



COMMERCIAL IN CONFIDENCE

**Re-assessment audit report  
for  
Forestry Plantations Queensland PL**

**On: 9-12<sup>th</sup> May 2011**

Standard(s): AS4708:2007 AFS

*This report is prepared by representatives of NCS International in relation to the above-named client's conformance to the nominated standard(s), and is relevant only to the scope of business sites and activities defined in the 'Scope of Certification'. Audits are undertaken using a sampling process, and the report and its recommendations are reflective only of activities and records sighted during this audit process. NCS International shall not be liable for loss or damage caused to, or actions taken by, third parties as a consequence of reliance on the information contained within this report or its accompanying documentation.*

## Audit Summary

### 1. Purpose and Scope of the Audit:

This was a scheduled Triennial Reassessment of Forestry Plantations Queensland Pty Ltd Forest Management System operating at the Brisbane, Coastal FMA and Inland FMA regions and sites within these regions.

The aim of this audit was to:

- ensure the ongoing compliance of the organisation's Forest Management System (FMS) with the AS 4708:2007 Standard and its internal procedures;
- assess the effectiveness of the FMS in providing improved management, regulatory compliance and the overall quality system performance;
- review actions taken on the minor non-conformances recorded at the previous surveillance audit in May 2010;
- review actions taken on observations recorded at the previous surveillance audit/assessment/reassessment;
- identify additional areas of risk or potential improvement opportunities; and
- provide the organisation with feedback to facilitate ongoing development and implementation of their FMS.

The specific areas/functions audited are as detailed in the Triennial Reassessment audit program dated 6 May 2011.

### 2. Recommendation:

The management system complies with the requirements of the nominated Standard.

### 3. Response & date required: *(Refer to Appendix A for coding definitions and requirements)*

**An action plan to address each of the non-conformities recorded in the report is required by 10 June 2011. The details provided should address the cause of the issue, the short term (correction) and long term corrective action to be taken to prevent recurrence and the timeframe involved.**










For the observations recorded, no formal action is required but opportunities for improvement should be reviewed.

**4. Sites Audited:**

<b>Site Audited</b>	<b>Audit Date</b>	<b>Audit Team and Role</b>
Head Office 104 Melbourne Street, South Brisbane	09May2011	Ross Garsden A/Lead Assessor AFS Gerard Moore Lead Assessor AFS
Coastal FMA Fraser Coast Toolara	10May2010	Ross Garsden
Coastal FMA Fraser Coast Toolara	11May2011	Ross Garsden
Inland FMA Hoop Pine  Gympie, Mary Valley	10May2010	Gerard Moore
Inland FMA, Hardwood Plantations  Wondai, Kingaroy, Nanango	11May2011	Gerard Moore
Head Office, 104 Melbourne Street, South Brisbane	12 May2011	Ross Garsden  Gerard Moore

**5. Report presented to and received by:****Name: David West****Position: General Manager, Stewardship & Risk Management****Date: 20 May 2011**

**6. System Status Snapshot:**

Business Area	Last audit	→	This audit
CRITERION 1 Management system		→	
CRITERION 2 Public participation		→	
CRITERION 3 Biological diversity		→	
CRITERION 4 Productive capacity		→	
CRITERION 5 Forest ecosystem health		→	
CRITERION 6 Soil and water		→	
CRITERION 7 Carbon cycles		→	
CRITERION 8 Cultural heritage		→	
CRITERION 9 Social and economic benefits		→	

**Legend\*:**



- ◆ **Green:**
  - ◆ *Stable & implemented systems*
  - ◆ *Conforming systems effectively contributing to the achievement of organisational objectives.*



- ◆ **Yellow:**
  - ◆ *Alert.*
  - ◆ *System implemented and meeting basic requirements of certification but may not be fully effective.*
  - ◆ *Contribution to the achievement of organisational objectives may be unclear.*



- ◆ **Red:**
  - ◆ *Non-conforming systems.*
  - ◆ *Business risks are evident.*

\* Refer to Appendix B of this report for a full explanation of System Snapshot Colours

## **7. Executive Summary:**

This report presents the findings of the Triennial Re-certification Assessment of the Forestry Plantations Queensland Pty Ltd (FPQ) Sustainable Forest Management System (SFMS). The assessment was completed against the requirements of the Australian Forestry Standard AS4708:2007.

FPQ management commitment was demonstrated through the participation of senior management in the audit process and the provision of key staff throughout the audit in both Head Office and at regional centres. In addition, the provision of resources required to review and update system documentation and procedures such as the Aspect and Impacts Register, the Legal Compliance Register, the 'Environmental Guidelines – Harvest Machinery' document along with other forest management system documentation provides further evidence. The prompt engagement of a new staff member to fill the pivotal role associated with the implementation and maintenance of the AFS Standard within FPQ (Manager, Sustainability and Risk Management) and other resources allocated to restructuring the plantation business following the sale to Hancock Queensland Plantations Pty Ltd (Hancock Group) is further affirmation of management commitment.

Improvement in the development, implementation and maintenance of the FPQ SFMS was demonstrated in:

- The Aspects and Impacts Register which has been overhauled and now describes the organisation's definition of 'Significance', and Aspects that are considered 'Significant'. The Register also provides detailed descriptions of and links to FPQ's legal obligations, and relevant controls;
- Document management: the organisation's documents were observed to contain appropriate document control, to be stored in FORWEB, to be readily available to staff, and widely used by staff in their work activities;
- Machine trafficability guidelines and Operational control: FPQ's Machine trafficability guidelines have been revised, and the audit observed appropriately implemented;
- Understanding of the AFS: the AFS profile has improved since the previous audit with many documents now displaying the AFS Limited and PEFC logos, and staff demonstrated a higher level of understanding of the requirements of the AFS Standard;
- General understanding of the AFS that flowed through to effective implementation of the management system in field operations, and supports FPQ's objectives described in its Draft Strategic Plan 2011-2015.
- Exploration and development of new technologies (hand-held PDA/GPS) to improve risk management and efficiency of recording and managing information.

While these improvements were observed to deliver a more robust and systematic outcome in the field operations observed throughout the audit, a number of gaps were identified in the centrally managed SFMS for:

- Management review;
- Internal audit;
- Objectives and targets;
- Incident investigation and
- Occupational health and safety:

Detailed information for each of these can be found in the body of this report. Importantly, a number of these gaps were associated with defining direction for the SFMS to meet the

requirements of the Standard, and subsequently reviewing the implementation and effectiveness of the initiatives and the management system.

The organisation has changed its business focus since the previous audit following the purchase by the Hancock Group. It will be important for the organisation to ensure that the changes it makes to its operational processes reflect and meet the requirements of the Standard.


The report includes a number of 'Observations' that do not require an action plan to be submitted to NCSI; however FPQ is encouraged to assess them for risk management and continuous improvement opportunities. The observations are designed to assist the organisation in the maturation of the system and expanding the return to the operation from the SFMS.

The Assessors consider that the SFMS operated by FPQ continues to comply with the requirements of the Standard, subject to the necessary corrective actions, and will recommend that certification to the Australia Standard AS4708;2007 be continued.

The auditors would like to thank all staff involved in the audit for their help and cooperation and for their openness and willingness to discuss management system issues associated with the FPQ SFMS, and for their hospitality and candid discussions while visiting field operations.

 System effectiveness

The FPQ SFMS developed, implemented and maintained over the past cycle has been effective in managing the organisation's activities to meet the requirements of the AFS Standard, and to demonstrate continual improvement. Notable improvements have been observed in describing and managing the organisation's Aspects, systematically documenting the SFMS, and effectively implementing the SFMS through effective operational control.

 Multiple site system management considerations (i.e. is the system being centrally managed and reviewed?)

The FPQ centrally managed SFMS was observed to have been effectively implemented and maintained across the organisation's Forest Management Areas (FMA's) and sites visited, and operations inspected, over the past cycle.

 Review of previous cycle (Reassessments only):

The FPQ SFMS was observed over the past cycle to have been effective in planning for field forestry operations, in managing these operations, and in demonstrating continual improvement in the full range of forest management performance requirements of the AFS Standard, and at a minimum meets the requirements of the AFS Standard,

## 8. Next Audit:

- ◆ Estimated date: February 2012
- ◆ Topics, business units etc to be covered: Surveillance Audit sample, Criterion 1, and Criteria 2, 4, 6 and 8.

## 9. Feedback

Feedback on the NCSI auditor performance and the overall experience with the certification process can be provided via the interactive Client Satisfaction Form at:

[http://www.ncsi.com.au/documents/HP057%20Client%20satisfaction\\_v07%20form\\_distributed.pdf](http://www.ncsi.com.au/documents/HP057%20Client%20satisfaction_v07%20form_distributed.pdf)

**10. Capability statement:**

<i>(Include site name, address, and brief description of activities within the audit scope at each site)</i>	<b>No. and type of Certificates required</b>
<p>Forestry Plantations Queensland Pty Ltd Corporate Office, 104 Melbourne Street, South Brisbane, Queensland, 4104.</p> <p>Capability statement:</p> <p style="padding-left: 40px;">‘Sustainable forest management operations associated with forest plantations on lands owned or managed by Forestry Plantations Queensland Pty Ltd’.</p> <p><b>Note: Change to capability statement</b></p>	<p>One</p>
<p><b>NCS International will forward a copy of this certificate within 5 days to:</b></p> <p><b>The Executive Officer</b> Australian Forestry Standard Limited PO Box 7031 Yarralumla ACT 2600</p>	
<p><b>Certificate expiry date:      30 June 2014</b></p>	