



# Capability Statement

**INTELLIGENT SAFETY & RISK COMPLIANCE**

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## About Us

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MiSAFE Solutions Pty Ltd (MiSAFE) is an Australian owned and managed Quality, Health, Safety and Environmental (QHSE) consulting firm, providing integrated online compliance solutions to businesses throughout Australia, New Zealand and beyond. Our team of highly qualified and experienced QHSE consultants provide our clients with simple yet comprehensive integrated risk management systems that foster higher stakeholder engagement, and improve legal compliance.

We specialise in customised paperless Integrated QHSE Systems that comply with Federal and State legislation and are robust, reliable, and relevant to each client's unique requirements.

We do more than develop and implement QHSE systems. We believe in long-term relationships, providing ongoing support, advice and incident response manage for our clients.

### Services Snapshot:

- Environmental, Health, Safety & Risk Compliance Software
- Policy & Procedural Development, Implementation, Monitoring & Review
- Health & Safety Management Systems AS/NZS4801, OHSAS18001, ISO/DIS45001
- Quality Management Systems ISO9001
- Environmental Management Systems ISO14001
- Risk Assessment (SWMS, JSA)
- Pre-Certification Audits
- Incident Investigation (ICAM)
- Rehabilitation & Return to Work.

Our capabilities also extend to leading incident investigations, compliance audits, as well as developing and implementing risk management systems. (see details on page 6)

MiSAFE's clients come from a variety of industries, including:

- Tourism and Leisure
- Education (ELC to Senior School)
- Hospitality
- Aged Care and Health Services
- Manufacturing
- Transport and Warehousing
- Mining and Construction

## Certifications

Lead Auditors in Quality Management Systems

Lead Auditors in Occupational Health and Safety Management (AS/NZS 4801)

Lead Auditors in Environment Management Systems (AS/NZS ISO 14001:2015)

Safety Institute of Australia Certified Generalist OHS Professionals



## What Sets Us Apart from the Competition?



## Our Mission

To provide robust and reliable Quality, Health, Safety, & Environmental (QHSE) management systems that adapt to any operational requirements. With degree-qualified QSHE consultants, certified by world-renowned certification peak bodies, we create, deliver, and manage truly paperless, online Integrated Management Systems in accordance with ISO9001, ISO14001, OHSAS18001, and AS/NZS4801.

## Our Vision

To provide businesses with simplified QHSE management systems that not only meet regulatory requirements but improve employee engagement.



## Our Values



## Our Service Commitment

We are committed to:

- Maintaining a high level of professionalism at all times, including engaging degree-qualified consultants across the QHSE compliance fields
- Complying with local, state and federal regulations
- Honesty, transparency and accountability to clients
- Reducing environmental impacts and improving productivity with field-proven online integrated management systems
- Clarifying and promoting Quality, Health, Safety, & Environmental (QHSE) objectives to all stakeholders
- Our service guarantee: If our client isn't happy, then we're not happy.



## Detailed Capabilities

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### **Customised, Scalable QHSE Software Solutions**

MiSAFE provides simple, yet comprehensive online integrated management systems (IMS) to clients in Australia, New Zealand, and beyond. Our Quality, Health, Safety, & Environmental (QHSE) management systems are supported by field-proven software platforms, and can enable any business to move away from confusing spreadsheets to online, paperless, solutions. We are premium partners with multiple QHSE software providers, which means we are able to offer tailored, scalable, solutions based on a business's needs, wants, and future growth potential. All our IMS systems are built to be scalable for any business environment.

We offer both cloud-based, or stand-alone, software platforms, and once the perfect solution is implemented, we provide professional QHSE management systems, that complement the IMS and prepare our clients for certification in accordance with ISO9001, ISO14001, and OHSAS18001 or AS/NZS4801.

We also believe that our responsibility to our clients does not end with developing and implementing their QHSE solution. Thus, we also offer ongoing professional consultancy services.

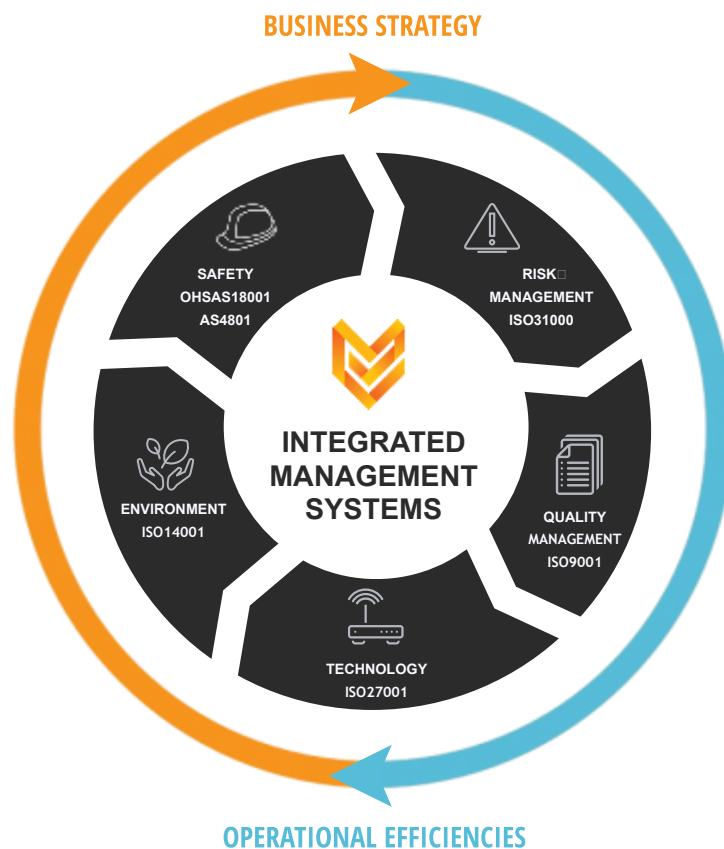
## Integrated Management Systems

Our consultants are qualified and experienced in Integrated Management Systems (IMS). We develop, implement, monitor, and review Quality, Health, Safety, and Environmental (QHSE) management systems that work seamlessly together in one complete framework, enabling an organisation to work as a single unit with unified objectives.

We provide entirely customised IMS content, preferably online via a QHSE software platform, and can provide paper-based formats if required (not recommended).

By opting for online IMS services, our clients experience the added advantages of:

- Enhanced employee engagement
- Reductions in complicated management systems and double handling
- A paperless business system
- Simple audit trails
- Rapid access to systems, records, and tools
- Consistency across the organisation
- Compliance with regulations.



## Quality Management Systems

A quality management system (QMS) is vital to ensure any business meets the requirements of customers, stakeholders and regulatory bodies. When properly implemented, it brings benefits to organisations of all sizes and all sectors. MiSAFE is qualified to assist clients achieve AS/NZS ISO 9001 certification, which in turn improves our client's business efficiency and customer satisfaction.

Our QMS service addresses the Seven Quality Management Principles:



We specialise in practical QMS solutions to drive continuous improvement and maintain customer satisfaction.

**Our QMS services include:**

- Developing, implementing and maintaining Quality Management Systems (AS/NZS ISO 9001:2016)
- Document control and record management systems
- Business optimisation
- Auditing and compliance
- General advice and troubleshooting.

## WHS Management Systems

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At MiSAFE, we design, implement, and oversee Work Health & Safety Management Systems (WHSMS) to help our clients systematically manage health and safety in their Workplace. Every business understands the need to protect the health and safety of their workers. MiSAFE helps clients comply with legal obligations in relation to:

- Providing and maintaining a work environment without risks to health and safety
- Providing and maintaining safe plant and structures
- Providing and maintaining safe systems of work
- The safe use, handling, storage and transport of plant, structures and substances
- Providing adequate facilities for all staff and contractors
- Providing information, training, instruction or supervision necessary to protect all staff and contractors
- Monitoring the health of workers, and the conditions at the workplace, to prevent illness or injury.

We specialise in developing, implementing, maintaining and reviewing practical solutions to help clients comply with legal and other requirements. Most importantly, we help our clients ensure their workers arrive home safely every day.

### **Our WHS services include:**

- Developing, implementing and maintaining Occupational Health and Safety Management Systems (AS/NZS 4801:2004, OHSAS 18001:2007)
- Pre-certification and compliance audits (Audit Preparation & Compliance Support)
- Regulatory liaison and advocacy services
- Risk management and assessment
- Client QHSE prequalification support
- Training programs & coordination
- Emergency response planning and support
- 3rd Party compliance audits and inspections
- ICAM Certified lead incident investigators
- General WHS compliance support, advice and troubleshooting.

## Environmental Management Systems

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An Environment Management System (EMS) is a tool that provides a structured approach to planning and implementing environment protection measures.

Working with our expert business partners, MiSAFE develops practical solutions to help business comply with all their environmental management requirements and improve environmental performance. Our regulatory experience and compliance expertise ensures cost-effective solutions and total peace of mind for our clients.

### **Our EMS services include:**

- Developing, implementing and maintaining Environmental Management Systems (AS/NZS ISO 14001:2015)
- Environmental authority (EA), environmentally relevant activity (ERA), permit and licence application and ongoing compliance support
- Environmental project management
- Environmental management plans (EMPs)
- Construction environmental management plans (CEMPs)
- Environmental impact assessments (EIAs)
- 3rd Party Audits
- Waste reduction and recycling plans
- Waste management plans
- Waste tracking management systems
- General advice and troubleshooting.

Our partners are lead auditors in Environmental Management Systems (AS/NZS ISO 14001:2015) and include:

- Environmental management systems specialists
- Environmental project managers
- Environmental protection specialists
- Environmental health advisors
- Environmental engineers
- Ecologists
- Certified erosion and sediment control professionals (CPESCs)
- Field environmental advisors
- Cultural heritage specialists
- Waste management specialists
- Fauna spotters/catchers.

## Risk Compliance Software

We only partner software providers that have been hand-picked for their comprehensive, robust and flexible platforms that are readily configured for any business requirements.

Features that can be integrated into any business include:

- Cloud-based or in-premise solutions
- Customisable solutions
- Audit Trails
- 3rd Party Software Integration
- Online/Offline Capabilities
- Drag & Drop Dashboards
- Enterprise capable solutions
- Business Intelligence Reporting
- Consumer Reports
- Smart Forms (Customised forms based on our client's specific requirements)
- Easy to Interpret Analytics
- Risk & Compliance Management
- Incident & Defect Management
- Asset Management
- HR/Employee Management
- Training & E-Learning
- Import existing data from old systems
- Task/Action Planning
- Contractor Management
- Visitor Management
- Document Control
- Permit to Work
- QHSE Registers (e.g. Risk, Plant & Equipment, Chemical etc.)
- Audits & Inspections
- Hazard & Risk Assessment tools
- Health Surveillance



## Our People

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### **Micah Wicham (Director)**

Micah Wicham established MiSAFE Solutions Pty Ltd in October 2014, after more than ten years' experience in the fields of Quality, Health, Safety, & Environment (QHSE). In that time, Micah identified a need for simplified QHSE management systems to improve business compliance and increase employee engagement.

Before establishing the company, Micah worked as a QHSE Manager for world-class companies across a range of industry sectors in Australia. With an ongoing commitment to professional development, Micah has completed several post graduate qualifications in occupational health & safety, business management, and counselling. He is fast developing strong partnerships through the MiSAFE brand, with a goal is to establish long lasting business relationships with suppliers and clients.

Micah engages only degree-qualified professionals that are certified by internationally reputable peak bodies such as Safety Institute of Australia, Exemplar Global, IRCA, SAI Global and HACCP.

His ever-growing list of professional networks allow MiSAFE to provide high calibre resources to its clients across the QHSE field. The benefit to MiSAFE's clients is a trustworthy business partnership offering robust, reliable, and relevant QHSE solutions without boundaries.

### **Consultants**

MiSAFE engages with certified lead auditors in both Quality Management Systems AS/NZS ISO 9001:2016 and Occupational Health and Safety Management Systems AS/NZS 4801. Each of our consultants holds a minimum Bachelor level qualification and is certified by internationally reputable peak bodies such as Safety Institute of Australia, Exemplar Global, IRCA, SAI Global and HACCP.

We also engage with certified Generalist OHS Professionals through the [Safety Institute of Australia](#).

All our consultants are experts in their field, and specialise in developing practical solutions to help business comply with legal and other requirements.

## Client Testimonials

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"Our school WHS processes needed to be streamlined to enable us to continually improve systematically. We sought expert advice from MiSAFE to help us improve our systems, and implement an online software platform to manage our CMS. I have no hesitation in recommending Micah and MiSAFE to any business' (especially schools) that need a WHS system that works."

Renaye Ansell  
Risk & Compliance Officer  
St Paul's School

"We engaged MiSAFE to develop our entire WHS Management System. What was delivered was more than we expected to achieve. Micah's level of professionalism is amazing. We will certainly be continuing the partnership between MiSAFE and Begin Bright well into the future as our business grows."

Sean Ryan  
Financial Manager  
Begin Bright

"As a professional HSE Manager, I know how difficult it is to develop, implement and maintain OH&S systems on my own. I have had the privilege of working with Micah for over 1 and a half years. During this time Micah has been instrumental in assisting with developing, implementing and monitoring our systems on site. I highly recommend Micah and MiSAFE Solutions will certainly be using their services again."

David Linderberg  
QHSE Manager (Mt Rawdon Mine)  
Evolution Mining

"I was looking for a safety software program to simplify how I record all of my QHSE data. MiSAFE found a fully resourced system that included everything that I was after including documents management, incident/hazard reporting, audits, and e-learning. I found Micah (MiSAFE Director) very professional and easy to talk with. His dedication to making sure that I was completely happy with his services was very refreshing. MiSAFE also helped us to update our QHSE systems in accordance with ISO9001,14001, and OSHAS18001. I believe that my company will have a long standing business partnership with MiSAFE well into the future, and wouldn't hesitate to recommend them to any business."

Seth Watling  
Managing Director  
Tunnel Vision Services

## Contact Details

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**Professional Indemnity Insurance**

Insurer QBE

Policy No. 02A051822PID

Indemnity \$10 Million

**Public Liability Insurance**

Insurer QBE

Policy No. 02U135811BPK

Indemnity \$10 Million

**Affiliations**

Exemplar Global

JAS-ANZ (Joint Accreditation System of Australia & New Zealand)

Safety Institute of Australia (SIA)

The British Standards Institution (BSI)