JER-8000-MGT-PRO-0012 Production & Service Provisions

(AS/NZS, ISO 45001:2018, Clause 8.1.4)

1 INTRODUCTION

It is essential that the work carried out on behalf of the organisation is adequately controlled to ensure that it meets the requirements of the customer. This is achieved by good planning, the provision of adequate resources, properly trained and experienced personnel, clearly defined standards and methods of working and correct monitoring and product verification.

2 SCOPE

The scope of this procedure includes:

a. control of the work process;

b. validation, identification and traceability of the work;

c. customer and others' property;

d. control of associated activities including handling, packing, storage, preservation and delivery and post-delivery activities if applicable;

e. control of changes and release of Products and Services.

3 RELEVANT LEGAL & OTHER REQUIREMENTS

- Work Health and Safety Act 2011 (NT)
- Work Health and Safety Regulation 2011 (NT)

4 RESPONSIBILITY

Senior Leadership Team	It is the responsibility of the Project Director to ensure that: 1. all work carried out by the organisation is adequately defined and controlled; 2. appropriate instructions are provided and maintained to ensure that the quality of work is satisfactory and these are readily available; 3. standards of workmanship and criteria for acceptance are defined; 4. suitable personnel are assigned for the work process and for product verification and checking activities; 5. adequate resources are provided in the form of personnel, equipment and a suitable working environment.

Safety Manager	1. Ensures this procedure is fit for purpose and meets all applicable legislative requirements. 2. Ensures that this procedure is implemented and is regularly reviewed and monitored for ongoing effectiveness. 3. Supports managers, supervisors and workers in the implementation and operation of this procedure in the business. 4. Recommends change or improvement to this procedure as required.
Managers and Supervisors	1. Ensure the implementation and operation of this procedure within their area of responsibility. 2. Support the consultation process. 3. Recommend change or improvement to this procedure as required.
Workers	1. Ensure they are familiar with the procedure. 2. Comply with this procedure at all times. 3. Maintain currency of training and any competencies where required for specified work tasks. 4. Recommend change or improvement to this procedure as required.

5 PROCEDURE

5.1 Control Of Production and Service Provision

All work carried out by KGL Resources is carried out under controlled conditions which shall include, where applicable, the availability of documented information defining the characteristics of the product and service, the activities to be performed, the results to be achieved, the use of suitable infrastructures and the monitoring, measurement, verification and validation activities necessary, the competence and qualification of personnel and the implementation, release, delivery and post-delivery activities necessary.

Work instructions are given through the use of drawings, specifications etc. and activities are documented via the 'Aconex app and recorded in the project file.

KGL Resources also consider any applicable Health and Safety and Environmental requirements and statutory legislation. Good standards of housekeeping are always maintained.

All records associated with the work process are kept in accordance with JER-8000-MGT-PRO-0009 Document Control and Records.

All personnel carrying out work are suitably trained and experienced in accordance with organisational requirements. KGL Resources implement actions to prevent human error.

5.2 Identification And Traceability

Products, and their status with respect to measuring and monitoring, are identified throughout the provision process. Where traceability is a requirement, we control the unique identity of the product and retain the relevant documentation. We identify our products to enable identification and traceability vis the Job Number.

5.3 Property Belonging To Customers And External Suppliers

We identify, verify, protect and safeguard property belonging to our customers or external providers as appropriate. When such property is lost, damaged or otherwise found to be unsuitable documentation is retained regarding the report to the customer or supplier.

5.4 Control Of Changes

We review and control changes necessary for the production and service provision to ensure continued conformity of our products and services.

We keep documented records of any such changes, including the review of the change, the person who authorized the change and any resultant actions using form JER-8000-MGT-FM-0013.

6 CONSULTATION

This procedure has been developed and implemented in consultation and co-operation with KGL Resources' workers.

7 RELATED DOCUMENTATION

JER-8000-MGT-FM-0013 Document Change Request

8 MONITORING, EVALUATION AND REVIEW

VERIFICATION	
Monitoring	Compliance with this procedure will be monitored through training and regular audits.
Evaluation & Review	The risk rating is low, reviewed every 3 years. A review will be undertaken sooner if there are changes to legislation, standards and industry codes, or following a SMS review, changes as defined by WHS Regulators, or to ensure continual improvement.
Version Control	Version 1: May 2026

9 APPROVAL

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