

Conform 2 Perform

The newsletter of Global-Mark

Volume 1, Issue 3

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Special points of interest:

- New accreditations for Global-Mark.
- Aearo trusts the Trust-Mark.com
- Where to find us—Conferences & Exhibitions

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Another Chapter

Dear Readers,

As we go to print, we are pleased to let you know that since our last newsletter, we have reached a number of important milestones. We received 5 additional JASANZ Accreditations, including CodeMark, the new compliance program to the Building Code of Australia (BCA).

This is a great achievement for the whole Global-Mark team. Thank you to our colleagues who have participated in these projects, and also to our incredibly loyal and supportive clients. In the beginning it seems like “catch 22” - for us to get accredited we need clients, yet why would a client sign up with a non-accredited certification company? Our clients’ confidence and support in us makes it all worth while and again we thank you.

Due to our strong growth and dedication to compliance, we are pleased to report on a newly created position of Compliance Manager. This will ensure our consistently high levels of compliance will be maintained and our hard work will not be put at risk. Importantly we believe this will inspire increased levels of confidence for our clients, the broader market and our regulators.

On a personal level this is the end of the beginning! 18 months down the track, Global-Mark is positioned well, momentum is building (as I say to my colleagues the bicycle is starting to gather speed), our systems and processes are well established and new clients are knocking on the door almost every day.

It is exciting to realise that all the hard work to date is paying off, and this means that I can start to “ease off” a little, and get my weekends and life back! It does not mean I will not be returning calls or emails, but just not at 8.00pm on a Saturday or Sunday! I am sure all those of you who run a small business or small team trying to build something special will understand.

Many thanks and enjoy our new Conform 2 Perform.

Herve Michoux, Managing Director



Proud of your Achievements? Want to show them off?

How about letting all those who enter your premises know of your certification achievements by placing a sticker on the Front door? Have you also considered company cars, vans, trucks?

Just call us and we will send you some free stickers to assist with your promotion. Offer available while stock lasts.

Trust-mark.com Update

We have updated the format, and to a small extent, the fonts on all of our certification marks.

The new logos are provided in .eps files (for printing professionals) and .gif files (for inserting in documents or emails).

Each time we update our customer's certificates we also send out new logos, but if you need new versions, simply email our Customer Service Centre at CustomerService@Global-Mark.com.au



Best Use of the Trust-Mark.com

Did you see the latest edition of the Macquarie Community College (based in Carlingford NSW) course catalogue? We are very pleased with their use of the Trust-Mark.com, as this organisation not only achieved ISO9001, but also received certification under our Certified Training Organisation program, which incorporates the AQTF requirements.

Congratulations!



World Safety leader trusts the Trust-Mark.com

Aearo™ is one of the world's leading designers, manufacturers and innovative marketers of a broad range of personal protective equipment and energy absorbing products. The company is a one-source supplier of hearing protection, prescription and non-prescription safety eyewear, face protection, head protection, respiratory protection, fall protection and first aid products. Industrial applications serviced include manufacturing, construction, mining, transportation, public utilities, the military and other potentially hazardous environments.

Beyond the Standard

"We decided to work with Global-Mark early in 2006, and we are very pleased with the process experienced. The audit, compliance folder review and certification was efficient, logical, very thorough, and we are now going to expand our use of the Trust-Mark.com" comments Ron Throndsen. "It is great to have a new company in the market."

Herve Michoux Global-Mark's Managing Director added "it is great to have the opportunity to work with a company such as Aearo. Their internal controls systems are most impressive, and Quality (with a capital Q) is very much respected. As with every client we were responsive, efficient and hopefully competitive. We look forward to expanding our relationship with Aearo and building our reputation in the safety products sector".

CBC Constructions becomes Certified

CBC Constructions have undertaken their journey to ISO 9001:2000 certification with Global-Mark. Global-Mark's certification is about delivering confidence, conformance and commitment. CBC is proud to say they received all this and more.

CBC made the managerial decision to achieve certification in order to address increased competition in the market place. As a result, CBC worked closely with Global-Mark.

"Obtaining certification could not have been smoother. With any questions, dilemmas and/or issues we had, Global-Mark was there to help. Their commitment to helping others achieve success is evident in all aspects of their service provision. Global-Mark ensures that accreditation is an interactive process and they were able to eliminate the fear barriers CBC had. Effectively they were able to work with us, integrating their knowledge and skills, ensuring we became confident in our quality management systems as we went.

CBC is a customer focused business whose main objective is to provide quality services to clients. Since we received our certification in June 2005, CBC has undergone rapid growth and customer satisfaction records have been consistently pleasing.

There are many benefits of quality certification that CBC has been able to take advantage of, business growth being one of the most substantial. As our business continues to grow we believe that our association with Global-Mark will help us to ensure continual delivery of quality services that meet our customer expectations and beyond."

Simone Ostwald.

Note from the Editor: This article was sent in by our Client and we wanted to share it with you.

Global-Mark on the Road ... Promoting your Certification Mark

In the next few months we are going to be busy meeting, talking, eating and drinking (not too much) with many of our valued clients. Please come and see us at the following industry forums.



The SafetyShow Sydney (Stand M38)

17 - 19 October 2006 at the Sydney Showground, Sydney Olympic Park, NSW
www.thesafetyshow.com



Qualcon

18-20 October 2006 at the Star City Hotel, 80 Pyrmont Street, Pyrmont, NSW
Herve Michoux will be giving a talk on Environmental Management on Thursday 19th October at 3.00pm.
www.qualcon.com.au



Australian Forest Growers

22 - 25 October 2006
Inveresk Tram Shed Conference Centre, 4 Invermay Road, Launceston TASMANIA
Wayne Tibbits, our forestry professional will be speaking on Monday 23rd at 1.30pm
www.afg.asn.au



Australian Day Surgery Nurses Association

10 - 11 November 2006 at The Grand Hyatt, 123 Collins Street Melbourne VICTORIA
Christine Harpham will be giving a talk on ISO9001 in the Health sector on Friday 10th November, 10:45am - 12:15pm
www.adsna.info



Australian Day Surgery Association

11 - 12 November 2006
Grand Hyatt, 123 Collins Street, Melbourne, VICTORIA
www.adsa.asn.au



National Plumbing Regulators Forum—Open Industry Forum

Friday, 1 December 2006, 9:00 am
Esplanade Hotel, Fremantle, WESTERN AUSTRALIA
Herve Michoux will be giving a talk on Assessing Conformity of Plumbing Products, 1pm—1.30pm

WORKPLACE STRESS

Workplace stress is a growing cause of illness and absenteeism in Australia and is generated by both mental and physical pressures in the home and workplace, according to a study by Vichealth.

Workplace managers need to understand that many factors can raise worker stress levels. These can occur at both the individual and organisational level. Efforts by managers to address stress symptoms (including depression, high blood pressure and inability to sleep at night) in their workers by using consultation strategies and external professional stress management programs, may fail to be of any value.

The stressors may be organisational. For example, the way the business organises their operations, conflicting personalities, shift work and overtime, inappropriate staffing levels, frequent absenteeism, adverse physical conditions, insufficient training—all of these factors have a potential to raise stress levels and act as stressors.

According to a Canberra 2003 study of civil servants, men may suffer cardio-vascular disease at levels above the general population while women may suffer from depression and anxiety symptoms at similarly higher levels.

Stress in the workplace is as much an O H & S issue as manual handling. As such, it probably needs a listing on your O H & S committee meeting agenda. Does it feature on yours?

Ray Schaffer - R. M. H Schaffer & Co is an O H & S / Environmental Consultant in Sydney. If you have a question on either O H & S or Environmental issues, please visit Ray's website www.environmentdiy.com. Pose a question and get a no charge answer back to your email address. Email: schaffer@zipworld.com.au



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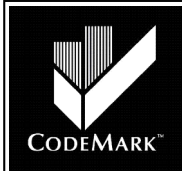
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CLARIFICATION

AQSR Australia

AQSR Australia is the Australian affiliate office of AQSR based in the US and Canada. The Australian operations are run and managed under the control and processes of AQSR. Staff and auditors are recruited, trained and monitored based on the AQSR systems. Reports and proposals are reviewed and approved by AQSR, and Certificates of Approval are issued by AQSR.



A New CodeMark Certification Body



In early September, Global-Mark Pty Ltd became only the second company in Australia to be approved as a certification body for the CodeMark Program.

CodeMark is a program which focuses on compliance with the Building Code of Australia (BCA).

“The BCA provides the technical provisions for the design and construction of buildings. This brings in a new dimension to our audit and certification processes, and typically includes a site assessment” comments Herve Michoux, Global-Mark’s Managing Director.

“CodeMark is a complex program, and requires a sound understanding of the requirements of the BCA, applicable building practices and appropriate product manufacturing requirements” adds Brett Abraham, JASANZ’ Development Manager. JASANZ is the organisation appointed by the Australian Building Codes Board to administer the CodeMark program.

Organisations wanting to participate in the CodeMark program can now apply and be certified by Global-Mark. The certification program allows various products to be risk assessed so that the certification procedure is proportional to the risk assessment (ranging from a type test with 12 monthly factory audits, to a type test with factory and site audits yearly).

Builders, building certifiers, inspectors and tradesmen will be able to feel increased confidence **“that with CodeMark if the product is installed as required it will comply”**. This is a big step forward for manufacturers, suppliers, and importantly building owners and occupiers.

For more information please contact Global-Mark on 02 9406 8555 or www.global-mark.com.au



**ELECTRONIC
BLUEPRINT**
AUSTRALIA'S PREMIERE BUILDING SPECIFICATION, DETAILING & TRAINING REFERENCE

The Electronic Blueprint is an integrated package consisting of:

- ✦ An editable electronic manual provided free to Architects, Engineers and Builders for use in the creation of detail drawings and project documents. It is available on CD-ROM or directly downloadable from our website, www.electronicblueprint.com.au.
- ✦ Product information on goods and materials complying with particular Building Regulations, Australian Standards and customised specifications.
- ✦ Building industry design and construction software.
- ✦ Specialised consultancy services related to CodeMark, product research and development, technical and marketing literature.

The Electronic Blueprint specifications and details are updated bi-monthly and include a Product Directory, Consultant Listing and a list of Distance Learning Packages available for the accrual of CPD points.

- ✦ The Bi-Monthly Electronic Updates contain pertinent industry information, section updates and Australian Standards updates. View www.electronicblueprint.com.au/update.html

Note from the Editor: Global-Mark and Electronic Blueprint work together in the construction and building material sectors specifically in the CodeMark Program.