



Your partners in compliance

**Best practice and
peace of mind**

Masula Compliance partners with businesses to help them manage risk and legally comply to workplace health and safety, quality, environmental and human resources policy.

Tailoring advice, systems and support to protect you, your employees and clients.



We are a team of specialized consultants in the work health safety, quality assurance, environmental management and human resources compliance space. We consult with you to better understand your business, design compliance solutions, integrate the solutions into your business and provide you with ongoing support.

We do not provide you with generic, off the shelf solutions. Our solutions are highly customized with tailored policies, procedures and processes so that they will work within your business.

Our personalised expert service ensures our hands-on implementation and support to enable long-term cost-effective compliance.

For over 20 years we have been consulting to Queensland businesses

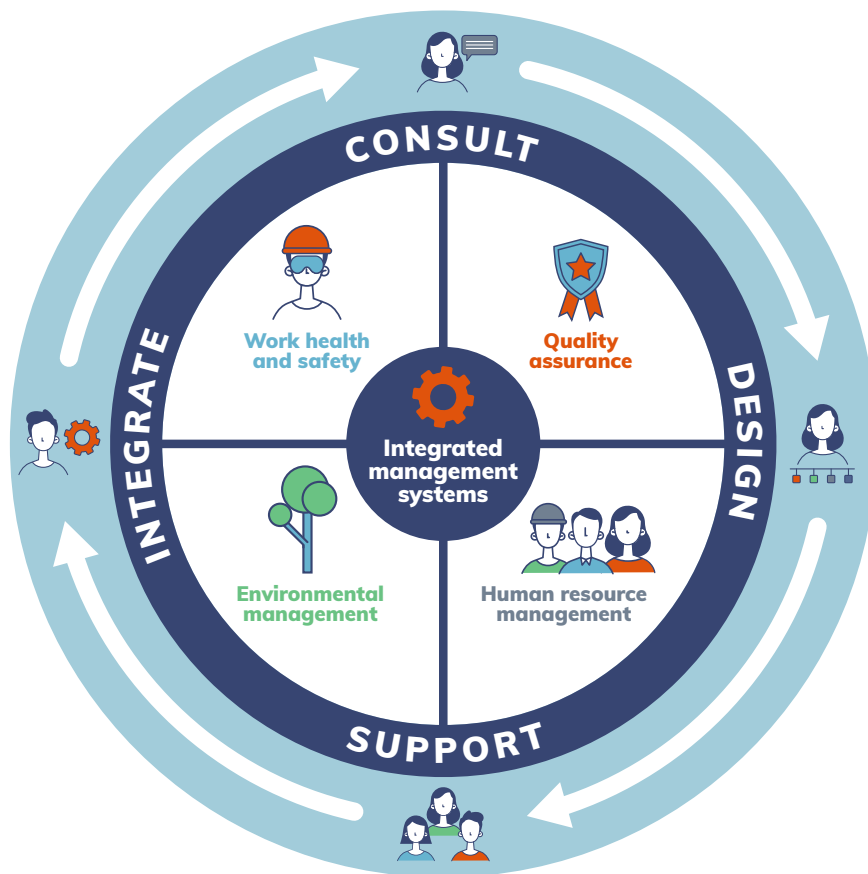
Our highly qualified team have 50+ years of combined industry experience in developing and delivering tailored solutions and advice. Our highly qualified team has expertise in developing and delivering comprehensive systems, policies and procedures to businesses across a range of industries including professional services, government, building and construction, manufacturing, property services, and health and aged care.

We believe in

- ✓ Ethical provision of services
- ✓ Rapid response to client issues
- ✓ Recognising and upholding societal and family values
- ✓ Partnering on the compliance journey

Our clients are our priority

We are committed to delivering exceptional customer service and tailored solutions for our clients. We'll give you the tools and resources to develop the knowledge, understanding and skill to manage your compliance with confidence.





Work health and safety



Compliance is important

The safety of you, your employees, partners and visitors to your workplace is not only a legal requirement, it is also best practice and peace of mind.

We partner with you to help you navigate your work health and safety (WHS) legal obligations, working with you to design and implement policies and procedures, conduct compliance audits and support you with WHS training, ongoing consultation and advice.

We can also assist you to achieve certification to the AS/NZS ISO 45001 standard.

Design, support and integration

- ✓ Management systems
- ✓ Management plans
- ✓ Fire safety management plans
- ✓ Induction and training handbooks
- ✓ Safe work method statements (SWMS)
- ✓ Safe work instructions
- ✓ Forms and templates

Audits, monitoring and certification

We review systems and physical work environments, report on your current compliance and plan appropriate action to reduce your organisation's risk. We can also support and guide you through the audit and certification process.

- ✓ AS/NZS 4801 and AS/NZS ISO 45001 Work Health and Safety (WHS) systems audit;
- ✓ Site specific audits (offices, workshops, warehouse, construction sites);
- ✓ Ergonomic assessments
- ✓ Fire safety and emergency preparedness audits.

WorkCover claims management

We employ staff trained in WorkCover legislation, rehabilitation co-ordination and return to work (RRTWC), and injury management. We can be appointed as your organisation's Rehabilitation and Return to Work Coordinator and directly work with your injured worker to ensure a speedy recovery and return to work.

Customised WHS training services

- ✓ WHS induction training
- ✓ WHS induction packs
- ✓ General WHS training
- ✓ Toolbox talks
- ✓ Risk management training
- ✓ Safety training handbooks



Quality assurance



Quality assurance experts

We consult with you to develop a fully customised business management system that satisfies the quality standard and certification requirements with comprehensive documentation support, internal compliance audits and assistance during the external audit and certification process for AS/NZS ISO 9001.

Quality management systems

A quality management system (QMS) provides a robust framework for your business. Whether you want to gain quality certification or improve business efficiencies, a good quality management system will:

- ✓ Provide a clear platform to communicate company policies to your staff and clients
- ✓ Improve management control over processes and systems that prove successful
- ✓ Standardise business processes, enabling replication, adding value for future business growth or acquisition
- ✓ Reduce business costs by minimising wastage or rework with clear and consistent procedures in place
- ✓ Facilitate opportunities for continuous improvement through systematic monitoring and review
- ✓ Minimise the potential for customer complaints as your produce and service delivery will be more consistent
- ✓ Your business management manual will become a marketing tool that you can showcase to your clients. It may just give you the edge over your competition.

100%
certification success

**We're experienced.
We're trusted.**

We have a 100% certification success rate assisting our clients with certification to standards for AS/NZS ISO 9001 Quality Management Systems.

Audits, monitoring and certification

We undertake internal quality audits to assess business compliance to AS/NZS ISO 9001 and the requirements of your documented systems. A report is prepared which identifies quality management issues and improvement opportunities.

Whilst your company project reference team will be the subject of the external certification audit, Masula Compliance provide support to the team for the duration of the certification audit.

We also facilitate any changes required to the QMS during the certification process.



Human resource management



Manage your people with confidence

We deliver human resource management (HRM) services including development of bespoke policies and procedures, compliance reviews, and documentation, as well as ongoing HR consultation and advice, enabling you to support your employees with confidence.

Human resource management

Human resource management systems (HRMS) involve integrating systems, policies and procedures that facilitate and support the recruitment, selection, onboarding, administration and performance management of your employees, ensuring you meet and manage your human resource and industrial relations obligations.

Benefits of an HRMS

Developing comprehensive human resource management systems and programs benefit your business' bottom line.

We'll help you to:

- ✓ Optimise the effectiveness of your employees
- ✓ Maximise your organisation's efficiency
- ✓ Ensure your employees are paid in accordance with legislation
- ✓ Provide enforceable workplace policies and procedures
- ✓ Reduce risk of unfair dismissal and discrimination claims
- ✓ Improve employee performance and workplace morale

HR compliance review

To prevent costly oversights and errors we can monitor and evaluate your organisation's performance in relation to the requirements of the Industrial Relations Act, Fair Work Act, Fair Work Regulations, National Employment Standards (NES), and the industry specific requirements set out in the Modern Awards.

Additional HR support services

- ✓ Better off overall tests (BOOT)
- ✓ Review of contracting arrangements and contractor pre-qualification
- ✓ Internal discrimination, bullying and sexual harassment training
- ✓ Support during recruitment and selection processes



Environmental management



Certification to environmental standards

We assist our clients with design and development of environmental management systems that enable compliance and certification with AS/NZS ISO 14001 including documentation for policies, plans and procedures, as well as auditing and training to support your business needs and requirements.

Environmental management systems (EMS)

An environmental management system (EMS) is a structured program that establishes your business' policies and procedures for meeting environmental performance standards.

Environmental systems may be developed to support business sustainability and provide a strong framework for good business practice. You can also formalise your environmental systems and practices by achieving AS/NZS ISO 14001 certification.

Benefits of an EMS

- ✓ Ensure business compliance with environmental legislation
- ✓ Facilitate employee training
- ✓ Provide robust environmental audit processes
- ✓ Achieve AS/NZS ISO 14001 Environmental Management Systems certification
- ✓ Support environmentally sustainable business practices
- ✓ Practice good corporate citizenship

100%
certification success

Gaining certification to AS/NZS ISO 14001 can enable your organisation to work for government organisations and tier one contractors.

We have a 100% success rate in attaining certification for our Clients.

Audits, monitoring and certification

We can monitor and evaluate your organisation's performance and identify areas for the improvement of your environmental management system. We will advise on how to implement any changes identified to continually improve your performance, the conservation of resources and the prevention of pollution.

Our team

Best practice and peace of mind

Susie, Melannie and the team have supported hundreds of companies over 20 years with their knowledge and expertise mentoring companies and organisations of all shapes and sizes.



Susie Stack
Principal Consultant

Susie's extensive experience and knowledge in compliance has been crafted over more than 35 years. Having initially commenced her career in nursing, Susie progressed into the area of occupational health and safety which led her to become the founder of Stack Masula (now Masula Compliance) in 2001.

Specialties:

- ✓ Work health and safety
- ✓ Quality assurance
- ✓ Environmental management
- ✓ Integrated systems
- ✓ ISO certification

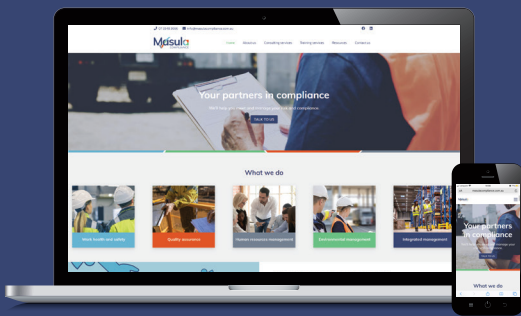


Melannie McKeough
Principal Consultant

With more than 14 years in the safety and compliance industry, and over 11 years specifically with Masula Compliance (formerly Stack Masula), Melannie offers clients expert compliance services across a range of industries including construction, manufacturing, investment banking and real estate, large and small.

Specialties:

- ✓ Work health and safety
- ✓ Human resources management
- ✓ Quality assurance and quality management systems



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