

# Conform 2 Perform

## The newsletter of Global-Mark

Volume 1, Issue 4 2007

### Special points of interest:

- **New Accreditations**
- **Understanding the WaterMark**
- **CodeMark Certifications**

### Inside this issue:

Quality First - Success Follows	1
Understanding the WaterMark, The Mettle Connection	2
Kordon Termite Barrier receives CodeMark	3
Global-Mark Training Courses	4
New Accreditations, New Programs	5
Team Update	5
Best Use of the Certification Marks	6
Global-Mark on the Road	6
Fee Schedule Update	6
AW Edwards receives prestigious MBA Award	7
National Standard for the Accreditation of Cosmetic Clinics	8
Queensland Disability Service Standard	8

## Quality First— Success Follows

Dear Readers,

You may think this is our latest slogan. It is not, but it is in fact one of our beliefs. While wise words such as these may be attributed to many, most recently I heard them spoken by one of the senior managers of an automotive company that is about to become world number one.

By not focusing on volume or sales, but more on Quality, everything will follow.

After a decade or two of ISO 9001 in the business sector, are we forgetting this simple message?

With the economic boom and growth that we have enjoyed during that time, are we also forgetting that Clients remember? Nowadays, Clients can take so many things for granted, and so a problem with quality may be remembered a lot longer than the original appeal.

Let's remember that the key to success is to satisfy our customers, keep everyone safe, and sustain and nurture the environment and communities with which our organisations interact. Everything will follow.

Global-Mark has embraced this philosophy from the very beginning, and we will continue with this approach. As we are completing our 3rd year of trading, we remind ourselves of our original beliefs and renew our commitments accordingly.

We regret that we haven't issued a newsletter for some time, but we have been focusing on delivering services and keeping our growing Client list satisfied. Our team has expanded, as have the number of our accredited programs (specifically Disability Service Standards in Queensland, CodeMark, WaterMark and Hospital Accreditation have been the focus of our attention), and we are continuing to work on other new initiatives.

We are proud of our growing team of Client Managers (now 43 in number)—they are friendly and approachable professionals, conducting disciplined and thorough reviews. Each one prides themselves with the accuracy and speed with which their work is carried out and reports completed. This is what will grow Global-Mark's brand as synonymous with Quality (and everything else will follow).

Thank you to all our Clients and team members for their continued support. Please enjoy our latest Conform 2 Perform, and we look forward to your feedback.

Yours sincerely,

Herve Michoux, Managing Director, Global-Mark

## Global-Mark is on the road, promoting your Certification Mark

See inside for details

# Understanding The WaterMark

## The Copper Connection



“One only has to look at the previous issue of Plumbing Connection to realise the importance of copper and copper alloys to the plumbing industry and our everyday lives”, writes John Williamson.

There were advertisements for tapware, valves and fittings, as well as a myriad of photos spread throughout the magazine showing copper-related pipes, fittings and components as part of products, fixtures and systems. In all, there were more than 60 separate items with identifiable copper and copper alloy plumbing products.

### Intense competition

There will be those who say, ‘Copper has had its day. Look at the alternatives that are available today.’ Why are copper alloys used in products of importance such as water heater valves, backflow and metering devices? It’s because the wide range of copper alloys offers designers significant choice in the selection of material to develop products to withstand the operating conditions of temperature, pressure, exposure, etc., and deliver long-term satisfactory performance. Copper-based products are renowned for their durability and predictable performance outcomes.

### Unforeseen problems

As with most products, occasionally a problem has arisen with copper materials used in plumbing. One such unforeseen problem was associated with corrosion of some brass products in the ‘old days’, probably dating back to the late 1950s.

In its simplest form the problem occurred with brass nuts on tap washers. Whilst in service, the affected nuts had turned pink and they disintegrated when the washer was being changed. More serious was the corrosion of fittings and valves, which exhibited a build up of visible white or blue/green deposits before they leaked. The corrosion problem was confined to particular localities.

Subsequent investigations revealed that the brass failed as a result of a corrosion process known as ‘dezincification’. This occurs due to the composition of some waters reacting with particular brass alloys.



### DR brass developed

In relation to the dezincification problem, industry was faced with the dilemma of how to make the popular and economical brass products resistant to corrosion without having adverse impact on its unique extrusion, forging, machining, etc., properties of the metal.

As a result of comprehensive research, laboratory tests and field trials, Dezincification Resistant (DR) brass was developed. Inhibition to dezincification was achieved - without affecting the intrinsic properties of brass. In parallel with the research, Australian Standard AS 2345 Dezincification Resistance of Copper Alloys was developed to provide a standardised method of testing copper alloys to assess their resistance to this form of corrosion.

This was a great outcome for all plumbing industry stakeholders. In response, water authorities in localities where dezincification problems were apparent immediately specified mandatory use of DR products. However, in areas where water authorities had not experienced significant dezincification problems, DR product was not mandated on the basis that there was a slightly higher price for the product. The disparity caused confusion in the Industry. It wasn’t until the birth of the Plumbing and Drainage Standard AS 3500 that agreement was reached to make it mandatory for all copper alloy products to be Dezincification Resistant and comply with the test requirements of AS 2345, and for compliant products to be visibly and permanently marked DR.

### Use certified product

As there is product from many previously unknown sources available today, for their own and consumer protection, it is important that plumbers be sure that they use certified product stamped with the WaterMark and copper alloy products marked ‘DR’.

Why are copper and copper alloy products still very popular and used in critical applications, even when faced with increased competition? It’s because they provide durable performance and predictable outcomes, even when exposed to extreme conditions that some competitive products are unable to tolerate. When faced with challenges such as dezincification, the copper industry has responded and addressed issues within its control, resulting in satisfactory outcomes for all.

## Kordon Termite Barrier receives CodeMark

The Kordon Termite Barrier, a flexible termite protection system providing a repellent physical barrier against termites, is the first termite barrier to receive a CodeMark certification by Global-Mark under the scheme developed by Australian Building Codes Board (ABCB) and ISO 9001 accreditation.

Importantly Kordon Termite Barrier has demonstrated performance and compliance against all termite species in all conditions and locations in Australia.

Bayer Environmental Science business manager for Kordon Termite Barrier, Stephen Byrne, says "CodeMark certification further validates the quality, performance and assurance of Bayer's Kordon Termite Barrier."

"CodeMark certification gives Kordon Termite Barrier the BCA compliance 'seal of approval'," Mr Byrne says.

CodeMark was established to assist all those in the building industry, including product manufacturers, designers, architects, certifiers, builders, building owners and consumers. The system is national; system rules are the same in all states. Under State and Territory legislation, CodeMark products must be accepted by certifying authorities nationally.

"Kordon Termite Barrier's CodeMark certification will benefit all parties in the building industry," Mr Byrne says. "It eliminates uncertainty and saves time in the process of choosing the best termite barrier."

CodeMark is a building product certification scheme. The products and systems displaying the CodeMark logo have been assessed and they comply with the specific requirements of the Building Code Australia (BCA).

CodeMark certificates are issued for 3 years and the holders are subject to annual assessment during the three-year period.

The certification body that assessed Kordon was Global-Mark. The managing Director of Global-Mark, Herve Michoux, says Kordon approval under the CodeMark scheme is a great and complete achievement.

"Kordon complies with all the relevant clauses of the BCA as a termite management system including the very strict variations for Queensland and the Northern Territory," Mr Michoux says.

"The certification process is very detailed and strict, and we are very pleased that Bayer were able to answer all our questions, pass all our audits, and provide scientifically sound evidence to support all the claims. Kordon is the first product in the termite management industry to receive this certification," he says.

For Kordon Termite Barrier the following was assessed as part of the certification process:

- Manufacture of the Kordon Termite Barrier and Kordon Kollars (used at slab penetrations) by on-site auditing.
- Systems and process documentation that controlled all aspects of manufacture, quality control, raw material supply, training of installation technicians and on-site installation.
- Training of installation technicians by on-site auditing at the Bayer Training Centre.
- Assessment of all scientific studies and field trials used to justify the claims for effectiveness against Australian termites in all geographic locations for a period not less than 50 years.
- Installation by on-site auditing of installation companies at several locations.

Over time, Kordon has formed a strong partnership with the building and construction industry by providing fully trained and accredited installers with a premium, proven product which has led the way in termite protection backed by the respected Bayer name.



Bayer

Science For A Better Life

*"CodeMark  
Certification  
further validates  
the quality,  
performance and  
assurance ...."*



**CODEMARK™**  
**GM-07-CM30001**

Course	Level		Target audience	Duration	Cost (inc GST)	Q4-2007 Dates
	General Awareness	Advanced				
Auditing Skills-Tools for your workplace		X	Systems Co-ordinators or Managers	2 days	\$770 per person \$660 per person for 2 or more	5, 6 Nov 2007
Understanding Environmental Management Systems based on ISO14001	X		Anyone	½ day	\$250 per person \$230 per person for 2 or more	15 Nov 2007
Understanding and using ISO9001- Developing Systems for your workplace	X		Anyone	½ day	\$250 per person \$230 per person for 2 or more	16 Nov 2007
Understanding Risk Management based on AS4360	X		Anyone	½ day	\$250 per person \$230 per person for 2 or more	16 Nov 2007
Understanding OHS Management Systems based on AS4801 or OHSAS18001	X		Anyone	½ day	\$250 per person \$230 per person for 2 or more	15 Nov 2007

Course	Level		Target audience	Duration	Cost (inc GST)	Q1-2008 Dates
	General Awareness	Advanced				
Auditing Skills-Tools for your workplace		X	Systems Co-ordinators or Managers	2 days	\$770 per person \$660 per person for 2 or more	26, 27 Feb 2008 8, 9 April 2008
Understanding Environmental Management Systems based on ISO14001	X		Anyone	½ day	\$250 per person \$230 per person for 2 or more	28 Feb 2008 10 Apr 2008
Understanding and using ISO9001- Developing Systems for your workplace	X		Anyone	½ day	\$250 per person \$230 per person for 2 or more	29 Feb 2008 11 Apr 2008
Understanding Risk Management based on AS4360	X		Anyone	½ day	\$250 per person \$230 per person for 2 or more	28 Feb 2008 10 Apr 2008
Understanding OHS Management Systems based on AS4801 or	X		Anyone	½ day	\$250 per person \$230 per person for 2 or more	29 Feb 2008 11 Apr 2008

## New Accreditations, New Programs

Since our last newsletter, we have been busy working with JASANZ on some new accreditations. These have included:

- CodeMark extensions (specifically focusing on termite protection systems)
- Australian Forestry Standards

Work on other new programs is ongoing and we will release these in the next few months. Our focus is now moving to sustainability programs for example AS 4707-2006 Chain of Custody for certified wood and forest products (our first client audit has been successfully completed).

We have also launched the Accredited Clinic Program, starting with Cosmetic Clinics against the recently released NS10010 standard.

“We still have a lot more on the drawing board, confirming our aim to offer a ‘complete spectrum of solutions’. As we grow, it is important to invest in tomorrow and the requirement for future programs. This is part of our research and development budget, and we will continue to build our resources and expertise in line with new and future market opportunities” comments Herve Michoux Global-Mark’s Managing Director

For more information contact our office or visit our web site [www.global-mark.com.au](http://www.global-mark.com.au).



## Team Update

We are proud to have grown our team of people, commensurate with the expansion in our portfolio of programs. Our Clients now enjoy the support of 43 Client Managers nationwide, supported by 7 staff in our Customer Service Centre.

We take our time to find the right team members, and the process of credentialing, inducting, training and monitoring can be time consuming. These people are the voice and face of our company, so we recognise it is imperative to get it right!

We welcome the arrival of Joe Fernandes as Program Manager, and Julie Peterson (Canberra based) as Compliance Manager.



## Best Use of the Trust-Mark.com

Congratulations to these clients who have featured the Trust-Mark prominently on their Marketing literature! It is good to see that shopping centre patrons are being educated about the Trust-Mark in Turkey!



## Global-Mark on the road, promoting your Certification Mark:

In the next few weeks/months we are going to be busy meeting and talking with many of our valued Clients. Come and see us at:



The Australian Day Surgery Association Conference - Stand 23

[www.adsa.asn.au](http://www.adsa.asn.au)

31st August - 1st September

Twin Waters Resort

Sunshine Coast QLD



The SafetyShow Sydney - Stand M22

[www.thesafetyshow.com](http://www.thesafetyshow.com)

23 - 25 October 2007

Sydney Showground Olympic Park

Global-Mark is a proud sponsor of the Guest Speaker at the APHA Conference 21—23rd October 2007



## Fee schedule update

Whilst we do not like to tell you this news, we have for the first time in 2½ years raised our fees as follows:

- Yearly Accreditation Levy is now \$110 per year plus GST (per program);
- Yearly fees for all Clients on the yearly fee program will increase by 4%, effective from January 2008.

Global-Mark's schedule of fees (for QMS, EMS, OHS, DES, DSSQ, Forestry, Health and Product Certification programs) has been updated and is available on our web site.

Please note that the schedule of fees for WaterMark has NOT changed.

Whilst we very much regret having to increase our fees, we trust you will understand that we need to continue to improve and maintain our team of talented staff. Our prices also reflect an increase in other input costs. This is the first fee adjustment since the inception of our company and we will continue to work hard to increase efficiency and minimise fee increases in the future.

## Congratulations to AW Edwards for MBA Award



A W Edwards, a privately owned Australian company has been awarded the Federal Safety Commissioner's award for excellence in Occupational Health and Safety 2006 for an exceptional safety record in the face of significant hazards. This award was presented in conjunction with the Master Builders Safety Award in Civil Construction at the Master Builders 2006 Excellence in Construction Awards in November.

AW Edwards has in place accreditation to the NSW Government OHS and Management System Guidelines Ed 4 and has had its OHS and management system certified by Global Mark Certification Pty Ltd during the course of the project. A federal safety officer has also been on site as part of the submission for federal safety accreditation.

In late 2004, A W Edwards began building four underground stations to service the new Epping to Chatswood Rail Line in Sydney, New South Wales. The \$190 million STAT-EAST Works project comprises fit out, services installation, entry structures and concourse works. Also included are works on the station cavern ceilings, landscaping and installation of lifts and escalators.

The STAT-EAST Works project includes construction within a 'live' rail environment to replace an existing station facility. The risks included:

- Maintaining air quality;
- Noise;
- Falls from heights;
- Confined spaces; and
- Changes in control of the sites over the life of the project.

A W Edwards created a Site Safety Plan to address these and other risks. The Site Safety Plan included:

- Coordination and consistency of safety on all four separate sites for the one project;
- A unique risk assessment tool and incident reporting table;
- Specific corrective action procedures in relation to safety and environmental breaches;
- A safety protocols risk matrix tool for workers working underground, in confined spaces and at heights; and
- Communication procedures for consultation between A W Edwards and other contractors.

### Initiatives implemented

A W Edwards identified the challenges and worked with senior staff and on site employees to implement initiatives which could achieve a high level of occupational health and safety during the life of the project.

The initiatives included:

- A thorough review of methodology/staging;
- A process of reviewing and providing a work permit to subcontractors based on their Safe Work Methods Statements (SWMS);
- Training for subcontractors and workers in how to write and review SWMS;
- Consultation between the four different sites, with both management and workforce involvement so that 'lessons learnt' between the sites were communicated clearly;
- 'Daily Musters' - providing successful communication and consultation between all workers and management on a daily basis.

### Results

Communication and consultation was successful between A W Edwards and other contractors resulting in improved OHS performance.

The introduction of the 'Daily Muster' initiative proved successful in identifying issues throughout the project and insuring these were relayed to all employees on a daily basis.

In turn this helped subcontractors and employees at all levels to understand, review and update their Safe Work Method Statements (SWMS) on a regular basis.

*Note from the Editor: Global-Mark is particularly pleased that AW Edwards was granted this prestigious award. Not only it is well deserved as a real team effort, but also AW Edwards was our very first Client, almost 3 years (Client ID 100001):*



## National Standard for the Accreditation of Cosmetic Clinics



Global-Mark.com.au®

A new Standard is born: NS10010 Accreditation of Cosmetic Clinics, a publication of National Standards Pty Ltd (NS).

"It has been 2½ years in the making", comments Herve Michoux, National Standards' Manager. "Cosmetic medicine and surgery practitioners came to us in early 2005 to talk about accreditation. We explained it could be done, but first there needed be a set of reference standards".

National Standards established a technical committee, which met a number of times and drafts were sent for comments. There was very high interest from regulators, insurers and the medical profession. Many comments were submitted, and most were included in further drafts of

the Standard.

At the launch of the Standard in Brisbane on the 22nd August 2007, Dr Mary Dingley, President of the Cosmetic Physicians Society of Australasia (who also participated in the Committee) commented, "The standard is a good starting point, and provides a framework for clinics to assure patient safety. It is about building systems which assure good practice, identify problems and maintain records. We can now move forward in terms of accreditation and demonstration of compliance".

Dr Daniel Fleming, President of the Australasian College of Cosmetic Surgery (who was also on the Committee) added, "Having written the standard is a huge step forward, but more importantly it now needs to be implemented and practices need to comply with it. The profession needs to take this on board and run with it. We need to demonstrate to our patients, regulators, and other stakeholders that we are accountable and can assure best practice".

The launch was sponsored by Mondeal Aesthetics.

For more information contact:  
National Standards Pty Ltd, 02  
9406 8588 or  
[www.NationalStandards.com.au](http://www.NationalStandards.com.au)



## Queensland Disability Service Standards Certification

Since the program was launched, Global-Mark has undertaken a number of audits for the Queensland Disability Service Program. It is time to share with you some of the feedback on the process and some of our Client's views.

*"It's all about Service Improvement."*

*"We have a better understanding of who we are, why we are and what we do well."*

*"It was good to see who we are holistically."*

*"The process gives the Board a much better understanding of their function and their role on the Board."*

The certification process is providing organisations with a better understanding of their operations. Having a system in place improves the standard of services being offered as well as

having structured processes for better management practices.



A question that is most asked about Global-Mark's approach to certification is "how will the audit team interact with the service users, particularly when services are to be offered to individuals in their own homes?" What clients want to avoid is an interrogation-style audit or interview.

Global-Mark works in collaboration with the service management. Together we decide on the least evasive and most beneficial method of interacting with the service users in order to gain their comments and insights on the services that they are receiving. Global-Mark respects that it is the service user's choice to be involved in the process and how they want to be involved.

Strategies used include an interview conducted over the phone, distribution by email of a written questionnaire, face-to-face interview with the service users and their carer or advocate. To date it has never been a problem, but we must remain attentive to specific needs.

Christine Cuthbertson, Client Manager  
[Christine.Cuthbertson@Global-Mark.com.au](mailto:Christine.Cuthbertson@Global-Mark.com.au)