EVOLUTION
SCAFFOLDING LTD

Evolution Scaffolding Limited Health and Safety Manual

February 2020

CONTENTS

		PAGE
1	Introduction	1
2	Definitions	2
3	Health and safety policy statement	5
4	Health and safety responsibilities	6
5	Notification of Hazardous Work	8
6	Consultation	9
7	Hazard management process	11
8	Incident and injury reporting	14
9	Injury management and return-to-work	17
10	Emergency procedures	19
11	First aid	22
12	Health and safety training	25
13	Inspection and testing	27
14	Hazardous manual handling	28
15	Scaffolding work	31
16	Sun safety	33
17	Drugs and alcohol	36
18	Issue resolution	38
19	HSW objectives and targets	40
20	HSW monitoring and measuring	42
21	Contractor management	46
22	Motor vehicles	50
23	Remote/isolated work	52
24	Working offsite	53
25	Machinery safe guarding	55
26	Lockout and tagging of plant	58
27	Working at heights	60
28	Hazardous noise	63
29	Cash handling	66

1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Evolution Scaffolding Limited **(the Business**) will do everything reasonably practicable to ensure that workers can undertake their work in a healthy and safe manner. We all play a crucial role in achieving a workplace that is free of injury and illness. The Business will work towards achieving this goal by providing workers with the necessary resources.

1.2 PURPOSE OF THE HEALTH AND SAFETY MANUAL

The purpose of this Health and Safety Manual is to establish the minimum standards and guidelines that are reasonably practicable for this Business to manage the hazards and risks in the workplace. In addition to this manual, the Business utilises a Health and Safety Handbook and a number of forms to assist in managing health and safety.

These standards will provide greater consistency, certainty and clarity across the Business to make it easier to understand health and safety duties and responsibilities.

All workers will be given the opportunity to read this information and are encouraged to participate in following and improving health and safety in the Business.

2 DEFINITIONS

1.3 HSWA

The acronym HSWA represents the Health and Safety at Work Act 2015.

1.4 NZ

The acronym NZ represents the country of New Zealand.

1.5 HSW

The acronym HSW represents the term Health and Safety at Work.

1.6 PCBU

A PCBU is a 'person conducting a business or undertaking'. While a PCBU may be an individual person or a business, in most cases the PCBU will be a business (for example, a business entity such as a company). An individual, such as a sole trader, can also be a PCBU.

While the terms 'business' and 'undertaking' are not defined in HSWA, the usual meanings of these terms are:

- 'business': an activity carried out with the intention of making a profit or gain
- 'undertaking': an activity that is non-commercial in nature (e.g. certain activities of a local authority)

1.7 REGULATOR

The New Zealand national regulator for health and safety as determined by the HSWA is WorkSafe NZ. Other regulators who may also hold certain enforcement powers under the HSWA are:

- The Environmental Risk Management Authority (ERMA)
- The Maritime Safety Authority
- NZ Police and Land Transport Safety Agency
- The Civil Aviation Authority
- The Ministry of Consumer Affairs
- Territorial Authorities (City and District Councils)

1.8 BUSINESS

For the purpose of this manual the term ‘Business’ refers to the PCBU as defined in Part 1, Section 17 of the HSWA. As prescribed by the HSWA this does not include volunteer associations.

1.9 OFFICER

An officer is a person who holds a senior leadership position and has the ability to significantly influence the management of a PCBU. Businesses can have more than one officer.

Officers are:

- company directors (even if they do not have ‘director’ in the title)
- any partner in a partnership (other than a limited partnership)
- any general partner in a limited partnership
- any person who holds a position comparable to a director in a body corporate or an unincorporated body
- any person who exercises significant influence over the management of the business or undertaking (e.g. the Chief Executive)

1.10 DUE DILIGENCE

Officers must exercise due diligence to make sure that the business complies with its health and safety duties. They must exercise the care, diligence and skill a reasonable officer would exercise in the same circumstances, taking into account matters including the nature of the business or undertaking, and officer’s position and nature of their responsibilities.

1.11 WORKER

A worker is an individual who carries out work in any capacity for the business, including work as:

- an employee
- a contractor or subcontractor
- an employee of a contractor or subcontractor
- an employee of a labour hire company who has been assigned to work in the business
- an outworker (including a homeworker)
- an apprentice or a trainee

- a person gaining work experience or undertaking a work trial
- a volunteer worker
- a person of a prescribed class

1.12 VOLUNTEER WORKER

A volunteer worker is an individual who carries out work in any capacity for the business:

- with the knowledge or consent of the business
- on an ongoing and regular basis
- that is an integral part of the business

This definition does not include a volunteer worker undertaking any of the following voluntary work activities:

- participating in a fund-raising activity
- assisting with sports or recreation for an educational institute, sports club, or recreation club:
- assisting with activities for an educational institute outside the premises of the educational institution
- providing care for another person in the volunteer's home

2 HEALTH AND SAFETY POLICY STATEMENT

Evolution Scaffolding Limited and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our business. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

Through the co-operative efforts of management and workers, we are committed to:

- the provision and maintenance of a work environment that is without risks to health and safety
- the provision and maintenance of safe systems of work
- the safe use, handling, and storage of plant, substances, and structures
- the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace
- the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking
- that the health of workers and the conditions at the workplace are monitored for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking
- The focus of Evolution Scaffolding Limited's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the business

Wiremu Gray

Director

on behalf of **Evolution Scaffolding Limited**

February 2020

Review date: February 2021

3 HEALTH AND SAFETY RESPONSIBILITIES

2.1 BUSINESS RESPONSIBILITIES

The Business has a duty to ensure, so far as reasonably practicable, the health and safety at work of all its workers. In particular, it is responsible for:

- the provision and maintenance of a work environment that is without risks to health and safety
- the provision and maintenance of safe systems of work
- the safe use, handling, and storage of plant, substances, and structures
- the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace
- the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking
- that the health of workers and the conditions at the workplace are monitored for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking

2.2 MANAGER/SUPERVISOR RESPONSIBILITIES

Managers/supervisors include any person occupying a position that may exercise significant influence over the management of the business or undertaking and must take reasonable steps:

- to acquire, and keep up to date, knowledge of work health and safety matters
- to gain an understanding of the nature of the operations of the business or undertaking of the business and generally of the hazards and risks associated with those operations
- to ensure that the business has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking
- to ensure that the business has appropriate processes for receiving and considering information regarding incidents, hazards, and risks and for responding in a timely way to that information
- to ensure that the business has, and implements, processes for complying with any duty or obligation of the business under the HSWA

2.3 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently or be in breach of the workplace policies
- taking reasonable care for the health and safety of themselves and others who may be affected by their actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- ensuring all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (**PPE**)
- reporting any incidents or injuries sustained while working and seeking appropriate first aid
- advising management as soon as practicable, of any symptoms that may lead to adverse health issues arising from prolonged and/or repetitive work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- rectifying minor health and safety issues where authorised and safe to do so
- co-operating with any health and safety initiative, inspection or investigation
- actively participating in any return to work program

3 NOTIFICATION OF HAZARDOUS WORK

The Health and Safety in Employment Regulations 1995 require all NZ businesses to provide at least 24hours notice to WorkSafe NZ before commencement of any hazardous work as defined below.

The types of work that must be notified to WorkSafe NZ are:

- Any licensed asbestos removal work, as required by the Health and Safety at Work (Asbestos) Regulations 2016, at least 5 days before work commences.
- Any commercial logging operation or tree-felling operation.
- Any construction work of one or more of the following:
    - Work where workers could fall 5 m or more, excluding work on a two-storeyed house, or work on a power or telephone line, or work carried out from a ladder only, or maintenance or repair work of a minor or routine nature
    - The erection or dismantling of scaffolds from which a person could fall 5 m or more
    - Every excavation which is more than 1.5 m deep and which is deeper than it is wide at the top
    - Any form of tunnel or drive where workers work underground, irrespective of timbering or support
    - Those excavations where the excavated face is steeper than 1 horizontal to 2 vertical
    - Any construction work where explosives are used or stored
    - Work such as diving, where construction workers breathe air or any other gas that has been compressed or is under pressure
    - Any construction work in connection with asbestos fibres
    - Lifts of half a tonne (500 kg) or more (a vertical distance of 5 m or more) carried out by mechanical means other than by a mobile crane, excavator or forklift
    - 'Restricted work' as defined by the Asbestos regulations is also notifiable work

4 CONSULTATION

3.1 CONSULTATION STATEMENT

The Business is committed to protecting the health and safety of all its workers. Injury and illness is needless, costly and preventable.

The Business will consult with workers regarding the implementation of practices and systems that will ensure the health and safety of workers. Worker involvement at all levels is essential for ensuring a healthy and safe workplace.

The Business's health and safety consultation arrangements fall into the generic category of 'Agreed Arrangements'.

The primary medium for consultation is direct dialogue between management and workers. Consultation at this level is fundamental to the successful management of health and safety risks.

Consultation on health and safety issues must be meaningful and effective to allow each worker to contribute to decisions that may affect their health and safety at work.

All workers will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions.

The consultation arrangements at the Business will be monitored and reviewed as the need arises to ensure they continue to be meaningful and effective.

3.2 BUSINESS'S RESPONSIBILITIES

The Business will consult with workers in relation to:

- identifying hazards and assessing risks arising from the work carried out or to be carried out
- eliminating or minimising identified hazards and risks
- the adequacy of facilities for the welfare of workers
- proposed changes that may affect the health and safety of workers
- proposed changes to key health and safety policies and procedures, including those relating to consultation, dispute resolution, the monitoring of the health of workers, conditions in the workplace, and the provision of information and training for workers

3.3 CONSULTATION PROCEDURES

i) Team toolbox meetings and communication

To assist in the identification and control of hazards, the Business will conduct toolbox meetings at regular intervals and on an 'as needed' basis.

Toolbox meetings will be conducted to help supervisors manage safety, to provide a forum for workers to have their say about safety issues and to help ensure safety awareness is maintained. Where required, specific safety issues will be raised, accidents reviewed, Safe Work Method Statements (**SWMS**) and/or Safe Operating Procedures (**SOP**) developed and presented for evaluation and familiarisation, and safety alerts discussed.

Toolbox meetings will also be used to induct workers into and 'sign off' their understanding of the controls provided in the **SWMS/SOP**s for the specific work for which they will be involved in.

All toolbox meetings will be recorded on the **Toolbox Talk form** and signed off by participants. Where corrective actions are identified, these will be followed up and signed off by the nominated person.

ii) Noticeboards

A health and safety noticeboard will be positioned in a conspicuous place in the workplace.

The noticeboard will display the following:

- the Business's **Health and Safety Policy**
- information regarding the Business's **Injury Management and Return-to-Work** program
- copies of the Business's **Incident Report Form and Hazard Report Form**
- a list of designated first aid personnel and their contact details
- a list of emergency wardens

5 HAZARD MANAGEMENT PROCESS

Hazard management is the key process in ensuring a safe and healthy workplace. In health and safety terms, hazard management is the process of identifying situations which have the potential to cause harm to people or property, and then taking appropriate steps to prevent the hazardous situation occurring or reduce the risk of injury to workers.

The Business has a duty to undertake risk management activities to ensure the health and safety of its workers, contractors, visitors and others in the workplace. The Business will as far as is reasonably practicable, ensure that the workplace is free from hazards that could cause injury or illness.

Control of hazards takes a variety of forms depending on the nature of the hazard and must be based on the hierarchy of control options emphasising the elimination of the hazard at its source.

3.4 THE HAZARD MANAGEMENT PROCESS

The hazard management process consists of four well-defined steps. These are as follows:

Step 1: *Identifying* - Identifying the problem, this is known as hazard identification

Step 2: *Assessing* - Determining how serious a problem it is, the likelihood of an incident/accident occurring and the consequence and potential severity, this is known as risk assessment

Step 3: *Controlling* - Deciding what needs to be done to solve the problem, this is known as risk elimination or control

Step 4: *Monitoring and Review* – This involves reviewing the actions taken to determine the effectiveness of the controls implemented

i) Hazard identification

Hazard identification aims to determine what hazards exist (or could foreseeably exist), so that control measures can be implemented to address the hazard before it causes any harm.

Hazard identification activities will include:

- conducting workplace inspections to identify hazards
- regular work area observations and discussions with workers
- identifying and assessing hazards on an ongoing basis
- assessing products and services prior to purchasing to identify potential risks
- undertaking incident and injury investigations and reviewing past incident and accidents data
- talking to workers performing the task to find out what they consider as safety issues

- reviewing any information already available, for example safety data sheets, manufacturer's specifications and instructions and safe operating procedures to see what hazards have already been identified and how these are controlled

- thinking creatively about what could happen if something went wrong

Identified hazards will be recorded on a **Risk Register** which will be used in conjunction with the monitoring and review of identified hazards and implemented controls.

ii) Risk assessment

Once a hazard has been identified, the Business, in consultation with workers, will conduct a Risk Assessment to determine how likely it is that someone could be harmed by the hazard and how serious the injury or illness could be. The risk assessment will be recorded on the **Risk Assessment Form**.

If a hazard is obvious and the risk of injury or illness is high, action will be taken immediately to control the risk, even if only as an interim measure. Where a control is implemented as an interim measure, a thorough risk assessment will be conducted to decide on more permanent control measures.

When assessing the risk of injury or illness the following information regarding the hazard will be reviewed where relevant:

- any hazard information supplied with a product or substance such as safety data sheets

- workers experience with similar hazards or from incident/injury data

- guidance materials available from government health and safety bodies/regulators in relation to particular hazards, processes or work tasks

- industry codes of practice

- relevant New Zealand Standards

- the working environment, including the layout and condition of the premises and equipment and the materials used in the workplace

- the capability, skill, experience and age of people ordinarily undertaking the work

- the training, supervision and work procedures being used

- any reasonably foreseeable changes in the working conditions and environment

Once the above information has been considered, an initial risk ranking can be applied to the hazard to enable the Business to set priorities for control measures. The Risk Ranking Matrix is used to provide a priority list for control actions. The Initial Risk Ranking is recorded for each hazard on the **Risk Assessment Form.**

Identified risks and any control measures implemented should be recorded on a **Risk Register** which will be used to assist in the monitoring and review process.

Risk assessments undertaken for specific tasks/items will be recorded on the **Risk Assessment Record form**.

iii) Hazard elimination or risk control

Once the hazards in the workplace have been identified and assessed, priorities will be set determining what action is to be taken to eliminate or control the hazard. Control of risk takes a variety of forms depending on the nature of the hazard and should be based on the 'hierarchy of control' options emphasising the elimination of the hazard at its source, or if this is not reasonably practicable, then reducing the risks to the worker. The hierarchy of control measures will be applied when determining control measures for each identified hazard in the workplace.

Where a hazard is identified, the Business will use the below hierarchy to determine the most effective and appropriate control measure:

- **Level 1** controls provide the highest level of health and safety protection and are the most reliable in preventing harm. They involve eliminating the hazard from the workplace, for example, by bringing a job to ground level to eliminate the need to work at heights.

- **Level 2** controls provide a medium level of health and safety protection, and as such will only be used if a Level 1 control is not reasonably practicable. Level 2 controls may involve:

    - substituting (either wholly or partly) the hazard from the workplace with something that presents a lesser risk. For example, substituting a non-toxic, organic cleaner for a toxic cleaner

    - isolating the hazard so that no worker is exposed to it. For example, removing power or energy from a malfunctioning piece of equipment, or blocking access to an area of the workplace deemed hazardous

    - implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, erecting a guard or barrier to prevent a worker from reaching into machinery whilst it is operating

- **Level 3** controls provide the lowest level of health and safety protection, and as such will only be used if a Level 1 or Level 2 control is not reasonably practicable. These controls will be used in conjunction with a Level 2 control to reduce the risk to an acceptable level. This may involve:

    - implementing administrative controls to reduce the exposure of workers to the remaining risk. For example, training everyone to work safely, writing a safe work method statement, rotating the work or managing the time workers are exposed to the risk

    - providing PPE in conjunction with other Level 2 and Level 3 controls

    Agreed control measures should not introduce any new hazards or risks to the workplace. The implemented controls are recorded in the **Risk Register** and on the **Risk Assessment Form** for individual tasks and items. Periodic review of control measures must be undertaken to determine their suitability and effectiveness.

6 INCIDENT AND INJURY REPORTING

3.5 INTRODUCTION

The reporting of incidents, injuries and near hits/misses is essential for the identification of hazards in the workplace. Depending on the nature of an incident or injury, there may also be a legal obligation to report this to WorkSafe New Zealand.

To ensure compliance with these obligations, incidents and injuries will be reported in accordance with the below procedures.

3.6 REPORTING REQUIREMENTS

All incidents resulting in or with the potential for injury or property damage will be reported.

Investigations of incidents will be undertaken at a level consistent with the actual or potential for injury/damage, with the goal of preventing future occurrences.

i) Internal reporting and investigation procedures

Minor injuries which require no treatment, or first aid treatment only should be recorded on the **First Aid Treatment Log**.

An incident, injury, illness or near hit/miss that requires (or has the potential to require) medical treatment should be reported on the **Incident Report Form**. This should be done as soon as possible by the affected worker (or delegate) and no later than 24 hours after the event.

If full details of the incident, injury, investigation and corrective actions are not available within this timeframe, the essential details of the incident or injury as they are known should be submitted initially.

Reported incidents and injuries will be promptly investigated by appropriate management using the **Incident Investigation Form**. The investigation will identify the causes of the incident and assess any hazards that need to be controlled. Management will discuss the incident with relevant workers and decide on suitable risk controls to be implemented using the risk management process.

The investigation and corrective actions are to be summarised on the **Incident Report Form**.

ii) External reporting requirements

The Business will notify WorkSafe NZ with written notice of the incident as soon as possible with the appropriate forms.

A dangerous or notifiable incident is:

- an incident involving the death of a worker
- an incident involving a *serious injury or illness* of a worker
- an incident otherwise considered a *dangerous incident*

A *serious injury or illness* of a worker means an injury or illness requiring the worker to have:

- immediate treatment as an in-patient in a hospital
- immediate treatment for:
    - the amputation of any part of his or her body
    - a serious head injury
    - a serious eye injury
    - a serious burn
    - the separation of skin from an underlying tissue (such as de-gloving or scalping)
    - a spinal injury
    - the loss of a bodily function
    - serious lacerations
- medical treatment within 48 hours of exposure to a substance

A *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to health and safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the HSW regulations
- the collapse or partial collapse of a structure

- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel

In addition, the Business will notify the Accident Compensation Corporation (**ACC**) within 48 hours of any injury or illness that has the potential to result in a worker's compensation claim.

3.7 INCIDENT NOTIFICATION

One of the most important initial actions to any accident or incident is to notify those who have input, support and resources which may be required to ensure the injured worker is cared for, legislative obligations are met, and effective investigation and control measures established.

As little time as possible will be lost between the time of the accident or incident and the beginning of the response.

For significant injuries, fatalities and incidents notifiable to the authorities, management will arrange, without delay, to contact and advise the following as applicable:

- directors/other management as soon as possible following the event and not more than 24 hours after the event
- return to work coordinator and accident compensation claims officer
- accident compensation insurer
- the police, where there has been a fatality
- trauma debriefing service
- group insurance manager (if a contractor or member of the public is injured or private property damage is sustained)
- next of kin (either the workers manager or supervisor should communicate this information)

7 INJURY MANAGEMENT AND RETURN-TO-WORK

3.8 INTRODUCTION

The Business is committed to the return to work of workers suffering a workplace related injury or illness.

As part of this commitment, it will:

- prevent workplace injury and illness by providing a safe and healthy working environment
- participate in the development of an injury management plan where required and ensure that injury management commences as soon as possible after a worker is injured
- support injured workers and ensure that early return to work is a normal expectation
- provide suitable duties for injured workers as soon as possible
- ensure that injured workers (and anyone representing them) are aware of their rights and responsibilities and the responsibility to provide accurate information about the injury and its cause
- consult with workers and, where applicable, unions to ensure that the return-to-work program operates as smoothly as possible
- maintain the confidentiality of records relating to injured workers

3.9 PROCEDURES

To support the above, the Business has established the below procedures:

i) Notification of injuries

All injuries must be notified to management as soon as practicable.

All minor injuries will be recorded on the **First Aid Treatment Log.**

All injuries requiring medical treatment must be notified to management as soon as practicable using the **Incident Report Form**.

The Business's accident compensation insurers will be notified of any injuries that may require compensation within 48 hours.

ii) Recovery

All injured workers will receive appropriate first aid or medical treatment as soon as possible.

Injured workers will be permitted to nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning return to work.

iii) Return to work

A suitable person will be arranged to explain the return to work process to injured workers.

The injured worker will be offered the assistance of an accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties or cannot do so without changes to the workplace or work practices.

iv) Suitable duties

An individual return to work plan will be developed when injured workers are, according to medical advice, capable of returning to work.

Injured workers will be provided with suitable duties that are consistent with medical advice and are meaningful, productive and appropriate to the worker's physical and psychological condition.

Depending on the individual circumstances of injured workers, suitable duties may be at the same workplace or a different workplace, the same job with modified duties or a different job and may involve modified hours of work.

v) Dispute resolution

If disagreements about the return to work program or suitable duties arise, the Business will work with injured workers and their representatives to try to resolve the issue.

If all parties are unable to resolve the dispute, the Business will seek to involve the workers compensation insurer, an accredited rehabilitation provider, the treating doctor or an injury management consultant.

vi) Contacts

The Business's workplace contact for return-to-work is:

Name:	Business:	Contact details:
Wiremu Gray	Evolution Scaffolding Limited	0273867223

4 EMERGENCY PROCEDURES

4.1 INTRODUCTION

Building and premises emergencies may arise at any time. They can develop from a number of causes including fire, chemical spills, gas leaks, bomb threats, structural faults and civil disturbance. Any of these may threaten the safety of workers.

The Business is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers.

4.2 EMERGENCY PLANS

The Business will ensure the workplace has procedures in place to address emergency situations.

Where necessary, emergency personnel will be nominated, trained and ready to act in an emergency situation. Training of such personnel may include attendance at emergency procedure training conducted by the building owner.

Where an emergency situation does arise, the emergency personnel will be responsible for taking control of the situation and ensuring all workers are evacuated from the workplace in accordance with the workplace emergency procedures.

Emergency evacuation exercises will be conducted annually to test emergency procedures. All workers will be required to participate in the emergency evacuation exercises. The exercises will be observed, and the outcomes reviewed to determine the effectiveness of the procedures in place.

The emergency procedures will be communicated to all workers and visitors as part of the induction process.

Where hazardous substances are stored in a workplace, the business must determine the relevant emergency procedures.

The emergency procedure, or a summary of, should be readily accessible by workers or displayed in a prominent location within the workplace.

i) Medical emergencies

In the event a medical emergency arises, and someone requires emergency medical attention, the following procedure will be adopted:

- the situation will be assessed to ensure personnel safety
- help will be summoned from others in the immediate vicinity, or a nominated first aid officer. The affected worker will not be left unless it is unavoidable

- the alarm will be raised, and emergency services contacted. Clear instructions will be provided to emergency services on:
    - the location of the worker and directions to the workplace
    - the details of casualty (type of injury, age and condition of worker)
    - the time of injury or illness

ii) Bomb threat

In the event a bomb threat is received, the following procedure will be adopted:

- the worker receiving the bomb threat by telephone should not hang up, but instead should stay on the phone and take notes of the conversation
- the caller should be kept on the line for as long as possible, and asked to repeat the information provided and for additional information about the threat
- where possible, someone else should listen in to the call
- management, and any building security/management, should be contacted to evaluate whether an emergency evacuation is required

If an evacuation is ordered in response to a bomb threat, all workers should quickly check their work area for any unusual objects and mark these with a sheet of paper without touching the object. They should then leave the building as instructed. The location of any unusual objects must be reported to the floor warden, building security or the attending emergency services.

iii) Fire

In the event a worker discovers a fire, the following procedure will be adopted:

- the worker should assess the situation and the safety of anyone in the immediate vicinity
- the worker should immediately call for help or operate the nearest fire alarm and have someone advise the nominated emergency co-ordinator or fire warden
- where it is safe to do so, the worker should attempt to put out the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame
- if it is not safe to do so, the fire increases in size, or the extinguisher runs out, the worker should evacuate to the nearest evacuation assembly point

In the event a fire alarm is sounded, the following procedure will be adopted:

- warden/management staff will contact emergency services
- all workers should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point

- any missing worker will be reported to a fire warden or emergency services

Fire exits and firefighting appliances will be kept clear from obstruction at all times. Fire extinguishers will be located in conspicuous, readily accessible locations in the workplace no more than 30 metres of travel from an identified explosive, flammable or oxidising substance. An emergency response plan detailing the location of portable fire extinguishers and fire blankets will be displayed in the workplace. All workers must know their evacuation route and assembly point in case of a fire.

At all times workers should remain calm. Workers should not run, panic or take belongings with them when evacuating. The building will not be re-entered until it has been cleared as safe to do so by the emergency co-ordinator/fire warden or emergency services.

iv) Earthquake

In the event of an earthquake, the following procedure will be adopted:

- all workers should stop, drop and hold onto secured furniture
- if possible, stay away from shelves, windows or equipment that may fall

Following the earthquake, the following procedure will be adopted:

- remain indoors until the shaking stops
- follow civil defence instructions
- if the fire alarm has been disarmed follow the above fire evacuation procedures
- check for any immediate hazards or risks
- ensure workers are advised to feel aftershocks
- PCBU to determine when it is safe for workers to return to work and where possible have the building inspected prior to workers return to the workplace.

4.3 INCIDENT REPORT

Where the workplace is affected by an emergency, the Business will complete an **Incident Report Form** as soon as reasonably practicable to identify the causes of the emergency, any control measures that can be implemented to prevent re-occurrence and improvements to the above emergency procedures.

8 FIRST AID

4.4 INTRODUCTION

First aid is the emergency care of sick or injured persons.

The Business is committed to providing a first aid service which satisfies its obligations under health and safety legislation.

4.5 FIRST AID KITS

When considering how to provide first aid, the Business will consider all relevant matters including:

- the nature of the work being carried out in the workplace
- the nature of the hazards in the workplace
- the size, location and nature of the workplace
- the number and composition of workers in the workplace

First aid kits provided in the workplace will:

- be constructed of hardy material, and if appropriate, be capable of being locked (the key being easily accessible in cases of emergency)
- be clearly and legibly marked on the outside with the words FIRST AID and a safety information sign complying with NZS/AS 1319
- contain nothing except first aid equipment and resources in appropriate quantities
- be audited on a regular basis and contents replenished as required
- provide a minimum of one first aid kit on each floor of a multi-level workplace
- have available one first aid kit for every 50 workers, and one additional kit will be provided for every additional 50 workers
- be kept clean

The first aid kit will have attached to the inside of the lid:

- an inventory of the first aid equipment and resources which the kit is required to contain
- a notebook and pen for the purposes of recording information regarding treatment and usage
- cardiopulmonary resuscitation (CPR) flow chart

- names, job titles and contact details for the first aider, including emergency contact details
- a **First Aid Treatment Log**, or instructions on where to obtain the log

The Business will nominate a person/s, who will be responsible for monitoring and maintaining the first aid kit. The nominated person will:

- undertake regular checks to ensure the kit contains a complete set of the required items
- ensure any items used are replaced as soon as practicable after use
- ensure that the contents are in good working order, have not deteriorated, are within their expiry date and sterile products are sealed and have not been tampered with
- maintain a record of first aid kit inspection details indicating the date of inspection and the person who undertook the inspection

4.6 FIRST AID PERSONNEL

A first aid officer will be appointed to be in charge of the first aid kit and will be readily available to render first aid when necessary.

A notice will be displayed in a prominent position near the first aid kit clearly showing:

- the name and telephone number (if applicable) of the appointed first aid officer/s
- the place where each first aid officer is normally located in the workplace

In addition, first aid personnel will also be highlighted on the internal office extensions list.

4.7 ADDITIONAL FIRST AID PERSONNEL

The Business will consider the following factors in determining whether additional first aid officers are required:

- the maximum number of workers in the workplace at any one time
- the nature of the work being carried out in the workplace, in particular whether workers are at a risk of being exposed to hazards that could require immediate first aid treatment
- the location and proximity of the workplace to emergency services
- the way in which work is arranged and the access each worker has to a first aider
- any other factors that indicate that additional first aiders may be needed (for example, engaging workers on shift work, seasonal work, number of other persons in the workplace and industry specific hazards)

4.8 REGISTER OF INJURIES AND TREATMENT

The Business will provide and maintain a workplace **First Aid Treatment Log/Register of Injuries**. Management will ensure the details of any workplace injury or illness are recorded on this register.

The register of injuries will:

- be kept in a readily accessible area of the workplace
- be made available for inspection when requested by an authorised inspector

In the event of a reportable incident being recorded in the **Register of Injuries,** the business must also send a completed copy of the **Form of Register or Notification of Circumstances of Accident or Serious Harm** to WorkSafe NZ within 7 days of the incident occurring.

4.9 INCIDENT RESPONSE

The Business will take all steps necessary to provide emergency rescue and medical help to workers suffering a workplace related injury or illness.

Where an injury or illness requires immediate urgent attention, an ambulance will be called. When calling an ambulance, clear concise information will be relayed identifying the workers location and severity of the injury or illness.

Where the injury or illness requires the worker to leave the workplace for medical treatment, management will accompany the affected worker to provide all appropriate assistance. Where management are unavailable, another worker should accompany the affected worker, especially if there are concerns about the workers ability to travel.

Management will take any actions that will prevent or minimise the risk of further accidents, injury or property damage. For example, the accident site or equipment involved will be secured rendering it safe.

5 HEALTH AND SAFETY TRAINING

5.1 INTRODUCTION

The Business will provide the necessary health and safety training to ensure that work can be performed in a healthy and safe manner in the workplace.

Training will focus on the hazards and risks associated with the work, along with the control measures required to ensure the health and safety of the workers.

The Business will ensure that no worker will commence work where they may be exposed to a hazard/s without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

5.2 AIMS OF HEALTH AND SAFETY TRAINING

The Business's commitment to health and safety training is communicated through the **Health and Safety Policy**.

Health and safety training are conducted to ensure that:

- appropriate health and safety information, instruction, training and supervision is provided to all workers
- health and safety competencies for all workers are identified and reviewed and the appropriate training provided
- health and safety competencies of contractors, labour hire employees, volunteers and visitors are assessed prior to engagement
- workers receive training in the health and safety requirements appropriate to their position and tasks (including re-training where necessary)
- workers are protected from harm and exposure when using hazardous substances in the workplace

Records of training conducted will be retained by the Business.

5.3 HEALTH AND SAFETY TRAINING PROVIDED

The Business will provide the following:

- health and safety inductions for all workers
- first aid training for nominated first aid officers
- emergency evacuation training for nominated fire wardens if appointed

- training on health and safety obligations for officers
- risk management training for workers
- skill training for plant and equipment

A record of training will be kept using the **Skills Matrix** form, detailing when a worker was trained, and if required, when the skill expires, and retraining is required. For example, CPR refresher training is required every year and first aid training is required every three years.

6 INSPECTION AND TESTING

6.1 INTRODUCTION

A requirement of health and safety legislation is to inspect and/or test particular equipment and processes.

The Business will conduct inspections and testing in accordance with health and safety legislation as part of the ongoing management of hazards in the workplace.

A risk assessment will determine the frequency of the inspections if no prerequisite time frame exists.

6.2 REQUIREMENTS FOR INSPECTION AND TESTING

This Business will inspect and/or test the following:

- the workplace – site inspection – every six months
- portable electrical appliances – in accordance with the outcome of the risk assessment
- emergency procedures – at least once a year
- plant and equipment – before every use and as per the manufacturer's recommendations

Records of the inspection/ testing activities will be maintained on either an internal register, record/report supplied by the tester or in item specific records such as a logbook or checklist.

Any item failing an inspection/test will be tagged out of service and isolated from use until it has been repaired and deemed safe for use.

Items that cannot be repaired will be disposed of in an appropriate manner.

6.3 REVIEW OF INSPECTION AND TESTING INTERVALS

Inspection and testing intervals will be reviewed as follows:

- at least annually
- after an incident or accident where a failure is attributed to inadequate inspection and testing
- when manufacturer or legislative requirements change
- in response to safety alerts

7 HAZARDOUS MANUAL HANDLING

7.1 INTRODUCTION

Hazardous manual handling describes any work or task requiring a person to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object and involves one or more of the following:

- repetitive or sustained force
- high or sudden force
- sustained or awkward posture
- exposure to vibration

Some manual handling and ergonomic tasks are hazardous and may cause musculoskeletal disorders.

The Business and particularly the managers and supervisors have a duty to ensure that effective procedures are implemented to identify, assess and control manual handling hazards. Hazardous manual handling tasks in the workplace will be addressed via a risk management approach.

The risk management process is to be carried out in consultation with the workers who are required to perform the manual handling tasks. Representatives of workers, such as health and safety committee members or representatives, will also be consulted as required or requested.

7.2 IDENTIFYING MANUAL HANDLING HAZARDS

Manual handling hazards can be identified by:

- observing how workers perform their tasks
- reviewing injury and incident records
- consulting with the workers carrying out the tasks

7.3 ASSESSING MANUAL HANDLING RISKS

As part of the hazard management approach, the Business has an obligation to ensure that any manual handling tasks that pose a risk of injury to workers are assessed to determine the seriousness of these hazards. To assist in accurately assessing manual handling risks a checklist has been developed and needs to be completed for each identified task. This checklist is on the **Hazardous Manual Handling Risk Control Record Form**.

In assessing risks arising from manual handling tasks, the following factors should be taken into account:

- the positions, posture, actions and movements adopted by workers in performing manual handling tasks
- the layout of the workplace and workstation
- the duration and frequency of tasks performed by workers
- the location of loads and distances moved manually
- the weights and forces of loads that are manually handled
- the characteristics of loads and equipment available to assist in manual handling tasks
- the skills and experience of workers who are performing manual handling tasks, along with any special needs or requirements they may have
- any clothing (including protective clothing) that is available or worn whilst performing manual handling tasks
- any other factors considered relevant to the workers

This risk assessment process is to be carried out in consultation with the workers who are required to perform the manual handling tasks. Representatives of workers, such as health and safety committee members or representatives, will also be consulted.

In assessing manual handling risks in the workplace, the **Hazardous Manual Handling Risk Assessment Guide** will be used.

7.4 CONTROLLING MANUAL HANDLING RISKS

The Business will ensure, as far as reasonably practicable, that the risks associated with manual handling tasks in the workplace are controlled. The process of controlling manual handling risks will be determined in consultation with the workers who are required to carry out the task.

In the event that a manual handling task has been assessed as a risk, the Business will:

- redesign the manual handling task to eliminate or control the risk factors
- ensure that workers involved in manual handling receive appropriate training, including training in safe manual handling techniques

Where redesign of a manual handling task is not possible, the Business will:

- provide mechanical aids, personal protective equipment and/or arrange for team lifting in order to reduce the risk

- ensure that workers receive appropriate training in safe methods of manual handling appropriate for the tasks identified, and in the correct use of mechanical aids, protective equipment and group lifting procedures

9 SCAFFOLDING WORK

9.1 INTRODUCTION

A scaffold is a temporary structure erected to support access or working platforms. Scaffolds are commonly used so workers have a safe, stable work platform when work cannot be done at ground level or on a finished floor of a construction site.

A scaffold is constructed of scaffolding which are the individual components, for example tubes, couplers or frames and materials that when assembled form a scaffold. Scaffolding is classified as plant.

Scaffolding work is the erecting, altering or dismantling of a temporary structure erected to support a platform and from which a person or object could fall more than four metres from the platform or the structure.

Scaffolding work must be undertaken by a person holding the appropriate class of high-risk work licence.

A primary objective of scaffold planning and design is to prevent scaffold collapse before, during and after placement of the scaffold. The collapse of a scaffold can cause death or significant injury to workers or passers-by and damage to structures.

9.2 IDENTIFYING SCAFFOLDING RISKS

The organisation, in consultation with workers, will identify any scaffolding risks in the workplace and will ensure that the scaffolding is safe to assemble and is used for the purpose it was designed for. All scaffolding work will be undertaken by a person competent to do so and where necessary will hold the relevant license to undertake the work required. Controlling the risks

The following will be taken into consideration whenever scaffolding is required:

- the intended use of the scaffold;
- the need for a safe work method statement;
- hazards and risks for people who erect, dismantle, use or are near the scaffold;
- the foundations including ground conditions;
- the load bearing capacity of the surface where the scaffold is to be erected or the suspension systems for hung or suspended scaffolds;
- dead loads, for example resulting from the size and weight of the scaffold;

- live loads, for example workers, plant and material on the scaffold;
- environmental loads for example wind loads;
- bracing, tying and anchors for example, where anchors will be placed on the supporting structure and types of anchors to be used;
- supporting structures;
- edge protection;
- protection against falls and falling objects;
- emergency arrangements;
- the need for containment sheeting;
- safe entry and exit;
- the need for exclusion zones;
- the need for a permit-to-work system;
- the need for fall arrest systems; and
- inspection and maintenance of the scaffold.

Where necessary, improved scaffold stability will be achieved by:

- tying the scaffold to a supporting structure;
- guying to a supporting structure;
- increasing the dead load by securely attaching counterweights near the base;
- adding bays to increase the base dimension; and
- worker competency and licensing requirements.

Where scaffolding is to be erected above two meters in height, a Safe Work Method Statement will be prepared that establishes the method to safely erect, use and dismantle a scaffold.

The potential for powered mobile plant and/or vehicular traffic may at times also be present in and around where scaffolding is constructed or where scaffolding work is being undertaken and may potentially affect worker safety and the structural integrity of the scaffold. Therefore, additional control measures that will need to be considered to minimise the risks associated with moving plant and traffic include:

- re-routing vehicles and mobile plant away from where the scaffold are located eg by using traffic controllers to redirect traffic.

- using barricades, signs, posts, buffer rails, guards, concrete or timber kerbs to prevent mobile plant and traffic from coming into contact with a scaffold, and

- ensuring the scaffold does not have unnecessary protrusions eg over-length transoms, putlogs, tie tubes or over-height standards.

10 SUN SAFETY

10.1 INTRODUCTION

New Zealand has one of the highest rates of skin cancer in the world, with skin cancer being the most common cancer diagnosed. Despite being an almost entirely preventable disease skin cancer is reasonably common with people aged 25-39 in New Zealand. Of all new cancers diagnosed in New Zealand each year, 80 percent are skin cancers.

Workers who work outdoors for all or part of the day have a higher than average risk of skin cancer. This is because ultraviolet radiation in sunlight or 'solar UVR' is a known carcinogen.

All skin types can be damaged by exposure to solar UVR. Damage is permanent and irreversible and increases with each exposure.

As part of the risk management approach, the Business has an obligation to ensure that any risks associated with exposure to solar UVR are eliminated or controlled. Through adopting a hierarchy of controls and as far as reasonably practicable, the Business will eliminate or minimise the risks from exposure to solar UVR for outdoor workers.

10.2 BUSINESSES RESPONSIBILITIES

The Business will:

- assess the risks in consultation with workers to identify those workers who have a high risk of exposure to solar UVR and work situations where exposure to solar UVR occurs;
- minimise, so far is reasonably practicable, workers' exposure to solar UVR by consulting with workers and ensuring workers use sun protection control measures during sun protection times and at all times when working outdoors for extended periods.
- recognise the SunSmart UV Alert as a means of identifying when it is necessary to use sun protection control measures while working outdoors;
- actively supervise outdoor workers and monitor their use of sun protection control measures;
- ensure injury reporting procedures are followed when an incident of sunburn or excessive exposure to solar UVR occurs in the workplace;
- provide training to workers to enable them to work safely in the sun;
- ensure training is provided as part of induction for new workers;
- ensure workers are provided with information to effectively examine their own skin;
- ensure managers and supervisors act as positive role models;
- best practice to promote the use of sun protection control measures 'off the job'; and

- recognise that a combination of sun protection control measures provides the best protection to workers from exposure to solar UVR.

10.3 CONTROL MEASURES

In accordance with the Risk Management approach and using the hierarchy of controls, where possible, the Business will:

- provide shaded areas or temporary shade.
- encourage workers to move jobs to shaded areas.
- modify reflective surfaces.
- identify and minimise contact with photosensitising substances.
- provide indoor areas or shaded outdoor areas for rest and meal breaks.
- schedule outdoor work tasks to occur when levels of solar UVR are less intense e.g. earlier in the morning or later in the afternoon.
- schedule indoor and shaded work tasks to occur when levels of solar UVR are strongest eg in the middle part of the day.
- encourage workers to rotate between indoor, shaded and outdoor tasks to avoid exposure to solar UVR for long periods of time.
- provide daily access to the SunSmart UV Alert or UV Index.
- provide personal protective equipment (PPE), including:
    - sun protective work clothing such as long-sleeved shirts with collar and trousers or knee-length shorts.
    - sun protective hats covering the face, head, ears and neck;
    - wrap-around sunglasses or UVR protective goggles, and
    - broad-spectrum, SPF 30 or higher, water resistant sunscreen.

10.4 WORKERS RESPONSIBILITIES

Workers will:

- co-operate with measures introduced by management to minimise the risks associated with exposure to solar UVR;
- follow information, training and instructions about using sun protection control measures;

- participate in sun protection education programs;
- act as positive role models; and
- be responsible for their own sun protective practices at work.

11 DRUGS AND ALCOHOL

7.5 INTRODUCTION

The misuse of drugs or alcohol by workers can affect their health or safety, as well as that of others (including other workers and members of the general public). Drug and alcohol misuse can also have an adverse effect on work performance, behaviour or attendance at the workplace.

The Business is committed to ensuring the health, safety and welfare of all workers and to preventing and reducing harm associated with being impaired by drugs or alcohol at work.

The Business may require screening for alcohol and drugs. This may include pre-employment testing or onsite testing prior to commencing work or at random intervals. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Business reserves the right to carry out random testing across all levels of workers. Testing may include urine and/or swab testing.

7.6 MANAGER/SUPERVISOR RESPONSIBILITIES

Managers/supervisors are responsible for assessing the risks associated with workers who are under the influence of drugs or alcohol in the workplace and taking appropriate action to ensure these risks are managed.

This will include:

- directing any worker reasonably suspected of being under the influence of drugs or alcohol away from the work area
- where necessary, instructing any worker accused of being under the influence of drugs or alcohol to attend a medical practitioner nominated by the Business for the purpose of undertaking a drug and alcohol test
- where necessary, arranging for on-site testing of any worker accused of being under the influence of drugs or alcohol
- arranging transport home for any worker accused of being under the influence of drugs or alcohol
- counselling workers who are found to be in breach of these guidelines
- authorising appropriate assistance for a worker whose performance is affected by drugs or alcohol
- initiating the appropriate disciplinary processes where any breach of this policy is identified
- ensuring day to day compliance with this policy and any other necessary requirements to ensure health and safety in the workplace

7.7 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring they are fit for duty at all times while working
- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently
- complying with statutory limits for blood alcohol and drug content while driving any motor vehicle, or operating any machinery, or in connection with the performance of their duties
- questioning their doctor or pharmacist as to the potential effects or side effects when using any prescription or over-the-counter medication, and whether they are still able to perform their job safely (including driving, where applicable)
- notifying management when using any prescription or over-the-counter medication that may impair their ability to safely and effectively perform their job
- ensuring they do not use, possess or distribute any alcohol, drugs or medication of any kind while at work, nor use the Business's resources to do so at any time
- notifying management if they suspect another worker or visitor to be adversely affected by alcohol, drugs or medication of any kind
- complying with any reasonable request by management, or an authorised tester, to undergo testing and participate in rehabilitation programs in accordance with the Business's Policy

In addition, when working on client sites or at any other place of work, workers must comply with any site-specific drug and alcohol policies.

If a worker in this situation has any doubt about how to comply with both policies, or if the policies are inconsistent, the worker should contact management for clarification as soon as possible. In the interim, the worker should refrain from any conduct which is likely to breach either of the policies.

8 ISSUE RESOLUTION

8.1 INTRODUCTION

Issues may arise anywhere within the Business in relation to health and safety matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues resolution process will ensure that the matter is resolved in a fair and equitable manner.

When a health and safety issue arise, the parties must make reasonable efforts to achieve a timely, final and effective resolution of the issue.

Any party to the issue may inform the other party of the issue as it may relate to:

- work carried out at the workplace
- the conduct of the business

When informing any other party of an issue, there must be a defined issue to resolve and the nature and scope of the issue must be identified. All parties involved in the issue must make reasonable efforts to come to an effective, timely and final solution of the matter.

8.2 BUSINESS'S RESPONSIBILITIES

The Business will consult with workers to ensure that there is genuine agreement on the Issues Resolution Procedure and will ensure that:

- all workers have sufficient knowledge and understanding of the issue's resolution procedures
- all issues raised are addressed in a timely and effective manner

Where issues are raised by other parties within the Business that have not been resolved at the local level, the Business will agree to meet or communicate with all parties to the issue in a genuine attempt to resolve the issue, taking into account:

- the overall risk to workers or other parties to the issue
- the number and location of workers and other parties affected by the issue
- the measures or controls required to resolve the risk
- the person responsible for implementing the resolution measures or controls

The Business will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and understanding of the issues resolution process and has the appropriate level of seniority in the decision-making process.

8.3 SUPERVISOR'S RESPONSIBILITIES

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a **Hazard Report Form** or an **Incident Report Form**. Where an issue cannot be resolved at the localised level and/or the supervisor is unable to resolve the issue through effective consultation with the worker/s affected, the matter will be escalated to the next level of management.

8.4 WORKER'S RESPONSIBILITIES

Workers are encouraged to resolve minor health and safety issues at the source of the issue, where they are authorised, and it is safe to do so.

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor of the area concerned. Every endeavour should be made to resolve health and safety matters at departmental level before referring them to the next level within the Business.

Where an issue raised by workers has been considered by all levels within the Business and cannot be effectively resolved following genuine consultation and communication, a worker or their representative may refer the HSW issue to their industrial union, representative association or health and safety regulator for assistance with resolution.

8.5 ISSUES RESOLUTION OUTCOMES

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded to allow the business to identify potential future risks and endeavour to prevent a recurrence.

Where the issue is resolved and any party to the issue requests, details of the issue and the resolution will be set out in a written agreement.

Where a written agreement is prepared:

- all parties to the issue must be satisfied that it accurately reflects the resolution
- the agreement will be provided to all people involved with the issue and/or their representative if requested

Where an issue remains unresolved following all reasonable efforts being made to resolve it, any party to the issue can ask the regulator to appoint an inspector to assist at the workplace. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue.

12 HSW OBJECTIVES AND TARGETS

8.6 INTRODUCTION

The planning of a Health and Safety at Work Management System (HSWMS) includes the development, implementation, monitoring and review of the annual business HSWMS Plan. This includes the allocation of an appropriate budget and resources to facilitate its effective implementation and overall management of Health and Safety. The aim of such a plan will be the continuous improvement in overall HSW performance.

8.7 BUSINESS'S RESPONSIBILITIES

The Business will design, develop and implement a HSWMS plan that will be effectively monitored and reviewed. To facilitate this, in consultation with workers, the Business will:

- establish appropriate objectives, targets and performance indicators for the HSWMS
- define the responsibilities, actions, resources and timeframes required to meet the requirements of the HSWMS
- ensure the allocation of adequate resources, including budget, to meet the requirements of the HSWMS and to satisfy legislative requirements
- ensure that those with responsibility for any part of the design, development, implementation, monitoring and review of the HSWMS have the sufficient knowledge, skills, level of competency and appropriate authority to undertake their defined role

8.8 OBJECTIVES AND TARGETS

HSW objectives and targets for each planning period will be based upon performance analysis and outcomes identified in the HSWMS review process and the Business's health and safety policy.

Objectives will be quantifiable and measurable and will include both outcome and process objectives.

The Business will measure the effectiveness of the HSWMS through both outcome related objectives, or Key Performance Indicators (KPIs) and process related objectives, or Positive Performance Indicators (PPIs).

KPIs will include reduction and minimisation of the following areas:

- lost time injuries
- other injuries and near-miss incidents
- specific types of injury (e.g. manual handling)
- health of personnel

- any other objective arising from analysis of performance measurement and management reviews

PPIs will include:

- HSWMS implementation
- development, issue and implementation of HSWMS procedures and work instructions
- the percentage (%) complete of audit and inspection actions
- number of hazards identified, and improvements suggested by personnel

The systematic approach required to achieve the strategic objectives and targets will:

- identify the resources required to undertake the various tasks
- assign responsibility for ensuring these tasks are completed
- determine the timetable of these task
- review and report on progress towards achieving the tasks

8.9 VERIFICATION ACTIVITIES

The Business will ensure that suitable verification activities are undertaken periodically to measure the overall and/or ongoing performance of the HSWMS. These will include:

- inspection and testing
- workplace inspections and monitoring
- health and safety reviews and/or audit
- process verification, particularly in relation to purchasing/procurement, design, training and competency assessment, contractor management and risk management
- document control and records management

8.10 ANNUAL PERFORMANCE REVIEW

The Business will review the HSWMS plan on an annual basis addressing objectives, targets, performance indicators and the actions, resources and timeframes required at the business level.

This review will also include an annual HSW budget review which will be an integral part of the Business's HSW and business planning process. The budget will detail the health and safety resource, its cost, the need and the consequences of non-approval.

9 HSW MONITORING AND MEASURING

9.1 INTRODUCTION

The Business will establish and maintain procedures to monitor and measure the performance of the Health and Safety at Work Management System (HSWMS) and its requirements. This will allow the Business to identify those activities requiring corrective action to ensure continuous improvement in the development, implementation and management of the HSWMS.

These processes will define responsibilities and requirements for the monitoring and measurement of the activities such as hazard identification, incident investigation, inspections and reviews.

9.2 BUSINESS'S RESPONSIBILITIES

The Business will establish and maintain processes for the following:

- monitoring and measuring the degree to which HSW objectives and targets are being met
- monitoring and evaluating the effectiveness of risk controls in providing a safe and healthy working environment
- monitoring of effectiveness of corrective and preventive actions from hazard and incident reports and investigations
- undertaking any necessary Health Surveillance programs, monitoring of outcomes and reviewing effectiveness of corrective and preventive actions
- internal auditing of key activities and the HSWMS
- analysis of injury/incidents and illness reports and data as part of the HSWMS review process
- evaluation of effectiveness of HSWMS elements as part of the annual HSWMS review
- monitoring legislative compliance

9.3 REVIEW OF HAZARD MANAGEMENT PROCESSES

The Business will review and evaluate the hazard management processes, including the risk assessment methodology as part of the management review process. The review will evaluate the effectiveness of the hazard management process and the outcomes of the HSWMS activities.

Control measures will be monitored and reviewed as part of this process to evaluate their effectiveness to determine whether:

- the controls have eliminated or reduced the identified risks

- control measures have created new hazards
- workplace changes have impacted the risk (or introduced new hazards)
- additional controls need to be considered

The Business will ensure hazard registers are reviewed. The review will be conducted in consultation with workers and consider any changes to tasks, activities, legislation, relevant Codes of Practice, Standards, supplier or manufacturer recommendations or Industry Guidelines. Hazard Registers will be updated to reflect the outcomes of the reviews and will provide an input into the HSWMS review and management review processes.

In addition to these management reviews, additional reviews may also be conducted at any time as a result of any of the following:

- information being received of new hazards being identified
- consultation with relevant workers
- incident or hazards occurring

9.4 MONITORING AND MEASUREMENT EQUIPMENT

The Business will identify where specific equipment is required to monitor and or measure characteristics of its operations that relate to health or safety risks. For example, noise, fumes, dusts, cold, heat, light.

Where the Business uses its own equipment for monitoring and measuring, Management will ensure that the equipment is appropriately identified, calibrated, used, stored and maintained in accordance with relevant standards, supplier or manufacturer guidelines.

9.5 HAZARD AND INCIDENT REPORTING

The Business will ensure that the appropriate level of hazard and incident reporting is occurring and that investigations undertaken are effective in identifying root cause and the implementation of effective controls to eliminate or manage hazards. The review process will be conducted in consultation with workers or their representatives.

The review will evaluate the effectiveness of existing controls and determine whether changes to controls are required.

9.6 WORKPLACE INSPECTIONS

The Business will ensure that workplace inspections are conducted and are undertaken in accordance with the criteria provided. Workplace inspections will monitor the effectiveness of existing hazard controls and relevant corrective and preventive actions.

9.7 HEALTH SURVEILLANCE

The Business will ensure that where appropriate, there is systematic health surveillance and monitoring processes for all Business personnel where the need is identified through risk assessment or legislative requirements.

The primary aim of health surveillance is to:

- contribute to the detection of hazards and assessment of risk
- prevent and detect at an early stage any adverse health effects to workers
- assist in the evaluation of risk control measures

Health Surveillance programs will be implemented to monitor and measure the impact of relevant hazards on the health of workers. Monitoring results will be reviewed by management in consultation with appropriately qualified persons and the worker involved. Confidentiality of results will be maintained through the effective management of health surveillance records.

The effectiveness of risk control measures arising from health surveillance will be evaluated and follow-up action taken accordingly.

9.8 HSW AND SYSTEM AUDIT

The Business will audit the level of implementation and conformance with the HSWMS. The audit process will identify where improvements are required in the HSWMS and will help determine the actions required to improve performance.

The effectiveness of the HSWMS and the Business hazard management processes will be reviewed through the regular undertaking of internal audits. Internal audit processes will also be developed and implemented for activities, processes or services that present an ongoing risk. Findings from audits will be tracked for close-out via the Business corrective and preventive action processes.

9.9 MONITORING AND MEASUREMENT OF HSW OBJECTIVES & TARGETS

The Business will monitor the achievement and performance against the Business's overall goals, objectives and targets developed from the management plans as part of the continual improvement process.

The management review process will monitor progress towards the achievement of HSW goals and performance against targets and performance indicators that are developed as part of our planning process.

9.10 REVIEW OF STATISTICAL DATA

The Business will develop a process for monitoring and analysing statistical data arising from incident and injury statistics (lag indicators) as well as proactive achievements (lead indicators).

The monitoring and analysis will be conducted within the management review process and form part of the annual HSWMS review. Functional specialists will be provided with monitoring and analysis data for their review and input.

The Business will ensure consultation occurs with the relevant workers in relation to the identification, implementation, monitoring and review of all HSWMS activities related to monitoring and measurement.

The Business will ensure as part of this consultation, relevant records will remain confidential at all times.

13 CONTRACTOR MANAGEMENT

9.11 INTRODUCTION

Contract workers that are engaged directly by the Business in core business functions and under the direct control of the Business are owed all the same duties and responsibilities for safety as for any other worker.

When the Business engages contractors in a 'contract for service' (workers are employed by another Business), it is important to determine the health and safety responsibilities of both parties.

The selection process for a contractor will determine whether the contractor (or sub-contractor) is able to meet the Business's safety expectations and ensure the well-being of workers that may be required to work with, or around the contractor/s during the normal course of their duties, members of the public, others at the place of work; and any other infrastructure or aspects of the worksite.

9.12 BUSINESS'S RESPONSIBILITIES

The Business has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers. In particular, it is responsible to ensure:

- that contractors are able to provide evidence of their safety management arrangements for all work to be undertaken by them, acknowledging that any unsafe work will be stopped until it is resolved to the Business's satisfaction
- all contractual arrangements to engage contractors stipulates that safety performance is a condition of engagement and that their performance will be monitored and evaluated
- prospective contractors are provided with sufficient information during the tendering/application process to enable them to respond to any and all identified hazards associated with the scope of work to be performed;
- effective evaluation of any documentation required and provided as prequalification will be used as selection criteria for the engagement of contractors
- development and utilisation of a preferred contractor system where possible to ensure that any contractors engaged are selected from this list and therefore already assessed as having appropriate health and safety management practices
- access to the proposed worksite to allow contractors to undertake specific hazard identification, risk assessment and development of Safe Work Method Statements (SWMS) or equivalent safety procedures before work commences
- evaluation of any and all Safe Work Method Statements (SWMS) or safe operating procedures (SOP) created by contractors for accuracy and appropriateness
- implementation of a formal consultation schedule (safety meetings and feedback opportunities

- communication of the safety requirements and expectations of the Business's contractors to the site or project managers, contract managers and/or site superintendents

- that an appropriate corrective action plan is developed and issued to the contractor, or their representative, whenever contractor safety issues are raised on site

- that any work activity or unsafe work practice undertaken by the contractor, or their representative, is ceased immediately if any individual is placed in an immediate risk. The work activity will not resume until the issue is resolved

9.13 CONTRACTOR'S RESPONSIBILITIES

The Contractor and/or sub-contractor must:

- carry out a site safety assessment in relation to all proposed works

- undertake all contracted works safely and manage the risk of harm to persons or property

- ensure that all statutory requirements that requires a person to be authorised, licensed, supervised or to have prescribed qualifications or experience are met and be able to produce evidence of the same to the principal contractor if requested, prior to the contractors (or sub-contractors) work commencing

- ensure that all statutory requirements for the licensing, approvals and/or authorisation of any plant, substance, design or work (or class of work) are met and be able to produce evidence of the same to the head contractor if requested prior to the contractors (or sub-contractors) work commencing

- develop, implement and maintain a suitable and appropriate emergency management procedures relevant to the proposed contracted works

- if requested by the Head Contractor (Principal), produce evidence of any approvals including any authorisations, licences, prescribed qualifications or experience, or any other information relevant to work health and safety (as the case may be) to the satisfaction of the Head Contractor (Principal) before the Contractor or any sub-contractor commences any works

- generally, comply with the requirements of all safety legislation (or any other legislation that may apply)

9.14 WORKER RESPONSIBILITIES

When managing or supervising contractors you are responsible to ensure that you:

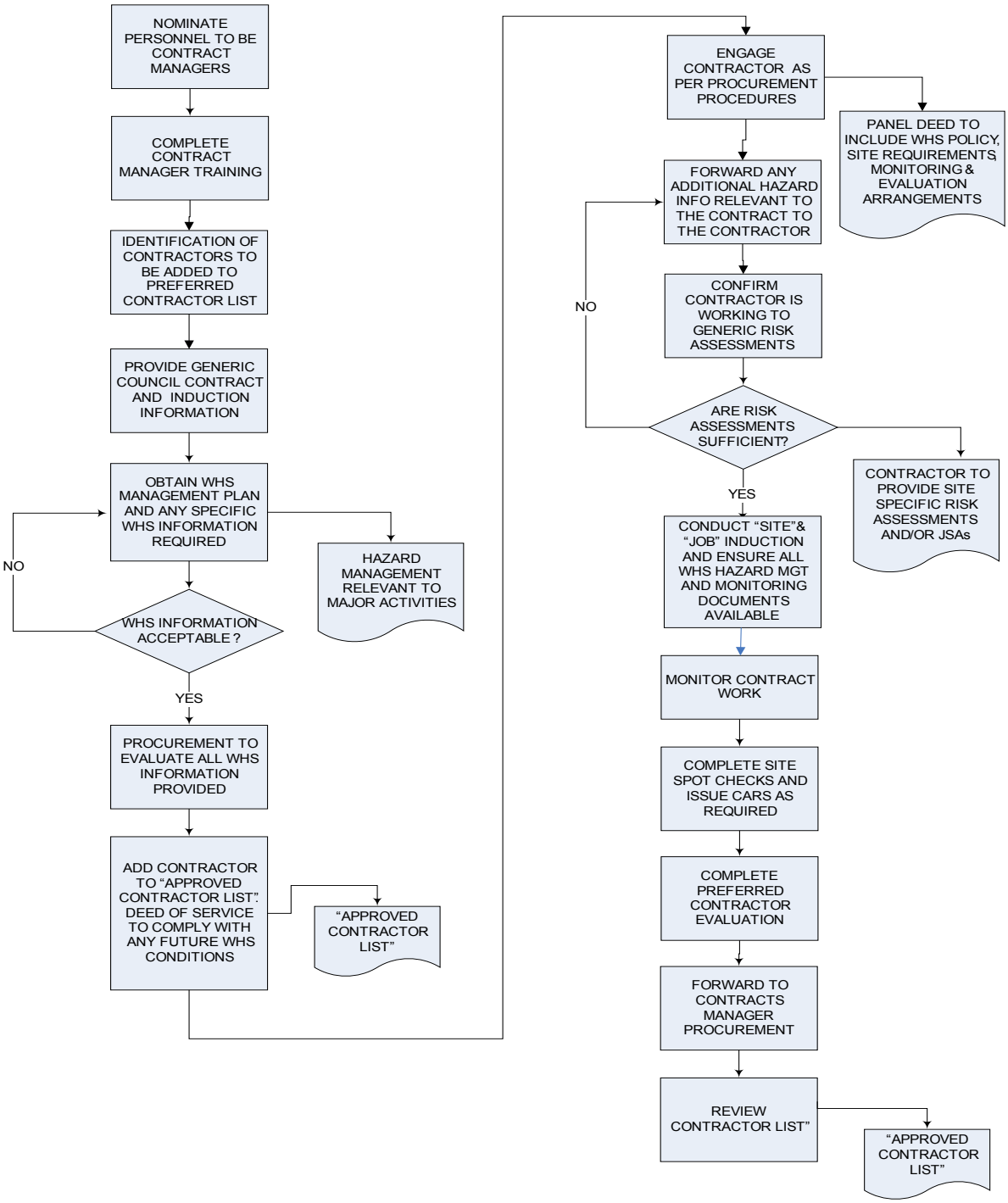
- are familiar with the contents of the contractors Health and Safety Management Plan

- undertake monitoring activities as per the agreed schedule

- contractors maintain their inspection and review schedules

- report any safety observations to management
- take immediate action to halt any work being undertaken by contractors that is unsafe and poses an immediate threat to the safety and wellbeing of any persons
- provide an evaluation of the contractor's safety performance to management at the conclusion of the contracted works
- demonstrate positive safety behaviours and compliance with the Business's safety arrangements and instructions

Contractor Management Flowchart:



10 MOTOR VEHICLES

10.1 INTRODUCTION

Operating motor vehicles is a normal part of the Business's activities.

Where travelling in the course of duties, the motor vehicle is considered to be a workplace and the Business recognises it has health and safety obligations in respect of this.

Risks associated with operating a motor vehicle in the workplace will be addressed via a risk management approach.

10.2 IDENTIFYING MOTOR VEHICLE HAZARDS

Motor vehicle hazards can be identified by:

- reviewing the tasks associated with motor vehicles
- observing how workers perform their tasks
- reviewing any documentation regarding use that is provided by the motor vehicle manufacturer or that is otherwise available
- checking workplace specific documentation regarding the motor vehicle, for example pre-start checklists
- consulting with the workers carrying out the tasks

10.3 ASSESSING MOTOR VEHICLE HAZARDS

As part of the risk management approach, the Business has an obligation to ensure that any motor vehicle operations that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing risks arising from motor vehicles, the following factors should be taken into account:

- the size, type and condition of motor vehicles in use
- the licensing requirements for motor vehicle use
- the distances and recommended driving times of trips
- loading and restraining of loads
- road and traffic conditions
- services and amenities on route for refuelling, rest breaks, break downs and emergencies

In addition, any legislative requirements regarding the use of the motor vehicle (including prescribed work, rest, driver fatigue and work diary requirements) will be considered.

10.4 CONTROLLING MOTOR VEHICLE RISKS

The Business will ensure, as far as reasonably practicable, that the risks associated with motor vehicles in the workplace are controlled. The process of controlling motor vehicle risks will be determined in consultation with the workers who are required to carry out the task.

Only authorised persons will be permitted to operate the Business's motor vehicles. The Business will put in place systems to ensure that authorised persons are appropriately licensed to drive such motor vehicles, and that the motor vehicles being driven are registered and insured in accordance with the relevant legislation. Photocopies or other records of these checks will be retained.

In the event that motor vehicle operations have been assessed as a risk, the Business will:

- comply with any legislative requirements relating to the use or operation of motor vehicles, for example by scheduling trips to ensure that prescribed work, rest, driver fatigue and work diary requirements are adhered to and ensuring workers have the appropriate licences, certificates and training to operate the motor vehicle. Details of this will be recorded in the **Skills Matrix**

- ensure that workers are aware of and adhere to trip schedules

- ensure that the motor vehicle is appropriate for the task

- ensure that drivers are familiar with the motor vehicle they are required to operate and the safe operation of this

- ensure that the motor vehicle is inspected, tested and maintained in accordance with the manufacturer's requirements

- provide mechanical aids where possible to reduce manual handling tasks associated with motor vehicle operations, or otherwise train workers on appropriate manual handling techniques (in particular when loading/unloading the vehicle) and safe operating loads

- provide instruction and training to workers on this policy and associated procedures

11 REMOTE/ISOLATED WORK

11.1 INTRODUCTION

Remote work can be performed by workers who are off-site, or by workers travelling in the course of their duties. It can also be work that is isolated from the assistance of others because of the location, time or nature of the work being performed. It includes workers who are working by themselves or in isolated areas.

Remote workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote workers may not have the same access to support and emergency services.

11.2 ASSESSING REMOTE WORK RISKS

As part of the risk management approach, the Business has an obligation to ensure that any remote work that poses a risk of injury to workers is assessed to determine the seriousness of these hazards. This will include determining:

- whether there is a possibility of exposure to violence or aggressive customers
- how long the worker will be working alone for
- what forms of communication and assistance the worker has access to

11.3 CONTROLLING REMOTE WORK RISKS

The Business will ensure, as far as reasonably practicable, that the risks associated with remote work are controlled. The process of controlling remote working risks will be determined in consultation with remote workers.

In the event that remote work has been assessed as a risk, the Business will:

- provide a mobile phone or cover the cost of a mobile phone for the remote worker. Where the provision of a mobile phone is not practical (for example, because the remote worker is working on a site where mobile phones cannot be used), the Business will consider alternatives such as satellite phones, digital two-way radios, GPS tracking devices, pagers or land line phones
- agree on arrangements for how frequently remote workers should call in. This may be at the start and end of each shift, at pre-set four hourly intervals, or as often as reasonably required based on the nature of work being performed
- ensure that appropriate management are contactable by the worker at all times whilst they are engaged in remote work
- ensure that there are procedures in place to manage any emergency situation that may arise

12 WORKING OFFSITE

12.1 INTRODUCTION

At times, workers are required to work offsite in settings that are not under the control of the Business. This may result in the worker being exposed to additional risks to their health and safety.

Despite not being under its control, the Business recognises that offsite work locations may form part of the workplace and therefore health and safety obligations in respect of these sites do apply.

12.2 BEFORE WORKING OFFSITE

Where workers are going to work offsite at a location under the control of a host employer, the Business will verify with the host employer that all hazards and risks within that setting and associated with the work activity have been identified, assessed and controlled.

This may include:

- seeking written confirmation/evidence
- requesting the host employer complete and provide their own documentation or complete the Business's

Where workers are working offsite in a setting that is not under the control of a host Business (for example, a public domain), a manager or supervisor of the worker is responsible for ensuring that a site risk assessment is completed prior to the work activity commencing. Where it is not practicable for this to occur, the workers will be directed to conduct the risk assessment when they first arrive onsite.

12.3 AT THE SITE

Where engaged on offsite work, workers will be directed to comply with any relevant site-specific health and safety policies and procedures. In particular, workers will be directed to:

- report to the site's reception area or designated contact person and announce arrival
- sign into the site's visitors' attendance log, where required
- carry/wear any visitor passes whilst on site, as requested
- attend any site-specific health and safety induction, where required
- wear/use relevant safety protection clothing issued by the Business of the site, including any hard hats, personal hearing protection, hi visibility vests, coats, waterproof coats, boots, non-slip soled shoes, goggles etc.
- abide by all instructions issued by the site, in particular safety instructions

- remain on any designated walkways or access paths, and obey any signage on the site
- report any hazards detected to the site, such as exposed leads, loose railings etc
- assess the risk posed by any hazards and determine whether it is safe to continue work. In the event it is not safe to do so, workers will be directed to take necessary steps to prevent an incident occurring and immediately report the hazard to the Business
- in the event of an emergency, follow the site-specific emergency evacuation response plan

If a health and safety issue or hazard cannot be resolved, the worker will be directed to contact their manager immediately.

14 MACHINERY SAFEGUARDING

12.4 INTRODUCTION

A hazard zone is somewhere that workers may be exposed to moving and/or dangerous parts on plant (machinery and equipment). This may include hot and cold parts, pressure, moving belts, nip points etc. Other hazards can be associated with plant such as noise, generation of flammable dust, atmospheric contaminants and products or waste that may be ejected from the plant. To ensure worker safety and the well-being of others in on or about the workplace, hazard zones are safeguarded to prevent injury.

A guard is a barrier which prevents or controls the hazards associated with plant. The use of machinery that is not properly guarded can result in fatalities and serious injuries, including amputation of limbs, severe lacerations, fractures, electrocution, burns or scalds and eye injuries.

Risks associated with operating or working near machinery in the workplace will be addressed via a risk management approach.

12.5 IDENTIFYING MACHINERY HAZARDS

Machinery hazards can be identified by:

- observing how workers perform their tasks
- reviewing any documentation regarding use that is provided by the machinery manufacturer or that is otherwise available
- reviewing the tasks associated with the operation of machinery such as operating, clearing blockages, cleaning, adjusting, setting up, maintaining, repairing or working on a machine or item of plant
- checking workplace specific documentation regarding the machinery, for example pre-start checklists
- consulting with the workers carrying out the tasks
- inspecting the location and considering:
    - proximity to other machines and work processes, fixed plant, portable plant and tools
    - walkways and pedestrian access in the vicinity of plant, including access for routine operating and maintenance activities
- inspecting the machinery and identifying any of the following hazards:
    - drawing-in or trapping hazards where a part of the body could be drawn into a ‘nip-point’ between rotating parts

- entanglement hazards where loose items such as clothing, gloves, ties, jewellery, long hair, cleaning rags, bandages etc may be caught in a machine
- shearing hazards from a machine which uses a slide or knife in order to trim or shear metal or other materials
- cutting hazards in machinery used cutting wood, metal, or other materials
- impact hazards where parts of machinery may strike the human body, but do not penetrate it
- crushing hazards when a part of the body may be caught between a fixed structure and moving part of a machine, or two moving parts of a machine
- stabbing and puncturing hazards from flying objects expelled by the machine or rapidly moving parts of machinery or pieces of material
- friction and abrasion hazards
- hot or cold hazards

12.6 ASSESSING MACHINERY HAZARDS

As part of the risk management approach, the Business has an obligation to ensure that any machinery operations that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing risks arising from machinery operations, the following factors should be taken into account:

- the visibility (or noticeability) of the hazard
- whether the danger zone can be reached and the likelihood of a worker extending fingers, hands, arms, feet or legs into places where they should not go during normal machine operation
- isolation procedures for maintenance, inspection, repair and cleaning practices
- infrequent or one-off tasks required on the plant and anticipated work practices such as reaching into machines to free blockages/jams or retrieve things
- individual factors such as age, background, training and skills of those who might be operating or come into contact with the machinery or plant

12.7 HAZARD CONTROLS

The Business will ensure, as far as reasonably practicable, that the risks associated with machinery operations in the workplace are controlled. The process of controlling machinery risks will be determined in consultation with the workers who are required to carry out the task.

In the event that machinery operations have been assessed as a risk, the Business will:

- eliminate the machinery/operation if it is not essential
- substitute the hazardous machinery with something less hazardous
- provide and maintain appropriate machinery guarding which:
    - does not create a risk in itself and should not introduce new hazards such as rough or sharp edges
    - controls any risks arising from finished products or waste being ejected from the machine
    - allows for cleaning, servicing and maintenance of the machine
- install machinery guarding according to the hierarchy of controls:
    - install a permanent barrier of a solid and secure nature so that it cannot be removed or interfered with by any non-authorised person, with automatic cut-off or starter prevention when the guarding is removed for any reason
    - install an interlocked physical barrier or a barrier requiring removal by a tool where access is required to a dangerous area of the machine during operation
    - if the above are not practicable - install a presence-sensing safeguard system
- establish safe work practices, such as restricting access to hazardous machinery and limiting operation of hazardous machinery to workers who have demonstrated competency
- provide instruction and supervision appropriate to the level of expertise of the worker/s involved
- provide PPE such as gloves, safety glasses etc as a secondary measure to supplement the other controls outlined above

15 LOCKOUT AND TAGGING OF PLANT

15.1 INTRODUCTION

As part of your role, you may be required to work with items of plant or equipment which is locked out of service or tagged to warn of a hazard. In such circumstances, the procedures below are to be followed.

15.2 BUSINESS'S RESPONSIBILITIES

The Business has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers. In particular, it is responsible for controlling the risk of injury occurring when plant is inadvertently activated or stored energy is released during inspection, repair, adjustment, maintenance and/or cleaning.

The Business will achieve this by implementing a Lockout and Tagging of Plant Procedure, which includes the following process:

- identify all energy sources likely to re-activate the plant which may place people doing the work at risk
- identify isolation points
- isolate all energy sources
- de-energise all stored energy
- lock out the isolation points
- testing all isolated power sources after plant has been locked out
- tag items of plant and equipment as a means of providing information to others at the workplace

15.3 WORKER RESPONSIBILITIES

When working in the vicinity of any items of plant or equipment which are locked out of services or tagged to warn of a hazard, you are responsible for:

- not removing any lockout device or tag that was not put in place by you
- not inspecting, repairing, adjusting, maintaining and/or cleaning any item of plant or equipment unless you are authorised to do so
- adhering to the Lockout and Tagging of Plant Procedure
- using approved lockout devices and tags only

using one lock per person when more than one worker is working on a locked-out item of plant

- ensuring that each locking device only has one key
- completing tags correctly and in full

13 WORKING AT HEIGHTS

13.1 INTRODUCTION

Falls are a major cause of death and serious injury in NZ workplaces. Fall hazards are found in many workplaces where work is carried out at heights (for example, stacking shelves, working on a roof, or unloading a large truck). Fall hazards may also arise at ground level, for example trenches or service pits. Predominantly, fall hazards pose a risk to the individual worker, however hazards may also arise for workers on ground level where the risk of falling objects is a concern.

Risks associated with falls in the workplace will be addressed via a risk management approach.

13.2 IDENTIFYING WORKING AT HEIGHTS HAZARDS

The Business, in consultation with workers, will identify working at heights risks in the workplace by:

- reviewing tasks that are carried out, including those that are carried out:
    - on plant or structures at an elevated level or to gain access to an elevated level
    - on or in the vicinity of an opening, void or fragile surface through which a person could fall (for example, cement sheeting roofs, rusty metal roofs, fibreglass sheeting roofs and skylights)
    - on or in the vicinity of an edge over which a person could fall
    - on or in the vicinity of a slippery, sloping or unstable surface
    - on or in areas where there is restricted and or limited access
    - on any structure or plant, including those being constructed, installed, demolished, dismantled, inspected, tested, repaired or cleaned
- observing how workers perform their tasks
- reviewing plant and equipment in the workplace and any documentation regarding the use of fall prevention, fall arrest and Personal Protective Equipment provided by the equipment manufacturer or that is otherwise available
- checking workplace specific documentation regarding the work area or task
- consulting with the workers carrying out the tasks

- considering the risk of falling objects when working at heights

13.3 ASSESSING WORKING AT HEIGHTS RISKS

When assessing the risks arising from working at heights, the Business will consider the following:

- the design and layout of elevated work areas, including the distance of a potential fall
- the number and movement of all people at the workplace
- the adequacy of inspection and maintenance of plant and equipment (for example, scaffolding)
- the adequacy of lighting for clear vision
- the nature of the work area and the potential impact of weather conditions, including rain, wind, extreme heat or cold
- the suitability of worker footwear and clothing for nature and location of work being performed
- the suitability and condition of any plant or equipment (for example, ladders) used to access heights or whilst working at heights, including where and how they are being used
- the level of knowledge of workers working at heights, and any training required to allow the worker to perform the task safely, particularly for young, new or inexperienced workers
- the adequacy of procedures for all potential emergency situations, and any amendments that may be required for workers working at heights
- the proximity of Overhead Power Lines and the movement of workers, plant and equipment around the work site
- work practices where goods, materials and tools must be carried whilst ascending or descending stairs ramps and walkways

In addition, the Business will consider the proximity of workers to elevated working areas (for example, loading docks) where loads are placed, and areas where work is carried out above people, to assess the risks associated with falling objects.

13.4 CONTROLLING WORKING AT HEIGHTS RISKS

The Business will ensure, as far as reasonably practicable, that the risks of falls and falling objects associated with working at heights are controlled. The process of controlling these risks will be determined in consultation with workers.

In the event that falls and falling objects have been assessed as a risk, the Business will wherever practicable eliminate the need to work at heights by carrying out work on the ground or on a permanent structure that complies with legislative requirements.

Where the above controls are not practicable, the Business will do the following where necessary and reasonably practicable:

- provide and maintain fall prevention devices (for example, guard rails)
- provide a work positioning system (for example, an industrial rope access system)
- provide a fall-arrest system, for example a harness
- provide appropriate PPE (for example, gloves, footwear etc)
- ensure that workers required to work at heights have any required licenses/certificates
- provide task specific training to workers required to work at heights, for example on the use of fall arrest devices, elevated work platforms, scaffolds etc

14 HAZARDOUS NOISE

14.1 INTRODUCTION

Hazardous noise can destroy the ability to hear clearly. It can permanently damage the nerve cells in the inner ear causing what is called noise induced hearing loss and can also result in a permanent ringing in the ear known as tinnitus. It can also present as an added risk to the workplace as it can make it more difficult to hear sounds necessary for working safely such as instructions or warning signals.

The degree of hearing loss caused by hazardous noise is dependent on how loud the noise is and how long a person is exposed to it. The nature of the sound can also have an effect on hearing loss as some high-pitched sounds are more damaging than low pitched sounds.

Implementation of this policy will help to ensure that all relevant workers are informed about hazardous noise to prevent noise induced hearing loss and other noise related illnesses.

Risks associated with hazardous noise in the workplace will be addressed via a risk management approach.

14.2 IDENTIFYING HAZARDOUS NOISE IN THE WORKPLACE

Indicators of hazardous noise at the workplace include:

- workers having to raise their voice to communicate with one another over a distance of one metre
- workers complaining of temporary reduction in hearing or ringing in the ears after leaving work
- warnings that may accompany newly purchased plant or equipment

Therefore, the Business will initially identify hazardous noise through:

- workplace inspections and consultation with workers
- reviewing available information regarding noise levels from manufactures and/or suppliers of plant and equipment
- engaging a noise specialist where potentially hazardous noise cannot be clearly identified or sufficiently quantified to determine control measures

The Business will also ensure that the maintenance program of all plant and machinery is in accordance with the manufacturer's instructions to ensure that all parts of plant and equipment are appropriately secured and maintained.

14.3 ASSESSING HAZARDOUS NOISE

Hazardous noise is determined by the level of noise and how long workers are exposed to it. A noise assessment will identify what is causing the noise and how hazardous the noise may be based upon a typical workday.

The international standard unit for measuring sound levels is called the Decibel (dB) and this is used to indicate the level of noise in the workplace. Legislative requirements for hazardous noise are defined by two noise exposure standards because noise can either cause gradual hearing loss over a period of time or be so loud that it can cause an immediate loss of hearing. These two standards are:

- $L_{Aeq,}$ 8h means the eight-hour equivalent noise exposure. Using this exposure standard, an unacceptable risk of hearing loss occurs at levels above 85 dB (A)
- $L_{C,peak}$ means the peak or maximum sound level and usually relates to loud sudden noises such as a gunshot or hammering. Using this exposure standard, noise levels above 140 dB (C) can cause immediate damage to hearing

An increase in 3 dB represents a doubling of the sound energy which means that the exposure time of workers should be halved for every 3 dB increase in sound.

The table below demonstrates the length of time a person without hearing protection can be exposed before the standard is exceeded.

Noise Level dB (A)	Exposure Time
80	16 hours
82	12 hours
85	8 hours
88	4 hours
91	2 hours
94	1 hour
97	30 minutes
100	15 minutes

Where the hazardous noise is emitted from a single piece of equipment or machinery the noise risk can be easily assessed by considering:

- the frequency of use of the machinery
- the number of workers exposed
- the duration of exposure to the operating equipment

- the use of noise reducing apparatus (not including hearing protection)
- any hearing protection currently in use

14.4 CONTROLLING HAZARDOUS NOISE

Where noise is assessed as being potentially hazardous, the Business will develop and implement a Noise Control Program which will include, regular monitoring of the workplace and regular audiometric testing for workers who may be exposed to hazardous noise.

To facilitate the implementation of the Noise Control Program the Business will address hazardous noise as part of the risk management approach. This will ensure, as far as practical, that workers are protected from hearing loss and disabling tinnitus through the application of the hierarchy of controls which are:

1. eliminating the noise at the source
2. substituting noisy plant or processes with quieter ones or develop and implement engineering measures to reduce or eliminate the noise
3. administrative controls to reduce worker's daily exposure to noise
4. implement a hearing protection program involving the use of personal protective equipment (hearing protection)

Hearing protection will only be considered as the control method:

- when the risks arising from exposure to noise cannot be eliminated or minimised by other more effective control measures
- as an interim measure until other control measures are implemented
- when protection is required in addition to what has been achieved using other noise control measures

16 CASH HANDLING

14.5 INTRODUCTION

Cash handling involves workers handling, storing and or transferring cash to secure facilities such as banks in vehicles or by foot. Cash can include money, coins, securities and other financial instruments.

Health and safety hazards associated with handling and transporting cash can arise from manual tasks, worker fatigue, remote or isolated work and violence from robberies and armed hold-ups.

Risks associated with the handling of cash in the workplace will be addressed via a risk management approach.

14.6 IDENTIFYING CASH HANDLING HAZARDS

Health and safety hazards associated with handling and transporting cash can arise from manual tasks, worker fatigue, remote or isolated work and violence from robberies and armed hold-ups.

Risks associated with the handling of cash in the workplace will be addressed via a risk management approach.

Cash handling hazards exist when:

- there are inadequate barriers or security to prevent unlawful access to cash
- persons are working alone eg in the retail section or walking to the bank
- a worker handling cash is not visible to people outside the workplace
- a worker handling cash cannot see other people in the workplace
- a person can enter the workplace undetected
- opening and closing of a cash handling workplace
- it is dark and/or lighting is insufficient

14.7 ASSESSING CASH HANDLING HAZARDS

As part of the risk management approach, the Business has an obligation to ensure that any cash handling hazards that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing risks arising from cash handling, the following factors will be taken into account:

- the need to keep cash in the workplace

- availability of alternatives to maintaining cash on site such as electronic banking facilities
- the levels of cash retained on site
- the security provisions provided on site
- the procedures for handling, counting and transporting cash

14.8 CONTROLLING CASH HANDLING HAZARDS

The Business will ensure, as far as reasonably practicable, that the risks associated with cash handling in the workplace are controlled. The process of controlling cash handling risks will be determined in consultation with the workers who are required to carry out the task.

In the event that cash handling has been assessed as a risk, the Business will develop procedures to ensure the risks posed by the handling of cash are eliminated as far as practical.

Workers will be trained in the procedures to manage cash at the workplace and the Business will ensure as far as practical that:

- appropriate security devices and alarms are installed
- adequate communication systems are available
- the business encourages greater use of electronic banking by customers to minimise or eliminate the need for cash handling
- all staff involved in cash handling are aware of the procedures to eliminate or minimise the risks posed by cash handling
- staffing levels are maintained to minimise the risk to individuals handling cash alone
- cash limits are established
- planning cash transfer times to minimise predictability of transfer

30. ENVIRONMENTAL POLICY

Evolution Scaffolding Limited (**the Company**) and its officers recognise that our core business involves providing Scaffolding services.

The Company and its Employee's recognise that we must play our part in protecting the environment. As such, we aim to be an environmentally-responsible organisation. This policy outlines our commitment to achieving this objective.

Through the co-operative efforts of management and workers, we are committed to:

- Considering and minimising the environmental impact of all the Company's activities;
- Avoiding, remedying or mitigating any adverse effects on the environment caused by our business activities where possible;
- Complying with relevant environmental legislation;
- Promoting good environmental practices as part of conducting our business activities;
- Reducing waste where possible;
- Handling all substances appropriately and with care; and
- Putting this plan into practice and monitoring our progress.

The focus of the Company's environmental policy is to sustainably manage any impact of our business on the environment. We will regularly review our activities, systems and training to ensure that The Company is operating in accordance with this policy.