
ENFORCEABLE UNDERTAKING

Part 11

Work Health and Safety Act 2011

The commitments in this enforceable undertaking
are offered to the
WorkCover Authority of NSW

by

Norco Co-operative Limited

ABN 17 009 717 417

Enforceable Undertaking

Purpose

The purpose of this enforceable undertaking is to document the undertakings offered to the WorkCover Authority of NSW (**WorkCover**) pursuant to Part 11 of the Work Health and Safety Act 2011 (**WHS Act**) in connection with matters relating to alleged contraventions of the WHS Act or the Work Health and Safety Regulations 2011 (**the Regulations**).

Section 1 – General information

a. Details of the person proposing the undertaking

Residential address: "Windmill Grove"
107 Wilson Street
South Lismore NSW 2480

Postal address: PO Box 486
Lismore NSW 2480

Telephone contact: [REDACTED] WHS & Risk Management Officer
[REDACTED]

Email address: [REDACTED]

Legal structure: Co-operative

Type of business: Manufacture and retail

Commencement date of the entity: 5 June 1895

Number of workers: Full time 441 / Part time 66 / Casual 227

Products and services: Manufacture of dairy product and stockfeed, as well as retail of rural supplies.

Comments: Norco is a 100% Australian owned co-operative, operating in northern NSW and South East Qld. Owned by 220 farmers, there are three business divisions within Norco:

- Norco Foods – manufactures and distributes dairy products.
- Norco Rural – retail of farm supplies.
- Goldmix – manufacture and bulk supply of stockfeed.

Geographically the business is spread from Bundaberg in the north, Heatherbrae in the south and Tenterfield in the west, with a centrally located head office in South Lismore.

b. Details of the alleged contravention

It is alleged by WorkCover that on 25 July 2013, Norco Co-operative Limited (**Norco**) failed to discharge its obligations as a person conducting a business or undertaking under Section 19(1) of the WHS Act in that it did not ensure so far as reasonably practicable the health and safety of workers engaged by it while the workers were at work.

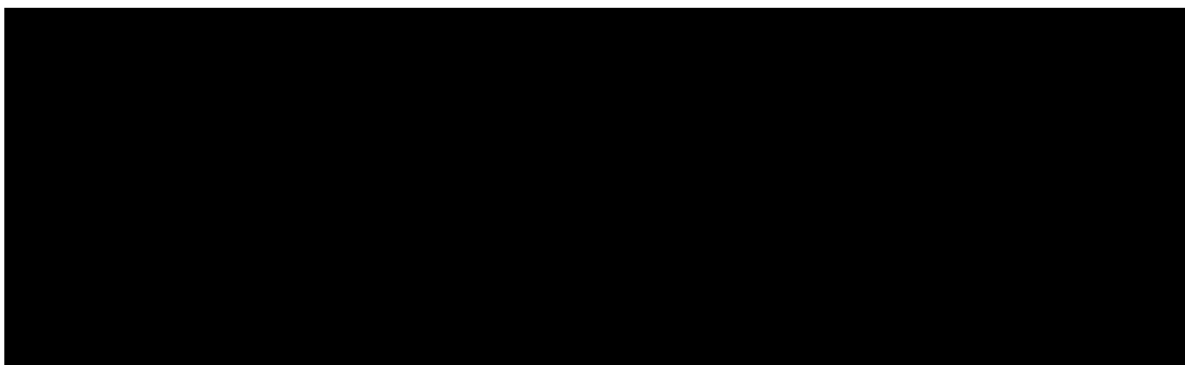
c. Details of the events surrounding the alleged contravention

On 25 July 2013 whilst working in the production area of Goldmix Stockfeed (Lismore) a worker operated the Elephants Foot Compactor (**compactor**). After compacting and tying off the bale the worker closed the top door of the compactor but left the bottom door open. After the worker started the compactor to release the compacting feet, the bale string became caught on one of the compacting feet as it was rising up. [REDACTED] the worker reached into the machine through the bottom door to release the string and in doing so became caught between the closed top door and the compacting feet as they rose up.

d. An acknowledgement that WorkCover alleged a contravention has occurred

It is acknowledged that WorkCover has alleged that Norco has contravened Section 19(1) of the WHS Act.

e. The details of any injury that arose from the alleged contravention



f. The details of any enforcement notices issued that relate to the alleged contravention

Yes (provide details) No

Notices received:

Date issued	Notice type	Notice number	Contravention	Action taken in response to notice
25/7/13	PN	005215	Act Sect 19 & Regs clause 208	Magnetic interlocks installed and engineer inspection completed.
25/7/13	IN	7-259191	Act Sect 19 & Regs clause 208	Guarding replaced
9/8/13	IN	7-259181	Act Sect 19 & Regs clause 32-38	Risk assessment completed

Date issued	Notice type	Notice number	Contravention	Action taken in response to notice
9/8/13	IN	7-259184	Act Sect 19 & Regs clause 213	Magnetic interlocks installed and engineer inspection completed.
9/8/13	IN	7-259087	Act Sect 19 & Regs clause 42	First aid training
9/8/13	IN	7-259194	Act Sect 19 & Regs clause 39	SOP developed and staff trained.
9/8/13	IN	7-259195	WHS Regs clause 43	EMP developed and trained
9/8/13	IN	7-259208	Act Sect 19	Role clarification and training
9/8/13	IN	7-259208	Act Sect 27	Role clarification and training
16/8/13	IN	7-259396	Replaced IN 7-259184	
16/8/13	IN	7-259398	Replaced IN 7-259194	

g. A statement of assurance about future work health and safety behaviour

Norco is committed to complying with its obligations under the WHS Act and ensuring, so far as reasonably practicable the health and safety of all workers and those who may be affected by its business or undertakings.

When an alleged contravention is associated with an injury/illness

h. The details of the type of workers compensation provided (if the injured person(s) is a worker of the person)

The injured worker received lost time wages and all medical expenses were covered under workers compensation.

i. The details of the support provided, and proposed to be provided, to the injured person(s) to overcome the injury/illness

Does the contravention involve injury to a person?

Yes

No

The injured person is an employee of Norco.

The following support has been provided to the injured person(s) or injured person(s) family:

Date	Description of support	Comment
29/7/13	Hospital visit	WHS & Risk Management Officer and HR Manager
Various	Hospital visits	General Manager – Rural and Agribusiness
Various	Daily phone calls to Workers wife	
29/7 – 26/8/14	Workers compensation for wages and medical expenses	Wages paid by Norco Co-operative Limited and medical expenses through workers compensation insurer
Various	Worker visited work site and head office	Keep up-to-date with work mates, etc
26/8/14	Returned to work on full hours and full duties	Suitable duties available however not required due to full recovery

- j. If the matter involves a fatality or very serious injury¹, a claim to demonstrate that exceptional circumstances exist that the enforceable undertaking is a more appropriate response than pursuing prosecution**

Does the contravention involve a fatality or very serious injury¹ ?

Yes

No

- k. The details of any existing occupational health and safety management system (OHSMS) at the workplace including the level of auditing currently undertaken**

Norco does not have an accredited work health and safety management system.

- l. The details of any consultation undertaken within the workplace regarding the proposal of an enforceable undertaking**

Norco has consulted with the injured worker, site staff at Goldmix Stockfeed (Lismore), the Senior Management Team, the Rural and Agribusiness WHS Committee, three Norco Foods WHS Committees and Norco's Corporate WHS Committee regarding the proposal of an enforceable undertaking.

- m. A statement of regret that the incident occurred (i.e. not an admission of guilt)**

Norco regrets that the incident on 25 July 2013 occurred and that the worker sustained injuries as a result of the incident.

1. An injury that has caused nervous system damage liable to lead to mental incapacity or permanent restriction of mobility or involves a major amputation of a limb or parts of the body, for example, amputation above the knee or elbow. This term is not defined in the WHS Act; it is used within this document to identify certain circumstances which will trigger additional steps in the enforceable undertaking process.

n. Any rectifications made as a result of the contravention

Replacement of existing and installation of additional interlocks, training for staff (work health and safety responsibilities and obligations, reporting processes, first aid and confined spaces), review of equipment by Engineer (including guarding improvements, ladder improvements, platform improvements), risk assessment including on compactor (and other similar machines across other business units) and commenced the risk assessment process on plant and equipment across the business, development of Safe Operating Procedures (**SOP**)s and training for tasks, introduced maintenance recording processes, implemented electronic Learning Management System for work health and safety training, called for nominations for First Aid Officers and Health and Safety Representatives (**HSR**)s at Lismore Goldmix, reviewed site structure and position descriptions for managers.

TOTAL AMOUNT SPENT ON RECTIFICATIONS **\$39,609**

o. An acknowledgement that the enforceable undertaking may be published and publicised

Norco acknowledges that the undertaking may be published on WorkCover's internet site and may be referenced in WorkCover's publications.

Norco will, within thirty days of the date of this undertaking, cause a public notice to be published in the Northern Star Newspaper.

p. A statement of ability to comply with the terms of the enforceable undertaking

Norco acknowledges that it has the financial ability to comply with the terms of this enforceable undertaking and has provided evidence with this undertaking to support this declaration.

q. Statement regarding relationships with beneficiaries

Norco acknowledges there are no known current relationships with any of the beneficiaries outlined in the enforceable undertaking, other than the current employees of Norco and the injured worker.

Norco acknowledges that there may be relationships with other beneficiaries that cannot be confirmed at the time of making this proposal, for example, farmers who access industry and/or community benefits may be suppliers and shareholders of Norco.

r. Intellectual property licence

Norco grants WorkCover a permanent, irrevocable, royalty free, worldwide, non-exclusive licence to use, reproduce, distribute, electronically transmit, electronically distribute, adapt, and modify any materials developed as a result of this enforceable undertaking.

s. The person may be required to provide a statutory declaration

WorkCover has requested a statutory declaration outlining details of any prior work health and safety convictions or findings of guilt under work health and safety legislation² or work health and safety related legislation.

Yes

No

The statutory declaration is attached (if applicable)

Yes

No

2. Subject to any local legal constraints such as spent conviction legislation.

t. Acknowledgement of enforceable undertakings overview and guidelines

Norco has read and understood Enforceable undertakings – an overview, and Enforceable undertakings – guidelines for proposing an enforceable undertaking.

Section 2 – Enforceable Terms

a. A commitment that the behaviour that led to the alleged contravention has ceased and will not reoccur

Norco commits that the behaviour that lead to the contravention has ceased and that it will take all reasonably practicable steps to prevent the recurrence of this type of incident.

b. A commitment to the ongoing effective management of work health and safety risks

Norco commits that it will exercise its best endeavours to the ongoing effective management of work health and safety risks. Work health and safety risks will be effectively managed by the following means:

- Implementation of current work health and safety plans and appropriate improvement to that plan whilst a certified Occupational Health and Safety Management System (OHSMS) is being developed;
- Implementation of a certified OHSMS and adherence to the system;
- Adherence to work health and safety and risk management policies and procedures;
- Implementation of the strategies agreed in this undertaking; and
- Employment of a small team of dedicated small team of work health and safety professionals to assist in implementation of current and future OHSMS.

c. A commitment to disseminate information about the undertaking to workers, and other relevant parties (which may include work health and safety representatives), and in the annual report (if applicable)

Norco agrees to disseminate information about the undertaking within the workplace, including to the members of any health and safety committee, HSRs, workers and other relevant parties. This information will be disseminated through monthly work health and safety committee meetings and in article form in the Norco Bulletin and be completed by thirty days from the date of approval of this enforceable undertaking.

Norco commits that it will publish details of the enforceable undertaking in the first annual report due after the date the undertaking is accepted.

d. A commitment to participate constructively in all compliance monitoring activities of the undertaking

Norco acknowledges that the responsibility for demonstrating compliance with this undertaking rests with Norco which has given this undertaking. Evidence to demonstrate compliance with the terms will be provided to WorkCover by the due date for the term.

Norco acknowledges that WorkCover may undertake other compliance monitoring activities to verify the evidence that is provided and compliance with the relevant term. The evidence provided to demonstrate compliance with the undertaking will be retained by Norco who has given this undertaking until advised by WorkCover that the undertaking has been completely discharged.

Norco acknowledges that WorkCover may initiate additional compliance monitoring activities, such as inspectors, as considered necessary at WorkCover's expense.

Strategies that will deliver benefits to workers, industry and the community

e. Strategies that will deliver worker benefits

1. Executive Work Health and Safety Workshops

Scope: Norco will undertake Executive Work Health and Safety Workshops for the Senior Management Team and Board of Directors. These workshops are designed to reinforce the message of work health and safety, and to improve skills, knowledge and raise awareness.

A three module package will be delivered by the National Safety Council of Australia (**NSCA**):

1. Safety Culture in your Organisation - Safety culture can be defined as the shared safety perception of an organisation. It is characterised by day-to-day perceptions towards the working environment, practices, organisational systems and management. The objective of this topic is to provide knowledge and skills to assist businesses to:
 - Identify key components of positive safety culture;
 - Review current perception of safety in their organisation;
 - Gain practical knowledge on how to measure safety culture;
 - Access and use safety climate tools; and
 - Apply practical knowledge to improve safety culture in their organisation.

Participants will be provided with examples of tools and methods which may be used to evaluate safety culture and achieve workshop objectives.

2. Organisational Risk for Senior Managers - Organisations are exposed to a broad range of risks on a daily basis, including financial, ethical, legal, social and physical risks. The management of organisational risk is essential to the overall success of business and integral to decision making processes. The development of risk management strategies will enable your organisation to achieve best practice in the area of risk, including but not limited to WHS management. The objective of this topic is to provide practical guidelines and skills to assist businesses to:
 - Define risk and risk management principles and framework;
 - Establish risk within the work health and safety legislative context;
 - Provide an overview of risk management planning documents and their implementation; and
 - Provide a review of specific risk management tools e.g. risk registers, risk policy and procedure.
3. Due Diligence for Managers - The purpose of this course is to provide information on key elements of the new WHS Act to Persons Conducting a Business or Undertaking (**PCBU**) and their officers, with particular emphasis on the positive duty to exercise due diligence. The objective of this topic is to provide practical guidelines and skills to assist businesses to understand:
 - Key elements and purpose in the WHS Act and the Regulations;
 - How to demonstrate due diligence;
 - The responsibility and duty of care of Officers and PCBU;
 - Measurement and evaluation procedures; and
 - Case Study.

Tangible outputs: Increased work health and safety skills and awareness specific to the executive roles in the business. Participants will gain knowledge in:

- Their work health and safety obligations and responsibilities;
- Due diligence processes and decision making tools;
- Risk management principles and processes; and
- Developing a pro-active safety culture in their businesses.

Beneficiaries / audience: Norco Senior Management Team, including Chief Executive Officer, Business Unit General Managers, Chief Financial Officer, Human Resources (**HR**) Manager, Company Secretary, Chairman and Directors of Norco.

Delivery method: Each workshop module will run for two hours. The workshops will be conducted at Norco training rooms by an NSCA trainer.

Timeframe: Workshops will commence within two months of acceptance of the enforceable undertaking and finish within six months of acceptance of the enforceable undertaking.

Safety outcome: Increased work health and safety awareness specific to the Executive roles in the business.

Total estimated cost: \$8,036

2. Online Work Health and Safety Induction

Scope: Develop and implement a work health and safety induction module for inclusion in Norco's Learning Management System (**LMS**).

The LMS enables all new staff to access online induction and training, irrespective of their geographical location within the business.

The work health and safety induction module will provide a comprehensive program for all new staff including the following modules:

- Work health and safety obligations and responsibilities;
- Hazard and incident identification, assessment, control and reporting processes;
- Risk management and assessment; and
- Workers compensation process.

The LMS will include built-in competency based questionnaires so that Norco can assess the workers level of competency in each module. This also enables online monitoring and recording of training.

Norco would undertake the following in relation to this strategy:

- Develop scripts for the four modules;
- Engage a film production company for filming, editing and voice over; and
- Engage an IT development company to develop the built-in competency questionnaire software.

Tangible outputs: Induction is designed to increase awareness and understanding of work health and safety policies and procedures, obligations and responsibilities, improve hazard and risk awareness, reduce workplace incidents/accidents and encourage safe workplace behaviour.

Beneficiaries / audience: All workers of Norco including Managers, Supervisors and front line employees (approximately 750 workers) to complete the LMS work health and safety modules.

Delivery method: The LMS is delivered online and completed by the worker at their normal workplace. Employees are able to access this system both internally and externally from Norco workplaces through a secure online portal.

Timeframe:

- Development of work health and safety module content and scripting will commence within two months of acceptance of the enforceable undertaking and be completed within six months of acceptance of the enforceable undertaking.
- Filming and video production will commence within three months of the script completion and be completed within nine months of script completion.
- Twelve month roll-out to all existing employees will commence within three months of film production completion and complete within twelve months of film production completion.

Safety outcome: Induction training is designed to increase awareness and understanding of work health and safety, provide information and knowledge in relation to workplace policies and procedures and improve safe workplace behaviour.

Total estimated cost: \$25,000

3. Human Resources Information System (HRIS)

Scope: Implement a HRIS with specialised work health and safety and training modules. The work health and safety module will be designed to capture and retain work health and safety information electronically, whilst the training modules will enable efficient management of staff training requirements.

Implementation of the work health and safety module will enable Norco to develop a centralised risk register for its business. This function will enable work health and safety information resulting from incidents, hazards, risk assessments and audits to be captured electronically with investigation and control measures flagged for timely completion. The work health and safety module will also allow for electronic reporting of work health and safety performance indicators.

The training module will enable efficient management of staff training aligning a training matrix to individual roles and ensuring staff receive all training in accordance with the requirements of their role.

The HRIS will include an Employee Self Service (**ESS**) component which allows all workers to access certain areas of the HRIS to electronically submit incident reports, risk assessments and review their training requirements.

Norco's HR Team will review various HRISs to order to purchase a system that meets the requirements above, and with the aim to also be compatible with Norco's current payroll system to enable easy linkage to employee employment history. It is envisaged that the HRIS will also include HR modules including recruitment and industrial relations.

Tangible outputs: Implementation of the HRIS will enable streamlined and efficient management of all safety related identification, assessment, control and monitoring processes, along with management of training requirements and accurate reporting compliance. The system will enforce a higher degree of accountability in the management of safety incidents, hazard reporting and risk assessment.

Beneficiaries / audience: The aim is for all Norco employees to have access via a secure online portal to the ESS. Other users will be the HR department, managers and supervisors. The Managers and Supervisors will have access to up to date information, employee data, work health and safety and training requirements for their direct reports.

Delivery method: The HRIS will be delivered via server access, whilst the ESS will be delivered via a secure online portal.

Timeframe:

- Sourcing of a suitable HRIS that meets the business needs will be completed within six months of acceptance of the Enforceable Undertaking.
- Staged implementation of each HRIS module will commence within three months of a suitable system being sourced.
- Full implementation achieved within twelve months from commencement.

Safety outcome: Implementation will result in:

- Online access to centralised hazard register;
- Monitoring of implementation of control measures resulting in traceable accountability for risk reduction;
- Online WHS reporting; and
- Timely training for staff and improved ability to monitor compliance/renewal of licensing etc.

Total estimated cost: \$100,000

4. Develop a certified OHSMS

Scope: Norco proposes to undertake further work on its existing OHSMS in order to have its Norco Foods and Goldmix Stockfeeds workplaces certified by a qualified external auditor as being compliant with AS/NZS 4801:2001.

The focus of this work will be to further develop and implement the OHSMS in order to meet the requirements of the AS/NZS 4801:2001 including training of workers as to the systems' requirements.

Norco will engage a qualified external auditor to audit the systems for accreditation as well as undertake two successive yearly audits of the system to ensure on-going compliance with the standards.

Tangible outputs: A certified OHSMS applying to Norco Foods and Goldmix Stockfeed sites.

Beneficiaries / audience: All workers of Norco including Managers, Supervisors and front line employees (approximately 750 workers).

Delivery method: Norco's work health and safety team will be responsible for undertaking work on the existing OHSMS to ensure it is compliant with AS/NZS 4801:2001. Certification and subsequent external compliance audits are to be undertaken by a qualified external auditor (BSI).

Timeframe: Certification of Norco Foods and Goldmix Stockfeeds to be achieved within one year of approval of this enforceable undertaking.

Safety outcome: A certified OHSMS applying to Norco Foods and Goldmix Stockfeed sites.

Total estimated cost: \$32,000

Total estimated cost of benefits to workers \$165,036

f. Strategies that will deliver industry benefits

5. "Managing Dairy Farm Safety" Farmer Resources

Scope: FarmSafe Australia has obsolete resources, "Managing Dairy Farm Safety". These resources are no longer available to the industry for use. The aim of this strategy is to update and publish the "Managing Dairy Farm Safety" resources through the coordination of a working party including Norco staff, dairy farmers and FarmSafe Australia.

The resources would include:

- Written information regarding hazard identification and risk management of relevant safety issues;
- Dairy worker induction guidelines; and
- Dairy safety checklists.

The resources will then be made available for dairy farmers via the Farm Safe Australia website.

Norco would undertake the following in relation to this strategy:

- Coordinate the development of a working party;
- Facilitate meetings and workgroup sessions with the working party members;
- Participate in the review of "Managing Dairy Farm Safety" resources;
- Coordinate the design and publication of the new "Managing Dairy Farm Safety" resources; and
- Coordinate the distribution of the updated resources.

FarmSafe Australia has agreed to participation in the development of this strategy. For their participation in this strategy, Norco will provide FarmSafe Australia with a donation of \$2,500.

Tangible outputs: Tangible outputs include:

- Development and provision of a practical guide and resources to assist Dairy Farmers to improve the management of safety on farm;
- Farmers have information and tools to reduce the occurrence / re-occurrence of incidents on farm; and
- Increased confidence that Norco's members have the resources to provide improved safety for their own workers and Norco employees who visit their farms.

Beneficiaries / audience: Dairy farmers in NSW and Qld, their workers and others affected by their work.

Delivery method: Once the updated resource is approved for distribution, it will be delivered through the following methods, as agreed by the relevant bodies:

- Norco external website; and
- Farm Safe Australia website.

Promotion of the resource will be made through the coordination of three workshops in the Northern NSW, Mid Coast NSW and South East Qld districts. These workshops will provide farmers with printed copies of the resources and practical sessions to provide an overview of the materials, including case studies. The workshops will also be used to promote the Farm Safety for Children Videos as described in the following strategies for Community Benefits.

Timeframes:

- Development of a working party will be finalised within three months of acceptance of this enforceable undertaking.
- Resources will be finalised and ready for publishing within nine months of acceptance of this enforceable undertaking.
- Final published resources will be released within twelve months of acceptance of this enforceable undertaking.
- Workshops will be conducted within eighteen months of acceptance of this enforceable undertaking.

Safety outcome: The "Managing Dairy Farm Safety" resource will assist farmers to improve safety on farm, reduce the rate of incidents and provide practical tools for managing farm safety.

	Total estimated cost:	\$32,500
Total estimated cost of benefits to industry		\$32,500

g. Strategies that will deliver community benefits

6. Farm Safety for Children Video

Scope: Norco will develop a two part Farm Safety for Children video which explains the hazards on farm from a child's perspective.

The first part will be aimed at early primary school aged children and will highlight the dangers associated with;

- Farm machinery;
- Water (dams);

-
- Animals; and
 - Falls from height.

Part two will be designed for older primary school children and will highlight additional risks associated with:

- Motor bikes and quad bikes;
- Manual handling; and
- Operating machinery.

Each part will run for approximately ten minutes.

Norco will coordinate the following activities as part of this strategy:

- Develop scripts for the two videos;
- Gain expert advice on the video content by Farm Safe Australia and ensure the script is consistent with the messages provided in the FarmSafe Australia "Ripper II" resource;
- Engage a film production company for filming, editing, voice over and acting;
- Source farms to enable on-site filming; and
- Distribution and promotion of resource.

Discussions have been held with Farm Safe Australia and they have given a commitment that they will participate as described. For their participation in this strategy, Norco will provide FarmSafe Australia with a donation of \$2,500.

Tangible outputs: Increased farm safe awareness for young children and provide a resource available to parents and schools to teach their children about safety on farms.

Beneficiaries / audience: Primary school children, their families and their teachers.

Delivery method:

- DVD copies of the videos will be provided to local primary schools in rural/remote areas in the Northern Rivers NSW.
- Videos available online through YouTube.
- Link to the videos will be available through the Norco and FarmSafe Australia websites.
- Videos will also be promoted through three workshops associated with the "Managing Dairy Farm Safety" strategy detailed above.

Timeframe:

- Writing of script will be completed within six months of acceptance of this enforceable undertaking.

- Review of content by FarmSafe Australia will be completed within nine months of acceptance of this enforceable undertaking.
- Video filming and production will be completed within twelve months of acceptance of this enforceable undertaking.
- Launch of film will be the beginning of the first school semester following completion of filming and production.

Safety outcome: Safety outcomes include greater awareness of farm safety amongst young children who live on and around farms, to assist in their development of hazard identification and safe farm behaviours.

	Total estimated cost:	\$24,100
	Total estimated cost of benefits to the community	\$24,100
	TOTAL ESTIMATED VALUE OF THE UNDERTAKING	\$221,636

h. A commitment regarding linking the promotion of benefits to the enforceable undertaking

Norco is committed to ensuring that any promotion of a benefit arising from this enforceable undertaking will clearly link the benefit to the undertaking and that the undertaking was entered into as a result of the alleged contravention.

Where appropriate (i-l)

i. A commitment to establish and maintain (or maintain if a system already exists) an OHSMS

Norco is committed to establishing an accredited OHSMS system acceptable to WorkCover that satisfies the principles of AS/NZS 4804: 2001 Occupational health and safety management systems – General guidelines on principles, systems and supporting techniques will be implemented within twelve months from the date of the signing of the enforceable undertaking.

Norco acknowledges that the OHSMS will be maintained in accordance with the standard.

j. A commitment to ensure the OHSMS is audited by third party auditors

Norco commits to ensuring the OHSMS will be audited by accredited third party auditors to meet the requirements of AS/NZS 4801: 2001 Occupational Health and Safety Management Systems – Specification with guidance for use, in accordance with established timeframes as set by WorkCover.

Norco acknowledges that the third party auditors selected to perform OHSMS audits must be certified by a certification body accredited by JAS-ANZ to ISO/IEC 17024: 2004 General requirements for bodies operating certification of persons.

Norco acknowledges that details of the auditors' qualifications against the stated requirements will be provided with audit reports submitted to WorkCover.

Norco acknowledges that an initial third party audit will be undertaken within twelve months and two further third party audits will be undertaken during the course of the undertaking, two years and three years following the date of acceptance of the enforceable undertaking.

k. A commitment to provide a copy of each finalised OHSMS audit report to WorkCover

Norco acknowledges that audit reports received from the auditor will be sent to WorkCover within thirty days of the audit, along with a letter certifying that the report has not been altered from the copy provided to Norco by the auditor.

Norco acknowledges that within twenty one days of receipt of the auditor's written report, WorkCover will be advised of the intended action in addressing each of the report's recommendations.

l. A commitment to implement the recommendations from these audits (unless otherwise negotiated with WorkCover)

Norco commits to fully implementing the intended actions arising from the audit within six months from receiving the audit report from the OHSMS auditor unless otherwise agreed by WorkCover.

Section 3 – Offer of undertaking

OR

I offer this undertaking and commit to the terms herein.

As a duly authorised person of Norco Co-operative Limited, I offer this undertaking and commit to the terms herein.

Signed:
[Person]

Signed:
[Duly authorised person]

Print name:

Print name:

Position:

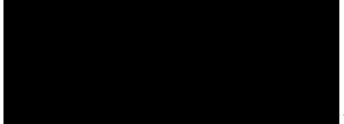
Position: CEO

Dated at this day
[suburb]
of
[month] [year]

Dated at Labrador this 7th day
[suburb]
of April 2015
[month] [year]

Section 4 – WorkCover’s acceptance of undertaking

I accept this undertaking as an enforceable undertaking under section 216 of the WHS Act.

Signed:


Print name: VINEK BHATIA

Position: CHIEF EXECUTIVE OFFICER WorkCover NSW

Dated at SYDNEY this 23rd day of APRIL 2015
[suburb] [month] [year]