

# Change Management

## Purpose

The purpose of this procedure is to define the methods for managing changes to processes and other aspects of the management system in a controlled manner.

## Scope

Where this document discusses changes to processes, this shall be understood to mean the top-level processes identified in the IMS Manual.

## References

Pipeline Watertech Integrated Management System Manual contains the QEHS Policies and Procedures, references to the relevant Australian Acts, Regulations, Codes and Standards including the QEHS standards AS/NZS ISO 9001:2016, AS/NZS ISO 14001:2016 and AS/NZS ISO 45001:2018.

## Definitions

**Process Output:** the result of any process; these are typically defined in the Process Definition Document for each top-level process

## Procedure

### Process Overview

Management system processes will undergo changes, typically when:

- Improvement opportunities have been identified, typically to improve process effectiveness
- Nonconformities within a process are identified and require corrective action
- Conditions in the industry or company change, requiring a process to be updated
- New processes are added which impact on existing processes, requiring changes
- Customer requirements result in a need to change processes
- Any other reason determined by management

In such cases, the process must be changed in a controlled manner to ensure proper authorisation and implementation of the changes.

At a minimum, process changes shall include the steps herein:

- The request for a process change shall be documented, using a Corrective Action. The justification for the change shall be recorded. The Review type will be identified as Management of Change.
- The change shall be reviewed by appropriate management, including the senior most manager responsible for the process. Changes must be approved prior to implementation.
- The appropriate Process Definition document will be updated to reflect the change. This document will undergo review and approval per the procedure Document & Records Management. The revision indicator of the Process Definition document will be incremented, and the nature of the change recorded.
- The follow-up verification step of the Review process shall seek to ensure the change has had the intended effect, and/or has improved the process. If not, the change may be rolled back or a new change made to correct any new issues that arise as a result of the change.

## Changes to Process Outputs

The methods for changing process outputs are typically defined in the Process Definition document. Where a process output is a document, the rules for changing documents above shall apply.

Formal changes to process outputs will be used when the change is significant. Minor changes may be made without formal control, however the decision on what constitutes a significant vs minor change must be agreed

upon by those involved in the change. If a customer indicates a change is significant, this will trump any internal decision.

## **Changes To Documentation**

Management system documents undergo changes when there is a need to revise them.

Changes to documentation are done in accordance with the Document & Records Management.

## **Changes to Orders or Contracts**

Changes to active orders or contracts may occur when the customer changes the requirements after the work has begun or may be initiated by Pipeline Watertech when unforeseen circumstances are encountered.

When changes are initiated by the customer, the new requirements will undergo the same review and acceptance per the procedure Tendering. If the changes cannot be accepted by Pipeline Watertech, a satisfactory solution will be negotiated with the customer.

When changes are initiated by Pipeline Watertech, the Managing Director will notify the customer and negotiate a resolution.

In all cases, when changes are agreed upon, they shall be initiated as follows:

- A revised quote will be sent to the customer.
- Upon acceptance of revised quote in writing by the customer, Pipeline Watertech to provide changed/additional service.
- Customer to be invoiced accordingly.

## **Management of Changes that Impact OHS Performance**

Planned temporary and permanent changes to Pipeline Watertech services and processes that impact on OHS performance will be implemented and controlled by undergoing a risk-based assessment as per the procedure Risk Management. The requirements of the changes will be identified including legal and other requirements, with associated hazards captured, the related risks assessed, and control measures determined.

The change management process will take into consideration changes in knowledge or information about the hazards and related risks, and whether developments in knowledge and technology can be utilized to eliminate or reduce the impact to OHS performance outcomes. The review will also explore whether the changes can result in potential OHS opportunities. This includes addressing the changes in the project risk assessment, pre-start job risk assessment, and project SWMS, and shall take into consideration changes to:

- working conditions
- workplace locations and surroundings
- equipment
- work organization
- work force

The organisation shall review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.