



# COMMON MANAGEMENT SYSTEM STANDARD 11 OPERATING AND MAINTENANCE

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## 1. OVERVIEW

IGO will document its business processes as required to manage risk while not unduly burdening the organisation with the administrative effort required to effectively manage these documents.

Where this documentation is deemed necessary, it will take the form of policies, standards, procedures and work instructions. These documents will be made available via the IGO Document Management System (DMS), communicated, implemented and regularly reviewed so that activities (including operations and maintenance tasks) are undertaken in a manner that seeks to manage risk posed to our people, the environment, the community, and IGOs assets, good governance and reputation.

## 2. APPLICATION

This Standard applies to all IGO operations and managed activities. For further information on document control, refer to ***IGO Common Management System Standard 8 - Document Control, Records and Data Management***.

## 3. PERFORMANCE REQUIREMENTS

### 3.1 Procedural Controls

IGO will establish procedural controls as required by either:

- IGO policies and standards; or
- function, site or project management. As noted in the overview, this decision should be informed by a risk assessment.

### 3.2 Training and Competency Assessment

Where it is determined that a business process or task warrants specification in a written procedure, those expected to adhere to the procedure must be trained in the application of the procedure and assessed as competent or otherwise.

Note: The above requirement provides a test for the merit or otherwise of producing a procedure. Put plainly, if the organisation cannot, for whatever reason, train and competency assess relevant individuals with regard to the procedure, then there may be little or no value in having a procedure.

For further information, refer to ***IGO Common Management System Standard 6 - Training, Competence and Awareness***.

### 3.3 Access to Procedures and Related Documents

IGOs procedures and related documents are controlled documents (refer to ***IGO Common Management System Standard 8 - Document Control, Records and Data Management***). Current versions of these documents are only available via the IGO DMS.

IGO will ensure that, insofar as is practical, all employees and relevant contractors are provided with access to a computer terminal or similar device to enable access to current versions of procedures and similar documents. Where this is not possible, it is the responsibility of line management to ensure that their work teams have access to current procedures and related documents.



### 3.4 Occupational, Health, Safety and Environmental Management Procedures

IGO will ensure that business processes or tasks that expose our people, the environment, or the community to a risk of harm assessed as greater than 'minor' (refer to the **IGO Group Safety Standard 3 – Safety Risk Management**) are controlled by either a Job, Safety, Environmental Analysis (JSEA) or a Safe Work Procedure (SWP).

To reiterate, where the risk is greater than minor, a JSEA or SWP must be established.

At IGO, we only develop SWPs where:

- the business process or task is subject to the same job steps
- the process or task is completed frequently or at defined intervals.

If either of these requirements is not met, an SWP is not warranted, and a JSEA must be completed instead.

### 3.5 Safe Work Procedure and Safe Work Instructions

IGO will ensure that written safety instructions take one of two forms:

- **Safe Work Procedures:** Safe Work Procedures (SWPs) are documents that define job steps, the associated hazards and controls. SWPs are developed following the completion of a JSEA. They form the basis of related training guides. At IGO, SWPs shall follow the format defined in IGO templates (refer to **IGO Common Management System Standard 8 - Document Control, Records and Data Management**)
- **Safe Work Instructions:** Safe Work Instructions (SWIs) are simple, single page work instructions, which use pictures where appropriate to illustrate job steps, and the associated hazards and controls. SWIs are used where an SWP is not warranted. In general, formal training and competency assessments are not completed for users of an SWI. Site or project management shall determine when SWIs are required as an alternate or supplement to a SWP. At IGO, SWIs shall follow the format defined in the IGO templates (refer to **IGO Common Management System Standard 8 - Document Control, Records and Data Management**)

### 3.6 OEM Procedures

Where IGO uses equipment that is subject to Original Equipment Manufacturer (OEM) manuals and operating instructions, the OEM manuals and operating instruction must be followed unless an alternate approved IGO SWP is provided.

Note: OEM manuals and operating instructions may not provide sufficient information to fulfil the requirements of an SWP (i.e. they may not define job steps, and the associated hazards and controls).

### 3.7 Contractors Adherence to IGO Systems and Procedures

IGO will ensure that contractors working at IGO sites and projects are made aware of, and required to comply with, relevant IGO procedures.

Where contractors are permitted to develop and implement their own procedures (as defined in the contract of engagement), they are required to confirm that their systems and procedures are consistent with, and meet the intent of, IGO requirements. The contractors' systems and



procedures may also be reviewed by IGO to confirm that they meet or exceed IGOs requirements.

#### **4. RELATED DOCUMENTS**

- IGO Common Management System Standard 3 - Risk Management
- IGO Common Management System Standard 6 - Training, Competence and Awareness
- IGO Common Management System Standard 8 - Document Control, Records and Data Management
- IGO Group Safety Standard 3 – Safety Risk Management