WORK HEALTH

AND SAFETY

MANUAL



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# INTRODUCTION

This Work Health and Safety Manual outlines our systematic approach to managing the health and safety of our workers, contractors and visitors to our workplace. Our approach is founded on the duties and obligations imposed under the Work Health and Safety Act on a Person Conducting a Business or Undertaking (PCBU) and parties in a position to contribute to the successful management of workplace risks. This approach has been guided by the knowledge and instruction provided by Work Health and Safety Regulations, Codes of Practice and other guidance material produced by relevant Regulatory Authorities.

It is our aim to MAINTAIN the standards of health, safety and welfare required under the WORK HEALTH AND SAFETY Act and Regulations BY providING workers and other persons with the highest level of reasonably practicable protection against harm to their health, safety and welfare from hazards and risks arising from our work environment, our plant and structures, and our systems oF work, through elimination or minimisation.

Elements of this Manual may be used to provide training and instruction in our health and safety processes relevant to the Trainee’s role and responsibilities.

This Manual is available to all Employees, and may also be distributed to contractors, clients and other interested parties. Readers are encouraged to raise any queries, or report any suggestions for improvement, to management who will endeavour to address them at their earliest convenience.

# ROLES AND DUTIES

Duties have been determined for the management of work health and safety. These duties are assigned to and agreed with our **Employees** appropriate to their role, responsibilities and experience as per ***Employee Management Processes: Duties Assignment and Agreement***.

The principles that apply to all duties require an **Employee** with a duty to:

1. comply with that duty to the standard required by this Manual and any other reasonable instruction, even if another Employee shares the same duty;
2. carry out their duty to the extent to which they have the capacity to influence and control the matter.

## MANAGERS

**Managers** are in a position to lead the management of workplace risks, and as such exercise due diligence on behalf of our Business or Undertaking for the operations they manage to ensure our Primary Duty of Care for the health and safety of workers and other persons is provided. Managers are assigned responsibility for:

* acquiring and keeping up-to-date knowledge of work health and safety matters;
* maintaining an understanding of our operations and of the hazards and risks associated with them;
* making available and use of appropriate resources and processes to eliminate or minimise risks to health and safety from our work, including the provision and maintenance of:
  + work environment(s);
  + plant and structures;
  + systems of work;
  + use, handling and storage of plant, structures and substances;
  + facilities and access to them.
* making available and use of processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information;
* provision and implementation of processes for complying with work health and safety duties and obligations of our Business or Undertaking;
* monitoring the health of **Workers** and the conditions at the workplace(s);
* verifying the implementation of the resources and processes referred to above.

## SUPERVISORS

**Supervisors** are in a position to support the management of workplace risks, and as such are responsible for the operations they supervise for:

* maintaining an understanding of our operations and of the hazards and risks associated with those operations;
* using resources and processes provided by **Management** to eliminate or minimise risks to health and safety from our work;
* verifying the implementation of our resources and processes.

## WORKERS

All **Workers** (including those employed by **Contractors** engaged directly or indirectly, influenced or directed by our Managers and Supervisors) are responsible for:

* taking reasonable care for his or her own health and safety;
* taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
* complying, so far as the worker is reasonably able, with any reasonable instruction given by **Managers and Supervisors**;
* cooperate with our communicated work health and safety policies, procedures and processes.

## HEALTH AND SAFETY REPRESENTATIVES

If the workers are represented by a **Health and Safety Representative**, these **Representatives** are provided the ability to exercise the following non-mandatory powers and functions where they choose to exercise them in relation to **Workers** in the **Work Group** they represent:

* effectively represent **Workers** in relation to work health and safety matters;
* monitor the measures taken by our Business or Undertaking to comply with the *Work Health and Safety Act*;
* investigate complaints about work health and safety;
* inquire into anything that appears to be a risk to the health or safety of **Workers** arising from the work environment, plant, structures, and system of work.

## CLIENTS AND CONTRACTORS

Other parties in a position to contribute to the successful management of workplace risks, such as **Clients, Principal Contractors** and other **Contractors**, are reminded of their obligation to comply with their duty to the standard required by the *Work Health and Safety Act*.

**Clients, Principal Contractors** and other **Contractors** also lead and support the successful management of workplace risks, and in addition to sharing the above responsibilities appropriate to their role, are also responsible for the:

* consultation, cooperation and coordination of activities with all other persons who have a duty in relation to the same matter.

Prior to the direct engagement of a **Contractor**, the **Contractor** is required to demonstrate they have available and make use of appropriate resources and processes to eliminate or minimise risks to health and safety from their work. In the absence of these resource and processes, the **Contractor** may only be engaged if the **Risk Management processes** detailed in this *Work Health and Safety Manual* are adopted.

## VISITORS

**Visitors** are responsible for:

* taking reasonable care for their own health and safety;

complying with any reasonable instruction given by **Managers and Supervisors**, including posted signage.

# RISK MANAGEMENT PROCESS

The WHS Act requires a person with a duty to ensure health and safety:

1. to eliminate risks to health and safety, so far as is reasonably practicable; and
2. if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.

The purpose of our ***Risk Management Process*** is to manage risks to health and safety. The Risk Management process is applied when:

* changing work practices, procedures or the work environment;
* purchasing new or used equipment or using new substances;
* planning to improve productivity or reduce costs;
* new information about workplace risks becomes available;
* responding to workplace incidents (even if they have caused no injury);
* responding to concerns raised by workers, Health and Safety **Representatives** or others at the workplace;
* required by the WHS regulations for specific hazards.

Our ***Risk Management Process*** systematically applies a four-stage approach to:

1. **PLAN** – systematic assessment of the tasks to be performed for the assessment of the risk and determination of controls
2. **DO** – delivery of induction training
3. **CHECK** – review the use and effectiveness of planned controls
4. **ACT** – where an issue or idea has been identified to address or improve work health and safety



## PLAN: IDENTIFYING HAZARDS AND RISK CONTROLS (STAGE 1)

Hazards are systematically identified by understanding the tasks to be performed, prior to the assessment of the risk and determination of controls using:

**Safe Operating Procedures** (**SOPs**) – for repeat operations as a means of standardising an activity or tasks for the delivery of training and managing competencies.

**Work Permits** – for once-off, infrequent or abnormal situations including site-specific tasks not addressed within **SOPs**.

**SOPs** and **Work Permits** record all **Tasks** in the Activity and their associated **Hazards**, **Controls**, and **Risk Rating** prior to and after the application of **Controls**.

The WHS Act requires that you consult, so far as is reasonably practicable, with workers who carry out work for you who are (or are likely to be) directly affected by a work health and safety matter.

And if the workers are represented by a health and safety representative, the consultation must involve that representative.

A **Lead Assessor** competent in the application of this ***Risk Management Process: PLAN*** takes responsibility for documenting **SOPs** and **Work Permits**. To suitable identify hazards, assess risks and determine controls they consult with experienced or affected **Workers**.

**Contributors** are the individuals consulted with to draw upon the experience, knowledge and ideas of these **Workers** to increase the likelihood of identifying all hazards and choosing effective control measures during the development of **SOPs** and **Work Permits**. These may include **Employees** and the Health and Safety **Representative**, as well as **Contractors** with a work health and safety duty in relation to the same matter.

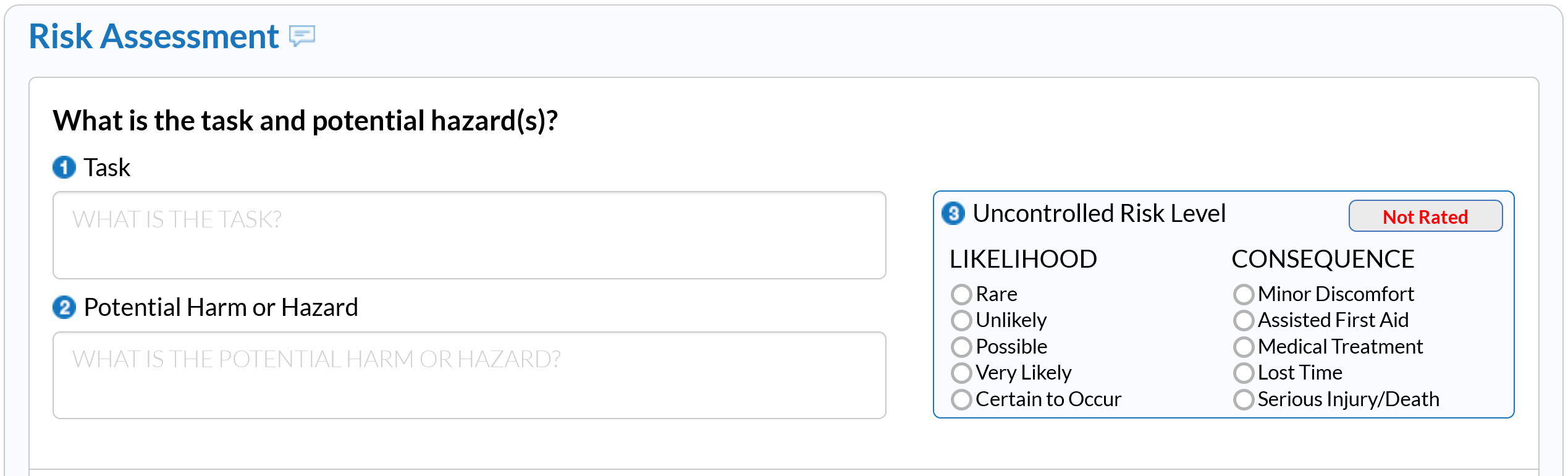
**Requirements** for the performance of the activity or tasks addressed by an **SOP** or **Work Permit** are identified. These **Requirements** consider:

* Plant and Equipment;
* Substances;
* Skills;
* Personal Protective Equipment.

Registers of Skills, Plant and Equipment, Substances, and Personal Protective Equipment (PPE) are maintained to facilitate the identification of Requirements for the performance of an activity or tasks.

**Work Permits** additionally allow for the identification of standardised operations addressed by **SOPs**.

To systematically identify hazards for assessment and determination of controls, each **Task** for the performance of the scope of the activity addressed within an **SOP** or **Work Permit** is assessed in six steps. The intent of Steps 1-3 being to understand the **Task**, associated **Hazards** and the **Risk** when uncontrolled:



**STEP 1:** Identify a **Task** and describe the work required to be performed.

**STEP 2:** Identify and describe the **Hazards** and how they could cause harm during the performance of that **Task**.

**STEP 3:** Assess the **Likelihood** of someone being exposed to the **Hazard** and the **Consequence** if someone is exposed to that **Hazard**, for the determination of the overall **Risk Class Rating**.

The assessment of **Likelihood** rates how likely it is that whilst performing the task that someone is exposed to the hazard. To standardise the application across users, the **Likelihood** ratings are defined as:

|  |  |  |
| --- | --- | --- |
| **LIKELIHOOD** | **PROBABILITY** | **DESCRIPTION** |
| **Rare** | 1 in 10,000 or less | May happen only in exceptional circumstances |
| **Unlikely** | 1 in 1000 | Could happen at some time |
| **Possible** | 1 in 100 | Might occur occasionally |
| **Very Likely** | 1 in 10 | Will probably occur in most circumstances |
| **Certain to Occur** | 1 in 1 | Expected to occur in most circumstances |

The assessment of **Consequence** rates the severity of injuries sustained from the harm or hazard should it occur. To standardise the application across users, the **Consequence** ratings are defined as:

|  |  |  |
| --- | --- | --- |
| **CONSEQUENCE** | **AVERAGE COST** | **DESCRIPTION** |
| **Minor Discomfort** | $25 | Work-related discomfort resulting in a short interruption to work and/or productivity |
| **Assisted First Aid** | $150 | Work-related injury requiring another individual to assist with the application of items from a First Aid Kit |
| **Medical Treatment** | $500 | Work-related receipt of medical treatment from a medical practice or hospital |
| **Lost Time** | $14,288# | Work-related short or long absence |
| **Serious Injury or Death** | $784,269^ | Work-related partial or full incapacity or fatality |
| #Average unit costs ($ per incident) of work-related short or long absence (Safe Work Australia, 2015\*)  ^Average unit costs ($ per incident) of work-related partial or full incapacity or fatality (Safe Work Australia, 2015\*)  \*Safe Work Australia, *The Cost of Work-related Injury and Illness for Australian Employers, Workers and the Community: 2012–13*, November 2015. | | |

The **Likelihood** and **Consequence** ratings are used to calculate the **Score** for each **Task** by multiplying the probability of the likelihood by the average cost of the consequence:

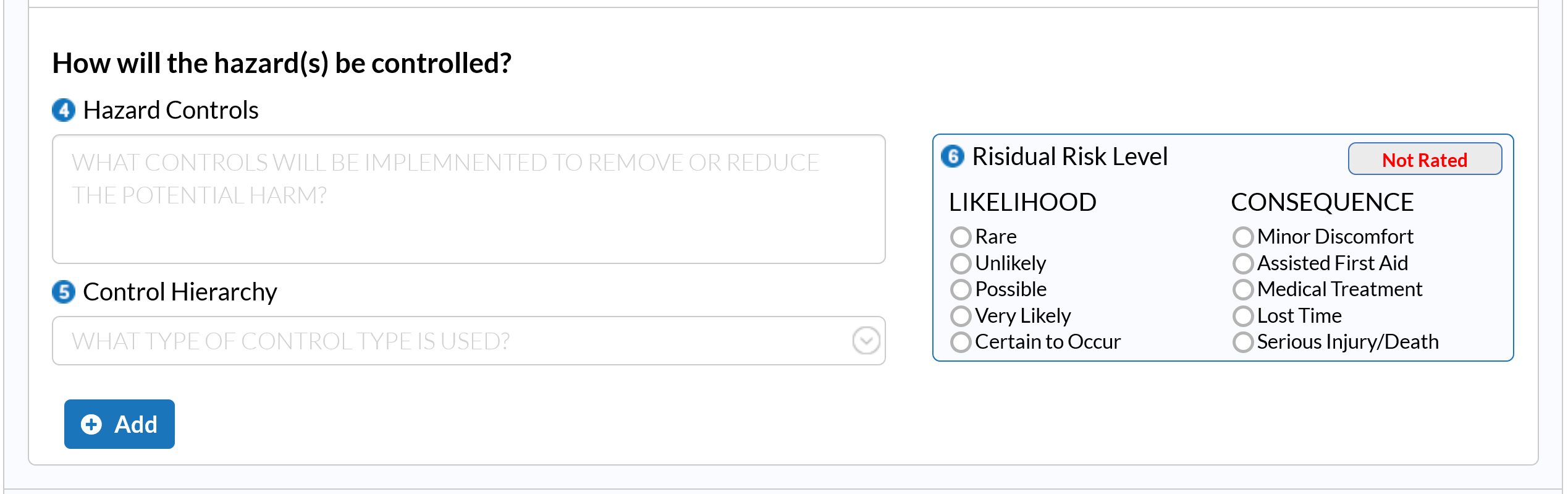
|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **CONSEQUENCE** | | | | |
|  |  | **Minor Discomfort** | **Assisted First Aid** | **Medical Treatment** | **Lost**  **Time** | **Serious Injury / Death** |
|  |  | **($25)** | **($150)** | **($500)** | **($14,288)** | **($784,269)** |
| **LIKELIHOOD** | **Rare**  **(0.0001)** | $0.00 | $0.02 | $0.05 | $1.43 | $78.43 |
| **Unlikely**  **(0.0010)** | $0.03 | $0.15 | $0.50 | $14.29 | $784.27 |
| **Possible**  **(0.0100)** | $0.25 | $1.50 | $5.00 | $142.88 | $7,842.69 |
| **Very likely**  **(0.1000)** | $2.50 | $15.00 | $50.00 | $1,428.80 | $78,426.90 |
| **Certain to occur**  **(1.0000)** | $25.00 | $150.00 | $500.00 | $14,288.00 | $784,269.00 |

And the **Score** used todetermine the **Risk Class Rating** for each **Task**:

|  |  |  |  |
| --- | --- | --- | --- |
| **LOW**  If the **Score** is less than  $0.49 | **MEDIUM**  if the **Score** is between  $0.50 and $4.99 | **HIGH**  if the **Score** is between  $5.00 and $49.99 | **EXTREME**  if the **Score** is greater than $50.00 |

The WHS Act requires the management of risks to eliminate risks to health and safety so far as is reasonably practicable, and if it is not reasonably practicable to eliminate, minimise those risks so far as reasonably practicable.

The intent of Steps 4-6 is to establish **Controls** through consideration of the **Hierarchy of Controls**, and understand the residual **Risk** when controlled by those means:



**STEP 4:** Consider various control options and choose the control(s) that most effectively eliminate the **Hazard** or minimises the risk in the circumstances. This may involve a single control measure or a combination of different controls that together provide the highest level of protection that is reasonably practicable.

**STEP 5:** Record the highest level of risk control achieved by the determined control(s) from the **Hierarchy of Risk Control** (elimination, substitution, isolation, engineering, administration or PPE) to provide a reasonably practicable level of protection and reliability.

**STEP 6:** Re-assess the **Likelihood** of someone being exposed to the **Hazard** and the **Consequence** if someone is exposed to that **Hazard.**

**SOPs** and **Work Permits** are approved by those assigned permission to approve them, and by doing so, are required to satisfy themselves the control options chosen:

* provide the highest level of protection and reliability;
* are available (for purchase, made to suit or be put in place);
* are suitable for the circumstance in your workplace (work properly given workplace conditions, work processes and **Workers**).

The consideration of control options using the **Hierarchy of Risk Control** guides the adoption of the most reasonably practicable control(s) that provide the highest level of health and safety protection and reliability.

**Level 1 Control Measures** – The most effective control measure involves eliminating the hazard and associated risk. The best way to do this is by, firstly, not introducing the hazard into the workplace.

**Level 2 Control Measures** – If it is not reasonably practicable to eliminate the hazards and associated risks, the risks should be minimised using one or more of the following approaches:

* Substitute the hazard with something safer
* Isolate the hazard from people by physically separating the source of harm from people by distance or using barriers.
* Use engineering controls using control measures that are physical in nature, including a mechanical device or process.

**Level 3 Control Measures** – The least effective control measures as they do not control the hazard at the source, and rely on human behaviour and supervision. Two approaches to reduce risk in this way are:

* Use administrative controls such as work methods or procedures designed to minimise exposure to a hazard.
* Use personal protective equipment (PPE) to limit exposure to the harmful effects of a hazard but only if workers wear and use the PPE correctly.

## DO: PROVIDE INSTRUCTION AND TRAINING (STAGE 2)

The WHS Act requires the provision of information, training, instruction and supervision necessary to protect all persons from risks to their health and safety arising from work.

**Induction Presentations** are used to facilitate the delivery of induction training to Inductees into approved:

* **Safe Operating Procedures (SOPs)** addressing standardised activities or tasks for repeat operations
* **Work Permits** addressingonce-off, infrequent or abnormal situations such as site-specific tasks not addressed within **SOPs**.

They present the identified **Tasks** in the Activity and their associated **Hazards**, **Controls**, and **Risk Rating** prior to and after the application of **Controls**.

An **Induction Leader** competent in this ***Risk Management Process: DO*** and assigned permission to Perform Inductions and Consultations takes responsibility for providing instruction and verifying the understanding of the tasks, hazards and determined controls by **Inductees** prior to the performance of the work without supervision.

**Inductees** are the **Workers** receiving the instruction and demonstrating their understanding of the tasks, hazards and determined controls delivered by the **Induction Leader**.

**SOP Inductions** are presented in four parts:

**PART ONE: Introduction** – Presents the **SOP Title**, **SOP Scope**, **Approval**, and highest residual **Risk Class Rating** within the scope of the **SOP**.

**PART TWO: Requirements** – Presents the identified **Requirements** for the performance of the activity or tasks:

* Plant and Equipment;
* Substances;
* Skills;
* Personal Protective Equipment.

**PART THREE: Risk Assessment** – Presents the **Tasks** individually to facilitate learning, always aiming to ensure **Inductees** are able to perform each task safety, and if possible require **Inductees** to demonstrate their competence in performing the tasks according to the **SOP**.

**PART FOUR: Questions** – Inductees are provided an opportunity to ask any questions or clarify any of the instruction provided.

**Work Permit Inductions** are presented in five parts:

**PART ONE: Introduction** – Presents the **Job Reference and Title**, **Job Scope**, **Work Permit Scope**, **Approval** and **Validity**

**PART TWO: Competencies** – Presents a summary of the identified **SOPs** one at a time, including **SOP Title**, **SOP Scope**, **Approval**, and highest **Risk Class Rating** within the scope of the **Work Permit**.

**PART THREE: Requirements** – Presents the identified **Requirements** for the performance of the activity or tasks:

* Plant and Equipment;
* Substances;
* Skills;
* Personal Protective Equipment

**PART FOUR: Risk Assessment** – Presents any **Tasks** (where additional risks have been identified that are not addressed by **SOPs**) individually to facilitate learning, always aiming to ensure **Inductees** are able to perform each additional task safety, and if possible require **Inductees** to demonstrate their competence in performing the tasks according to the **Work Permit**.

**PART FIVE: Questions** – Inductees are provided an opportunity to ask any questions or clarify any of the instruction provided.

At the completion of **Inductions**, the **Induction Leader** records their delivery and identifies Inductees as either:

1. **Inductees** – invites competent **Inductees** to sign to acknowledge their participation and commitment to performing the work in accordance with the instruction and training received.
2. **Trainees** – records not yet competent **Inductees** as **Trainees** until the **Trainee** is able to demonstrate their competence performing the tasks according to the **SOP** or **Work Permit**. When determined competent by the **Induction Leader**, **Trainees** are invited to sign to acknowledge their participation and commitment to performing the work in accordance with the instruction and training received.

The competency status of Inductees is recorded against **SOPs** and **Work Permits**, and reviewed to ensure **Workers** possess the appropriate **Skills** and **Competencies** identified to perform the work.

**Trainees** are provided supervision appropriate to the level of risk and their experience; higher levels of supervision are necessary where inexperienced workers are expected to follow new processes or carry out difficult and critical tasks.

Supervision is provided to ensure control measures are implemented and remain effective. If at any stage during the performance of work, **Workers** encounter increased risks or conditions that are different to those addressed in the **Work Permit**, they are to notify their Supervisor for reviewing the **SOP** or **Work Permit**. Alternatively, a **Hazard / Incident Report** is to be submitted as per ***Consultation, Co-operation and Co-ordination Processes: Hazard / Incident Reporting***.

## CHECK: REVIEW PLANNED RISK CONTROLS (STAGE 3)

The WHS Act requires the verification of the provision and use of resources and processes.

In addition to the provision of supervision to ensure control measures are implemented and remain effective, **Reviews** of the planned controls recorded in **Work Permits** and associated **SOPs** aid the identification of control measures that are not effective in controlling the risk.

**Reviews** present the approved **Tasks** in an Activity and their associated **Hazards** and **Controls** for recording the assessment of planned use and effectiveness of the **Controls** to manage the **Hazard**, and may be performed prior to the commencement of work, during the performance of work, or even after the performance of work.

**Reviews** are planned and scheduled in two steps:

**STEP 1:** Plan the scope of the **Review** by selecting all or some of the **Work Permit** tasks and **SOPs** associated with a **Work Permit.**

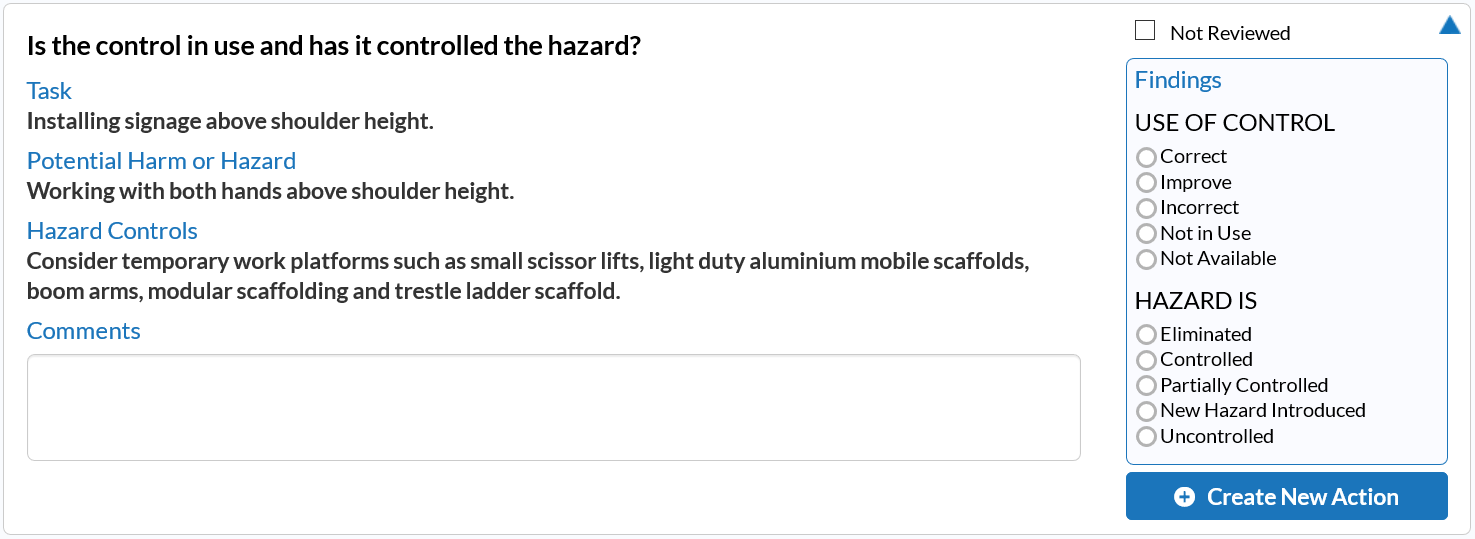
**STEP 2:** Schedule a date for the **Review** to be performed.

Scheduled **Reviews** are tracked to readily identify scheduled **Reviews** that are overdue.

A **Lead Reviewer** competent in the application of this ***Risk Management Process: Check*** takes responsibility for documenting a scheduled **Review**. To verify control measures have been implemented and remain effective they consult with experienced or affected **Workers**.

**Contributors** are the individuals consulted with to draw upon the understanding and experience of these **Workers** to assist in reviewing control measures during the performance of **Reviews**. These may include **Employees** and, if applicable, Health and Safety **Representatives**, as well as **Contractors** with a work health and safety duty in relation to the same matter.

Each **Task** for the performance of the scope of the activities defined in the **Review Scope** is reviewed by assessing the **Use of Control** in accordance with the planned arrangements and whether or not the **Hazard Is** effective in controlling the Risk. And where applicable, comments may be recorded against each reviewed control and an **Action** submitted to addressing the use or effectiveness of the control.



The assessment of the **Use of Control** rates how well the planned control has been established. To standardise the application across users, the **Use of Control** ratings are defined as:

|  |  |
| --- | --- |
| **USE OF CONTROL** | **DESCRIPTION** |
| Correct | The planned control has been established correctly |
| Improve | Use of the planned control could be improved |
| Incorrect | Use of the planned control is incorrect |
| Not in Use | The planned control is available but not in use |
| Not Available | The planned control not available for use |

The assessment of **Hazard Is** rates how effectively the control eliminates or reduces the risk posed by the hazard. To standardise the application across users, the **Hazard Is** ratings are defined as:

|  |  |
| --- | --- |
| **HAZARD IS** | **DESCRIPTION** |
| Eliminated | The control has eliminated the hazard |
| Controlled | The hazard has effectively been controlled |
| Partially Controlled | The control has only partially controlled the hazard and a risk is still present |
| New Hazard Introduced | The control has introduced an additional hazard that is not controlled |
| Uncontrolled | The control has not controlled the hazard and the risk is still present |

## ACT: INVESTIGATION AND ACTION (STAGE 4)

The WHS Act requires appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information.

**Actions** are submitted from several sources:

* **Reviews** – of the planned controls recorded in **Work Permits** and associated **SOPs** where control measures do not effectively control risk
* **Hazard / Incident Reports** – where an uncontrolled hazard has been identified, or an incident has occurred
* **Actions** – where an issue or idea has been identified to address or improve work health and safety.

**Actions** are reviewed by those assigned permission to assign them, and by doing so, are required to satisfy themselves the Worker assigned is competent in the application of this ***Risk Management Process: Act***. A due date is also set for tracking to readily identify **Actions** that are overdue.

All assigned **Actions** are analysed in three steps, the intent being to understand the Root Cause of the Issue or Idea in order to identify the most appropriate action(s) to address it:

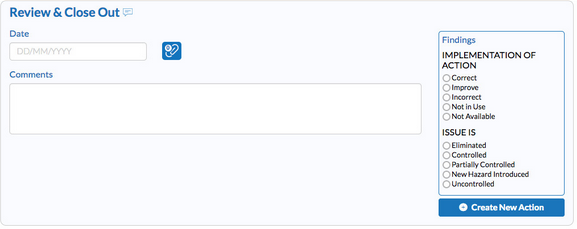
**STEP 1:** To verify the Action is appropriately understood the **Worker** responsible for the **Action** clarifies the Observed Symptoms with the **Worker** that reported the Issue or Idea.

**STEP 2:** The **Worker** responsible for the **Action** facilitates Root Cause Analysis and determines the Root Cause requiring action.

**STEP 3:** The **Worker** responsible for the **Action** determines and agrees the Action to be taken to address the Root Cause with the **Worker** that reported the Issue or Idea; to draw upon their understanding and experience to assist in determining the suitability of the Action to address the Root Cause of the Issue or Idea.

**STEP 4:** The **Worker** responsible for the **Action** coordinates resources to implement the agreed Action.

When the Action has been implemented, the **Worker** responsible for the **Action** and the **Worker** that reported the Issue or Ideareview the Action taken by assessing the **Implementation of Action** in accordance with the agreed Action and whether or not the **Issue Is** effective in controlling the Risk. And where applicable, comments may be recorded and if further opportunity for improvement agreed another **Action** is submitted.



The assessment of the **Implementation of Action** rates how well the planned control has been established. To standardise the application across users, the **Implementation of Action** ratings are defined as:

|  |  |
| --- | --- |
| **IMPLEMENTATION OF ACTION** | **DESCRIPTION** |
| Correct | The planned control has been established correctly |
| Improve | Use of the planned control could be improved |
| Incorrect | Use of the planned control is incorrect |
| Not in Use | The planned control is available but not in use |
| Not Available | The planned control not available for use |

The assessment of **Issue Is** rates how effectively the control eliminates or reduces the risk posed by the hazard. To standardise the application across users, the **Issue Is** ratings are defined as:

|  |  |
| --- | --- |
| **ISSUS IS** | **DESCRIPTION** |
| Eliminated | The control has eliminated the hazard |
| Controlled | The hazard has effectively been controlled |
| Partially Controlled | The control has only partially controlled the hazard and a risk is still present |
| New Hazard Introduced | The control has introduced an additional hazard that is not controlled |
| Uncontrolled | The control has not controlled the hazard and the risk is still present |

# EMPLOYEE MANAGEMENT PROCESSES

The WHS Act requires the provision of information, training, instruction and supervision necessary to protect all persons from risks to their health and safety arising from work.

The purpose of our ***Employee Management Process*** is to track **Employee** **Skills** and **Duties**, with the **Employee Profile** used to retain **Employee Details**, and the status of **Skills** and **Duties**.

Where possible, new **Employees** are selected by assessing the candidate’s skills and experience with the requirements of the role. **Employees** are developed by providing them the information, training, instruction and supervision necessary to cooperate with our work health and safety policies, procedures and processes.

## SKILLS PLANNING AND TRACKING

To ensure workers are suitably trained to perform their work with an understanding of the associated risks and control measures, external training may be provided to acquire appropriate knowledge and competency.

A **Skill** is an externally acquired licence or certificate issued to a **Worker** by a Registered Training Authority having verified the **Worker** competent to carry out the task(s) covered by the scope for which it was issued.

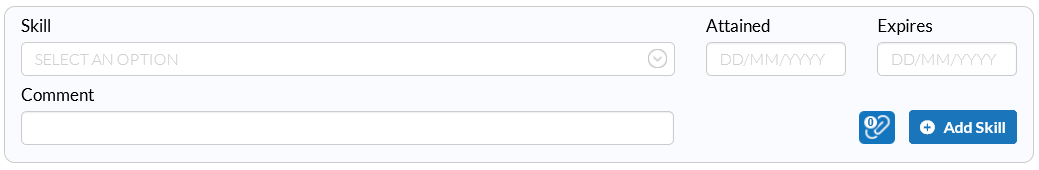
A Register of Skills is maintained for each **Employee** to facilitate:

* the identification and initiation of employee training requirements
* tracking current Skills and their expiration.

A Register of **Skills** relevant to the performance of our work is maintained for the management of **Employee Skills**.

The identification of a training requirement is recorded by associating a **Skill** with an **Employee** on the **Employee Profile** to indicate a training needs ‘gap’ and identify them as a **Trainee**. **Trainees** may be provided supervision appropriate to the level of risk and their experience to acquire further experience prior to and during training; higher levels of supervision are necessary where inexperienced workers are expected to follow new processes or carry out difficult and critical tasks.

When training has been provided and evidence received of a **Workers** competency, a copy of the Licence or Certificate is attached to the **Employee Profile** and the date the **Skill** was attained recorded. If the **Skill** expires, the expiry date is also recorded.



Whilst we maintain a copy of **Skill** licences and certificates, **Workers** must retain originals and provide evidence when requested. Further, Licences to Perform High Risk Work must be able to be produced by **Workers** without leaving the worksite when performing such work, and produced if requested by an inspector appointed under the *Work Health and Safety Act*.

**Contractors** are required to similarly be able to evidence the **Skills** of their Workers, and we may also maintain an **Employee Profile** to ensure they are appropriately trained and competent.

## DUTIES ASSIGNMENT and AGREEMENT

To ensure workers suitably understand our expectations of their position and to support our work health and safety processes, **Duties** are assigned to Employees for communication and agreement.

A **Duty** may be:

* duties imposed on an PCBU, Officer or Worker under the Work Health and Safety Act and Regulations;
* internal responsibilities and limits of authority to support our work health and safety processes.

A Register of **Duties** is maintained for each **Employee** to facilitate:

* the identification and assignment of employee Duties for communication
* tracking current Duties.

A Register of **Duties** relevant to the performance of our work is maintained for the management of **Employee Duties**.

The identification of a **Duty** is recorded by associating a **Duty** with an **Employee** on the **Employee Profile** to indicate a need to communicate and agree the responsibility. **Employees** are not expected to hold a **Duty** prior to its communication and agreement.



When communication and agreement has taken place, the **Employee** accepting the **Duty** is prompted to sign to declare they have read and understood the **Duty** being assigned, and accept the responsibility.

## DISCIPLINE

The WHS Act requires a workers to cooperate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers.

Where a **Worker fails** to cooperate with a health and safety policy, procedure or process, **Duties** are used to reinforce our expectations and record the **Employees** commitment to complying with those expectations.

The reinforcement and agreement of a **Duty** represents a formal written warning. Multiple breaches of the same responsibility may result in disciplinary action being taken including the termination of employment.

Serious acts or omissions adversely affecting his or her own health and safety, or the health and safety of other persons, may result in immediate removal from the workplace.

# CONTRACTOR MANAGEMENT PROCESSES

The purpose of our ***Contractor Management Process*** is to track **Employer** **Contacts**, **Insurances**, and where applicable, the **Skills** and **Duties** of their **Employees (i.e. Workers)**, with the **Employer Profile** used to retain Employer Details, key Contact Details and the status of Certificates of Currency. **Workers** may be managed using **Employee** Profiles to retain Employee Details, and the status of **Skills** and **Duties** as per our ***Employee Management Process***.

Where possible, new Contractors are selected by assessing the **Employers** resources, skills and experience with the requirements of the work. The individual **Skills** of **Workers** may also be requested and maintained to ensure they have been provided the information, training, instruction and supervision necessary to perform the work.

## EMPLOYER CONTACTS

The WHS Act also requires, where more than one person has a duty in relation to the same matter, they must, so far as is reasonably practicable, consult, co-operate and co-ordinate activities with one another.

To ensure we can communicate with other Employers to consult, co-operate and co-ordinate activities, key **Employer** Contacts and their Contact Details are maintained. These contacts may also be used to:

* identify the **Employer** and their **Contact** as the Person Conducting a Business or Undertaking on **Work Permits**
* identify the **Employer** and their **Contact** as the Principal Contractor on **Work Permits**
* share **Job** related Records including **Work Permits**, **Safe Operating Procedures** and **Reviews**.

## EMPLOYER INSURANCES

We may also request and maintain Insurance Certificates of Currency for Contractors performing work on our behalf.

A Register of **Insurances** is maintained for each **Employer** to facilitate tracking current Certificates of Currency and their expiration.

# CONSULTATION, CO-OPERATION AND CO-ORDINATION PROCESSES

The WHS Act requires that you consult, so far as is reasonably practicable, with workers who carry out work for you who are (or are likely to be) directly affected by a work health and safety matter.

The purpose of our Consultation, Co-operation and Co-ordination process is to undertake effective consultation with **Workers** who carry out work or are (or are likely to be) directly affected by a health and safety matter. Workers are entitled to take part in consultation arrangements and, if applicable, represented by their elected Health and Safety **Representative**.

The Consultation, Co-operation and Co-ordination process is applied when:

* identifying hazards and assessing risks arising from the work carried out or to be carried out
* making decisions about ways to eliminate or minimise those risks
* making decisions about the adequacy of facilities for the welfare of workers
* proposing changes that may affect the health or safety of your workers, and
* making decisions about procedures for consulting with workers; resolving health or safety issues; monitoring health of your workers; monitoring the conditions at the workplace and providing information and training for your workers.

Our Consultation, Co-operation and Co-ordination process may also be applied in situations where responsibility for a health and safety matter is shared, to facilitate consultation to understand how one activities may impact on health and safety, and effective co-operation and co-ordination of complimentary actions to control risks.

## PLANNING

In accordance with the ***Risk Management Process: PLAN***, the **Lead Assessor** consults with experienced or affected **Workers** when preparing **SOPs** and **Work Permits**. These **Workers** are recorded as **Contributors** on **SOPs** and **Work Permits** having been consulted with to draw upon their experience, knowledge and ideas to increase the likelihood of identifying all hazards and choosing effective control measures. Consultation may include **Employees** and the Health and Safety **Representative**, as well as **Contractors** with a work health and safety duty in relation to the same matter.

## ACTING

In accordance with the ***Risk Management Process: ACT***, the **Worker** responsible for the **Action** draws upon the understanding and knowledge of the **Worker** that reported the Issue or Idea by involving them in:

* understanding the Issue or Idea
* agreeing the Action to be taken
* assessing the Implementation of Action and whether or not the Issue Is effective in controlling the Risk.

## EXTERNAL PARTIES

The WHS Act also requires, where more than one person has a duty in relation to the same matter, they must, so far as is reasonably practicable, consult, co-operate and co-ordinate activities with one another.

In accordance with the ***Risk Management Process: DO***, Contractor **Workers** receiving instruction and demonstrate their understanding of the tasks, hazards and determined controls through **Inductions**. These **Workers** are recorded as **Inductees** on **SOPs** and **Work Permits** having received training and determined competent.

In situations where responsibility for a health and safety matter is shared with the Client or another Contractor, the **Job** may be shared with the external party to provide them access to our Job-specific Records (**Work Permits**, **Reviews** and **Hazard / Incident Reports**) for the facilitation of consultation, co-operation and co-ordination of activities.

Similarly, where responsibility for a health and safety matter is shared with a designer, manufacturer, importer or supplier of **Plant, Equipment** and **Substances**, we obtain adequate information on the purpose and safe use of the Item. This information is associated with the **Plant, Equipment** or **Substance**, and where determined necessary a **Safe Operating Procedure (SOP)** is also developed and associated with the Item.

## CEASING WORK

The WHS Act permits a worker to cease, or refuse to carry out, work if they have reasonable concern they would be exposed to a serious risk to their health and safety, emanating from an immediate or imminent exposure to a hazard.

Prior to submitting a **Hazard / Incident Report**, a **Worker** ceasing, or refusing to carry out, work on the basis they have reasonable concern they would be exposed to a serious risk to their health and safety are to immediately report the Hazard to their immediate Supervisor or Manager.

Until such time as the hazard has been controlled, the **Worker** is to accept any reasonable instruction to perform other work for which they are suitable competent.

## HAZARD / INCIDENT REPORTING

The WHS Act requires appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information.

**Hazard / Incident Reports** are recorded and submitted where an uncontrolled hazard has been identified, or an incident has occurred. And whilst every attempt is made in the ***Risk Management Process: PLAN*** to eliminate or minimise risks, hazard / incident reporting is also recognised as an important input into the PLAN-DO-CHECK-ACT cycle and continual improvement of safe systems of work.

To increase the continual improvement opportunity, the Hazard / Incident Details attempt to drill down to the planned individual task being performed at the time the occurrence was observed by:

* Firstly, identifying the **Job** work was being performed on;
* Secondly, within the **Job**, identifying the **Work Permit** work was being performed on;
* Thirdly, within the **Work Permit**, identifying the **Safe Operating Procedure (SOP)** or **Work Permit Task** work was being performed on; and
* And finally, if within an **SOP**, identifying the **SOP Task** work was being performed on.

The Damage Details record any damage to **Plant and Equipment**.

And the Injury Details record the Injured **Worker** along with**:**

* injury / illness received;
* shift start, and if applicable, stop work dates and times;
* Medical Practitioner and Practice Details;
* Any other Workers who witnessed the Hazard / Incident

The **Worker** documenting the **Hazard / Incident Report** is prompted to sign to declare their report true and correct to the best of their knowledge when submitting the Report.

**Hazard / Incident Report** are receipted by those assigned permission to Receive Alerts, and by doing so, are required to review and close-out the **Report**. And where applicable, comments may be recorded against the **Hazard / Incident Report** and an **Action** submitted to addressing the Issues and Ideas associated with the reported hazard or incident.

Submitted **Actions** are addressed as per the ***Risk Management Process: ACT***.

# EMERGENCY PREPAREDNESS AND RESPONSE

The WHS Regulations require an emergency plan to be prepared for the workplace that provides procedures to respond effectively in an emergency.

Emergency scenario’s are identified, and the preparedness and response planned for the provision of training and instruction to **Employees** in accordance with the ***Risk Management Process: PLAN***.

Training and instruction is provided to **Employees** in emergency scenario’s in accordance with the ***Risk Management Process: DO***.

Emergency drills are randomly performed and **Reviews** used as per the ***Risk Management Process: CHECK*** to verify control measures are effective and understood.

Where opportunities for improvement of the planned preparedness and response controls are identified, **Actions** are used as per the ***Risk Management Process: ACT*** to manage the improvement.

In the absence of training and instruction for an emergency scenario, the immediate response of **Worker** is to:

1. Raise the alarm by calling "Emergency, Emergency, Emergency" or "Fire, Fire, Fire" in a loud voice and set-off the Emergency Alarm.
2. Stop work immediately and vacate the workplace using the nearest Emergency Exit, assisting others who may not be familiar with the workplace (e.g. Contractors and Visitors).
3. Call Emergency Services on 000 (or 112 from mobile phones) and answer the operators questions to initiate Emergency Services.
4. Assemble in the nominated Emergency Assembly Point(s) until you receive further instructions from the Principal Contractor or Emergency Services personnel.
5. DO NOT re-enter the workplace until the Principal Contractor or Emergency Services personnel have advised it is safe to do so.

## FIRST AID EQUIPMENT AND FACILITIES

All **Workers** must be able to access a first aid kit immediately identifiable with a white cross on a green background prominently displayed on the outside.

The provision of additional first aid equipment and facilities is determined having considered the:

* nature of the work being carried out at the workplace
* nature of the hazards at the workplace
* size, location and nature of the workplace
* number and composition of the **Workers** at the workplace
* views expressed by **Workers** consulted about what facilities are needed.

To consider the nature of the work and the type of hazards, **Safe Operating Procedures (SOPs)** are reviewed having applied the ***Risk Management Process: DO***. Other sources of information to be considered include:

* **Hazard / Incidents Reports** recording the nature of injuries at the workplace
* **Safety Data Sheets** associated with **Substances** and the recommended first aid requirements.

An inventory list of the determined contents is maintained in first aid kits to restock and maintain them. First aid kits are maintained by routinely:

* monitoring to ensure any items used are replaced as soon as practicable after use
* checking regularly to ensure the kit contains a complete set of the required items, and that the items are in good working order and within their expiry.

## FIRST AIDERS

The WHS Regulations require an adequate number of workers to be trained to administer first aid or workers to have access to an adequate number of other people who have been trained to administer first aid.

**Employees** trained to administer first aid are identified and trained in accordance with ***Employee Management Processes: Skills and Planning and Tracking*** to ensure First Aiders hold current nationally recognised Statement/s of Attainment issued by a Registered Training Organisation (RTO) for the nationally endorsed first aid unit/s of competency.

First Aiders are reminded not to exceed their training and expertise in first aid, and other **Workers** similarly should not direct First Aiders to exceed their first aid training and expertise.

## NOTIFIABLE INCIDENTS

The WHS Act requires the regulator to be notified immediately after a notifiable incident has occurred.

The **Duty** to notify the regulator of a notifiable incident is assigned to and agreed with our **Employees** appropriate to their role and other responsibilities as per ***Employee Management Processes: Duties Assignment and Agreement***.

An Employee with this **Duty** is authorised to act as an Officer on behalf of the Person Conducting a Business or Undertaking (PCBU) and required to notify the regulator immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

A notifiable incident is:

1. **an incident resulting in the death of a person**
2. **an incident resulting in the serious injury or illness of a person** – where they receive:
   1. immediate treatment as an in-patient in a hospital
   2. immediate treatment for:
      1. the amputation of any part of his or her body;
      2. a serious head injury;
      3. a serious eye injury;
      4. a serious burn;
      5. the separation of his or her skin from an underlying tissue (such as degloving or scalping);
      6. a spinal injury;
      7. the loss of a bodily function;
      8. serious lacerations;
   3. medical treatment within 48 hours of exposure to a substance
3. **a dangerous incident** – where a worker or any other person is exposed to a serious risk emanating from an immediate or imminent:
   1. uncontrolled escape, spillage or leakage of a substance;
   2. uncontrolled implosion, explosion or fire;
   3. uncontrolled escape of gas or steam;
   4. uncontrolled escape of a pressurised substance;
   5. electric shock;
   6. fall or release from a height of any plant, substance or thing;
   7. collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations;
   8. collapse or partial collapse of a structure;
   9. collapse or failure of an excavation or of any shoring supporting an excavation;
   10. inrush of water, mud or gas in workings, in an underground excavation or tunnel;
   11. interruption of the main system of ventilation in an underground excavation or tunnel.

The WHS Act requires the site where a notifiable incident occurred not to be disturbed until an inspector arrives at the site or any earlier time that an inspector directs.

An Employee with the **Duty** to act as an Officer on behalf of the Person Conducting a Business or Undertaking (PCBU) is to ensure the site where a notifiable incident has occurred is not disturbed. This includes any plant, substance, structure, or thing associated with the notifiable incident.

However, preservation of the site does not prevent any action:

1. to assist an injured person;
2. to remove a deceased person;
3. that is essential to make the site safe or to minimise the risk of a further notifiable incident;
4. that is associated with a police investigation;

for which an inspector or the regulator has given permission.

All notifiable incidents are reported internally as per the ***Consultation, Co-operation and Co-ordination Process: Hazard / Incident Reporting*** and investigated as per the ***Risk Management Process: ACT***.