

Conform **2** Perform

The Newsletter of Global-Mark

Spring 2009

Special points of interest:

- **Housing Accreditation**
- **RTAC Accreditation with JASANZ**
- **Global-Mark's Training Program for 2009/10**

Inside this issue:

More Than Ever	1
Community Housing Accreditation goes Global	2
We're not satisfied until your surveyed	2
How Life Cycle Assessment (LCA) will help you compete in the Green Marketplace	3
The International Society for Quality in Healthcare (ISQUA) Accreditation	3
RTAC Accreditation with JASANZ	4
Food Safety Program ISO 22000—Accreditation with JASANZ	4
Gas Safety Program Accreditation with JASANZ	5
New Faces @ Global-Mark	5
National Standards—Eco-labeling Standards Development Project	6
Important Updates	6
Training Courses	7,8

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More Than Ever

As we write this newsletter, we find the world is showing signs of recovery. The economic downturn has highlighted the importance of effective management systems.

More than ever, we are seeing our business work for other businesses. More than ever, we witness our customers relying on their systems as great tools to control and manage their businesses. When our customers can successfully manage, based on facts (one of the Eight Management Principles—ISO9001 Awareness Training Course) we take pride that the education offered in our courses is working.



For companies that have neither systems nor infrastructure, the economic downturn has delivered a “double hit”. Trying to manage the facts and understand which products, lines or markets are effective and profitable is a challenge. Much of the Government funded stimulus has been contingent on some level of certification. In the construction industry the requirements for Quality Assurance, Environment and Occupational Health and Safety systems remain in place. For other infrastructure or green initiatives, product safety and performance need to be assured by demonstrating compliance / certification to the relevant Standard.

Global-Mark has seen a significant spike in enquiries, generated by organisations needing certifications in order to comply with imminent tender submissions. If management systems are to be effective however, they do require proper planning and some time to implement. We have been happy to help people understand the process, but caution against an “overnight fix”.

Global-Mark works relentlessly to ensure its certifications are held up to represent consistent and demonstrated compliance. We are able to sleep at night, secure in the knowledge that our client's investment is protected.

Whether it is protecting in a slow economy, or propelling in a recovering economy, it is clear that every organisation needs to keep investing in its systems. As part of our induction program, I explain “if it ain't broken, we improve it” if not, we are going backwards. I hope you enjoy this issue of our Newsletter.

Herve Michoux, Managing Director

Community Housing Accreditation goes Global

Earlier this year, Global-Mark was successful in winning the Tender from the NSW Department of Housing to manage the NSW Community Housing accreditation program.

As a sign of our commitment to understanding this sector, we set about finding the best people to support the program. Global Mark was delighted to appoint Ben Wong as our Program Manager. Prior to joining us (and to the tender process commencing) Ben had managed the Accreditation Unit in the Department of Housing for a number years. We trust that his experience and insight will be invaluable. The sector is equally happy to see Ben return to his passion.

The Governance Structure of the Program has been re-created within Global-Mark. The Community Housing Accreditation Council, with most industry members still in place, and the Chair (John Mason) are now overseeing the program.

The sector has also responded well, with most existing accreditations transferred, and a full diary of accreditations for the year ahead.

The accreditation program audits documentation and best practices in the housing organisations against best practices benchmarks set out in the NCHS in seven (7) governance, management and housing service delivery areas. These areas include;



- Tenancy Management
- Asset Management
- Tenant Participation
- Working with Community
- Governance
- Management Systems
- Human Resources



The accreditation team usually consists of a Lead Auditor and an Auditor (a trained Peer Evaluator from the community housing sector). The accreditation process involves document review, an onsite audit that includes interviews with board, management and staff members, tenants (service users) and support agencies and validation of policies and procedures and practices.

The Global-Mark Community Housing Accreditation Council grants accredited status to participating community housing organisations based on the report submitted by the Accreditation Team. Membership of the Council includes people from the quality and certification fields, community housing sector and tenants.

Until the end of December 2009, twelve (12) community housing organisations have signed up for accreditation. To date, we have conducted accreditation for two (2) Community Housing organisations.

Global-Mark has also conducted a workshop to introduce the Community Housing Accreditation program to our Client Managers.

If you have any queries on the Community Housing Accreditation Program or process, please contact Ben on 02 9886 0222 or at Ben.Wong@Global-Mark.com.au

We're not satisfied until you're surveyed

To those of you who have already experienced our new "How did we go survey system", thank you for time. Our Customer Service officers are rolling out our new system, which relies upon us making contact with you to ask a simple set of questions. We are focused on understanding your expectations, how well we are supporting your needs and importantly, how we could improve.

The feedback is then collated and analysed for review and action at our management review meetings. The aim is to gauge our performance as a company, but also the performance of individual client managers and our Administration systems.

How Life Cycle Assessment (LCA) will help you compete in the Green Marketplace



edge environment

We are seeing a rapidly emerging new age in environmental consumerism. This is evident in the star ratings on appliances and on buildings and is set to expand to all consumer goods in terms of environmental product declarations and ecolabels.

All producers are under pressure to deliver more environmentally friendly, "Green" products, and there is growing competition for the Green Dollar! Many marketing campaigns are ill informed, and not founded on the environmental attributes of the product or service. This leads to misrepresentation of the product, and can lead to false claims that may be scrutinised by the ACCC. Using Life Cycle Assessment (LCA), companies can discover the good and bad aspects of their products; clean up the bad and promote the good, and win the Green Dollar.

Edge Environment have designed a half-day workshop to introduce participants to LCA. LCA is accepted internationally as the most complete and comprehensive method for assessing and comparing the environmental impacts of materials, products and services and providing the basis for ecolabels and environmental product declarations. Current developments in Australia are making LCA a practical tool for the Australian market. Edge Environment are running this half day workshop on the 29th October 2009 at Maddocks Lawyers in the city.

This course is suitable for senior executives and decision makers with an interest in robust environmental claims and strategic environmental decision making.

For more information please see www.edgeenvironment.com.au

The International Society for Quality in Health Care (ISQUA) Accreditation

Global-Mark is pleased to advise that it has been confirmed as accredited. This applies to our Health Certification / Accreditation programs (Hospitals, Day Surgeries, IVF and Cosmetic Clinics). Importantly we want to continue investing in the health sector, and seeking ISQUA Accreditation is strategically important in achieving this goal. Did you know there are less than 15 organisations around the world accredited by ISQUA? Joe Fernandes, who



managed the ISQUA Accreditation process commented "this has been a marathon, which started over 18 months ago, and finished with 2 auditors from other parts of the world, spending 4 days with us. The process was very different from what we are used to and we are very pleased to have been recognised in what we do. We have big plans for the improvement of quality

and safety in health, and this is another important step in demonstrating our commitment and capacity. Thank you to ISQUA for their constructive and thorough assessment, to the clients and council members who were interviewed/visited as part of the process, and well done to all the Global-Mark team who made this possible".

For further information please contact:

Customer.Service@

Global-Mark.com.au

*LCA is ... the most
complete &
comprehensive
method for
assessing and
comparing the
environmental
impacts ...*

RTAC Accreditation with JASANZ

The Fertility Society of Australia (www.fertilitysociety.com.au) has recently developed and released an Accreditation Program based on the Reproductive Technology Accreditation Committee (RTAC) Code of Practice (CoP).

Global-Mark was recently awarded Accreditation to this program by JASANZ. "This is further recognition of the technical competence of our great team", comments Herve Michoux, Global-Mark's Managing Director, "and it also demonstrates our presence and commitment to the Health sector".

The program is open to all Fertility Clinics in Australia and New Zealand, and to date around 20 are either Accredited or in the process of becoming Accredited with Global-Mark.

For further information please contact:

Customer.Service@Global-Mark.com.au



Food Safety Program – ISO22000 Accreditation with JASANZ.



ISO22000 is now the international Food Safety Standard and it is being increasingly accepted as such.

We believe many of our clients and purchasers will see benefits in the streamlining of Food Safety Compliance initiatives and will view ISO22000 positively.

A number of our clients are already certified to ISO22000, or working towards it, so a few months ago, we felt it was important to add this formal recognition to our scope of accreditation.

Mr. Mark Crawford, Program Manager for Global Mark said "We are pleased to be able to offer another food safety compliance option which is JASANZ ACCREDITED to our Clients. This complements our non-accredited HACCP program very well, and many Clients are looking at upgrading".

For more information please contact: FoodSafety@Global-Mark.com.au

Gas Safety Program Accreditation with JASANZ

Earlier this year, Global-Mark was also accredited for its Gas Safety Program. The program, which is a Product Certification Scheme is aimed at gas appliances and is structured around the following categories:

Category	Type of product
I	Domestic equipment
II	Commercial equipment
III	Low volume products (less than 2 produced per month)
IV	Components
V	Camping and Leisure

This Certification program applies to the following gases appliance inlet pressures.

- Natural Gas (NG): 1.13kPa
- Town Gas (TG): 0.75kPa
- Liquified Petroleum Gas (LPG): 2.75kPa (Propane, Butane or Universal gas) (AS2658 appliances may vary)
- Tempered Liquefied Petroleum Gas (LTP): 0.75kPa

Yatindar Singh, Manager for Gas Certification commented "Our strategy is to offer a one stop shop to our Clients. Many of our WaterMark Clients also need Gas Approval, and vice versa. This is another step towards that, and will be of great benefit to many of our Clients".

For more information please contact: GasSafety@Global-Mark.com.au

New faces @ Global-Mark

Since our last newsletter there have been a lot of new arrivals at Global-Mark reflecting our growth and activities.

Ben Wong, Program Manager, Housing Accreditation. Ben's role is to implement and integrate the Housing Accreditation program throughout Global-Mark. He is also active in developing and engaging with the sector.

Tristyn Davies & Kobra Qasimi, both Tristyn and Kobra joined our Back Office team to help support our growing number of clients and client managers.

Joanne Pritchard, Financial coordinator. Joanne started in early September. A new position to reflect the growing needs of the firm.

A Big Welcome to All.



NATIONAL STANDARDS

Eco-labelling Standards Development project

National Standards (NS) has been approached by a number of stakeholders in the industry to develop Eco-labelling Standards. A Standards Development Project Proposal to develop the Eco-labelling standards was put together to achieve this.



National Standards conducted a consultation on 16 July 2009 to seek input and support from the major stakeholders and interested parties from the industry on the project. The consultation ended with agreement and support in principle for the following motions;

- The need and relevance for the development of the proposed eco-labelling standards,
- The clear benefits for Australia to develop such standards,
- The scope to cover eco-labelling standards,
- Support for NS in seeking accreditation with ABSDO to develop the standards,
- Support for the standard development project proposal to develop the standards using the Technical Committee pathway, and
- Overall endorsement on the proposed program for the development of the Eco-labelling Standards.

NS sent out invitations to major stakeholders and interested parties in the industry to join the Technical Committee to develop the Eco-labelling standards. Twelve members from the trade associations, environmental & sustainability consultancy, industry and academic, have accepted the invitation to sit on the Committee. The inaugural Committee meeting was held on the 14th September 2009 to finalise the terms of reference and structure of the Technical Committee, the scope and objectives of the standards and the standard development plan.

National Standards also submitted an application to the Accreditation Board for Standards Development Organisations (ABSDO) to be an accredited standard writer.

National Standards will continue to consult with stakeholders and interested parties to seek their input into the standards development process. If you would like to have further information on this project and/or are interested in being part of the process, please contact Ben Wong, Project Manager, at National Standards on 02 9886 0233 or email Ben.Wong@NationalStandards.com.au

Important updates – Formal advice to clients as per the Welcome Pack (G-00) and Certification Agreement

Inflation update: for financial 2009/10 the inflation increase for our existing Clients has been set at 2.5%.

New Welcome Pack G-00 Version 14

Program updates

A number of program terms and technical conditions have been updated to reflect either changes to standards or program conditions. These include;

- CodeMark
- RTAC
- Gas Certification program
- Product Certification program

All the changes have been reflected on our web site, and the documents can be downloaded from the Document Centre on our web site, or feel free to contact our office.

Other important changes.

We have updated the document: "Introduction to our Management System": the issues of conflict of interest, interested parties, and governance of the company have been updated. This document is available for download in the Document Centre on our web site. This is important to our Clients and other stakeholders in presenting publically who we are, who funds us, our conflict of interests etc. The document is on our web site, Download section

Global-Mark Training Courses 2009

Sydney

Course	Level		Target audience	Duration	Cost (inc GST)	2009 Dates
	General Awareness	Advanced				
Understanding Environmental Management Systems based on ISO14001	X		Anyone	1 day	\$450 per person \$400 per person for 2 or more	17 November
Understanding and using ISO9001- Developing Systems for your workplace	X		Anyone	1 day	\$450 per person \$400 per person for 2 or more	18 November
Understanding OHS Management Systems based on AS4801 or OHSAS18001	X		Anyone	1 day	\$450 per person \$400 per person for 2 or more	19 November
Understanding Risk Management based on AS4360	X		Anyone	1 day	\$450 per person \$400 per person for 2 or more	20 November
Becoming an Effective Systems Manager Course		X	Systems Managers or Coordinators	3 Days	\$1500 per person \$1400 per person for 2 or more	11-13 November
Auditing Skills-Tools for your workplace		X	Systems Coordinators or Managers	2 days	\$990 per person \$900 per person for 2 or more	26-27 November

Global-Mark Training Courses 2010

Sydney

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	General Awareness	Advanced				
Understanding Environmental Management Systems based on ISO14001	X		Anyone	1 day	\$450 per person \$400 per person for 2 or more	16 February 25 May 31 August 16 Nov
Understanding and using ISO9001- Developing Systems for your workplace	X		Anyone	1 day	\$450 per person \$400 per person for 2 or more	17 February 26 May 1 September 17 Novemeber
Understanding OHS Management Systems based on AS4801 or OHSAS18001	X		Anyone	1 day	\$450 per person \$400 per person for 2 or more	18 February 27 May 2 September 18 November
Understanding Risk Management based on AS4360	X		Anyone	1 day	\$450 per person \$400 per person for 2 or more	19 February 28 May 3 September 19 November
Becoming an Effective Systems Manager Course		X	Systems Managers or Coordinators	3 Days	\$1500 per person \$1400 per person for 2 or more	3-5 March 2-4 June 8-10 September 24-26 November
Auditing Skills-Tools for your workplace		X	Systems Coordinators or Managers	2 days	\$990 per person \$900 per person for 2 or more	1-2 March 31 May - 1 June 6-7 September 22-23 November