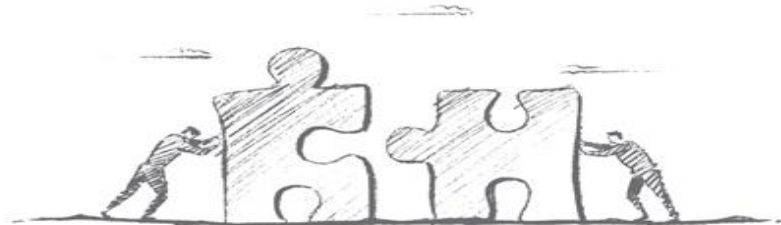




*For those who believe that quality
is more than just a certificate*



Information Pack for certification and assessment services

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www.jas-anz.com.au/register

Introduction

Thank you for seeking information on our services.

This Information Pack describes the certification services offered by Certex International Pty. Ltd, and should be read in conjunction with the Proposal and estimate of audit fees.

Contents

About Certex	3
Assessment Services	4
iSuite Risk Management Services	5
Certification Process	7
Audit Program	8
Payment Options	10
Policies	11
Network Partners.....	13

Contact Us

Please feel free to call us if you would like assistance or have any questions, on (03) 9555 3855, or email to info@certex.com.au. There is more information on our website at www.certex.com.au.

About Certex

Our Company

- Certex International is a wholly Australian owned business
- We are based in Melbourne, with auditors located around Australia
- We have been providing auditing services to businesses across Australia and New Zealand since 2004
- Certex is a niche operator that chooses to specialise in selected industries - professional services, construction and manufacturing

Our Philosophy

- We are passionate about managing quality, safety and environmental factors in business
- Prefer to think not of "management systems" but of "systems for managing your business"
- Apply the Process Audit approach
- Approach all audits as an opportunity to grow and improve for all parties
- Ethical, transparent and professional in all behaviours
- Believe that to be certified is to be deserving of that level of recognition - it is more than just a certificate.

Benefits of working with Certex

The **right** auditor for your business

- We carefully match the skills and experience of our auditors with your business.

Understand your business

- We don't try to be all things to all people. Instead, we specialise in selected industries so we know your business, terminology, processes, issues and requirements.

Reliable business partner

- We seek to develop strong and enduring partnerships with our clients.

Accessible and approachable

- Our friendly team know all our clients - our office staff have more than 30 collective years with Certex.

Useful reports and reliable audit findings

- Audit reports are clear and relevant; decisions and non-conformances are relevant and justified, and each report goes through a two stage checking and approval process before release.

Support and tools

- Although we can't consult and advise, we do offer you as much support as we can through online webinars, checklists, gap analysis options, newsletters and industry updates.

Easy Payment Options

- You can chose to make lump sum payments at the time of each audit, or to smooth payments out into monthly instalments.

Assessment Services



We offer three levels of assessments:

1. Business Verification Review – high level check
2. iSuite Risk Management Program – short onsite risk assessments
3. Certification Services – audits and ongoing certification program with certificates.

1 Business Verification Review (BVR)

This is a one-hour telephone interview to check the basic requirements for an Australian business are in place, such as business registration, mandatory policies, safety practices and employee management practices. It gives an excellent indication of compliance issues that may exist in your business

2 iSuite Risk Management Program

The iSuite assessments are a 1-2 hour risk assessments against legislative requirements and industry best practice. Unlike the BVR, these assessments are conducted onsite and are evidenced based, that is both documents and records of practices need to be sighted. These assessments focus on the areas where compliance is commonly problematic, and mirror the 7 areas in the Talent Engagement Standard.



3 Certification Services

Certex is accredited with JAS-ANZ for Quality, OHS and Environmental Management Standards. We anticipate we will achieve accreditation in the scheme for the Talent Engagement Standard by end 2019.



Other standards

In addition, we offer certification in other standards:

- Other ISO safety standards including 18001 and 45001
- ISO 44001 Collaborative Business Relationship Management Systems
- Standards and Compliance Framework of the Invitation to Supply Medical Locum Agency Services, Health Purchasing Victoria
- NSW Health standard in relation to medical locums
- Massage & Myotherapy Standard



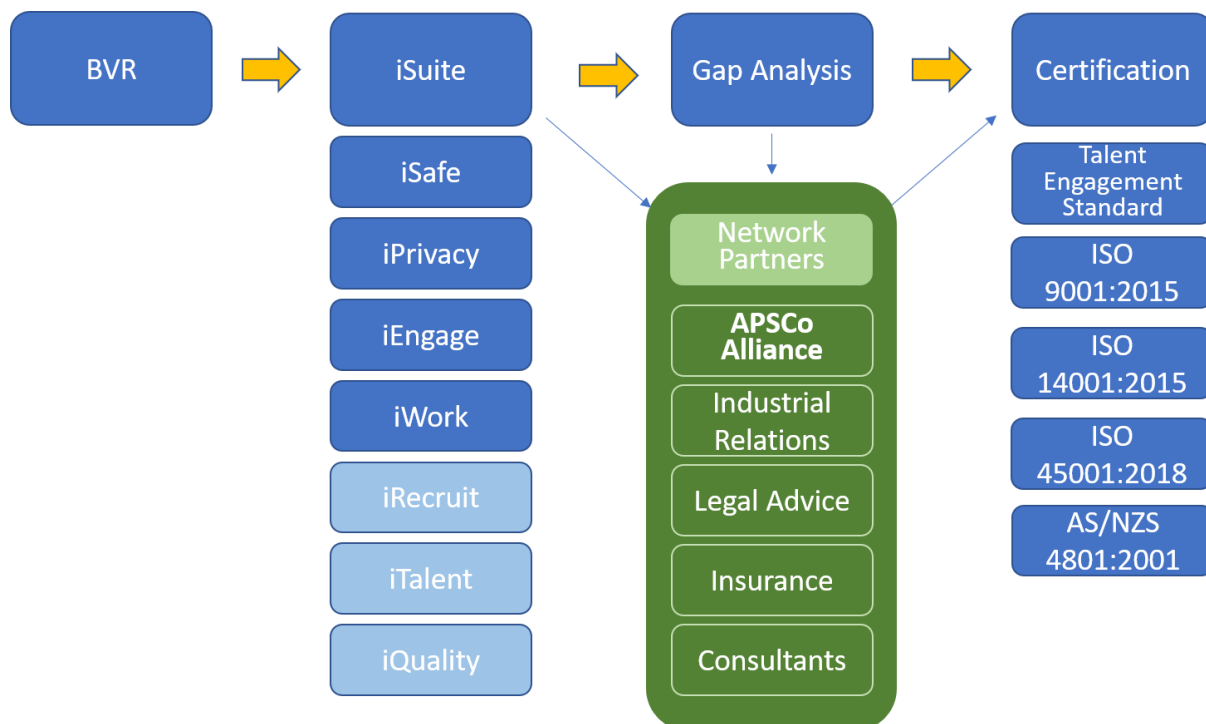
iSuite Risk Management Program

This Program addresses the key areas of risk and compliance in any business. Built to match the problem areas that are important in today’s market, the iSuite assessments will strengthen your business and can lead to certification in the Talent Engagement Standard.

The purpose of iSuite is to guide you through a series of risk assessments which identify any gaps from legislation or from Standards requirements. You can then take steps to address and close these gaps or weaknesses. Ultimately your business should be able to demonstrate best practice, and should be well prepared for certification if that is what you choose ultimately to do.

At all stages of the iSuite Program you can choose which assessment you need – from one hour, to two hours or an entire day. You can select which area – from WHS, privacy, employment law and more. Eventually you may choose certification in a recognised management standard so you can demonstrate you meet best practice. The duration of cost of certification in the Standards you choose may be reduced based on the findings and your responses to relevant the risk assessments you have completed.

Support is available through our Network Partners (refer last page). These are specialists who have worked with Certex in the past, and are known to offer excellent service. Many also offer discounted services to Certex clients.



The iSuite Risk Assessment Program takes the angst and uncertainty out of checking for compliance and seeking certification. You can choose to pick and pay as you go, or take on the entire package and make monthly prepayments, which offers free and significant discounts on service options.

iSuite Risk Assessments



All workers deserve a safe workplace, whether that's in a hospital, construction site, manufacturing plant or even in an office. Having an effective and well documented health and safety approach can reduce the incident of injuries. Further, labour hire agencies share a duty of care with the host client. It is just as important that your labour hire workers are safe at the client site. The iSafe Risk Assessment review the actual site risks as well as the level of documentation that will protect your workers and your business.



Privacy practices, security controls and responding appropriately date breaches are imperatives for all businesses that use electronic systems and retain personal data. Examples of data breaches, both intentional and simple errors, are easy to find. The consequences to both the individuals and to your business reputation can be significant. This assessment identifies what you should have and where the gaps are. It is an invaluable risk assessment for all businesses today.



A major topic today - across politics, media, trade unions, regulators and business forums – is how to best engage and work with employees and contractors. The fact that new legislation is emerging and existing legislation is being re-interpreted, doesn't help, but the fact remains there are a massive number of historical practices that are in place for convenience rather than compliance. Do not risk getting this wrong. This assessment reviews your agreements, practices and records to identify potential problems, giving you the opportunity to rectify them.



It is a fundamental requirement that all workers in Australia and New Zealand have the right to work. With numerous scandals hitting the news over the past few years, it's crucial that businesses ensure they can provide evidence if questioned. The iWork Assessment reviews the right to work records of a sample of your workers, including any visa (and sponsorship) conditions that must be met.



Effective recruitment practices can be the making or breaking of businesses - a bad hire can have considerable and long-term impact. This assessment checks the process for specifying the role, assessing and selecting the right individuals and onboarding them effectively.



People are the most important resource of any business. Managing and retaining workforce capabilities in an organisation is critical for success. This assessment reviews how your business identifies the human resources your business needs now, what competencies you will need in the future, and how to retain your best people across all levels in your organisation.



An effective quality management system provides clarity and controls over the main activities in any business. This assessment is invaluable as a high-level check that your business meets the main requirements for certification in the Talent Engagement Standard or ISO AS/NZS 9001:2015.

Certification Process

Initial Certification Audits

The certification audit will consist of an initial review to confirm the audit approach and identify any areas which need attention. The second stage is the observation audit after which the decision to certify your organisation is made. Regular surveillance audits will be conducted during the period of certification to ensure the management system is maintained and is effective.

Stage 1 - Scope and Readiness Review

A short assessment to check your readiness to proceed to Stage 2. If necessary, Stage 1 can be conducted more than once. The report will identify any areas which need attention. The audit will also confirm the factors on which the certification program is based, or may recommend changes to the plan for the Stage 2 audit, including whether additional sites should be visited, the number and frequency of audits, audit durations and fees.

Stage 2 - Observation Audit

In this audit we will come onsite to evaluate the implementation and effectiveness of your management system. We conduct interviews, observe your processes and review records. You receive a final report which includes our observations on the level of conformity of your system to the requirements of the standard, and any non-conformities or areas of improvement to be actioned.

Surveillance Audits

The purpose of surveillance audits is to monitor ongoing compliance against the standards. They provide an opportunity to identify any opportunities for improvement and areas where further management effort is required.

Surveillance audits are to be held at a minimum of once every 12 months. On occasions it is beneficial to conduct audits more frequently to ensure the benefits of an effective management system are fully captured and maintained. If appropriate we may discuss whether or not an additional audit is warranted. We would consider the maturity and level of effectiveness of your management system, and the incidence and severity of any non-conformances.

Re-certification Audits

At the end of each triennial (three year period), a re-certification audit is conducted to extend your certification for a further three years.

Approval

Recommendation for certification will be submitted to the Certification Manager for approval, then to the Certex Certification Panel to be ratified. Once approved your business will be registered as certified for three years, subject to satisfactory findings from surveillance audits.

Registration

Your certification will be listed on both the Certex and the JAS-ANZ websites. You will receive certificates and may display the certification logos.

Audit Program

Your audit program has been developed on certain factors. If these change your audit program may change.

Estimate of Fees

The structure and fees of your certification program are based on the type and duration of each audit. Generally, there are three types of audits - initial certification, surveillance and re-certification audits. These are described on the following pages.

The duration of the audit depends on factors such as the size and number of sites of your organisation, the level of risk and complexity of operations, number of personnel and the types of standards, as well as the level of compliance achieved. If any of these factors change at any time then the number and frequency of audits, audit durations and fees, may need to change.

Temporary Sites

If your services/products are delivered or conducted away from your office, such as at a work site, project site, construction site or client site, then we may need to include a visit to one or more of these sites. Depending on the proximity and size of the sites selected to be visited, additional audit time and fees may apply. This can be determined at the Stage 1 and subsequent audits.

Multiple Sites

If your certification scope covers more than one of your own business locations, such as offices in other regions/states, then we would need to visit at least one other site and possibly more, depending on the total number and types of these sites. This will be discussed with you during the planning of the audit and confirmed at the Stage 1 audit.

You may request separate certificates for different sites, which can be useful if they operate under separate trading names.

This proposal is submitted subject to confirmation that your organisation meets all requirements for multi-site sampling as set out in the IAF Mandatory Document. A number of requirements must be met in order for the business to be eligible for a sampling approach. Also, in some situations sampling may be suitable but the application of sampling may be restricted. This will need to be discussed with you before we can confirm the approach and fees set out above. If sampling is appropriate you will receive an audit plan prior to the assessment and subsequent surveillance audits which defines the sampling requirements. This will help you to prepare for the audits.

Effective Number of Personnel

This proposal is submitted subject to confirmation of the Effective Number of Personnel. This Number has been calculated based on the information you provided on staff numbers and their roles, and may be subject to adjustment based on findings in the stage 1 and subsequent audits.

Audits against 4801/45001 OHS

This proposal is submitted subject to confirmation of the level of complexity of OHS and the number of people included in the scope of this certification.

Audits against 14001 EMS

This proposal is submitted subject to confirmation of the level of complexity and risk of the environmental aspects of activities included in the scope of this certification.

Audits of an Integrated Management System

This proposal is submitted subject to confirmation of the level of integration of the management systems and may be subject to adjustment based on findings in the stage 1 audit and subsequent audits.

Keep us informed

Please keep us informed of any significant changes to your organisation, including change of addresses, organisation restructure and introduction of significant new activities. Failure to do so may render your certification invalid, or incur cancellation fees if the audit needs to be postponed and restructured.

Payment Options

Certex offers two different ways to pay for certification. We understand it can be an expensive process, so we can offer flexibility in payment arrangements – lump sum or monthly prepayments.

Lum Sum Payment

The deposit payable on signing up to certification services of the amount of the Stage 1 audit fee. This is non-refundable, and payable at the time of accepting this proposal. A further deposit would be payable if Stage 1 has not been booked within 12 months after the date of acceptance of this proposal.

The balance of the certification fees, that is, the License Fee and Stage 2 audit fee, is payable once each audit report has been completed.

Thereafter, audit fees for surveillance and other audits is payable once each audit report has been completed.

At any time you can convert to monthly pre-payments (See below).

Monthly Prepayments

Fees can be made in monthly installments. This makes budgeting so much easier.

The pre-payment program can be implemented at any time, and is simply the fees estimated for the next audit paid in equal installments over the months leading up to the audit.

Any fees unpaid at the time of the audit must be paid up in full before the audit can be completed or the certificate issued.

We can generate monthly invoices, or if you choose to set up a direct debit arrangement, we can issue you a statement each month.

Policies

Summarises the policies under which Certex provides and manages certification services. More detail is available through the Certex extranet on OneHub.

Impartiality Statement

Certex will not knowingly allow anyone to perform a role in its certification activities where a potential conflict of interest exists or where any circumstances exist which may impact on impartiality.

Certex has identified and analysed areas of potential conflict of interest which are monitored on all audits. Auditors attest to their status for potential conflict of interest with each and every audit, and where a relationship between a client and Certex or a client and an Auditor shows an unacceptable threat to impartiality then certification shall not proceed.

Potential threats to impartiality may be raised with the Certex Advisory Board, which will review the conflict and determine how to proceed.

Complaints Process

Certex International is committed to improving services and welcomes any comments or complaints that our Clients may wish to offer in relation to the services we provide. Such feedback helps us to identify the things that we do well or need to improve.

We recognise that, handled well, a complaint provides us an opportunity to strengthen our relationships with our Clients. It provides us the opportunity to understand their circumstances and to explore ways to improve our service to them in the future.

Initially you may contact us by telephone, email or through the feedback section of our website with your complaint. We will respond to your concerns quickly and in accordance with the *Certex Complaints Management Procedure*. If we cannot resolve your concerns immediately we would ask you to formally lodge your complaint in writing. We will acknowledge this and keep you informed of our actions and progress.

Appeals Process

Whilst Certex strives to ensure its operations are fully transparent and certification decisions are fair and reasonable, there may nonetheless be situations where a Client wishes to appeal a decision made by Certex.

All appeals must be lodged in writing. We will respond to all requests quickly and in accordance with the *Certex Appeals Policy*. We will respond to your appeal by reviewing the decision and information on which the original decision was made. If you are still not satisfied with the result the matter will be raised with the Certex Advisory Board. You may also lodge an appeal directly with the Certex Advisory Board by emailing to this address board@certex.com.au. The Board will review the situation and decide an appropriate resolution.

Suspensions and Withdrawals of Certification

There are no fees or charges imposed by Certex where a client decides to withdraw from certification with Certex.

Certex may suspend certification where the management system persistently or seriously fails to meet certification requirements, where the business does not allow audits to be conducted at the required frequencies, or if voluntarily requested. In the situation of an impending suspension Certex will issue a series of warning notices; if the suspension is not resolved then Certex may withdraw certification.

Travel Expenses

Travel and accommodation expenses are charged at cost to the client. We recognise many of our clients are small businesses for whom travel can be a significant cost. Accordingly, we always seek to keep travel expenses as low as possible. We will usually discuss arrangements with you prior to making any bookings.

Certex generally does not charge for auditor travel time; however there are some situations where it is appropriate to do so. Factors we consider include distance of the audit site from the CBD of the nearest capital city, travel time between sites, whether or not overnight accommodation is provided etc. Concerns for the safety of the auditor require us to check that where travel time exceeds about 4 hours in a day, that overnight accommodation is considered.

Other Policies

The full versions of the above policies are available on request, and are always available through log-in to Onehub, in the **1. Certex Certification Program/Certex Policies** folder. The list of policies and documents relating to the Certex certification program available through Onehub are:

1. Certex Pack - Terms and Conditions
2. Certex Pack - Use of Certification Mark
3. Complaints and Feedback Policy
4. Appeals Policy
5. Audit Cancellation Policy
6. Impartiality Policy
7. Confidentiality Policy
8. Actions Required for Non-Conformances
9. Suspension and Withdrawal Policy
10. LOE LOU Deposit Validity
11. Travel Arrangements Policy
12. Privacy Policy Collection Notice
13. Expenses Policy
14. Information (this document)

Network Partners

Certex is building a network of partners who can provide services and support to our clients. Each Partner has completed the BVR and has been assessed by Certex as providing a service that is reliable and consistent with our own approach. All the Partners are independent. Certex does not earn any commissions or kick backs.

The list of Network Partners is growing all the time. Please contact us to be put in touch with one of the Partners. Some Partners offer special discounts to Certex clients.

APSCo Australia	<p>Representing professional recruiters, the Association has developed an extensive range of products and services to help businesses navigate and excel in the ever-changing field of employment and contracting. https://www.apscou.org</p> <p>Certex is a Strategic Alliance Partner of APSCo Australia. Certex offers discounts of up to 10% on selected services to members of APSCo Australia.</p>
Insurance	<ul style="list-style-type: none"> • Public liability, Professional indemnity and other business insurances • Workers Compensation
Employment Practices	<ul style="list-style-type: none"> • Lawyers specialising in employment law, industrial relations. • HR advice firms
Legal Advice	<ul style="list-style-type: none"> • Consultant legal advice • Collaborative & dispute resolution counsel
HR Management	<ul style="list-style-type: none"> • Leadership assessment • Training workshops
Recruitment Benchmarks	<ul style="list-style-type: none"> • Recruitment and staffing business benchmarking • Recruitment business valuations
Consultants	<ul style="list-style-type: none"> • A number of experienced consultants are available across different areas of speciality, and different geographic areas.