JER-8000-MGT-PRO-0014 Monitoring & Measurement Results

(AS/NZS, ISO 45001:2018, Clause 9.1)

1 INTRODUCTION

KGL Resources has determined what needs to be monitored and measured; the methods for monitoring, measurement, analysis and evaluation; when the monitoring and measuring shall take place and when the results will be analysed.

2 SCOPE

This procedure addresses the monitoring and measuring at all stages in the organisation's work process.

3 RELEVANT LEGAL & OTHER REQUIREMENTS

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

4 RESPONSIBILITY

Senior Leadership Team	1. Provides strategic direction on the management of health and safety within defined Executive portfolios. 2. Ensures that all personnel to comply with this procedure and provide guidance to workers where clarification is required.
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

KGL Resources monitors and measures the following:

- customer satisfaction;

- product/service conformity;
- delivery performance;
- corrective actions;
- audit findings;
- performance of external providers;
- environmental performance;
- work health and safety performance

The methods that are adopted are as follows:

- Review of legislation to maintain up-to-date.
- Customer satisfaction via repeat business, regular contact with the customer, summary of unsolicited customer feedback.
- Products/service conformity: analysis of completed Non-conformance Report forms related to product and service non-conformance.
- Delivery performance: analysis of on-time and late deliveries.
- Corrective actions: analysis of non-conformance and incident reports,
- Audit findings: review and analysis of external and internal audit results, and of Emergency-Preparedness-Test-Results.
- Performance of external suppliers: analysis of supplier evaluation forms and of non-conformance reports related to supplier issues. We will also arrange supplier or subcontractor meetings and site visits, if necessary.

6 BREACH OF THIS PROCEDURE

Workers must comply with this procedure at all times. KGL Resources takes breaches of this procedure very seriously.

If an employee is found to have breached this procedure, they may be subjected to disciplinary action in accordance with KGL Resources' disciplinary processes. Contractors of KGL Resources who are found to have breached this procedure may be the subject of action under their contract with KGL Resources.

7 CONSULTATION

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

8 RELATED DOCUMENTATION

JER-8000-MGT-PRO-0015	Internal Audit
JER-8000-MGT-PRO-0024	Assurance
JER-8000-MGT-FRM-0006	Internal Audit Program
JER-8000-MGT-FRM-0007	Internal Audit Report
JER-8000-MGT-FRM-0010	Non-conformance Report Form
JER-8000-MGT-FRM-0011	Incident Form
JER-8000-MGT-FRM-0012	Corrective Action Request Form
JER-8000-MGT-REG-0006	Legal Compliance Register

9 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

10 Approval

Konrad Litfin
Project Director