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Approved By	Brendan McKenna
Position	Director
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Purpose

Brendan McKenna Earthmoving is committed to identifying, investigating and correcting non-conformances to prevent recurrence and support continual improvement across the Integrated Management System (IMS).

This procedure establishes the requirements for identifying, recording, investigating, implementing and reviewing corrective actions arising from incidents, audits, inspections, complaints and other improvement opportunities. It supports compliance with the Work Health and Safety Act 2011 (Qld), Work Health and Safety Regulation 2011 (Qld) and Brendan McKenna Earthmoving's Integrated Management System (IMS).

Scope

This procedure applies to all corrective actions arising from Brendan McKenna Earthmoving activities.

This includes corrective actions resulting from:

- Incidents and near misses.
- Hazard reports.
- Internal and external audits.
- Workplace inspections.
- Customer or stakeholder complaints.
- Environmental incidents.
- Non-conformances identified during operational activities.

Responsibilities

Role	Responsibilities
Director	Review significant non-conformances, approve resources where required and monitor overall corrective action performance.
Operations Manager	Coordinate investigations, maintain the Incident / NCR / Corrective Action Register, monitor action completion and report outstanding actions to management.
Health & Safety Representative (HSR)	Participate in investigations where appropriate, assist with worker consultation and contribute to continual improvement activities.
Supervisors	Investigate non-conformances, implement corrective actions and monitor the effectiveness of implemented controls.
Employees / Contractors	Report hazards, incidents, near misses and non-conformances, and participate in investigations where required.

Procedure

Brendan McKenna Earthmoving shall ensure all non-conformances are identified, investigated and corrected to prevent recurrence and improve the effectiveness of the Integrated Management System.

1. Identify and Record Non-Conformances

Non-conformances shall be identified and recorded as soon as reasonably practicable.

This shall include:

- Incidents and near misses.
- Hazard reports.
- Audit findings.
- Inspection findings.
- Customer or stakeholder complaints.
- Environmental incidents.

All identified non-conformances shall be recorded within the Incident / NCR / Corrective Action Register.

2. Investigate the Cause

Non-conformances shall be investigated to determine their root cause and identify appropriate corrective actions.

This shall include:

- Reviewing relevant procedures and work practices.
- Identifying contributing factors.
- Reviewing training, supervision and competency.
- Assessing plant, equipment and environmental factors.
- Determining whether similar issues may exist elsewhere within the business.

3. Implement Corrective Actions

Corrective actions shall be developed and implemented to eliminate or minimise the likelihood of recurrence.

This shall include:

- Assigning responsibilities.
- Establishing completion timeframes.
- Implementing agreed corrective actions.
- Communicating actions to affected workers.
- Updating procedures, risk assessments, Safe Work Method Statements (SWMS), registers, management plans or other IMS documents where required.

4. Monitor Progress and Verify Effectiveness

Corrective actions shall be monitored until completed and verified as effective.

This shall include:

- Monitoring progress against agreed completion dates.
- Verifying actions have been implemented.
- Assessing whether corrective actions have effectively addressed the issue.
- Escalating overdue actions to management.
- Closing actions once effectiveness has been confirmed.

5. Review and Continual Improvement

Corrective action outcomes shall be reviewed to support continual improvement across the IMS.

This shall include:

- Reviewing recurring trends.
- Updating registers and management plans where required.
- Reviewing outcomes during Internal Audits, Management Review meetings and routine management meetings where appropriate.
- Identifying opportunities for further improvement.
- Sharing lessons learned with workers through toolbox talks, safety meetings or other communication methods.

Records

The following records may be retained where relevant to corrective action activities.

Record	Responsibility	Retention Location
Incident / NCR / Corrective Action Register	Operations Manager	IMS Registers
Incident Investigation Reports	Supervisors	Incident Records
Internal Audit Reports	Operations Manager	Inspection & Audit Register
Inspection Reports	Supervisors	Inspection & Audit Register
IMS Action Plan	Operations Manager	IMS Registers

Related Information

- IMS-PR-001 Document Control Procedure
- IMS-PR-002 Internal Audit & Inspection Procedure
- HS-PR-005 Incident Investigation & Reporting Procedure
- IMS Action Plan
- IMS Risk Register
- IMS Legal & Compliance Register
- Incident / NCR / Corrective Action Register
- Inspection & Audit Register
- Management Review Register
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Regulation 2011 (Qld)

Review and Revision

This procedure shall be reviewed every two years or earlier following legislative changes, organisational changes, incidents, audit findings or identified improvement opportunities