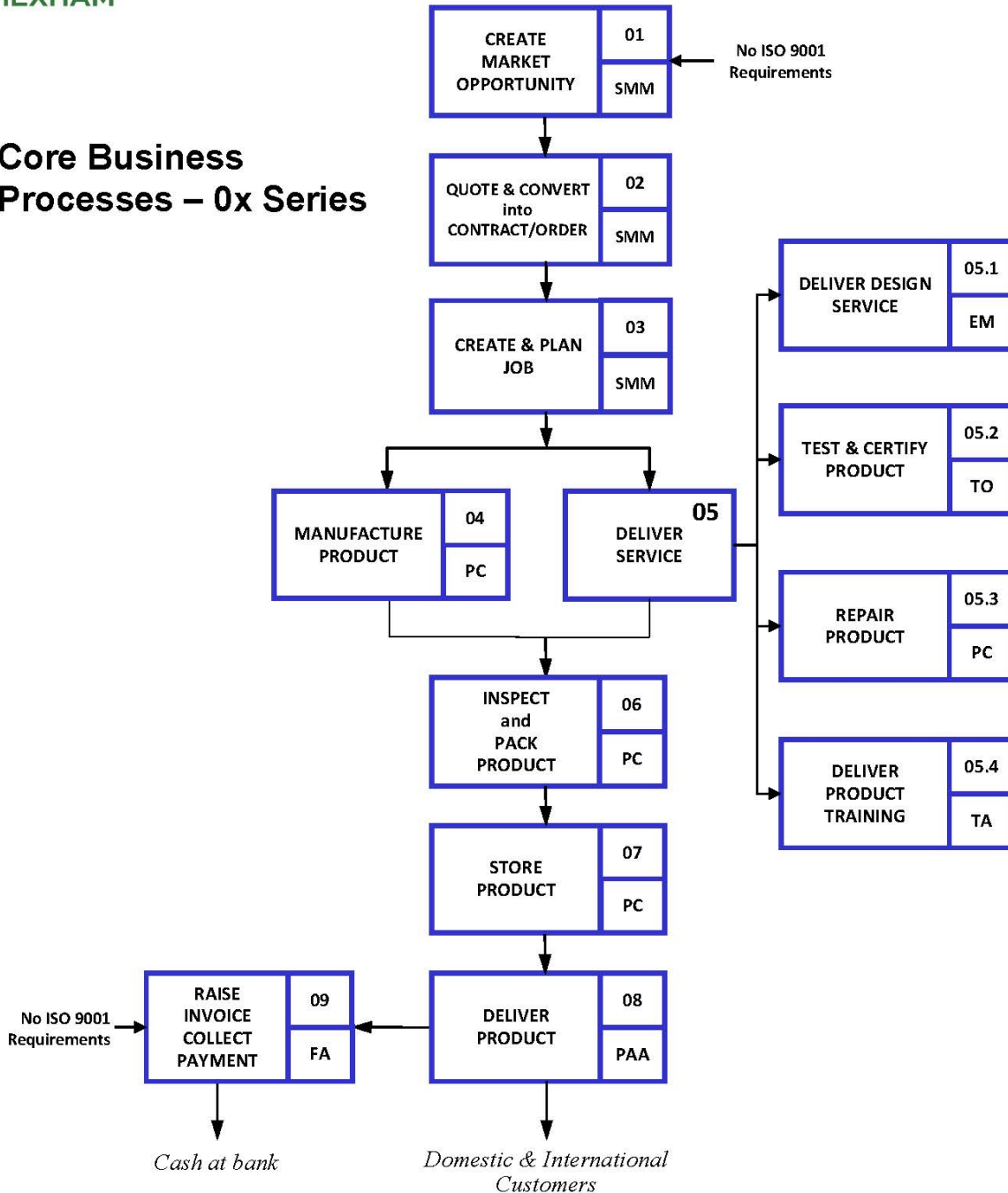


Core Business Process



# Map of Core Business Process

## Core Business Processes – 0x Series



**PROCESS OWNER (PO) LEGEND**

TSS – TECHNICAL SALES SPECIALIST  
FA – FINANCIAL ACCOUNTANT  
TO – TECHNICAL OFFICER

PC – PROJECT COORDINATOR  
EM – ENGINEERING MANAGER  
TA – TRAINER/ASSESSOR

PAA – PRODUCTION & ADMINISTRATION ASSISTANT  
SMM – SALES & MARKETING MANAGER

Support & Management Processes



## Map of Support and Management Processes

### Support Processes - 1x Series

PLAN, PROVIDE and MAINTAIN ...

PEOPLE	11
	MD

GOODS & SERVICES	12
	FA

INFRASTRUCTURE	13
	MD

RISK MANAGEMENT	14
	HSEQ

DESIGN & DEVELOPMENT	15
	EM

FINANCE	16
	FA

### Management Processes - 2x Series

PLAN, PROVIDE and MAINTAIN ...

INFORMATION & DOCUMENT CONTROL	21
	HSEQ

BUSINESS PERFORMANCE & PLANNING	22
	MD

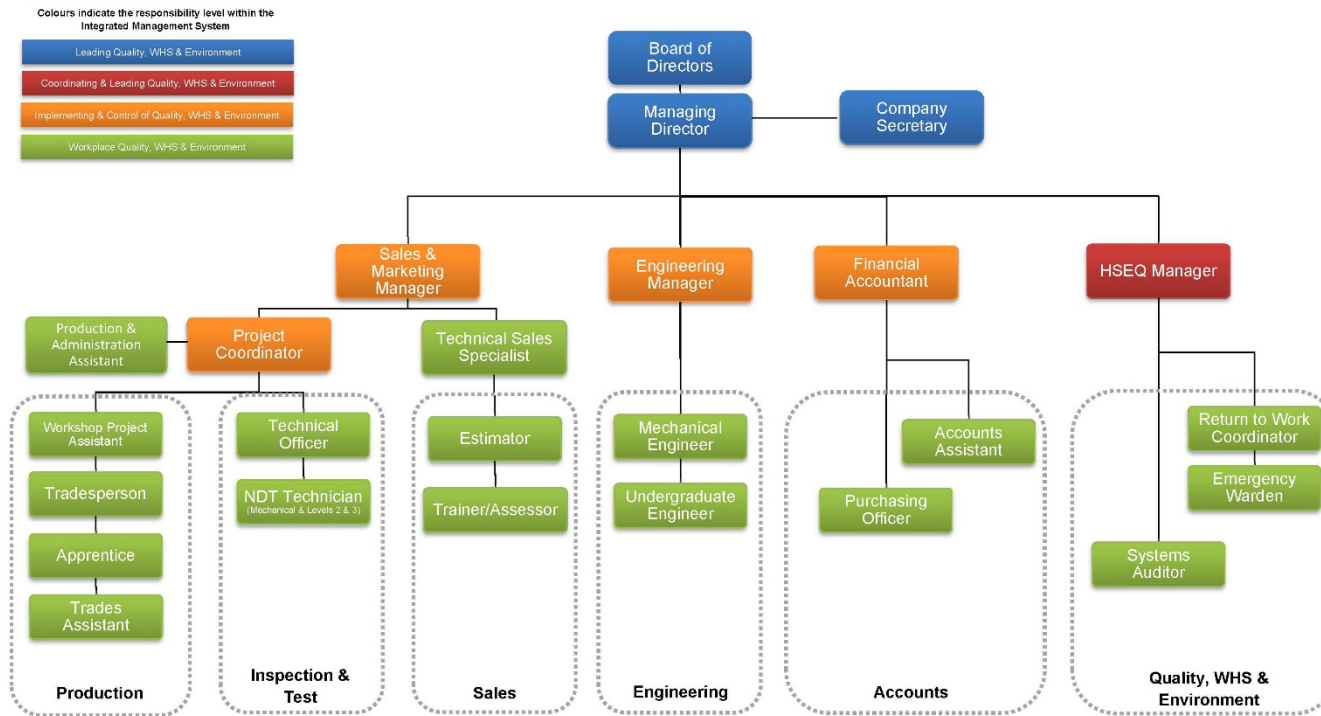
PROCESS AUDIT, FEEDBACK & IMPROVEMENT	23
	HSEQ



Organisational Structure

Support Process Reference Document  
People  
Organisational Structure

 RELIANCE  
HEXHAM  
11.R01



The persons approved to perform the activities associated with these position are defined within the Skills Matrix

Any person directly employed by Reliance Hexham with Level 3 AINDT Accreditation for the Non Destructive Testing specified on the certificate will be deemed an Approved Signatory. These Approved Signatories are nominated within the [Skills Matrix](#) and only they are authorised to sign NATA reports and Certificates for Reliance Hexham Pty Limited.

Capability Statement



PRODUCTS & SERVICES

PRODUCTS

- Rope Attachments
- Drift & Shaft Conveyances
- Couplings and Drawbars
- Materials Handling
- Lifting Equipment
- Chains
- Specialised Products

SERVICES

- Design
- Magnetic Particle Testing
- Proof Load Testing
- Destructive Testing
- Weld Repairs
- Heat Treatment
- CNC Machining

- Personnel vehicles with carrying capacity up to 40 persons
- Materials and equipment transporters for slope haulage drifts

CAPABILITIES

- Certificate of Mechanical Design
- Design verification of new & existing equipment
- Design Calculation Reports
- High quality CNC machining
- Detailed Engineering Design Drawings
- 3D Computer Modelling, AUTODESK – INVENTOR – FEA Package
- 200 tonne Tensile Proof Load Testing
- Non-Destructive Testing

DISCRIMINATORS

- In-house NATA accredited laboratory, Non-Destructive testing
- Innovative products, delivered Right First Time - Every Time
- Design and deliver progressive and innovative engineering solutions
- Customer Risk Mitigation on Safety Critical Equipment

KEY DEFENCE, MINING, INFRASTRUCTURE, UTILITIES

CUSTOMERS

- Department of Defence, RAN Cairns Tropical Reef-Crane Hooks, Rudder Assemblies
- RAAF Williamtown – Wing Lifts
- South32, Yancoal, Cummins
- DALBORA Marine, Hunter Water
- Komatsu, NSW RMS
- Mt Isa and Comalco Smelter
- QANTAS, One Steel
- Pacific National, UGL

KEY PARTNERS

- Department of Industry Innovation and Science
- METS
- Engineers Australia
- AINDT
- AI Group
- A. Noble & Son

ASSOCIATIONS AND MEMBERSHIPS

- Standards Australia: Committee Member on ME-018 Mining Equipment
- Australian Industry Group
- Australian Institute for Non-Destructive Testing
- HunterNet

QUALITY APPROVALS

- ISO 9001:2015 QMS Certification Services 005-9112-Q
- ISO/IEC 17025:2005 NATA Laboratory Mechanical Testing
- ISO/IEC 17025:2005 NATA Laboratory Non-Destructive Testing



QMS Certification Services

CONTACT

Ian Tresidder, Managing Director. [ianT@reliancehexham.com.au](mailto:ianT@reliancehexham.com.au)  
Contact: +61 24948500 / W: [www.reliancehexham.com.au](http://www.reliancehexham.com.au)

## Business Performance & Continual Improvement

Continual improvement is important to Reliance Hexham, reviews of the performance of the business and its processes are conducted at planned intervals.

### Production Meeting

This meeting is generally conducted on a weekly basis and reviews the work in progress as well as the current business landscape.

Refer to [22.F01 Production Meeting Minutes](#).

### Management Meeting

This meeting is conducted on a monthly basis and is intended to review the previous month from a strategic viewpoint.

Covering selected requirements of the Management Review & using the ISO High Level Structure (HLS) as the framework, this meeting includes data analysis, review of business targets, resources, operational factors & opportunities for improvement.

Refer to [22.F02 Monthly Management Meeting Minutes](#).

### Quarterly Business Review

This is a quarterly meeting intended to strategically review the previous quarter.

Covering selected requirements of the Management Review & using the ISO High Level Structure (HLS) as the framework, this meeting includes a review of SWOT & PESTEL, policies, responsibility & authority delegations, risks & opportunities, business objectives, competence, data analysis & opportunities for improvement.

Refer to [22.F03 Quarterly Business Review Minutes](#).

All documented information related to these meetings is saved in the company network [G:\ IMS\20 Management Processes\22 Business Performance & Planning](#).

### Internal Audits

Internal audits are conducted by appropriate personnel as per the Audit Schedule which is located within the [Master Register](#).

Process audits are conducted using the procedural document to review selected completed samples of the procedure, the internal auditor shall work with the process owner and appropriate process participants to identify any non-conformances & opportunities for improvement. The procedural document with hand written notes then becomes and appendix to the [23.F01 Internal Process Audit Report](#).

All documented information related to process audits, & other internal audits, is saved in the company network [G:\ IMS\20 Management Processes\23 Process Audit, Feedback & Improvement\23.03 Internal Audits](#).

# Management System (IMS) Manual

## MAN001

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### Actions

The [Continual Improvement Register](#) is used to capture, record and track actions relating to objectives, change, risks and opportunities, non-conformances, complaints, corrective action, audit findings and continual improvement.

Any required actions from any of the meetings or audits listed above are also recorded and monitored through the Continual Improvement Action Plan which is located within the [Continual Improvement Register](#). The actions are assigned to the accountable department, the manager of this department is then responsible to delegate these actions as appropriate and ensure they are completed within the required timeframe. Outstanding actions are reviewed at every meeting.

All documented information related to the Continual Improvement Register is saved in the company network [G:\ IMS\20 Management Processes\23 Process Audit, Feedback & Improvement\23.05 Improve Processes](#).

### Site Induction

All employees, & contractors working on any Reliance Hexham site, are required to complete an induction prior to commencing work. As stated in the [14.M01 Induction Manual](#), a contractor induction is valid for a period of 1 year and an employee induction is valid for a period of 2 years.

This induction is completed online via our website [www.reliancehexham.com.au](http://www.reliancehexham.com.au).

Refer to [14.R02 How to Complete a Reliance Hexham Induction](#).

When an induction has been successfully completed, the results are automatically emailed to [inductions@reliancehexham.com.au](mailto:inductions@reliancehexham.com.au), including any uploaded documents as attachments.

### Contractors

A copy of the contractors induction is then saved into [G:\ IMS\10 Support Processes\14 Risk Management \(QEHS\)\14.04 Contractor Inductions](#) and the [Contractor Inductions & Insurances](#) spreadsheet is then updated.

Any insurances provided are saved in [G:\ IMS\10 Support Processes\14 Risk Management \(QEHS\)\14.03 Vendor Insurance Certificates of Currency](#).

Any licences/qualifications provided are saved in [G:\ IMS\10 Support Processes\14 Risk Management \(QEHS\)\14.05 Vendor Qualifications](#).

### Employees

A copy of the employee induction & any licences/qualifications are saved into their personnel file in the company network [G:\ PERSONNEL FILES](#). The Skills Matrix, located within the [Master Register](#), is also updated with the induction and licences/qualifications details.

## Records Management

### Hard Copy Records

At the completion of the current financial year, financial records are sent to an external ISO9001 certified document storage facility Grace Records Management. These records are kept for a minimum of 5 years, as required by the Australian Taxation Office (ATO), and are destroyed by Grace when requested by Reliance Hexham and a certificate of destruction is provided.

Recent non-financial records are held in the archive room on site at Reliance Hexham. These records are also sent to Grace when this room is full. Job related records are kept indefinitely.

The archive index is located within the company network [G:\ IMS\20 Management Processes\21 Information & Document Control\21.01 Archive Records](#)

### Soft Copy Records

All soft copy records are stored on the company network which is accessed via authorised personnel through our terminal server - VAULT. VAULT is a cloud based platform managed by our Information Technology (IT) provider Strategic Group.

### Customer Information & Records

All customer information & records obtained by Reliance Hexham, & it's employees, is treated as confidential unless it is publically available. The source of any information received will remain confidential unless otherwise agreed between Reliance Hexham and the information source.

As per NATA requirements, Reports & Certificates shall only be issued to our direct customer, unless otherwise authorised in writing by our direct customer.

If information is required to be released for any reason, e.g. legal or contractual requirement, the customer will be notified.

Our customers are able to access their reports, NATA Certificates & Manufacturers Data Records (MDRs) through the client portal on our website.

Customers are provided with their login details and instructions to access the portal using [05.2R01 Client Portal Certificate Access](#).