RHS STEEL
Supplies & Accessories

Work Health & **Safety Manual.**

WHS Manual v1.0 – Sept 2023

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1. OVERVIEW

The Work Health and Safety (WHS) Management System is to apply to all sites and offices of RHS Steel Supplies and any site under management by the company, along with any project involving its workers.

Failure to comply with the requirements of the WHS Management System will lead to disciplinary action.

The System uses ISO 45001:2018 as a framework to establish and maintain effective management of the WHS. It is also designed to provide compliance with all WHS legislative requirements and promote excellence in Work Health and Safety management through the continuous improvement of the organisations Safety Culture.

P & D Imports Pty Ltd trading as RHS Steel Supplies has implemented a structured safety management system to achieve a consistently high standard of safety performance. In addition, it will serve to ensure RHS Steel Supplies meets the obligations of its internal Work Health and Safety policy and relevant Work Health and Safety legislation.

RHS Steel Supplies will review this system regularly to provide guidance for internal/external consultation, development and improvement processes. More frequent reviews will take place in response to organisational and legislative changes.

RHS Steel Supplies recognises that the success of the system depends on commitment from all levels and functions, particularly the leadership of management. RHS Steel Supplies has defined a WHS Policy and Objectives, and plans to implement, monitor and evaluate its procedures which give effect to the WHS policy and objectives; and achieve conformance with such planned procedures.

The policy and procedures are formally authorised and approved by the Managing Director by signing the document.

The WHS Management System will be released as a controlled document and the controlling authority shall be the Managing Director.

This will be managed under the quality control system currently maintained by RHS Steel Supplies.

The Managing Director also has been assigned custody to ensure the procedure is maintained and updated.

2. REFERENCES

Throughout this document we reference relevant legislation and standards as well as codes of practice, compliance codes and guidelines.

3. DEFINITIONS

Audit
A systematic examination against defined criteria to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively to achieve the organisation's policy and objectives.

Confined Space
An enclosed or partially enclosed space that is at atmospheric pressure during occupancy and

- Is not intended or designed primarily as a place of work, and
- May have restricted means for entry and exit, and
- May have atmospheric contaminants or an unsafe oxygen level, and
- May cause engulfment due to (e.g. collapse, fumes, immersion, fire)

Consultation
Seeking views of relevant workers before making decisions.

Fatigue
The temporary inability, decrease in ability, or strong disinclination to respond to a situation because of previous over-activity, either mental, emotional or physical.

Hazard
A source or situations with potential for harm in terms of human injury or ill health, damage to property, damage to the environment, or a combination of these.

Hazard Assessment
The overall process of determining whether a hazard is significant.

Hazard Identification
The process of recognising that a hazard exists and defining its characteristics.

Health Surveillance
Monitoring of individuals for the purpose of identifying changes in health status that may be due to occupational exposure to a hazard.

Incident
Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.

Injury and/or ill health
Adverse effect on the physical, mental or cognitive condition of a person.

Notifiable Incident
The Work Health and Safety Act, defines a notifiable incident as:

- the death of a person; or
- a serious injury or illness of a person; or
- a dangerous incident

Officer
An officer is a person who makes decisions, or participates in making decisions, that affect the whole or a substantial part of a business or undertaking or has the capacity to significantly affect the financial standing of the business or undertaking.

If a person is responsible only for implementing those decisions, they are not considered an officer.

Partners of a partnership are not officers but are PCBUs.

An officer of a PCBU must exercise due diligence to ensure that the PCBU complies with their duties under the WHS legislation.

You are defined as an officer if you are - an officer within the meaning of section 9 of the Commonwealth Corporations Act 2001, an officer of the Crown or an officer of a public authority.

Opportunity
Opportunity to improve a process or environment that doesn't necessarily need to be a hazard or risk. This is simply encouraging the continual improvement of business operations eg survey.

Participation
Involvement in decision-making.

PCBU
Person Conducting Business or Undertaking

A PCBU conducts a business or undertaking alone or with others. The business or undertaking can operate for profit or not-for-profit. The definition of a PCBU focuses on the work arrangements and the relationships to carry out the work.

Although employers are PCBUs, the term PCBU is much broader than this and may include a corporation, an association, partners in a partnership, a sole trader, a volunteer organisation which employs any person to carry out work, householders where there is an employment relationship between the householder and the worker.

Policy
Intentions and direction of an organisation.

Procedure
Specified way to carry out an activity or process.

Risk Assessment
The overall process of estimating the magnitude of risk and deciding what actions will be taken.

Safety
A state in which the risk of harm (to persons) or damage, is limited to an acceptable level.

Stress
The awareness of not being able to cope with the demands of one's environment, when this realisation is of concern to the person, in that both are associated with negative emotional response.

Top Management
Person or group of people who directs and controls an organisation at the highest level.

Work Health and Safety Coordinator
The Work Health and Safety Coordinator is the person in the company that has been assigned the task of assisting the PCBU in managing the WHSMS.

Work Health and Safety Management System (WHSMS)
That part of the overall management system which includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the WHS policy, and so managing the WHS risks associated with the business of the organisation.

Work Health and Safety Objectives
An overall WHS goal in terms of WHS performance, arising from the Work Health and Safety policy that an organisation sets itself to achieve, and which are quantified where practicable.

Work Health and Safety Performance
The measurable results of the WHSMS, related to the organisation's control of health and safety risks, based on its WHS policy, objectives and targets. Performance measurement includes measurement of WHS management activities and results.

Work Health and Safety Policy
A statement by the organisation of its commitment, intentions and principles in relation to its overall Work Health and Safety performance which provides a framework for action and for the setting of its Work Health and Safety objectives and targets.

Work Health and Safety Representative
The Work Health and Safety Representative is elected to represent workers in a 'work group' on health and safety matters. The work groups are established first through consultation and agreement between the business or employer (or other PCBU) and the relevant workers, then nominees are called, and an election is held if required.

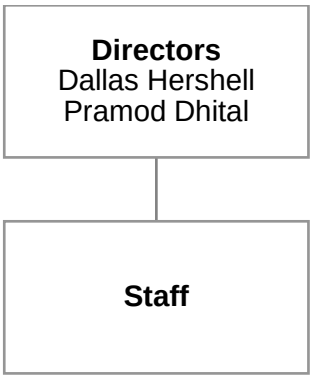
Work Health and Safety Risk
The chance of an adverse health and safety outcome occurring. It is measured in terms of consequences and likelihood.

Work Health and Safety Objectives
A detailed performance requirement quantified where practicable and pertaining to the organisation, that arises from the health and safety objectives and that needs to be met to achieve those objectives.

Worker
You are defined as a worker if you carry out work for a PCBU, such as - a worker, a contractor or sub-contractor, a worker of a contractor or sub-contractor, a worker of a labour hire company, an apprentice or trainee, a student gaining work experience, an outworker or a volunteer.

You can also be a PCBU and a worker if you carry out work for another PCBU.

4. OUR ORGANISATION



4.1. Organisational Context

RHS Steel Supplies is a one-stop shop for all your steel needs in Revesby, NSW, Australia. We are a family-owned and operated business that has been serving the community for many years. Our goal is to provide our customers with the highest quality steel products at competitive prices, while also offering exceptional customer service.

We are located at Unit 1, 8-20 Queen Street in Revesby, where we have a large inventory of steel products in stock. Our inventory includes a wide range of steel products such as RHS, SHS, Angle, Flat Bar, Round Bar, Pipe, Sheet & Plate, Expanded Metal, Mesh, and much more. We also offer a variety of services such as cutting, drilling, and welding to help our customers get the job done quickly and efficiently.

Our team of experienced professionals is dedicated to providing our customers with the best service possible. We are committed to providing accurate and timely information about our products and services, and we are always happy to answer any questions you may have.

We believe that our customers are the backbone of our business and we strive to build long-lasting relationships with them. We are committed to providing our customers with the best service and quality products, and we would be honored to have the opportunity to earn your business.

RHS Steel Supplies determines relevant internal and external issues that can affect the operations of the business and success of its Work Health and Safety Management System

RHS Steel Supplies identifies, analyses, monitors and reviews factors that may affect the safety of our workers, as well as factors that may adversely affect our management system’s integrity.

4.2. Workers and Interested Parties

RHS Steel Supplies determines the needs and expectations of our interested parties and addresses them when planning and establishing its policies and procedures for the WHS Management System. Legal requirements and other requirements are included in these needs and expectations of interested parties. We also understand that the needs and expectations of our interested parties change and develop over time, which need to be incorporated during the continual improvement process.

4.3. The scope of the Work Health and Safety Management System

Based on the analysis of the issues and requirements identified in Sections 4.1 and 4.2, RHS Steel Supplies has established the scope of our Work Health and Safety Management system in order to implement our objectives, policies and procedures that are relevant to our context, workers, other duty holders and any interested parties.

4.4. Work Health and Safety Management System

RHS Steel Supplies has developed and implemented a structured health and safety management system to meet its obligations and legislative requirements. This will also assist to achieve a consistently high standard of safety performance. Regular review of WHS at top level reinforces its importance to RHS Steel Supplies's commercial objectives and legal obligations.

To satisfy WHS Legislative requirements of RHS Steel Supplies's Work Health and Safety Management System:

- assigns responsibility to establish, implement, maintain and continually improve the WHS Management System;
- has procedures to ensure effective consultation and participation of workers;
- has procedures for hazard identification, and the assessment of risk and opportunities;
- encompasses current Government legislation, Codes of Practice, Australian Standards, Guides and Industry Best Practice findings;
- ensures the provision of adequate resources to establish and maintain the WHS Management System;
- evaluates the performance of the WHS Management System processes to ensure their effectiveness; and
- provides access for all employees to documented procedures; forms and any other work-related information pertaining to the work that they manage, perform or verify.

5. LEADERSHIP AND WORKER PARTICIPATION

5.1. Leadership and commitment

RHS Steel Supplies is able to demonstrate an active, consultative commitment to all areas of health and safety management in the workplace.

RHS Steel Supplies has developed and implemented a structured health and safety management system to meet its obligations and legislative requirements. This will also assist to achieve a consistently high standard of safety performance. Regular review of WHS at senior level reinforces its importance to RHS Steel Supplies's commercial objectives and legal obligations.

Policy Authorised by Top Management

The Managing Director will formally sign and date the current written policy and display it in the designated areas. The Managing Director will formally approve the policy and procedures.

The Managing Director reviews the documented Health and Safety Policy every year.

Policy Incorporates Management Commitment to Comply with Relevant Legislation

RHS Steel Supplies's Health and Safety Policy will ensure compliance with legislative requirements and current industrial standards such as:

- the relevant Work Health and Safety Act and Regulation;
- various Codes of Practice;
- Regulator guidance material;
- Industry Best Practice;
- Australian Standards; and
- ISO 45001:2018 ~ Occupational Health and Safety Management Systems – Requirements

Policy Includes Management Duties and Responsibilities

RHS Steel Supplies has outlined general and specific health and safety duties and responsibilities applicable to the various management levels of the organisation. The duties and responsibilities are assigned to the levels of management as shown below and are based on the referenced legislative standards.

Further individual duties and responsibilities are contained in particular procedures and position descriptions. Every level participates in the establishment and maintenance of the WHS controls as well as assisting in WHS planning.

RHS Steel Supplies's WHS Policy is to inform workers and other interested parties that WHS is an integral part of its operations. All staff are actively involved in the review and continual improvement of WHS performance as this reinforces the company's objectives.

General Duties:

Officers

Definition of an Officer is:

- an officer within the meaning of section 9 of the Corporations Act 2001 of the Commonwealth; or
- an officer of the State, Commonwealth or another State; or

- an officer of a public authority; or
- a director or secretary of the corporation; or
- a person who makes, or participates in making, decisions that affect the whole or a substantial part of the business of the corporation; or
- a person who has the capacity to affect significantly the corporation's financial standing; or
- a person in accordance with whose instructions or wishes the directors of the corporation are accustomed to act.

Duty of Officers

If a person conducting a business or undertaking has a duty or obligation under the Act as an Officer, the Officer of the person conducting the business or undertaking must exercise due diligence to ensure that the person conducting the business or undertaking complies with that duty or obligation.

Due diligence includes taking reasonable steps to:

- acquire and keep up-to-date knowledge of work health and safety matters;
- gain an understanding of the nature of the operations of the business or undertaking of the person conducting the business or undertaking and generally of the hazards and risks associated with those operations;
- ensure that the person conducting the business or undertaking 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;
- ensure that the person conducting the business or undertaking has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information; and
- ensure that the person conducting the business or undertaking has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking.

Person Conducting a Business or Undertaking (PCBU)

The duties of a person conducting a business or undertaking may include:

- reporting notifiable incidents;
- consulting with workers;
- ensuring compliance with notices issued;
- ensuring the provision of training and instruction to workers about work health and safety;
- ensuring that health and safety representatives receive their entitlements to training; and
- verifying the provision and use of the resources and processes.

Responsibilities of a Person Conducting a Business or Undertaking may include:

- taking overall responsibility and accountability for the Health and Safety of the company;
- taking the lead role for the continuous improvement of the organisations Safety Culture;
- formally approving the Work Health and Safety Policy;
- assigning custody and resources to ensure procedure is maintained and updated;
- formally approving the Work Health and Safety Procedures;
- reviewing overall organisational health and safety performance;
- participating where required in the resolution of safety issues;
- reviewing serious injuries/incidents and monitor corrective actions;
- reviewing health and safety performance of middle management; and
- ensuring organisational compliance with health and safety legislation.

Responsibilities of Supervisors may include:

- implementing the WHS Policy, WHS Procedures and legislative requirements;
- monitoring health and safety performance within area of responsibility;
- demonstrating commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections, etc;
- participating, where required, in the resolution of safety issues;
- investigating all injuries/incidents within area of responsibility;
- ensuring liaison with workers, particularly on any workplace changes which have a health and safety component;
- initiating actions to improve health and safety within area of responsibility;
- actively monitoring the workplace to determine presence of hazards and take appropriate action to rectify any hazards found;
- participating in consultation;
- ensuring all workers are inducted, receive regular training and instruction as required to perform their work safely; and
- facilitating rehabilitation of injured workers.

Duties of Workers and other persons at the workplace:

Workers' duties at the workplace are to:

- take reasonable care for his or her own health and safety;
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Other Persons' duties at the workplace are to:

- take reasonable care for his or her own health and safety;
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

Reporting and Recording of Workplace Incidents, Injuries, Hazards, Risks and Opportunities

RHS Steel Supplies has procedures in place for internal and external reporting and recording of work-related incident, injury, hazards, risks and opportunities. Workers are encouraged to report all incidents, injuries, near misses, identified hazard, risks and opportunities, without any risk of reprisal.

Managers Understand Health and Safety Management

RHS Steel Supplies management team are responsible for the development, promotion and implementation of WHS policies and procedures and therefore have a thorough understanding of the scope and structure of health and safety management. They are also responsible for communicating and training workers in all aspects of WHS management.

Various seminars, briefings, conferences and training sessions are attended as and when are necessary and available.

Management Support Early RTW of Injured Worker

RHS Steel Supplies supports the early return to work (RTW) of injured workers provided this has been endorsed by a medical physician that the injured worker is capable of RTW. A RTW plan will be developed including suitable alternative duties, which will be identified after consultation with relevant parties and will be in writing. Appropriate assistance will be given to workers from a non-English speaking background and to those permanently unable to return to pre-injury duties.

5.2. Health and Safety Policy

The Work Health and Safety policy provides the direction and framework for establishing a Safe and Healthy Workplace, as well as related objectives and outcomes. Top Management ensures that our company policies are established and documented, and that the policies are available to all interested parties.

The Work Health and Safety policy is communicated to all workers at all levels throughout our organisation via worker appointment letter, induction, training and regular internal communications.

Work Health & Safety Policy

Commitment
RHS Steel Supplies is committed to providing a safe and healthy workplace for all our workers. RHS Steel Supplies further recognises its responsibilities to provide a safe and healthy work environment for subcontractors, clients, visitors and the public.

Scope
This policy covers all activities and persons working within any premises of RHS Steel Supplies.

Objective
The objective of this policy is to ensure all workers are able to work in an environment which doesn't cause harm to them and where they contribute to continual improvement of work health and safety within the RHS Steel Supplies business.

Policy
RHS Steel Supplies provides, maintains and promotes a safe work environment and safety management system that is characterised by:

- a systematic approach to identifying, assessing and controlling health and safety hazards and risks through the development and implementation of reasonable procedures;
- process improvements are collectively considered and appropriately implemented and managed;
- ensuring as far as practicable all operations conducted by workers are in accordance with relevant legislation and regulatory requirements and relevant industry standards;
- effective management demonstrated by commitment and direct involvement at all levels of the company;
- effective two-way communication as an integral part of every job; and
- the provision of appropriate facilities, equipment, education, training, instruction and supervision for workers to ensure healthy and safe working environment and methods.

Responsibilities
Creating a safe work environment and care for the environment is the responsibility of all RHS Steel Supplies workers.
To achieve the stated policy objective, the commitment and contribution of each and every worker is required through:

- taking responsibility for the health and safety of themselves and their fellow workmates;
- not compromising personal health and safety in the mistaken belief that other requirements are more important; and
- considering health and safety as an integral part of their work.

RHS Steel Supplies Management are required to facilitate continual improvement through periodic review of objectives and outcome measures, systems, practices and procedures to ensure their continued effectiveness and relevance.

	/ /
Signed by Director	**Date**

5.3. Organisational roles, responsibilities and authorities

RHS Steel Supplies has delegated responsibilities within the organisation.

Responsibility and authority for management system roles is summarised below. Responsibility and authority for the day to day running of RHS Steel Supplies are summarised on the Position Summaries with further details provided in the various Handbooks and Work Procedures as relevant.

Apart from specific responsibilities, all staff members are required to:

- maintain a current knowledge of all management system matters relevant to their position and undertake any further training as identified by the relevant Manager;
- carry out daily tasks according to management system documents;
- complete and file records as specified by management system documents;
- ensure that any documents used are the current version;
- identify problems or potential problems and take appropriate corrective or preventive action; and
- contribute to the continual review and improvement of the management system.

Top Management

Top Management will liaise closely with workers, supervisors, WHS managers and client representatives to ensure all WHS matters / activities are being adhered to.

Top Management has direct input at the WHS Management meetings which address all WHS topics.

Managers

Responsibility for the administration of the WHS system is part of this role and Managers are required to:

- ensure all staff members are adequately trained and aware of their responsibilities under the WHS system;
- maintain and distribute WHS system documents;
- co-ordinate the continual review of the WHS system;
- report on the performance of the WHS system and recommend improvement;
- plan and co-ordinate training;
- schedule and appoint auditors to conduct internal audits;
- hazard management practices;
- environmental control practices and action plans;
- maintain injury / incident register and statistics;
- conduct formal injury / incident investigations;
- may, if agreed Chair WHS meetings and ensure consultation with non-managerial workers in WHS Matters; and
- co-ordinate workers compensation claims and rehabilitation programs in conjunction with external experts.

Supervisors

Supervisors have a key role in day-to-day compliance with the WHS system (which includes, but is not limited to, site specific requirements, JSAs, SWMSs, Safe Work Procedures, Injury / Incident reporting, Personnel Protective Equipment, staff / subcontractors / service providers competencies / certification, Prestart and Toolbox meetings, Site Inspections and Site Management Plans).

Workers and Service Providers

Workers and Services Providers are required to:

- follow safety and health instructions;
- ensure their own safety and health at work;
- avoid adversely affecting the health or safety of any other persons through any act or omission at work;
- use and look after personal protective clothing and equipment;
- report to the employer any hazards or situations, which might present a hazard;
- report to the employer work related injuries, harm to health or the environment; and
- co-operate with employers on safety and health matters.

Workers' duty of care for safety and health

The basic principle is that you must take responsible care for your own safety and for the safety of others. You must not wilfully put at risk the safety and health of others.

5.4. Consultation and participation of workers

RHS Steel Supplies has established a Consultation and Communication Procedure Appendix 10 which outlines the processes for consultation and participation of all workers and/or their representatives in WHS matters.

RHS Steel Supplies will ensure that all workers have ongoing opportunities to be involved and to have their interests represented in the development, implementation and evaluation of safe workplace practices.

Consultation is required when making decisions or changes that may affect the health or safety of workers.

Forum for consultation between Employer & Workers' discussions

RHS Steel Supplies encourages workers to participate in discussions regarding safe work practices and WHS issues. Timing and the format for WHS communication meetings will be agreed by the PCBU and workers. Workers are encouraged to attend and discuss any incidents/injuries and hazard alerts. RHS Steel Supplies has an open-door communication arrangement and encourages workers to discuss any concerns, WHS issues and offer any suggestions on WHS, work safe practices and injury management without any risk of reprisal. In addition, workers have the ability to contribute to decisions that may affect their health, safety and welfare at the workplace.

Health Safety Representatives (HSRs) and Health Safety Committee (HSC)

RHS Steel Supplies has recognised the importance of worker involvement in the process and consults with workers concerning the development, assessment of risks, identification of hazards, reviewing incident reports, monitoring of performance and reviewing of safety objectives against performance outcomes.

RHS Steel Supplies has a commitment to providing open communication between workers and management for:

- one or more workers to request the initiation of workgroups through negotiation;
- to negotiate the formation of one or more workgroups, nominate and if required elect one or more HSRs for each workgroup; and
- one HSR or five workers can request the formation of a Health and Safety Committee.

If it is not reasonably practicable to form an HSR and/or HSC structure, RHS Steel Supplies will negotiate with workers' alternative forums for consultation such as:

- tool-box meetings;
- weekly safety briefings;
- monthly safety forums; and
- any other consultation structure agreed between all parties.

6. PLANNING

6.1. Actions to address risks and opportunities process

General

The overall aim of risk and opportunity management process within RHS Steel Supplies is to ensure that organisational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks through consultation with workers and workers representatives. The company uses a Risk Based Focus approach to planning and implementing the WHSMS.

The scope of RHS Steel Supplies's risk and opportunity management process includes the:

- assessment of the internal and external issues identified;
- assessment of the needs and expectations of any interested parties identified; and
- scope of the Risk Management Process system.

In determining and addressing risks and opportunities, RHS Steel Supplies will take into account:

- legal requirements and other requirements;
- identify workplace hazards;
- undertake a Risk Assessment;
- identify effective controls using the Hierarchy of Controls;
- redo the Risk Assessment to ensure risks have been eliminated or minimised;
- review existing or develop effective Policies and Procedures, SOPs, SWMS, JSAs;
- develop and implement training for workers to undertake the work safely; and
- to develop an effective monitoring and review process.

Hazard identification and assessment of risks and opportunities

Hazard Identification

Hazard identification is the process of identifying all situations or events that could give rise to the potential for injury, illness or damage to plant or property.

RHS Steel Supplies has a procedure that systematically identifies, assesses and manages the actual and potential hazards in the workplace over which RHS Steel Supplies has authority or influence. Refer to Appendix Procedure 2 – Risk Management

- Potential hazards, which have been identified, should be notified to the immediate supervisor as per Appendix 3 - Hazard Reporting Procedure.
- Hazard identification and risk assessment must accompany any proposal for the introduction of new equipment or processes or the modification of equipment or processes or any change within the workplace environment.

RHS Steel Supplies has appointed trained and competent staff and they will receive ongoing training in hazard identification and management, risk assessment and control techniques.

RHS Steel Supplies will identify hazards and assess risks for any new or modified equipment, material, process or services. The assessment will be conducted in consultation with relevant workers and reported to the Managing Director for further discussion or implementation.

RHS Steel Supplies has a consultation mechanism where workers are involved in decisions affecting WHS. All workers are encouraged to participate in discussions, development, and the implementation of WHS issues.

All workers are encouraged to raise WHS issues with their Manager or Health Safety Representative (HSR).

Assessment of WHS risks and other risks to the WHS management system

The risk assessment process is defined in Appendix 2 - Risk Management Procedure and is relevant to the hazards associated with the activities of RHS Steel Supplies. The risk assessment process will also consider risks to the work Health and Safety Management System, including external issues.

Assessment of WHS opportunities and other opportunities

Whilst assessing risks, the benefits and potential for improvement of Work Health and Safety performance of identified opportunities will be considered.

Determination of legal requirements and other requirements

To ensure RHS Steel Supplies's work is completed in line with legislative requirements and other requirements at all times, a Legal and Other Requirements Register Appendix 4 has been developed detailing information pertaining to relevant State Legislation, Codes of Practice, Standards and other relevant requirements.

The Legal and Other Requirements Register will be consulted prior to completion of project management plans, work procedures and job safety analysis, and this will form the corner stone in adhering to legal and other requirements.

RHS Steel Supplies receives regular updates via the WorkSafe, Environmental Protection Agency and Safety Institute of Australia websites and communicates changes as appropriate. All such changes are entered into the legal and other requirements register and updated into the WHS Management system.

All Managers are responsible for checking the validity of standards or regulations pertinent to their area of expertise and updating relevant personnel.

Planning action

Actions to address risks and opportunities, legal requirements and other requirements and emergency situations are integrated into the WHS Management system procedures.

The effectiveness of these actions is evaluated during the monitoring and measurement process.

6.2. WHS objectives and planning to achieve them

WHS Objectives

RHS Steel Supplies has documented their health and safety objectives. An Objectives and Outcomes Procedure Appendix 5 has been implemented.

RHS Steel Supplies will ensure:

- the provision and maintenance of a work environment without risks to health and safety, as far as reasonably practicable;
- the provision and maintenance of safe plant and structures;
- the provision and maintenance of safe systems of work;
- compliance with legislative requirements and current industry standards;

- the safe use, handling and storage of plant, structures and substances;
- 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;
- 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; and
- that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking,

if -

(a) a worker occupies accommodation that is owned by or under the management or control of the person conducting the business or undertaking; and

(b) the occupancy is necessary for the purposes of the worker's engagement because other accommodation is not reasonably available; the person conducting the business or undertaking must, so far as is reasonably practicable, maintain the premises so that the worker occupying the premises is not exposed to risks to health and safety.

Planning to achieve WHS objectives

When planning how to achieve its WHS Objectives, RHS Steel Supplies will determine:

- the consultation process involving workers and others;
- what needs to be done;
- what resources are required;
- who is responsible;
- the timeframe to achieve the objective; and
- the process of monitoring and review.

7. SUPPORT

7.1. Resources

Resources at RHS Steel Supplies include human resources and specialised skills, infrastructure, technology, work environment and financial resources. The resource requirements for the implementation, management, control and continual improvement of the WHS management system, are defined in our procedures, work instructions and the following sections of this WHS manual.

7.2. Competence

RHS Steel Supplies has established a Training and Qualifications Procedure Appendix 7 to identify the competency, training and licence requirements of its workers in relation to their Health and Safety.

Identification of Health and Safety Training Needs

RHS Steel Supplies will undertake on-going assessment and record required training in the Training Register to ensure that every worker is provided with the appropriate training. Procedures are in place to ensure that workers have appropriate competencies, and these are kept up to date in tasks where hazards and risks have been identified. Training programmes are developed after completing an assessment of current capability against the required competency profile and following consultation with workers.

RHS Steel Supplies documents and records training provided to establish and evaluate its effectiveness. The WHS competency standards include:

- using industrial competency standards;
- examining job descriptions, analysing work tasks; and
- analysing results of inspection and audits and review of incident reports and feedback from workers.

Health and Safety Information and Training are Clearly Understood

All workers who are required to complete some form of recurring training, certification or assignment of responsibilities must be reminded through the training record database.

All in-house and external training is recorded and signed by workers who participated. The worker must demonstrate competency in the area of training. Qualified, experienced, and competent professionals must carry out all training.

The Manager maintains a reminder for recurring training and competencies are demonstrated by providing:

- post training questionnaire;
- practical demonstration; and
- verbal confirmation.

Access to Staff with Skills, Experience and Qualification for Training

RHS Steel Supplies ensures that its managers and workers are adequately trained, experienced and qualified with the relevant skills to undertake in-house training. Trainers are documented on the Training Attendance Register Form with their qualification, relevant skills, and experience.

WHS training for Workers actively involved in WHS Management

RHS Steel Supplies has a procedure for identifying competencies, licences and training needs of all

workers. Any workers, who are actively involved with WHS management but require further training, are entered into the Training Register. This information is used as a method of targeting future training requirements and maintaining legislative compliance.

Process to Determine External Trainers

External trainers are selected by demonstration of:

- qualifications;
- experience;
- recommendation; and
- their competency to complete the training at the required standard.

Selection Criteria

- Knowledge and understanding of our business.
- Provision of services that meet our training requirements.
- Understanding of our culture and meeting the special demands that this places on providers.
- Cost effective solutions that can be customised if necessary to our specific requirements.
- Meet legal requirements of contract obligations e.g. St John First Aid.

7.3. Awareness

RHS Steel Supplies will ensure that all workers are informed of their own responsibilities for health and safety in the workplace. RHS Steel Supplies will ensure that workers have specific knowledge concerning the management of hazards to which they are exposed. This will be achieved through training in workplace procedures, environment, equipment and materials.

Health and Safety Induction Programme for New Workers

'First Day Induction' for new or transferred workers is to be provided by the Manager or Supervisor as per the Induction Procedure Appendix 6. The Induction is a verbal explanation, observation of the task in a safe working environment with supervision.

All items on the First Day Induction Checklist Form are to be explained to the worker and this includes:

- hazards associated with the job and appropriate controls;
- safe way to do the job;
- emergency procedures and equipment, facilities such as toilets, meal rooms and first aid kit; copy of health and safety policies and procedures;
- the right for workers to remove themselves from work situations that they believe present a danger to themselves without undue consequence;
- explain safety signs, symbols and safety controls;
- safety equipment and how to use them;
- Personal Protection Equipment (PPE) requirements and training; and
- procedures and forms for reporting injury, near miss, etc.

The induction form is to be signed by both the new worker and the person providing the training (i.e. Manager or Supervisor) and held in the personnel file.

Health and Safety Documented Control System

Documentation of operation processes and procedures are defined and appropriately documented and updated as necessary. RHS Steel Supplies has clearly defined the various types of documents, which establish and specify effective operation procedure and control.

Workers are trained as to why and when these procedures are required and to be competent in their use. Procedures are reviewed regularly as well as when changes to equipment, processes or material have occurred, or there has been an incident.

WHS documentation supports worker awareness of what is required to achieve the WHS objectives and enables the evaluation of the system and performance. The documentation, also known as the WHS manual, is current, comprehensive, and dated, to ensure it is the current version.

Access to the documentation is available to all workers. The document contains the name of the contact person with specific responsibilities to WHS issues.

Access to Health and Safety Information

WHS Manuals are available where RHS Steel Supplies operations are performed and are easily accessed by all workers. Other safety information such as current WHS Legislation, Internet, and other WHS information are available to all personnel.

7.4. Communication

General

RHS Steel Supplies has established and implemented procedures to ensure effective communication of WHS information to management, workers, and other interested parties.

Internal Communication

RHS Steel Supplies is committed to consultation and co-operation between management and workers. The organisation will consult with workers by direct consultation and regular communication meetings as agreed through consultation with workers and on any workplace change that will affect the health and safety of any workers.

RHS Steel Supplies Consultation and Communication Procedure Appendix 10 outlines the communication process.

External Communication

The external communication requirements of WHS Information are written into RHS Steel Supplies WHS management system procedures.

7.5. Documented information

General

RHS Steel Suppliess WHS Management system includes documented information as required by the ISO 45001, any legal requirements, and other documented information the company determines as necessary for the effectiveness of the WHSMS.

RHS Steel Supplies Documentation and Data Control Procedure Appendix 12 outlines the core elements, related documents, and defines how the WHS documentation will be documented and maintained.

This procedure is to ensure the latest version of all key documents are available to all relevant staff, and to ensure records are filled out and filed (electronically or hard copy as appropriate) in an effective and timely manner.

Creating and Updating

RHS Steel Supplies will ensure the latest version of all key documents is available to all interested parties, and to ensure records are filled out and filed (electronically or hard copy as appropriate) in an effective and timely manner

Responsibilities of the WHS Manager

The WHS Manager is responsible for:

- ensuring that any new documents required for the WHS Management System are developed and that the WHS Manual, and Policies and Procedures have been consulted with workers prior to Management approval;
- ensuring the file name, which includes the latest review date are recorded in each document;
- transferring the old version to the superseded folder where appropriate;
- notifying all affected staff of the changes made, via change announcements; and
- responsible for ensuring a review of current documents is undertaken and the date of the file name be amended accordingly.

Control of documented information

Any printed copy of documents within the WHS Management System is an uncontrolled copy. To ensure that the latest version of any documents is used, please refer to electronic copies held.

RHS Steel Supplies shall retain hardcopy and / or electronic records in relation to system procedures, job safety analysis, incidents / injuries, training records, corrective action and other documentation stated in this Manual.

Minimum retention times are:

- 7 years for project related records;
- 6 years for accounting related records;
- 5 years for Incident Reports and Risk Assessments; and
- 3 years for administration records.

Or the length of the warranty period if it is to exceed the above.

Responsibilities of Staff Members

All staff members are responsible for:

- completing and filing records as outlined in the WHS Manual;
- disposing of records that are not confidential in the appropriate bin; and
- shredding all confidential records prior to disposal.

Responsibilities of Management

Management is responsible for:

- ensuring records are retained in a systematic manner that ensures information is readily accessible when required;

- ensuring job specific records are filed in a systematic manner and at the conclusion of each job, all records are archived; and

- ensuring all records are archived and retained for a suitable time being at least the minimum retention times as shown above or as required by law. Confidential records are to be destroyed using a shredder.

8. OPERATION

8.1. Operational planning and control

General

RHS Steel Supplies has procedures in place to ensure the WHS Management system and planned actions are implemented and controlled.

Eliminating or minimising WHS risks

- Once a potential hazard has been reported or changes proposed, it shall be brought to the attention of the management team and the workers through a consultative process throughout all steps within the Risk Management Procedure.
- The appropriate Manager will implement control measures where appropriate, based on the hierarchy of control as per the Risk Management Procedure Appendix 2.
- Hazard Controls will be developed and implemented as part of the risk control mechanism.
- The full assessment report will be tabled in a Communication Meeting within 1 week. The workers may recommend additional action.
- The management and workers should review the controls within 1 week of their introduction to ensure that they are appropriate and that additional hazards have not been introduced. The assessment team may recommend changes to controls where appropriate.
- The Manager implements any modifications to the controls.
- A full Hazard Control Report is tabled at the Communication Meeting.
- Review of controls is included in the regular workplace inspections of the area.

Appropriate Control for Significant Hazards

Hazard control is the process of implementing measures to reduce the risk associated with a hazard. Significant hazard control is the process of implementing measures to reduce the risk associated with significant hazard. The control process must follow the control hierarchy, in order, as prescribed in health and safety legislation. It is always important that any control measures do not introduce new hazards, and that ongoing effectiveness of the control is monitored.

Hierarchy of Controls Levels

Level 1

- **Elimination**: Remove the hazard completely.

Level 2

- **Substitution**: Replacing a higher risk application with a lower risk one (chemical, method etc).
- **Isolation**: Separate people from the hazard (guards, barriers, enclosure etc).
- **Engineering**: Engineering controls (earth leakage device, mechanical lifters etc).

Level 3

- **Administration**: Change of work practices (training, SWMS, procedures etc).
- **PPE:** Personal protective equipment (hearing protection, eye protection, gloves etc).

Note: Level 3 controls, ie. provision of protective equipment and administration controls, should always be the *last* control option considered. A combination of controls may be appropriate however the combination must be based on the Hierarchy of Controls (i.e. must consider using Level 1 before Level 2 and then Level 3).

Hierarchy of Controls Levels

ELIMINATION

Remove the hazard completely.
Eliminating the hazard is the most effective way to manage risks.

Where it is not practical to eliminate a hazard, risk must be minimised.

Use one or more of the following:

ENGINEERING	SUBSTITUTION	ISOLATION
Change the design	Replace the hazard with	Separate the hazard from people

Minimise any remaining risk by using administrative controls.

ADMINISTRATION

Health and safety procedures and policies, e.g. safe work procedures, staff training.

Minimise any remaining risk by using Personal Protective Equipment (PPE).

PERSONAL PROTECTIVE EQUIPMENT (PPE)

e.g. safety glasses, hard hats, protective clothing. This is the least effective way to manage risks.

All Risk Assessments documents to be kept for 5-years.

Management of change

RHS Steel Supplies procedures include processes to control changes in the workplace that impact on the Work Health and Safety of our workers, subcontractors, visitors and all interested parties.

This includes changes in facilities, workplaces, equipment, plant, technology, knowledge and processes, as well as legal requirements and other requirements.

Outsourcing

The potential impact any outsourced processes may have on the WHS of RHS Steel Supplies is determined and suppliers of outsourced processes are evaluated and selected on the following:

- their ability to meet RHS Steel Supplies quality and safety requirements;
- the compliance of the process relative to industry and national standards; and
- past performance of the supplier with respect to safety.

Procurement

RHS Steel Supplies will identify hazards and assess risks for any new or modified equipment, material, process or services. The assessment will be conducted in consultation with relevant workers and reported to the Managing Director for further discussion or implementation.

RHS Steel Supplies will ensure that as far as practicable, potential WHS hazards associated with new facilities, workplaces, equipment, plant or processes are eliminated before their introduction into the workplace as per Appendix Procurement and Design.

Contractors

RHS Steel Supplies has developed a process to identify hazards and control the risks associated with contractors. Appendix 52 Subcontractor Management.

8.2. Operational planning and control

RHS Steel Supplies has developed an effective general emergency plan as per the Emergency Procedures Appendix 15, to manage emergencies and comply with the legislative requirements. RHS Steel Supplies also provides first aid facilities as per the First Aid Procedure Appendix 23.

Emergency Procedures are implemented and Communicated to Workers

All new workers are advised of the emergency procedures during their first day induction. In addition, emergency information is displayed around the workplace that includes emergency diagrams showing exit points, fire extinguishers, hose reels and muster points.

Designated Wardens Trained for each Work Area to take Control in an Emergency

RHS Steel Supplies has appointed trained emergency control personnel to take control of emergency procedures in time of an emergency.

Annual Testing of Emergency Procedures.

Emergency evacuations and tests of procedures are conducted annually, and emergency equipment provided for emergency procedures are checked monthly as part of the monthly workplace inspection.

Consultative Review of Emergency Response Procedures after Practice Drills and Actual Emergency Event

- All risks will be continually monitored in order to minimise the potential of an emergency.
- The safety of personnel is foremost.
- Emergency plans will be formulated and reviewed in consultation with personnel, emergency service specialists and in line with statutory requirements.
- Plans should be simple but effective.
- Emergency control personnel will be trained in their appointed duties.
- All personnel will be regularly trained in appropriate response procedures.
- Minutes of worker involvement are available.

9. PERFORMANCE EVALUATION

9.1. Monitoring, measurement, analysis and performance evaluation

General

RHS Steel Supplies reviews its health and safety system annually to gather material to help develop an improvement plan. This includes:

- identifying the effectiveness of systems and practices currently in place;
- establishing baselines against which future progress can be measured;
- quantifying costs related to workplace illness and injury; and
- identifying hazards and injury factors.

More frequent reviews will take place in response to organisational and legislative changes. Management will undertake the reviews in consultation with staff.

The WHS Management system is reviewed following:

- the agreed review timeframe has expired;
- critical event (Notifiable Incident);
- change in work procedures or operations; and
- change in policy including any applicable legislation changes.

The review can occur whenever the above is recognised by either management or worker.

Refer to Appendix Procedure 1 – Health and Safety Plan.

RHS Steel Supplies will ensure system objectives are set and progress against these objectives is regularly reviewed. This includes ensuring corrective and preventive action taken results in an overall improvement to the management system. It is also to ensure that internal audits are carried out in a timely manner.

Evaluation of compliance

Compliance with relevant legislation and other requirements is evaluated as part of the audit program outlined in this Manual.

9.2. Internal Audit

General

RHS Steel Supplies has an internal audit system to determine whether the system has been properly implemented and maintained and whether the organisation has met the performance objectives set within its WHS Policy.

Internal audit programme

The audit frequency is annual and will be performed as per the Audit Procedure Appendix 13.

Audits are carried out by trained and competent auditors on a regular basis. Results of audits are reviewed at the following WHS meeting.

Top Management are responsible for:

- appointing competent and trained auditors to conduct regular compliance reviews. As a minimum this will involve a 12-monthly review of the WHS System by the WHS Manager or qualified auditor, and regular reviews of randomly selected site/s for each division depending on the scope of work in progress in line with the WHS Plan/s. RHS Steel Supplies also invites client audits;
- reviewing and minuting compliance review results and significant issues at the following WHS meeting to determine whether the WHS Management system should be changed and / or whether further corrective / preventive actions and / or extra audits are required, following input from all other Managers;
- ensuring the required follow up (e.g. training, document upgrade, and change of practice) and circulation of results to the relevant staff is carried out in a timely manner; and
- verifying that corrective and preventative actions have eliminated the non-conformance and minimised the chance of recurrence.

The appointed auditor is responsible for:

- carrying out reviews by comparing practice against the requirements of the relevant document/s and recording results of the review;
- addressing any issues that can be immediately resolved; and
- forwarding results to the WHS Manager and discussing corrective and preventive actions required and the need for any follow up.

All Managers are responsible for:

- identifying and documenting suitable corrective and preventative actions allocating responsibilities and timescales following compliance reviews;
- ensuring all actions have been closed out in line with agreed timescales;
- regular spot-checking of compliance with documented systems;
- providing training and support to all staff to ensure compliance;
- regular meetings are also to be held as part of the Monitoring and Measurement process (nominally monthly, to discuss all issues relevant to their area and to review the overall outcomes of the WHS Management system. Inputs to the meeting include the previous meeting minutes, injury / incident reports, audit results, training requirements, supplier & subcontractor performance, KPIs, communication, environmental issues, customer feedback, non-conformances and any other issues which may improve the overall WHS system);
- recording and circulating an action set of minutes for each meeting detailing the status and responsibility for the agreed action/s in a timely manner. Regular communication to ensure that issues arising from these meetings are addressed at multiple operational sites if applicable; and
- the establishment of other teams to work on relevant company and system issues where applicable.

9.3. Management Review

RHS Steel Supplies reviews its health and safety system annually to gather material to help develop an improvement plan. This includes:

- identifying the effectiveness of systems and practices currently in place;
- establishing baselines against which future progress can be measured;
- quantifying costs related to workplace illness and injury; and

- identifying hazards and injury factors.

More frequent reviews will take place in response to organisational and legislative changes. Management will undertake the reviews in consultation with staff.

The WHS Management system is reviewed following:

- Critical event (Notifiable Incident).
- Change in work procedures.
- Change in policy including any applicable legislation changes.

The review can occur whenever the above is recognised by either management or worker.

Refer to Appendix Procedure 1 – Health and Safety Plan

10. IMPROVEMENT

10.1. General

Through the performance evaluation process opportunities for improvement are determined and has procedures in place to action these opportunities.

10.2. Incident, nonconformity and corrective action

System for Reporting, Recording and Analysing Incidents, Injuries and Work-related Illness

RHS Steel Supplies has an active reporting, recording, investigation and corrective action process. The terms of incidents and injuries in this context includes all 'near miss' events, work-related illnesses and injury, events that harmed, or might have harmed, any worker during the course of their work. Refer Injury/Incident Management Procedure Appendix 8.

The *Injury/Incident Report Form* is to be completed by the worker or the immediate supervisor within 24 hours of the injury or incident.

- All injuries are to be reported.
- Incidents where a person could have been injured or equipment damaged (Near Miss) must be reported.
- It is the responsibility of each supervisor to ensure the completed Injury/Incident Report is sent to the location indicated on the form within 24 hours of the time of the injury or incident.
- On receipt of an Injury/Incident Report, the Manager shall immediately arrange for an investigation to be commenced.
- For all injuries and incidents, an *Incident Investigation Form* is to be completed by the Manager (or person designated by the Manager) in conjunction with the worker involved.
- Training in the incident investigation process is provided to all workers.
- The report is to be completed within 24 hours of the incident and forwarded to the Manager.
- Each investigation should have attached to it a copy of the Injury/Incident Report. All Workcover or Workers compensation agent/insurer claims must have an incident investigation report completed.

Worker Specific Responsibilities to Report Incidents, Injuries and Work-related Illness

Workers are responsible for reporting of all work-related injuries, illnesses, incidents where a person could have been injured, and equipment damage. The worker or immediate supervisor must complete Incident/injury Report within 2 hours of the injury or incident. It is the responsibility of the supervisor to ensure that the report is sent to the location indicated on the form within 24 hours of the time of the injury/incident.

Legislative Notification when a Notifiable Incident Occurs

RHS Steel Supplies has a procedure to record in a register all injuries/incidents in the workplace. If the incident is a notifiable incident (see below), then RHS Steel Supplies has a procedure to notify the WHS Regulator in accordance with their reporting requirements.

A written notice in the required form is to be provided to the WHS Regulator as soon as possible after RHS Steel Supplies is aware of the injury/incident by the fastest possible means (phone or email).

Notifiable incidents:

There are three types of notifiable incidents, relating to:

1. the death of a person;
2. a serious injury or illness of a person; and
3. a dangerous incident.

Serious injury or illness:

It means an injury or illness requiring the person to have:

a) immediate treatment as an in-patient in a hospital; or

b) immediate treatment for:

- the amputation of any part of their body;
- a serious head injury;
- a serious eye injury;
- a serious burn;
- the separation of their skin from underlying tissue (such as degloving or scalping);
- a spinal injury;
- the loss of a bodily function;
- serious lacerations; or

c) medical treatment within 48 hours of exposure to a substance.

It is important to note that the treatment under (b) and (c) does not have to be as an in-patient in a hospital.

Dangerous incident:

The Work Health and Safety Act defines a 'dangerous incident' as a workplace incident that exposes a worker (or any other person) to a serious risk to their health or safety, emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance, or
- an uncontrolled implosion, explosion or fire, or
- an uncontrolled escape of gas or steam, or
- an uncontrolled escape of a pressurised substance, or
- electric shock, or
- the fall or release from a height of any plant, substance or thing; or
- the collapse, overturning, failure or malfunction of or damage to any plant that must be authorised for use, or
- the collapse/partial collapse of a structure, or
- the collapse or failure of an excavation or of any shoring supporting an excavation; or
- the inrush of water, mud or gas in workings, an underground excavation or tunnel, or
- the interruption of the main system of ventilation in an underground excavation or tunnel.

Procedure to Investigate Injuries, Incidents that Harmed or might Harm Workers

The investigation of injuries/incidents provides an opportunity to examine many aspects of our operations. The key to the investigation is to identify control measures that will prevent a recurrence of the same incident/injury. The focus is to identify the deficiencies in the system and to make changes if necessary to prevent a recurrence.

The procedure starts with an investigating team nominated to conduct the investigation. Depending on the seriousness or the complexity of the incident, a member of top management, a person with technical knowledge of the work, a HSR if elected and a WHS professional will be included in the team.

The main stages of the investigation are:

- gather objective information and establish facts;
- collect data that relates to environment and the human factors;
- isolate the contributing factors;
- determine corrective and preventative actions; and
- prepare a report (contain a proposed action plan for management consideration and implementation).

Procedure for Corrective Action to any Deficiencies Identified during an Investigation

RHS Steel Supplies management will evaluate the action plan proposed by the investigating team before taking preventative and corrective action. RHS Steel Supplies then either implements the corrective action provided by the investigating team or develops a system that will address the deficiency with the current system and prevents any future recurrence.

The new system will comply with the designated standards and WHS legislative requirements, and after implementation, will have an evaluation procedure to ensure its effectiveness.

On completion of the investigation, top management will be provided with a copy of the report to ensure that any recommendation has been actioned.

Review Injury and Incident Data to Identify Trends and Provide Injury Prevention Initiative

RHS Steel Supplies regularly utilises the data from the *incident register* to identify injury/incident gaps, trends and areas of opportunity for improvement. This will include developing corrective strategies, verifying the effectiveness of preventative or corrective actions and the development of objectives and outcomes for further improvements. This will be undertaken within a consultative approach with workers and other duty holders.

Notifiable Incident reports will be kept for 5 years.

Non-Conformance

The objective of this procedure is to ensure problems, potential problems and opportunities for improvement are documented, analysed, resolved and submitted to the Manager for closing out and verification.

Responsibilities of Workers

Workers are responsible for:

- identifying potential problems before they arise by completing JSAs, SWMS, etc. as required, and taking appropriate preventative action or communicating the issue to their supervisor / manager;
- taking reasonable direction from management and supervisors;
- following reasonable Policies and Procedures; and
- providing feedback to their manager of any issue or situation they believe should be reviewed.

Responsibilities of Managers

Managers are responsible for:

- anticipating potential problems before they arise by ensuring Risk Assessments are completed and workers complete Job Safety Analysis (JSAs), Safe Work Method Statements (SWMS) etc. and taking appropriate preventative action as outlined within Policies and Procedures;
- ensuring all incidents / injuries are reported in line with the procedure;
- ensuring any problems encountered on site are recorded and the root cause analysed, noting down agreed corrective and preventative action. By utilising the site diary, Prestart / toolbox / WHS meeting minutes, and emails;
- generating a Non-Conformance Report (utilise the *Hazard & Opportunity Report Form*) and forwarding it to the WHS Manager immediately as detailed below:-
    1. In the case of quality-related non-conformance that cannot be resolved onsite;
    2. Where a non-conformance has been identified by a client / external audit;
    3. Where a non-conformance report has been generated following a compliance review;
- taking appropriate action to identify the root cause and implement control measures to prevent future occurrence.

Responsibilities of Supervisors

Supervisors are responsible for:

- ensuring the agreed corrective and preventative action is incorporated and verified through the internal audit process;
- capturing all non-conformances raised through compliance reviews, incident injury reports, and non-conformance reports for submission and final resolution at the WHS meeting;
- monitoring issues arising from toolbox meeting minutes, safety and environmental observations, and emails that cannot be resolved onsite;
- verifying that corrective and preventative actions have eliminated the non-conformance and minimised the chance of recurrence within the required timescales; and
- ensure that the relevant Policy and Procedure is effective and if not, in consultation with workers, review and rewrite the Policy and Procedure to ensure effectiveness.

10.3. Continual Improvement

RHS Steel Supplies WHS process is subject to regular reviews of the controls to either Eliminate or Minimise risks within the workplace. Legislation requires controls to be reviewed when:

Factors likely to affect the degree of risks from hazards or the context such as changes in the organisation, materials, work procedures, work location, processes or methods occur:

- when the Policy and Procedure review date has expired;
- through consultation the existing Control measures were deemed not effective;
- there are legislative changes;
- there is an incident within the workplace; and
- when a HSR (if elected) requests a review of the Control measures.

As time proceeds new information comes to light in terms of risk and therefore the WHS assessment needs to be repeated regularly. Repeating the assessment process with rigorous acceptability criteria also promotes continual improvement in managing WHS.

11. DRUGS AND ALCOHOL

Objective

To ensure RHS Steel Supplies meets its legal responsibility in providing a safe and healthy work environment for workers and visitors.

To ensure that any worker who is found to be under the influence of drugs or alcohol is dealt with in a supportive, fair and constructive manner.

11.1. Responsibilities

Managers and Supervisors

- Implement the requirements of the RHS Steel Supplies Drug and Alcohol Policy.
- Implement and communicate procedures for identifying workers who are found to be under the influence of drugs or alcohol whilst at work.
- Make available external resources to assist workers who are found to require help.

Workers

- Workers have a duty of care to ensure their own safety and health at work and to avoid adversely affecting the safety and health of any other person. Workers are therefore required to:
    1. notify their supervisor of any concerns regarding their ability to perform their work safely as a result of being under the influence of drugs or alcohol or the adverse effects of any prescription medication they may be taking; and
    2. ensure that they do not operate any machinery if under the influence of drugs, alcohol or prescription medication which may affect their ability to do so safely.
- The sale or supply of any prescription drugs in the workplace by a worker may result in termination of employment.
- The sale, supply or possession of illegal drugs in the workplace by a worker may result in termination of employment.
- The unauthorised sale, supply or possession of alcohol in the workplace by a worker may result in termination of employment.

12. SMOKING IN THE WORKPLACE

Objective:

To establish and maintain a system that promotes a safe work practice for all RHS Steel Supplies workers and visitors to ensure they are not exposed to the health risks associated with smoking in the workplace or on RHS Steel Supplies premises.

The objective of this RHS Steel Supplies Smoke Free Workplace Policy is to limit worker and visitor exposure to environmental tobacco smoke and associated risks.

12.1. Responsibilities

Managers and Supervisors

- Demonstrate their commitment to RHS Steel Supplies Smoke Free Workplace Policy and supporting procedures.
- Manage worker and visitor compliance of RHS Steel Supplies Smoke Free Workplace Policy and relevant legislation.

Workers

- Participate in the implementation of the RHS Steel Supplies Smoke Free Workplace Policy.
- Comply with the instructions of RHS Steel Supplies Smoke Free Policy and procedures.

12.2. Legislative Requirements

Smoking is prohibited in all areas of RHS Steel Supplies premises with the exception of the designated outdoor smoking area which must not be within four (4) metres of any entrance to the premises.

12.3. Smoke Free Policy

The Smoke Free Workplace Policy should in the first instance demonstrate RHS Steel Supplies's commitment to the health and wellbeing of workers and visitors.

12.4. Education and Support

RHS Steel Supplies is committed to providing support and arranging education for those workers trying to quit smoking.

12.5. Electronic Cigarettes

RHS Steel Supplies regards electronic cigarettes as they do other smoking products, and as such this policy applies to electronic cigarettes.

Note: Electronic cigarettes containing liquid nicotine are illegal in Queensland and should be safely disposed of at a community pharmacy or a local public health unit.

13. SUN SAFETY

Objective:

To establish and maintain a system that promotes a safe work practice for all RHS Steel Supplies workers and visitors to ensure when outdoors in the sun there is a system to control the risk of UV (Ultraviolet) radiation exposure from sunlight and the development of skin cancer.

13.1. Responsibilities

Managers and Supervisors

- Ensure hazard identification and risk assessments are carried out where workers are required to work outdoors in the sun.
- Determine and implement effective sun protection procedures including the provision and training in the use of Personal Protective Equipment.
- Arrange education and training for RHS Steel Supplies workers at risk of sun exposure about the dangers of UV Radiation and how to identify the early signs of skin cancer.

Workers

- Comply with all RHS Steel Supplies procedures and instructions regarding sun safety.
- Ensure the use of personal protection equipment when working outdoors in the sun.
- Ensure they do not put themselves or others at risk.
- Advise Management if replacement of protection measures is required or additional protection measures are needed.

13.2. Risk Factors

A safe system of work should be set up which will include a risk assessment of workers' sun exposure, identification of tasks that may place workers at risk, and sun protection measures for controlling the degree of exposure. The degree of risk is largely dependent on the duration and extent of exposure.

Some of the risks associated with over exposure to the sun are:

- *sunburn* - this is a type of radiation burn.
- *eye damage* – over exposure to UV can damage the eyes lens or cornea.
- *premature ageing of the skin* - will result from over exposure.
- *sunspots* - dry or rough spots on the skin. Like premature ageing, these are indicators of excessive exposure to UV. These can develop into cancers.
- *skin cancers*.

13.3. Control Measures

The most effective way of reducing the risk of UV exposure is to use a combination of control measures. The following is an example of the hierarchy of controls that could be implemented, in the order of effectiveness:

1. Work Organisation

Where possible:

- minimise the amount of outdoor work;
- move jobs undercover;

- schedule outdoor work to minimise UVR exposure during the peak periods of UV i.e. 10.00 - 3.00pm (EST). For example, scheduling outdoor tasks in the early mornings or late in the day; and
- alternate outdoor and indoor work to minimise overexposure.

2. Using Shade

Where the job or work times cannot be changed, workers will be encouraged to make maximum use of shade. The following options will be considered:

- use of natural or existing shade from buildings, trees and other structures at the worksite;
- use of portable canopies or erected shade structures made from fabrics such as canvas, awning, umbrella fabric or shade cloth. Shade cloth should provide at least 94% protection from UV rays;
- have lunch or any breaks in shady spots; and
- replace lost fluids by keeping up your liquid intake.

3. Personal Protective Clothing (PPE)

- Wear light, loose coloured clothing made of natural fibres which will provide proper ventilation, reflect heat and allows sweat to evaporate; Shirts will have long or three-quarter length sleeves and a collar and be made from a close weave, breathable fabric. Clothing that offers excellent protection with an ultraviolet protection factor (UPF) rating of 40, 45, 50 or 50+ (as classified by AS/NZS 4399) is recommended. Choose clothing with UPF50+ for best protection.
- Loose fitting long trousers offer the best protection. If shorts are to be worn, they should be to the knee.
- Broad Brimmed hats. If hard hats are to be worn, then brim attachments with neck flaps are to be attached. Hats or brim attachments are required to have a broad brim, measuring no less than8cm in width.
- Hats should be comfortable and be made of a close weave material. Hats that have gauze or mesh sections are not suitable as UV rays will penetrate.
- Use maximum protection sunscreen to areas which cannot be protected with clothing;
- Eye protection is to be worn where necessary; Sunglasses must comply with AS/NZS1067 and screen out at least 99% of ultraviolet light. If safety glasses are required, then sunglasses need to comply with AS/NZS 1337 and AS/NZS 1338. Sunglasses should be glare resistant, light weight, comfortable and fit closely to the face. Wraparound sunglasses offer the best protection. Clip-ons are available for persons with prescription glasses.

4. Sunscreen

- A broad spectrum, water-resistant sunscreen with an SPF 30+ is recommended for workers who are required to work outdoors.
- Sunscreen will be placed in areas accessible for all workers and stored in a cool place out of the sun.
- As sunscreen does not offer 100% protection it is to be used in conjunction with additional protective measures such as clothing, hats and sunglasses.
- Sunscreen should be applied generously to all areas of exposed skin at least 20 minutes before going outside. Sunscreen should be reapplied every two hours as it easily wipes, sweats or washes off.

14. HAZARDOUS MANUAL HANDLING

Objective:

To protect the health and safety of RHS Steel Supplies workers from hazardous manual handling type injuries.

14.1. Responsibilities

Managers and Supervisors

- Ensure that all manual handling activities, which are likely to be a risk to health and safety, are identified, assessed, controlled and evaluated.
- Ensure that hazardous manual handling induction and training is provided, documented and recorded.

Workers

- Follow RHS Steel Supplies's Safe Working Procedures for performing hazardous manual handling.
- Undertake Hazardous Manual Handling training as provided.
- Report incidents associated with hazardous manual handling in the workplace.

14.2. Risk Identification

The following activities may assist in identifying hazardous manual handling within RHS Steel Supplies, which may lead to injury:

- Use past incident forms and hazard forms to see if any of them where the result of hazardous manual handling.
- Consult with workers to see where they think the main manual handling problem areas are.
- Use checklists to identify those tasks and conditions which may increase the risk of a manual handling injury.

14.3. Risk Assessment

When those manual handling tasks which are likely to cause risks to health and safety are identified, they then need to be assessed to determine the risk factors.

Factors which may increase the risk or severity of a hazardous manual handling injury include:

- Forceful Exertions;
- Working Postures;
- Repetition and Duration;
- Vibration;
- Work Area Design;
- Hand Tool Use;
- Nature of Loads;
- Load Handling; and
- Individual Factors.

14.4. Risk Control

When selecting controls to reduce the risk of hazardous manual handling injury, the hierarchy of control should be utilised, and consideration should always be given to eliminating or engineering out the risk (refer to Appendix Procedure 2 - Risk Management).

Where it is not practicable to eliminate the risk, the following general procedures should apply:

- always plan a manual lift prior to attempting the lift;
- stagger your stance;
- ensure that the route taken is clear of obstacles or obstructions;
- check that the load is not too heavy to lift or carry alone. If the load is too heavy, get assistance either from a fellow worker or use a mechanical lifting device;
- if carrying a load with a fellow worker, always keep in step;
- when carrying a load with a fellow worker, always ensure that you tell each other of any action you are about to perform, such as, lowering or adjusting the load;
- keep a firm grip on the load;
- lower the load using your body weight by putting the weight of the load on your legs and bending your knees;
- never carry a load that blocks your vision, as you may trip or run into another object; and
- maintain the natural curve of the spine, keeping your back straight throughout the lift.

15. TRAFFIC CONTROL

Objective:

To protect the health and safety of RHS Steel Supplies workers from hazards arising from the operation of motor vehicles.

15.1. Responsibilities

Managers & Supervisors

- Implement traffic control procedures relevant to pedestrians and vehicles on the applicable premises.
- Communicate the requirements of these procedures to workers.
- Ensure that relevant traffic warning signs are installed in and around the workplace if applicable.
- Ensure appropriate PPE is provided.
- Monitor the effectiveness of these procedures and take corrective action where required.
- Monitor compliance.

Workers

- Comply with traffic controls outlined in the procedures to protect the safety of themselves and others in and round the workplace.
- Wear appropriate PPE when moving around the workplace where required.
- Report incidents including a near miss associated with traffic in the workplace.

15.2. Pedestrian Safety

Appropriate controls must be implemented to ensure the safety of all pedestrians in and around the workplace.

This traffic control policy has been developed to ensure the health and safety of all people whilst on applicable premises.

16. FIT FOR WORK

Objective:

RHS Steel Supplies is committed to providing a place of work and systems of work which minimise risks arising from lack of fitness for work.

16.1. Responsibilities

Managers and Supervisors

- Take measures to help workers maintain alertness while working.;
- Increase awareness in the RHS Steel Supplies's workplaces about fitness for work.
- Identify signs of Fatigue or other factors which could influence fitness for work.
- Devise shift timetables to take account of the need to minimise Fatigue.
- Provide support for effective management of fitness for work.

Workers

- Report problems with fitness for work.
- Contribute to the assessment of risks.
- Contribute to the design and implementation of control measures, and comply with such measures.
- Manage individual factors which affect fitness for work (e.g. ensuring adequate rest between shifts, control Alcohol and Drug use).
- Ensure they are able to carry out their duties in a safe manner, unimpaired by Fatigue, Drugs or Alcohol.

17. COVID-19 IN THE WORKPLACE

Commitment:

RHS Steel Supplies is committed to providing a safe and healthy workplace for all our workers, contractors and visitors therefore the following mandatory steps are implemented.

Scope:

This policy covers all activities and persons working within any premises of RHS Steel Supplies or has interactions with.

Procedure:

1. All RHS Steel Supplies staff have been issued with a copy of this policy statement.
2. All employees are required to confirm that they have not been in contact with anyone who has tested positive for covid-19 or been in a deemed hotspot. If they have, they are to be isolated for 7 days before returning to work.
3. If required to wear a mask it must be worn at all times when outside in public places. Ensure that after touching your mask to dispose or replace it and that hands are washed immediately.
4. Hand sanitiser is to be used at all times and ensure appropriate hand washing on a regular basis.
5. If an employee begins to feel symptoms of a cold or flu they are to remain home and are to obtain a clearance prior to returning to work.
6. If employees are to isolate due to possible exposure, they are permitted to continue duties from home ‘work from home’ if able to.
7. Social distancing of 1.5m to be implemented including workstation locations and meeting rooms
8. Provide antibacterial wipes for employees to be able to wipe down workstations, keyboards and desk mouse etc.
9. If customer serving; ensure marks on the ground to outline where customers are to be located whilst waiting to be served. These are to be 1.5m in distance.
10. Always wash hands after handling cash or use gloves.
11. If a positive case or pandemic impacts the workplace the Pandemic Plan is to be utilised to ensure business operations run efficiently.

Pandemic Plan

The table below lists the critical operational functions and elements of the organisation and how the organisation will manage during the pandemic period or if the workplace is required to close due to an outbreak.

Operational Element	What support systems/groups are critical to these business functions?	What is being done to ensure this critical function will be maintained?	Impact to operations	Supplier Impacts	Who is monitoring effectiveness and communicating to Clients
IT Functions	*IT Consultant*	*Work Remotely*	*Minimal*	*Minimal*	*Managing Director – no Client impact*
Human Resources/Payroll	*HR Manager*	*Work Remotely*	*Minimal*	*Minimal*	*Managing Director – no Client impact*
Trades	*Builder, Labourers, Tradesman*	*Will need to stand down*	*Impacting*	*Impacting as materials may be unavailable*	*Managing Director to liase with Clients*

APPENDIX:

Procedures

1. Health and Safety Plan

Purpose

To identify the objectives, actions and responsibility of the Work Health and Safety program.

Procedure

1. RHS Steel Supplies will ensure the WHS program is reviewed on an annual basis.
2. The health and safety checklist to be completed by the WHS Representative/WHS Coordinator in consultation with relevant workers.
3. Using the checklist, the plan is then completed in conjunction with the Managing Director.
4. The health and safety plan to be communicated to all workers.

Audit Records

Health and Safety Review Checklist - Form 1.1
Health and Safety Plan - Form 1.2

Form 1.1 Health and Safety Review Checklist

HEALTH AND SAFETY REVIEW CHECKLIST		
	YES	NO
POLICY		
Reviewed yearly or as identified		
Have the objectives changed		
Are workers involved with the review		
Have audits been conducted yearly or as required		
HAZARD AND OPPORTUNITY IDENTIFICATION		
Hazard and opportunity identification complete		
Reviews undertaken when required (timetable)		
Responsibilities signed off		
Controls developed, implemented, monitored and reviewed		
Monitoring (personnel, property and environmental) undertaken		
PPE available and used, training provided and condition monitored		
Hazard training recorded		
TRAINING		
Induction training completed for new workers		
Training completed as scheduled		
Evidence that competency achieved		
Information available to staff		
INCIDENTS		
All incidents recorded		
Notifiable incidents reported to the Regulator		
Investigations completed		
Recommendations for improvements implemented		
Incidents collated and reported to management		
WORKER PARTICIPATION		
Meeting minutes maintained		
Recommended for improvements implemented		
Involved in change management		
Consultation with duty holders as required by Legislation		
EMERGENCY PLANNING		
Evacuation drill held every 6 months		
Drill records maintained		
Training sessions are recorded		
PLANT EQUIPMENT		
Service maintenance completed by due dates and records kept		
Comments: **Signed & Dated** ……		

Form 1.2 Health and Safety Plan

OBJECTIVE	ACTION	RESPONSIBILITY	DATE COMMENCE	DATE COMPLETE	REVIEW DATE	ACTION COMPLETE
Adopt and review the WHSMS, Health & Safety Policy and associated Manual	Review policy, date, and sign. Display policy	Managing Director				
Provide Safe Plant & Equipment	Ensure that Plant and Equipment is maintained and serviced	Managing Director				
Encourage consultation with Workers on health and safety matters	To discuss safety issues with Workers	Managing Director				
Consider hazards in the workplace and implement controls where required	Conduct a yearly workplace inspection to identify hazards	Managing Director				
Ensure Workers are properly trained, and records kept	Ensure Workers are trained and qualified	Managing Director				
Record and Investigate incidents	Complete incident report form and investigation form	Workers				

2. Risk Management

Objective:

To have a system that systematically identifies, assesses and manages the actual and potential hazards and risks in the workplace over which the employer has authority or influence.

Methods to Identify Hazards

Managing hazards involves:

A. Identifying hazards
B. Assessing and prioritising hazards
C. Developing and implementing actions to control them.

A. Identifying Hazards

Hazards can be created by:

- Culture – the importance placed by all personnel by working in a safe manner;
- Work organisation – such as workload, work hours;
- People management – training, information, supervision;
- Equipment – hand tools, lifting heavy objects;
- Environment – energy sources, temperature; and
- Activity – How the work is actually done.

A variety of methods are used to identify hazards including:

- Injury analysis;
- Task and process analysis;
- Regular hazard audits and physical inspections;
- Equipment checks; and
- Maintenance checks.

To ensure all possible hazards are identified the following techniques are adopted:

i. Physical

Identified by type and may include:

- Chemical;
- Noise;
- Radiation (including the effects of the sun);
- Electrical;
- Lighting;
- Vibration;
- Temperature;
- Biological;
- Environmental;

- Ergonomic;
- Tools/equipment;
- Machinery;
- Potential hazard from neighbouring properties.

ii. Area

- Establish a plan of activities on the site;
- Divide into areas;
- List activities in each area;
- Identify hazards from each activity.

iii. Work Analysis

- Identify hazards of the work processes involved;
- Identify all tasks carried out;
- Establish steps or stages required to carry out tasks;
- Establish a flow chart that details each step of the work activity;
- Identify hazards in each step or stage;
- Consult;
- Staff;
- Records of incident;
- Reports;
- Summarise the information collected.

B. Assessing and Prioritising Hazards

i. Assessing

Using one or all of the above techniques establish a hazard list using the *Risk Assessment Form*.

ii. Prioritising

Having listed the hazards, they are listed in order of priority. To establish the priority a risk assessment is completed using the Risk Assessment Matrix

The purpose of risk assessment is to:

- consider the chance of harm actually occurring, and the possible consequences;
- enable preventative measures to be planned, introduced and monitored to make sure the risks are adequately controlled; and
- ensure the legal requirements are complied with in respect of identifying and controlling significant hazards.

To be effective, risk assessment must:

- be sufficient to guide the judgement on measures to take to comply with legal obligations; and
- cover all risks to the health and safety of people who may be affected in the workplace;
- be regularly reviewed to ensure any changes to risks are recorded and managed.

For each hazard a decision as to whether injury or illness could result, if so, then implement the hierarchy of control to eliminate, isolate or minimise.

The following steps are taken:

- select the area or task to be assessed;
- identify the hazards;
- identify whether any injury, illness, or damage could result;
- conduct risk assessment;
- list most serious first; and
- implement control plan.

C. Developing and Implementing Controls

Having identified the hazard, steps must be taken to manage it following the hierarchy of control below:

Level 1:

Elimination

- remove the hazard completely.

Level 2:

Substitution

- substitute the hazard with something safer (chemical, method, etc).

Isolation

- physically separate people from the hazard (guards, barriers, enclosure etc).

Engineering

- Design and install equipment to counteract the hazard / use barrier to shield the hazard.

Level 3:

Administrative

- develop work methods or procedures to minimise exposure to a hazard

Personal Protection Equipment

- Provide protective clothing and equipment.
- Train use of protective clothing.
- Monitor use.
- Monitor workers health.

For each identified hazard the controls are listed on the *Risk Assessment Form*.

The list of identified hazards, Hazard & Opportunity Report Form, risk assessments and SWP/SWMS's (if required) forms the hazard register.

Safe Work Method Statements (SWMS)

Safe Work Method Statements (SWMS) can be used to identify the hazards associated with each step of a particular task and to specify the measures for controlling the risks associated with the hazards.

The Safe Work Method Statement (SWMS) form can be used to list the safety and administrative requirements of a task including permits required, working environment and associated hazards, PPE, tools and equipment and emergency requirements. It is also used to breakdown a particular task into basic steps, identify the potential hazards associated with those steps and to select, list and apply appropriate hierarchical control methods to control the identified hazards.

Where necessary and appropriate specialist advice is obtained for hazardous substances, i.e.

- Safety Data Sheets;
- State based Government Safety Authority i.e. WHS Qld, Workcover, Worksafe; and
- Consulting Occupational Hygienists.

The identified hazards are reviewed:

- Annually.
- After a critical event.

The frequency depends on whether the hazard identified is significant or the injury trends indicate action should be taken.

Audit Records

Hazard Identification Register Form 2.1
Risk Assessment Form 2.2
Hazard Report
SWP Form 2.4
SWMS's Form 2.3

Form 2.1 Hazard/Risk Identification Register

Date	Hazard Report Number	Location & Description of Hazard	Risk Rating	Risk Assessment/ SWP Number	Risk Controls Implemented By	Date Completed

Form 2.2 Risk Assessment Form

Worksite:		
Assessment No:	Assessment Date: / /	Review Date: / /

What is being assessed? Describe the item, task, process, work arrangement:

_____

_____

_____

Step 1 - **Form a team of assessors. Decide who else should be consulted.**

Assessor(s):

Others consulted: (eg elected health and safety representative, other personnel exposed to risks)

Step 2 - **Identify the hazards** associated with the thing or situation being assessed

Hazards: Potential to cause harm to people, property or the environment. Tick the applicable hazards

General Work Environment		**Health and Security**		**Plant and equipment**	
Restricted access or egress	☐	Food	☐	Vehicles	☐
Confined spaces	☐	Poisoning or contamination	☐	Mobile and fixed plant	☐
Air-conditioning (thermal comfort)	☐	Intoxication	☐	Powered equipment	☐
Air quality	☐	Dehydration	☐	Non-powered equipment	☐
Lighting	☐	Violence	☐	Elevated Work Platforms	☐
Noise (discomfort)	☐	Working alone or in isolation	☐	Pressure vessel	☐
Outdoors (sun exposure)	☐	Working in remote areas	☐	Laser (Class 2 or above)	☐
Uneven walking surfaces	☐	Bites / Stings	☐	Traffic control	☐
Working at height	☐			Electrical	☐
Crowds/Public	☐	**Chemical**		Vibration	☐
		Hazardous chemicals	☐	Moving parts	☐
Ergonomic/manual handling		Explosives	☐	Acoustic / Noise	☐
Workstation set up	☐	Engineered nanomaterials	☐		
Poor posture	☐	Gas cylinders	☐	**Temperature / Weather effects**	
Lifting / Carrying	☐			Heat	☐
Pushing / Pulling	☐	**Radiation**		Cold	☐
Reaching/overstretching	☐	Ionising radiation	☐	Rain / Flood	☐
Repetitive movement	☐	Ultraviolet (UV) radiation	☐	Wind	☐
Bending	☐	Radiofrequency/microwave	☐	In or on water	☐
Eye strain	☐	Infrared radiation	☐	Pressure (Diving / Altitude)	☐
				Lightning	☐
Work design and management		**Biological**		Smoke	☐
Fatigue	☐	Microbiological	☐		
Workload	☐	Animal tissue / Fluids	☐	**OTHER**	
Mental stress	☐	Human tissue / Fluids	☐		☐
Organisational change	☐	Allergenic	☐		☐
Work violence or bullying	☐	Other Biological	☐		☐
Inexperienced or new personnel	☐				

List the hazards identified from above			
1.		6.	
2.		7.	
3.		8.	
4.		9.	
5.		10.	

Any specific circumstances (describe):

Persons at risk (list):

Any relevant regulation, code, standard or guideline (list):

Step 3 – Risk Assessment For each identified hazard rate the risk using the Risk Rating Matrix.

Step 4 – Risk controls Detail controls measures required to address the risks applying the Hierarchy of Controls

Controls to be considered from the following hierarchy of control

1. Elimination (is it necessary?)
2. Substitution
3. Isolation
4. Engineering (guarding, redesign)
5. Administration (training. SWMS's,)
6. Personal Protective Equipment (PPE) (eg gloves, leather apron, coveralls, respirator)

Identified Hazards Exposure	Risk assessment		Risk Rating	Required Controls	Residual Risk Score
	Consequences	Likelihood			

Is the risk? (Tick one)

☐ Adequately controlled. No further action required - Sign off form as completed.

☐ Inadequately controlled. Further Action/Investigation required. Continue with Step 5.

Step 5 – Implementation Plan (for controls not already in place)

Control Option	Resources	Person(s) responsible	Proposed implementation date

Step 6 – Comments and endorsements

Name: Signature: Date:

Assessment Approval: (eg PCBU, Director, WHS Manager)

I am satisfied that the risks are not significant and/or adequately controlled and that resources required will be provided.

Name: Signature: Date:

Position Title:

Risk Assessment Matrix

Step 1 – Determine Consequence (Impact) (C)

I Consequence (Impact) Table				
Impact band	**Health & Safety**		**Environment & Heritage**	**Reputation**
Substantial (5)	Fatal Incident (Class 1)		Permanent widespread ecological damage	International negative media coverage. Loss of business from key sector.
Major (4)	Permanent Injury (Class 1)	Damage, which permanently alters a person's future (e.g. quadriplegia, paraplegia, amputation of a limb).	Heavy ecological damage, costly restoration	Sustained national negative media coverage. Loss of long term key client.
Moderate (3)	Lost Time Injury (Class 2)	Damage, which temporarily alters a person's future.	Major but recoverable ecological damage	Regional/short negative media coverage. Loss of Client / project.
Minor (2	Medical Treatment (Class 2)	Damage, which temporarily inconveniences a person	Limited but medium term damage	Local negative media coverage. Site or project problem
Negligible (1)	First Aid Treatment (Class 3)	Actual injury which requires no treatment or simple first aid	Short term damage	Brief local negative media coverage.

Step 2 - Determine Probability (Likelihood) of Event Occurring (P)

Probability (Likelihood) Table			
Probability band	**Description**		
Almost Certain (5)	The threat can be expected to occur 75% - 99%	Common / Frequent Occurrence	More than 1 event per month
Likely (4)	The threat will quite commonly occur 50% - 75%	Is known to occur or "It has happened regularly"	More than 1 event per year
Possible (3)	The threat may occur occasionally 25% - 50%	Could occur or "I've heard of it happening"	1 event per 1 to 10 years
Unlikely (2)	The threat could infrequently occur 10% - 25%	Not likely to occur very often	1 event per 10 to 100 years
Rare (1)	The threat may occur in exceptional circumstances 0% - 10%	- Conceivable but only in exceptional circumstances	Less than 1 event per 100 years

Step 3 – Assess Risk Level (R) Determine the risk level by combining Consequence with Probability

Risk Assessment Matrix		Consequence (Impact) Table				
		Negligible (1)	**Minor (2)**	**Moderate (3)**	**Major (4)**	**Substantial (5)**
Probability (Likelihood)	**Almost Certain (5)**	**Moderate (5)**	**High (10)**	**Very High (15)**	**Extreme (20)**	**Extreme (25)**
	Likely (4)	**Moderate (4)**	**High (8)**	**Very High (12)**	**Extreme (16)**	**Extreme (20)**
	Possible (3)	**Low (3)**	**Moderate (6)**	**High (9)**	**Very High (12)**	**Very High (15)**
	Unlikely (2)	**Low (2)**	**Moderate (4)**	**Moderate (6)**	**High (8)**	**High (10)**
	Rare (1)	**Low (1)**	**Low (2)**	**Low (3)**	**Moderate (4)**	**Moderate (5)**

Hierarchy of Controls

Highest Level of Control					**Lowest Level of Control**
Elimination	Substitution	Isolation	Engineering	Administration	Personal Protective Equipment

Probability:
5=Almost Certain
4=Likely
3=Possible
2=Unlikely
1=Rare

Consequence:
5=Substantial
4=Major
3=Moderate
2=Minor
1=Negligible

1-6 Acceptable **7-10 Acceptable with Strict Control Measures or Short Duration** **11-25 Unacceptable**

Form 2.3 Blank SWMS

RHS Steel Supplies
Safe Work Method Statement (SWMS)

ABN: **Phone:**
Address **Email:**

Project: **Project No:**

SWMS No: **Work Activity:**

All persons involved in the works must have the SWMS explained and COMMUNICATED to them prior to start of works.

SWMS DETAILS

Brief Description of Work Activity:

Location: Work Area **Date:**

Date to be Reviewed:

Personnel Responsible for Monitoring this Activity:

Codes of Practice / Standards Consulted:
These must be complied with.

Plant and Equipment Required for this Activity:

Details of Maintenance Checks Required for this Activity:

Materials Used:

MSDS Required? (Yes / No)

Personnel Qualifications Required for this Activity:
Relevant state certification for task has been undertaken or plant being operated

Specific Training Required for this Activity:
All personnel to have completed a Site Induction. Must be trained in this SWMS and have all relevant certification for this task.

Personnel consulted on development of SWMS:

Name:	Position	Industry Experience

Person Responsible for Updating SWMS: Signature: Date:

High Risk Work involves:			
	☐ Risk of falls from greater than 2 metres	☐ Work on a telecommunications tower	☐ Demolition of load-bearing structure
	☐ Likely to involve disturbing asbestos	☐ Temporary load-bearing support structures	☐ Work in confined spaces
	☐ Work in or near shaft or trench with an excavated depth greater than 1.5m or a in tunnel	☐ Use of Explosives	☐ Work on or near pressurised gas pipes or mains
	☐ Work on or near chemical, fuel or refrigerant lines	☐ Work on or near energised electrical installations or services	☐ Work in an area with contaminated or flammable atmosphere
	☐ Work with tilt up or pre-cast concrete	☐ Work on, in or adjacent to road, rail shipping or other major traffic corridor	☐ Work in an area with movement of powered mobile plant
	☐ Work in or areas with artificial extremes of temperature	☐ Work in or near a drowning risk	☐ Diving work
	☐ Other [please specify]:		

Activity Break the job down into steps	**Potential Safety and Environmental Hazards** What can go wrong	**Risk Rating**			**Control Measures**	**Risk Rating After Controls**			**Person Responsible** To ensure management method applied
		C	P	R		C	P	R	

SIGNOFF

We the undersigned, confirm that the SWMS nominated above has been explained and its contents are clearly understood and accepted. We also confirm that our required qualifications to undertake this activity are current. We also clearly understand the controls in this SWMS must be applied as documented; otherwise work is to cease immediately.

Name	Qualification Required for this Activity	Signature	Date	Time	High Risk Licence number & Expiry (if required)

Form 2.4 Blank SWP

Description of Work:		
SWP Number:	**Issue Date:**	**Review Date:**
Picture of Equipment/Task:	**Potential Hazards:**	

Personal Protective Equipment (PPE) Required *(Check the box for required PPE)*:

 Gloves	 Face Masks	 Eye Protection	 Welding Mask	 Appropriate Footwear	 Hearing Protection	 Protective Clothing
☐	☐	☐	☐	☐	☐	☐

Safe Work Procedure Checklist:

1. PRE-Operation:

- Task (e.g. Drawings, instructions, specifications etc.) is clearly understood.

2. Operation:

3. POST-Operation:

- Make sure good housekeeping practices are in place

I have read and understood this procedure:		
Date:	**Name:**	**Signed:**

3. Hazard & Opportunity Reporting

Purpose

This procedure describes how hazards and opportunities are reported by workers. The Hazard & Opportunity Report Form applies to the reporting of any health and safety issues other than personal injury, (the *Injury/Incident Report Form* is to be used for this purpose) and opportunities for improvement. The procedure applies to all workers.

Definitions

Hazard - potential to cause injury, harm or damage.

Opportunity – an improvement to a process or environment that doesn't necessarily mean it is a hazard/risk.

Procedure

1. RHS Steel Supplies shall ensure that the *Hazard & Opportunity Report Form* is available to all workers in all work locations.

2. If there is an immediate risk of injury or illness a worker shall take action to make the area safe, ensuring their own safety is not jeopardised and immediately report the hazard to their supervisor.

3. Workers shall immediately report any hazard to their supervisor and complete the *Hazard & Opportunity Report Form*. The worker should keep a copy of the completed form.

4. The supervisor on receipt of the *Hazard & Opportunity Report Form* shall:

    - take action to remove the hazard if possible;
    - take action to prevent workers being exposed to the hazard;
    - clarify and understand the opportunity; and
    - forward the Hazard/Opportunity Report to the Manager immediately on receiving the report.

5. The Manager shall provide all Hazard/Opportunity Reports for tabling at the safety meeting and shall allow workers access to the Hazard/Opportunity Report file.

6. Copies of Hazard/Opportunity Reports are to be filed at each location under 'Hazard/Opportunity Reports'.

7. The Manager will ensure that an explanation of this procedure is included in the induction for new workers (refer Appendix Procedure 6 - Induction).

8. The Hazard Reporting Procedure is to be explained in safety meetings every 6 months.

Audit Records

Hazard & Opportunity Report Form 3.1
Record of Safety Meeting Minutes Form 10.1

Form 3.1 Hazard & Opportunity Report Form

Date: _____ Hazard Report Number: _____

Reported By:

Name: _____ Position: _____

Reported To:

Name: _____ Position: _____

Site location: _____

Subject:

☐ Opportunity ☐ Near Miss ☐ Workplace Hazard ☐ Hazardous Work Practice

Description of Hazard/Opportunity:

What needs to be done?

Signature: _____ Date: _____

Copy given to:

Manager: _____ (Signature)

Communication Meeting: _____ (Signature)

4. Legal Requirements and Other Requirements Register

Purpose

The legal requirements and other requirements register should be used to access Legislation and other requirements, prior to completion of a project management plan and / or job safety analysis / work procedures.

All Management are responsible for:

- Ensuring the most up to date legislation is used by accessing via the internet, as hard copies are uncontrolled. In most cases codes of practice, guidance notes, industry standards and checklists are also available.
- Prior to job start up referring to the local council to ensure all local regulations and ordinances are adhered too and incorporated into the project management plan and / or job hazard analysis / environmental impact assessment / work procedures.
- Checking the validity of standards or regulations pertinent to their area of expertise and updating relevant personnel

New South Wales Legislation	
www.safework.nsw.gov.au	• Work Health and Safety Act 2011 • Work Health and Safety Regulation 2017 • Cash in Transit code of practice 2002 • Coal Mine Health and Safety Act 2002 • Collection of Domestic Waste code of practice 2005 • Confined spaces Code of practice 2022 • Construction work code of practice 2019 • Control of work-related exposure to hepatitis and HIV (Bloodborne) viruses Code of practice 2004 • Cutting and drilling concrete and other Masonry products code of practice 1997 • Dangerous Goods (Road and Rail Transport) Act 2008 • Dangerous Goods (Road and Rail Transport) Regulation 2022 • Demolition work code of practice 2019 • Excavation work code of practice 2020 • Explosives Act 2003 • Explosives Regulation 2013. • Formwork code of practice 2020 • How to manage and control asbestos in the workplace code of practice 2022 • How to safely remove asbestos code of practice 2022 • Labelling of workplace hazardous chemicals code of practice 2022 • Managing Psychosocial Hazards at Work Code of Practice 2021 • Managing the risk of falls in housing construction code of practice 2019 • Managing the risks of silica from engineered stone in the workplace Code of practice 2022 • Moving plant on construction sites code of practice 2004 • Overhead protective structures code of practice 1995 • Petroleum (Onshore) Act 1991 • Petroleum (Onshore) Regulation 2016 • Preparation of safety data sheets for hazardous chemicals code of practice 2019

- Radiation Control Act 1990
- Rural Workers Accommodation Act 1969
- Safe design of structures code of practice 2019
- Safe use and storage of chemicals (including pesticides and herbicides) in agriculture code of practice 2006
- Safe use of bulk containers and flatbed storage including silos, field bins, and chaser bins Code of practice 2006
- Safe use of pesticides, including herbicides, in non-agricultural workplaces code of practice 2006
- Safe use of synthetic mineral fibres Code of practice 1993
- Safe work on roofs part 1 commercial industry code of practice
- Sporting Injuries Insurance Act 1978
- Sporting Injuries Insurance Regulation 2019
- Spray painting and powder coating code of practice 2019
- Technical guidance code of practice 2001
- Welding processes code of practice 2019
- Work Health and Safety (Mines) Act 2013
- Work near overhead power lines code of practice 2006
- Workers Compensation (Bush Fire, Emergency and Rescue Services) Act 1987
- Workers Compensation (Bush Fire, Emergency and Rescue Services) Regulation 2017
- Workers' Compensation (Dust Diseases) Act 1942
- Workers' Compensation (Dust Diseases) Regulation 201
- Workers' Compensation Act 1987
- Workers' Compensation Regulation 2016
- Workplace Injury Management and Workers' Compensation Act 1998

For other New South Wales Legislation visit:
www.legislation.nsw.gov.au

Commonwealth Legislation

safeworkaustralia.gov.au

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Asbestos-related Claims (Management of Commonwealth Liabilities) Act 2005
- Australian Maritime Safety Authority Act 1990
- Civil Aviation Act 1988
- Civil Aviation Legislation Amendment (Mutual Recognition with New Zealand) Act 2006
- Civil Aviation Safety Regulations (CASR) 1998
- Industrial Chemicals (General) Rules 2019
- Industrial Chemicals Act 2019
- Marine Safety (Domestic Commercial Vessel) National Law Act 2012
- Maritime Safety (Domestic Commercial Vessel) National Law Regulation 2013
- Offshore OHS Legislative framework – Information paper
- Safety, Rehabilitation and Compensation Act 1988
- Safety, Rehabilitation and Compensation Regulations 2019
- Work Health and Safety (Transitional and Consequential Provisions) Act 2011

www.dcceew.gov.au

- Aboriginal and Torres Strait Islander Heritage Protection Act 1984 (COM)
- Airports (Environment Protection) Regulations 1997 No.13 (COM)
- Australian Heritage Council Act 2003
- Australian Heritage Council Regulations 2003
- Environment Protection (Sea Dumping) Act 1981
- Environment Protection and Biodiversity Conservation Act 1999
- Great Barrier Reef Marine Park Act 1975
- National Environment Protection Council Act 1994
- National Environment Protection Measures (Implementation) Act 1998
- National Greenhouse and Energy Reporting Act 2007
- Natural Heritage Trust of Australia Act 1997
- Ozone Protection and Synthetic Greenhouse Gas Act 1989
- Sea Installations Act 1987

5. Objectives and Outcomes Procedure

Purpose

To set objectives/outcomes for the defined period, allocate staff responsible and define timeframes for action.

Procedure

The timeframes and staff responsible for achieving the objectives are detailed as per the Health and Safety Plan. The system objectives and the way we measure them to ensure that they have been met are detailed herein and are as follows:

- to maintain compliance to AS/NZS ISO 45001, the WHS Act, Regulation and COPs and prequalification requirements for key customers;
- to ensure compliance to all statutory and legal requirements measured via inspection and audit results;
- to eliminate workplace illness and injury measured using incident / injury statistics;
- to ensure all equipment is regularly maintained and inspected; and
- to ensure we continue to source safe and environmentally friendly materials and equipment.

Managers are responsible for:

- Maintaining an Outcomes spreadsheet detailing the measurement of objectives for the current year.
- Continually reviewing and refining objectives at meetings to ensure they are providing the basis for continual improvement.

Audit Records

Health and Safety Plan Form 1.2

6. Induction

Purpose

To set out the arrangements for induction of new Workers, transferred Workers, Workers of Subcontractors, and visitors.

Definitions

Visitors: persons who are accompanied at all times on site by a worker of RHS Steel Supplies.

Procedure

1. New and Transferred Workers

'First Day Induction' is to be provided by the Manager or Supervisor. All items on the *First Day Induction Checklist* are to be explained to the worker. A record of this induction is to be signed by the person providing the training and by the worker and held under "Induction Records" in the worker file.

2. Workers of Subcontractors

Subcontractor induction is to be provided by the Supervisor/Manager or company delegate. All items on the *Subcontractor Induction Checklist* are to be explained and the Record of Induction signed by both the person providing the induction and the subcontractor's worker. This record is to be filed by the Supervisor/Manager.

3. Visitors

Visitors will be shown the location of the facilities, emergency evacuation plan and pedestrian restricted zones.

Audit Records

First Day Induction Checklist Form 6.1
Subcontractor Induction Checklist Form 6.2
Schedule of Induction Training

Form 6.1 First Day Induction Checklist

Name		**Site**	
Employee Number		**Date of Induction**	
Person Conducting Induction			

	Please tick	Yes	No	Comments
1.	Introduction			
2.	Organisational overview and site tour			
3.	Outline of site rules (provide copy)			
4.	Discuss WHS manual			
5.	Emergency Procedures			
6.	Incident Reporting			
7.	Hazard Reporting			
8.	First Aid			
9.	Use of PPE			
10.	Workplace Harassment			
11.	Copy Qualifications/Licences			
12.	Drug and Alcohol			
13.	Manual Handling			
14.	Fatigue Management			

This information has been provided to me:

Name and Signature of Worker **Dated**

Name and Signature of Witness **Dated**

Form 6.2 Subcontractor Induction Checklist

Name		**Site**	
Employee Number		**Date of Induction**	
Person Conducting Induction			

	Please tick	Yes	No	Comments
1.	Introduction			
2.	Organisational overview and site tour			
3.	Outline of site rules (provide copy)			
4.	Discuss WHS manual			
5.	Emergency Procedures			
6.	Incident Reporting			
7.	Hazard Reporting			
8.	First Aid			
9.	Use of PPE			
10.	Security and Access Arrangements			
11.	Copy Qualifications/Licences			

This information has been provided to me:

Name and Signature of Subcontractor

Dated

Name and Signature of Witness

Dated

7. Training and Qualifications

Purpose

To identify the competencies, training, and license requirements, for all workers of the organisation.

Procedure

1. RHS Steel Supplies will ensure that its workers are adequately trained to a level of competency sufficient to ensure their health and safety when at work.

2. RHS Steel Supplies will undertake training / competency needs assessment of all workers prior to the commencement of work or alteration of task allocation. The assessment will be recorded on *Skills/Competency Needs Assessment Form*.

3. Where skill deficiencies are detected, appropriate training will be provided prior to commencement of work so workers can perform their designated duties safely.

4. Workers will be selected for specific tasks based on their level of skill and competency to undertake the work safely.

5. Casual labour will be used only when the nominated worker/s satisfies the level of competency required to undertake the task or when appropriate training can be provided prior to commencement of the work. Proof of the competency of casual labour must be detailed in the *Skills / Competency Needs Assessment form*.

6. Internal and external training will be recorded on the *Training Attendance Register Form.*

7. A record of all training will be kept on the Worker Competency, Licence and Training record, in the workers personnel file, and where required, also on the Company Training Register.

Audit Records

Skills/ Competency Needs Assessment Form 7.1
Worker Competency, Licence and Training Record Form 7.2
Training Attendance Register Form 7.3
Company Training Register Form 7.4

Form 7.1 Skills / Competency Needs Assessment

Location

Date

Worker Name	Skills, competencies and experience	Job requirements. Work to be undertaken	Deficiencies in skills, qualifications and competencies	Additional training required
	___ Years experience			Completed: Yes / No Date completed: __/__/__
	___ Years experience			Completed: Yes / No Date completed: __/__/__
	___ Years experience			Completed: Yes / No Date completed: __/__/__
	___ Years experience			Completed: Yes / No Date completed: __/__/__
	___ Years experience			Completed: Yes / No Date completed: __/__/__
	___ Years experience			Completed: Yes / No Date completed: __/__/__
	___ Years experience			Completed: Yes / No Date completed: __/__/__

Form 7.2 Worker Competency, Licence and Training Record

Name of Worker	
Employee Number	

Competency	Licence or Certificate	Date Attained	Expiry Date	Course Name
Eg.Forklift Operator	*Forklift ticket*	*November 2022*	*November 2023*	*Forklift Operation*

To be filed in Training Register/Worker records

Form 7.3 Training Attendance Record

Training Course			
Trainer		**Date & Time**	
Description of Course (or attach copy of training course)			
Trainers Signature		**Trainers Qualifications**	

Attendees Name	Signature

Form 7.4 Company Training Register

Worker Name	Position	Competency/Skills/ Course Name / Experience (eg: Tickets/qualifications)	Card No./ Reg. No.	Date Attained	Expiry Date

8. Injury/Incident Management

Purpose

This procedure describes the management of incidents, the internal and external incident reporting and recording requirements of the organisation, and the procedure for injury/incident investigation.

Definitions

Nil

Procedure

When an incident/injury occurs the first step is to provide first aid to any injured persons, both workers, and/or the public.

The next step is to ensure that the risk is controlled so that no more incidents or injuries can occur (Note: for notifiable incidents the incident site must not be disturbed as noted below).

System for reporting and recording all injuries, incidents and work-related illness:

Reporting incidents/injuries

The person involved in the incident completes the Injury/Incident Report Form and gives it to their Supervisor as soon as possible after the incident occurs or within 2 hours. It is the responsibility of the Supervisor to ensure this occurs. If the person involved in the incident cannot complete the form, then it is the supervisor's duty to complete the form and report the incident.

If the incident is a **notifiable incident**, then the PCBU must notify the statutory authority immediately after being made aware that a notifiable incident has occurred.

The incident site must not be disturbed until an inspector arrives unless it is:

- to assist an injured person;
- to remove a deceased person;
- essential to make the site safe or to minimise the risk of a further notifiable incident;
- associated with a police investigation; or
- an action for which an inspector or the relevant states statutory authority has given permission – a direction that a scene may be disturbed may be given in person or by a telephone call.

The PCBU must keep a record of each notifiable incident for at least five (5) years from the date notified to the relevant statutory authority.

Incident Registers

Incidences are to be recorded in an Incident Register managed by the WHS Coordinator. This register will assist in identifying trends and relevant statistics.

All incident and injury data is:

- forwarded to WHS Representative/Managing Director;
- recorded; and
- included in monthly reports.

Incident/Injury Investigation

The incident is to be investigated by a competent person within 24 hours of incident occurring by using *Incident Investigation Form*. The findings are to be communicated to the Managing Director and relevant WHS Authority if required.

For Notifiable incidents, the investigation will take place when the inspector arrives. All workers of RHS Steel Supplies will aid in the investigation where required by the inspector.

To ensure workers understand reporting responsibilities RHS Steel Supplies will ensure that *Injury/Incident Report Forms* are available to all workers and incident reporting responsibilities are reiterated at:

- staff meetings/toolbox talks; and
- during induction process.

Audit Records

Injury/Incident Report Form 8.1
Incident Investigation Form 8.2
Training Registers
Incident Register Form 8.3

Form 8.1 Injury/Incident Report

1. Site

2. Specific Location

Shop, shed, unit no, floor, building; Street no and name; Locality / suburb

3 Personal data of injured person:

Name

Residential address

Date of birth Sex (M/F)

4 Occupation or job title of injured person:

5 Period of employment of injured person:

- ☐ 1st week
- ☐ 1st month
- ☐ 1-6 months
- ☐ 6 month-1year
- ☐ 1-5 years
- ☐ Over 5 years
- ☐ non-worker

6 Treatment of injury:

- ☐ Nil
- ☐ First-aid
- ☐ Doctor (not hospitalised)
- ☐ Hospitalised

7 Time and date of incident/injury:

Time am/pm

Date

Shift ☐ Day ☐ Afternoon ☐ Night

Hours worked since arrival at work

8 Mechanism of incident:

- ☐ Fall, trip or slip
- ☐ Hitting objects with part of the body
- ☐ Sound or pressure
- ☐ Being hit by moving objects
- ☐ Body stressing
- ☐ Heat, radiation or energy
- ☐ Biological factors
- ☐ Chemicals or other substances
- ☐ Mental stress

9 Agency of incident:

- ☐ Machinery or (mainly) fixed plant
- ☐ Mobile plant or transport
- ☐ Powered equipment, tools or appliances
- ☐ Non-powered hand tools, appliances and equipment
- ☐ Chemical or chemical products
- ☐ Material or substance
- ☐ Environmental agency
- ☐ Animal, human or biological agency (not bacteria or virus)
- ☐ Bacterial or virus

10 Body part:

- ☐ Head ☐ Neck ☐ Trunk
- ☐ Upper limb ☐ Lower limbs ☐ Multiple locations
- ☐ Systemic (internal organs)

11 Nature of injury or disease: (specify all)

- ☐ Work hearing loss
- ☐ Fatal
- ☐ Fracture of spine
- ☐ Puncture wound
- ☐ Other fractures
- ☐ Poisoning and toxic effects
- ☐ Dislocation
- ☐ Multiple injuries
- ☐ Sprain or strain
- ☐ Damage to artificial aid
- ☐ Head injury
- ☐ Disease, nervous system
- ☐ Internal injury of trunk
- ☐ Disease, musculoskeletal
- ☐ Amputation, incl. Eye
- ☐ Disease, skin
- ☐ Open wound
- ☐ Disease, digestive system
- ☐ Superficial injury
- ☐ Disease, infectious or parasitic
- ☐ Bruising or crushing
- ☐ Disease, respiratory system
- ☐ Foreign body
- ☐ Disease, circulatory system
- ☐ Burns
- ☐ Tumour (malignant or benign)
- ☐ Nerves or spinal cord
- ☐ Mental disorder

12 Where and how did the incident/injury happen?

If not enough room, attach separate sheet or sheets

13 Has an investigation been carried out? yes/no

Was a significant hazard involved? yes/no

Completed by: Employer or employer's representative (delete which is not applicable)

Name and position Signature Date

Form 8.2 Incident Investigation Form

Site: ……..

PARTICULARS OF INCIDENT			
Date of incident	Time	Location	Date reported

THE INJURED PERSON				
Name			Address	
Age	Phone number			
Date of incident			Length of employment:	
TYPE OF INJURY:	☐ Bruising	☐ Dislocation	☐ Other (specify)	Injured part of body
☐ Strain/sprain	☐ Scratch/abrasion	☐ Internal		
☐ Fracture	☐ Amputation	☐ Foreign body	Remarks	
☐ Laceration/cut	☐ Burn scald	☐ Chemical reaction		

DAMAGED PROPERTY	
Property/ material damaged	Nature of damage
	Object/substance inflicting damage

THE INCIDENT

Description

Describe what happened (space overleaf for diagram ☐ essential for all vehicle incidents)

ANALYSIS

What were the causes of the incident?

HOW BAD COULD IT HAVE BEEN?	WHAT IS THE CHANCE OF IT HAPPENING AGAIN?
☐ Very serious ☐ Serious ☐ Minor	☐ Often ☐ Occasional ☐ Rare

PREVENTION

What action has or will be taken to prevent a recurrence? Tick items already actioned Use space overleaf if required		By whom	When

TREATMENT AND INVESTIGATION OF INCIDENT			
Type of treatment given	Name of person giving first aid	Doctor/Hospital	
Incident investigated by	Date	OSH advised ☐ YES ☐ NO	Date

Form 8.3 Incident Register

Date/Time of Incident	Site/Location	Name of Injured Person	Description of incident/injury	Investigation Completed

9. Return to Work

Introduction

The following procedure articulates RHS Steel Supplies's commitment to preventing injury and illness by providing a safe and healthy working environment and providing opportunities for workers to participate in workplace rehabilitation to facilitate a timely and safe return to normal duties.

Workplace rehabilitation provides support to injured or ill workers, supervisors, managers and team members and is a positive strategy for retaining the job skills of staff members.

Definitions:

Injury - A personal injury which includes, for example, a cut, fracture, sprain, strain, disease, aggravation of a pre-existing condition, industrial deafness, and psychiatric or psychological disorders.

Injury Management/Return to Work plan - A plan that covers the management of a worker's injury and their return to work.

Suitable Duties/Suitable Employment - Matching pre-injury duties to recovering abilities on a temporary basis.

Approved workplace rehabilitation Provider/ Accredited vocational rehabilitation provider – offer specialized workplace rehabilitation services to help injured workers return to work.

Responsibilities

Employer Responsibilities:

- prevent injury and illness by providing a safe and healthy working environment;
- notify the required authorities/insurers of the work injury within the required time frame;
- participate in the development of an injury management/return to work plan and ensure that injury management commences as soon as possible after a worker is injured;
- support the injured worker and ensure that early return to work is a normal expectation;
- provide suitable duties for an injured worker as soon as possible;
- ensure that injured workers (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor, and the responsibility to provide accurate information about the injury and its cause;
- consult with workers, doctors, rehabilitation providers, and, where applicable, unions to ensure that the return-to-work program operates as smoothly as possible;
- If the injured worker has given consent to their HSR (if elected) access to medical records, to be present at meetings with the PCBU and allow the HSR to be included in the Return to Work team;
- maintain the confidentiality of injured worker records; and
- an employer must not dismiss a worker as a result of a work-related injury within the time frame set out in that State/Territories legislation.

Workers Responsibilities:

- take care to prevent work injuries to yourself and others;
- notify your employer of an injury as soon as possible;
- make a claim as soon as possible with the relevant authority/insurer;
- participate in developing and cooperate with your injury management/return to work plan;
- provide current medical certificates ;
- provide accurate information about any aspect of your claim;
- notify the agent/insurer if you get a job or if you earn extra income from your job while you are receiving weekly benefits;
- attend medical and rehabilitation assessments; and
- co-operate in workplace changes that will assist other injured workers.

If a worker does not comply with the injury management plan, the agent/insurer may suspend benefits.

Workers' Rights:

- nominate your own treating doctor who will be involved in your injury management plan;
- if not provided by the insurer, choose your own approved workplace rehabilitation provider if necessary;
- if given consent, allow their HSR (if elected) to assist in the Return to Work Plan; and
- be actively involved in the planning of your return to work.

Procedure

Notification of injuries

- Notify all injuries to the supervisor as soon as possible.
- Record all injuries using the Injury/Incident Report Form.
- Notify Workers compensation agent/insurer of all injuries within 48 hours.

Recovery

- Ensure that the injured worker receives appropriate first aid and/or medical treatment as soon as possible.
- Consult with the doctor nominated by the injured worker and who is responsible for the medical management of the injury and assist in planning return to work.

Return to work

- Arrange a suitable person to explain the return-to-work process to the injured worker.
- If not provided by the insurer, ensure that the injured worker is offered the assistance of an approved workplace 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.
- Arrange for the worker's early return to work (subject to medical and rehabilitation provider advice).

Suitable duties

- Develop an individual return to work plan when the worker according to medical advice, is capable of returning to work, Suitable duties plan
- Provide suitable duties that are consistent with medical advice and that are meaningful, productive and appropriate for the injured worker's physical and psychological condition depending on the individual circumstances of the injured worker. Suitable duties may be:
    1. at the same worksite or a different worksite;
    2. the same job with different hours or modified duties;
    3. a different job; and
    4. full time or part time.

Dispute resolution

- Work together with the injured worker and where possible their union representative to resolve any disagreements about the return-to-work program or suitable duties
- If disagreements cannot be resolved between the worker and employer, involve other parties such as the worker's treating doctor, the agent/insurer, an approved workplace rehabilitation provider or an injury management consultant.
- If this does not satisfactorily resolve the issue, contact the relevant State/Territory authority for advice.

For more information on Workers Compensation/Return to work, see the relevant State/Territory websites/legislation below:

New South Wales

www.sira.nsw.gov.au

Workplace Injury Management and Workers Compensation Act 1998

Workers Compensation Regulation 2016

Audit Records
Injury/Incident report Form 8.1
Injury Management plan
Medical records
Suitable Duties plan Form 9.1

Form 9.1 Suitable Duties Plan

Injured worker details | **Plan details**

Worker:	Phone number:	Goal – long term:
Supervisor:	Phone number:	Objective of this plan:
Treating medical practitioner:	Phone number:	Duration of this plan from:
Job description: nurse on restricted duties		Fit for suitable duties (restricted return to work?)

Task details

Week		Duties	Restrictions
Week one commencing:			
Hours:	Days		
Week two commencing:			
Hours:	Days:		

Treatment during this plan (e.g. physiotherapy):	Training required:
	If 'yes' given by:
Plan to be reviewed: at the end of each week by	On:

Signatures

Name (treating medical practitioner):	Name (worker):
I approve this plan	I have been consulted about the content of this plan and agree to participate
Signature: Date:	Signature: Date:
Name (supervisor)	Name (workplace rehabilitation provider)
I agree to ensure this plan is implemented in the work area	I agree to monitor this plan
Signature: Date:	Signature: Date:

10. Consultation & Communication Procedure

Purpose

To establish a procedure for effective and regular consultations between management and workers, and ensure outcomes are communicated effectively.

Procedure

Meetings, Communications

Managers and WHS Administrators are responsible for:

- the formation of workgroups, election of Safety and Health Representatives and formation of Health Safety Committee if requested in accordance with relevant State Legislation;
- overseeing a Monthly WHS meeting to address quality, WHS and environmental issues;
- ensuring toolbox meetings are conducted in line with the site / office WHS plan; and
- communicating any matters that are likely to affect the workplace via the medium agreed through consultation with workers (i.e. memo, company bulletin or similar).

The relevant manager / supervisor is responsible for:

- conducting toolbox meetings in line with the agenda as detailed in the template to address relevant WHS issues;
- ensuring all staff are consulted in regard to WHS procedural updates and pertinent matters; and
- ensuring all absentees from meetings are debriefed and copies of relevant minutes distributed and signed to confirm receipt and understanding.

All staff are informed that they are to report any issues to their Supervisor or HSR who will raise it in the WHS/HSC meeting.

The Supervisor will then display minutes of the meeting onto notice boards for workers to view.

Consultation

Worker participation enables workers to contribute in determining how the work can be done safely.

The Consultation arrangement is to be arranged and agreed upon by all parties with consideration given to any barriers in communication (ie: Language, cultural, literacy, disability).

Effective and meaningful consultation can result in:

- reduced injury, health issues and unsafe workplaces;
- improved management decisions through gathering a wider source of ideas about WHS;
- greater employer and worker commitment to HSEQ through a better understanding of WHS decisions and worker ownership of the outcome of consultation; and
- greater openness, respect and trust between management and workers through developing an understanding of each other’s points of view.

RHS Steel Supplies will, so far as is reasonably practicable, consult when:

- identifying or assessing hazards or risks;
- making decisions on how to control risks;
- investigating incidents and non-conformities and determining corrective actions to be taken;
- making decisions about the adequacy of facilities for worker welfare (e.g. dining facilities, change rooms, toilets or first aid);
- making decisions about procedures to:
    1. consult with workers on health and safety matters;
    2. resolve health and safety issues;
    3. monitor workers' health and workplace conditions; and
    4. provide information and training;
- determining the membership of any health and safety committee.

Health and Safety Representatives and Committees

If requested by a worker or RHS Steel Supplies, and required under legislation, a health and safety representative may be elected by the workers, and a health and safety committee may be established as per the requirements of the Work Health and Safety Act and Regulations.

Site Safety Communication

Pre-start Briefings

Discuss work to be carried out that day, ensuring a JSA; SWMS has been completed addressing all safety risks. Determine if there have been any changes to site conditions that need to be addressed

Before assigning tasks, ensure the worker is competent to use any associated equipment or products.

Toolbox Meetings

Where required by the contract or for any site with above 3 workers (working for over 1 week) ensure a weekly toolbox meeting is scheduled

Ensure all workers are given the opportunity to raise issues and record minutes using the *Record of Safety Meeting Form*, ensuring agreed actions are allocated a responsibility and due date.

Always start the meeting by reviewing agreed actions from the previous meeting. Tick off actions that have been effectively completed and carry forward incomplete actions.

Where an issue arises that may impact other sites provide full details to the Safety Manager so that the issue can be discussed at the following Safety Committee Meeting.

Audit Records

Record of Safety Meeting Form 10.1

Form 10.1 Record of Safety Meeting Form

Time & date meeting commenced:	Time meeting concluded:

Attendees

Chairperson:	

Agenda Items

1. Outstanding issues from previous meeting
2. New hazards
3. New incidences/injuries
4. New opportunities
5. (insert relevant agenda item)

6. (insert relevant agenda item)			
Corrective Action	**Action by**	**Action Completed**	
		Sign Off	**Date**

Reviewed by Managing Director:_____(signature) _____ (date)

11. Health and Safety Representatives and Committees

Purpose

To establish a procedure to allow for the election of Health and Safety Representatives and establishment of Health and Safety Committees and provide guidance on their powers and functions.

Procedure

Health and Safety Representatives

A health and safety representative may be elected by the workers as per the requirements of the Work Health and Safety Act and Regulation if requested by a worker or the PCBU.

Work Group/s that the health and safety representative will represent must be determined by negotiation and agreement between the PCBU and the workers who will form the work group/s

The representative must be allowed to attend a work health and safety training course and the PCBU must pay the associated costs.

The powers and functions of Health and Safety Representatives are to:

- represent the workers in their work group in matters relating to work health and safety;
- monitor the measures taken by the PCBU or that person's representative in compliance with this Act in relation to the health and safety of workers in the work group;
- investigate complaints from members of the work group relating to work health and safety; and
- to inquire into anything that appears to be a risk to the health or safety of workers in the work group, arising from the conduct of the business or undertaking.

While exercising the power, or performing a function the Health and Safety Representative may:

- inspect the workplace or any part of the workplace at which a worker in the work group works at any time after giving reasonable notice to the PCBU at that workplace;
- inspect the workplace or any part of the workplace at which a worker in the work group works at any time, without notice, in the event of an incident, or any situation involving a serious risk to the health or safety of a person emanating from an immediate or imminent exposure to a hazard;
- accompany an inspector during an inspection of the workplace or part of the workplace at which a worker in the work group works;
- with the consent of a worker that the health and safety representative represents, be present at an interview concerning work health and safety between the worker and an inspector, or the PCBU at that workplace or the PCBU's representative;
- with the consent of 1 or more workers that the health and safety representative represents, be present at an interview concerning work health and safety between a group of workers, which includes the workers who gave the consent, and an inspector, or the PCBU at that workplace or the PCBU's representative;
- request the establishment of a health and safety committee;
- receive information concerning the work health and safety of workers in the work group; and
- whenever necessary, request the assistance of any person.

In certain circumstances the Health and Safety Representative also has the power to direct work to cease, and issue provisional improvement notice (PIN) if they have undertaken the approved training.

Health and Safety Committees

If a PCBU is asked to establish a health and safety committee, it must be established within 2 months. A PCBU may be requested to establish a committee by either a health and safety representative, 5 or more workers or may be required to under a regulation. A PCBU may also decide to establish one.

The health and safety committee must be established in accordance with Work Health and Safety Legislation.

As per the WHS Act (S77), the functions of a Health and Safety Committee include:

- to facilitate cooperation between the PCBU and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at work;
- to assist in developing standards, rules and procedures relating to health and safety that are to be followed or complied with at the workplace; and
- any other functions prescribed under a regulation or agreed between the PCBU and the committee.

A health and safety committee must meet at least once every 3 months or any other time if at least half of the committee members request an additional meeting.

Audit Records

Record of Safety Meeting Form 10.1
Training Records

12. Documentation and Data Control

Purpose

To describe the core elements of RHS Steel Supplies's WHS Management System and their interaction in sufficient detail to communicate the purpose, operation and implementation of the WHS, and to provide direction to related documentation.

Maintaining a summary of the documentation will allow RHS Steel Supplies to:

- collate the WHS Policy, Objectives and Outcomes;
- describe means of achieving Objectives and Outcomes;
- document key roles, responsibilities and procedures;
- provide direction to related documentation; and
- demonstrate that appropriate elements of the WHS are being implemented.

Procedure

This procedure describes the core elements of the WHS, identifies related documentation and where to locate it, and defines how the WHS will be documented and maintained.

WHS Documentation Maintenance and Modification

WHS documentation will be maintained and modified by the WHS Manager.

Audit Records

Document Register

13. WHS Audit

Purpose

The establishment and maintenance of a procedure to enable periodic WHS audits is to determine whether or not the WHS:

- conforms to planned arrangements;
- meets the requirements of AS/NZS 45001, the relevant WHS Act, Regulations and COP; and
- has been properly implemented and maintained.

The procedure also outlines the process to undertake audits of RHS Steel Supplies's facilities, activities and operations.

The procedure enables audit findings to be provided to management.

Procedure

This procedure describes the steps involved in undertaking periodic audits of RHS Steel Supplies's WHS and their facilities, activities and operations. The process for scheduling, conducting and reporting audits is defined. This procedure focuses on providing guidance to undertake internal audits but also provides a brief outline of external audit requirements.

Responsibility

Management are responsible for:

- developing audit schedules to ensure that all aspects of the WHS are reviewed regularly and facilities/operations/activities are audited as appropriate;
- maintaining and updating all audit documentation (including the name and details of trained auditors, whether they are internal or external to the organization, audit schedules, audit reports and findings, and audit register). This information will be filed and used for future reference;
- reporting audit findings and details of non-conformance incident reports to the Managing Director;
- tracking the completion and effectiveness of all corrective actions resulting from the audit;
- ensuring there are adequately trained resources to undertake WHS audits and investigations (this may include providing training for auditors as appropriate);
- providing a copy of the audit schedule to lead auditors so they can be responsible for initiating their audits; and
- reviewing of audit findings / reports and provision of feedback as appropriate.

Lead Auditor and Audit Team Members are responsible for:

- initiating audits allocated and prepare an audit plan prior to commencing an audit;
- undertaking audits and reviews using applicable WHS documentation; and
- reporting audit and review findings to the Operations Manager.

Actions

The annual WHS system audit will assess the WHS performance of a specified activity, operation or facility. The audit assesses the WHS performance by checking the use of operating procedures and implementation of relevant sections of the WHS, such as reporting incidents, hazards, and actioning of WHS action plans and training. An audit of an activity, operation or facility may be triggered based on the audit schedule requiring an audit or circumstances necessitate an audit of an activity, operation or facility to be undertaken.

WHS AUDIT SCHEDULE

Element	Number of Audits per Period	Period
WHS Policy Procedure	1	1 year
Risk Management Procedure	1	1 year
Legal and Other Requirements Procedure	1	1 year
Objectives and Targets Procedure	1	1 year
WHS Management Plan/Action Plans (OHAPS)	1	1 year
Structure and Responsibilities Procedure	1	1 year
Training, Awareness and Competence Procedure	1	1 year
Worker Safety Induction Procedure	1	1 year
Consultation & Communication Procedure	1	1 year
Reporting Procedure	1	1 year
Document Control Procedure	1	2 years
Emergency Preparedness and Response Procedure	1	1 year
Incident Investigation, Corrective and Preventative Action	1	1 year
Records Procedure	1	1 year
WHS Management Review Procedure	1	1 year

Reporting and Maintaining Audit Findings/Reports

- The Lead Auditor is responsible for submitting the audit report using the appropriate documentation (depends on type of audit conducted) to the Operations Manager within two weeks of the audit.
- Retain audit reports indefinitely, unless otherwise approved by the Managing Director.

Methods for Conducting Audits

WHS Audit

The WHS audit has two components that need to be considered. These are:

Audit of WHS sections to determine if they are: adequate, being implemented and maintained, documented etc. Regular auditing of the WHS sections, including attachments, should be undertaken.

1. Auditing an WHS section involves reviewing each procedure within the section by:
    - checking each step to determine if that is how the step is actually undertaken (e.g. Is it too time consuming? Does the procedure need to be improved upon?);
    - finding documentation where possible to support that the step is undertaken in the manner described or noting if documentation is not available and providing other evidence such as signed anecdotal information;
    - recording comments and findings on the *Audit Record Form*; and

- completing the audit report/summary form highlighting any significant comments or non-conformances.

2. Corrective Action and Follow-up:

- a non-conformance identified during an audit is to be logged into the *Corrective and Preventative Action Report (CAPAR)* database/register and will be managed by following the procedure on Incident Investigation, Corrective and Preventative Action. Through this process, the non-conformance may trigger the development of a WHS Action Plan;
- relevant managers must ensure necessary corrective action is completed, regardless of whether it is imposed by informal or formal means; and
- corrective actions will be reviewed in the meetings held by the Managing Director.

Audit Register

The Audit Register is maintained by the Manager and lists all WHS audits conducted at RHS Steel Supplies. The register indicates the audit number; section audited, lead auditor and details non-conformances and their status.

Audit Records

Audit Register
Audit Record Form 13.1
Corrective and Preventative Action Report Form 13.2

Form 13.1 Audit Record Form

AUDIT OF: _____

DATE OF AUDIT: _____

AUDITORS:

_____

_____

_____

Audit Participants:

Name	Position

LIST OF DOCUMENTS REVIEWED:

Assessment and Rating Methodology

This report provides an overview of the WHS Management System specifying whether the system conforms to the standards objectives. Should there be an element that does not conform; the degree of non-compliance is stated.

Result	Performance
Conformance YES	An element is deemed to have met conformance when it can be demonstrated that the element requirements have been addressed.
Minor Non-conformance 'NO - Minor'	Satisfies minimum requirements of the indicator only. Basic documentation can be produced if specified in the indicator. A minor non-conformance occurs if all requirements have only been partially implemented.
Major non-conformance - 'NO – Major'	A major non-conformance is where many of the element requirements have not been met or are in the early stages of development. Areas of high risk that have not been effectively controlled would also constitute a major non-conformance.

For a more in depth review the identification of shortcomings are presented within the "Comments" section of Part B of this report It is intended that this information will assist the organisation in the continual improvement of its WHS system.

PART A -Assessment and Rating Table – Summary of Findings

Element	Documentation Reviewed (Yes/No)	Conformance (Yes/No)	Major/Minor Non-Conformance
4.2 WHS Policy			
4.3.1 Planning Identification of hazards, assessment & control of risks.			
4.3.2 Legal & other Requirements			
4.3.3 Objectives & Targets			
4.3.4 WHS Management Plans			
4.4.11 Resources			
4.4.1.2 Responsibility & Accountability			
4.4.2 Training & Competency			
4.4.3.1 Consultation			
4.4.3.2 Communication			
4.4.3.3 Reporting			
4.4.4 Documentation			
4.4.5 Document and Data Control			
4.4.6 Hazard Identification, Risk Assessment and Control of Risks			
4.4.6.2 Hazard Identification			
4.4.6.3 Risk Assessment			
4.4.6.4 Control of Risks			
4.4.6.5 Evaluation			
4.4.7 Emergency Preparedness & Response			
4.5.1.1 Monitoring and Measurement			
4.5.1.2 Health Surveillance			
4.5.2 Incident Investigation, Corrective & Preventative Action			
4.5.3 Records & Records Management			
4.5.4 WHS Management System Audit			
4.6 Management Review			

Part B – ISO 45001 Occupational Health and Safety Management Systems Audit

4.2 WHS Policy	AS/NZS 45001:2018	Rating
Does the organisation have a Work Health and Safety Policy? Does the WHS Policy comply to the following: • appropriate to the nature and scale of the organisation's WHS risks; • demonstrates a commitment to establish measurable objectives and targets to ensure continued improvement aimed at eliminating work-related injury and illness; • includes a commitment to comply with relevant WHS legislation and other requirements to which the organisation subscribes; • documented, implemented, communicated to all workers and maintained; • accessible to all interested parties; and • Reviewed periodically.	4.2	
Comments:		

4.3.1: Planning Identification of hazards, assessment and control of risks	AS/NZS 45001:2018	Rating
Has the organisation established, implemented and maintained documented procedures for hazard identification, hazard/risk assessment and control of hazards/risks of activities, products and services over which an organisation has control or influence, including activities, products or services of contractors and suppliers? Has the organisation developed its methodology for hazard identification, risk assessment and control of risks, based on its operational experience and its commitment to eliminate workplace illness and injury? The methodology shall be kept up to date.	4.3.1	
Comments:		

4.3.2 Legal and other Requirements	AS/NZS 45001:2018	Rating
Has the organisation established, implemented and maintained procedures to identify and have access to all legal and other requirements that are directly applicable to the WHS issues related to its activities, products or services, including relevant relationships with contractors or suppliers? Has the organisation communicated relevant legal and other requirements to its workers?	4.3.2	
Comments:		

4.3.3 Objectives and Targets	AS/NZS 45001:2018	Rating
The organisation has established implemented and maintained documented WHS objectives and targets, at each relevant function and level within the organisation. When establishing and reviewing its objectives, the organisation has considered its legal and other requirements, its hazards and risks, its technological options, its operational and business requirements, and the views of interested parties. The objectives and targets shall be consistent with the WHS policy, including the commitment to measuring and improving WHS performance.	4.3.3	
Comments:		

4.3.4 WHS Management Plans	AS/NZS 45001:2018	Rating
Have WHS management plans been established and maintained that include the following: • Plans for achieving WHS objectives and targets; • Designation of responsibility for objectives and targets at relevant functions and levels of the organisation; and • The means and time frame by which objectives and targets are to be achieved.	4.3.4	

Comments:

4.4.1.1 Resources	AS/NZS 45001:2018	Rating
Have management identified and provided resources to implement, maintain and improve the WHSMS, as required? • *Resources include human resources and specialised skills, technology and financial resources.*	4.4.1	
Comments:		

4.4.1.2 Responsibility and Accountability	AS/NZS 45001:2018	Rating
Has the organisation defined, documented and communicated the areas of accountability and responsibility (including those imposed by WHS legislation) of all personnel involved in the WHSMS's operation? Where contractors are involved, these areas of accountability and responsibility shall be clarified with respect to those contractors. The organisation's top management shall appoint a specific management representative(s) who, irrespective of other responsibilities, shall have defined roles, responsibilities and authority for: • ensuring that • requirements are established, implemented and maintained in accordance with this Standard; • Reporting on the performance of the WHSMS to top management for review and as a basis for improvement of the WHSMS.	4.4.1	
Comments:		

4.4.2 Training and Competency	AS/NZS 45001:2018	Rating
The organisation has, in consultation with workers, identified training needs in relation to performing work activities competently, including WHS training. Procedures are in place to ensure that WHS competencies are developed and maintained. Personnel are assessed as competent, on the basis of skills achieved through education, training or experience, to perform assigned tasks taking into account the WHS obligations, hazards and risks associated with the work activities. Procedures are developed for providing WHS training. These procedures take into account: • The characteristics and composition of the workforce which impact on occupational health and safety management and • Responsibilities, hazards and risks. • The organisation ensures that all personnel (including contractors and visitors) have undertaken training appropriate to the identified needs. • Training shall be carried out by persons with appropriate knowledge, skills and experience in WHS and training. • *Note: Personnel should be taken to include workers, contractors, non-workers such as unpaid work-experience staff and visitors.*	4.4.2	
Comments:		

4.4.3.1 Consultation	AS/NZS 45001:2018	Rating
Are there documented procedures, agreed to by the workers, for worker involvement and consultation in WHS issues? Are worker involvement and consultation arrangements documented and made available to interested parties? Are workers: • Involved in the development of policies and procedures to manage risks? • Consulted where there are any changes that affect workplace health and safety? • Represented on health and safety matters? • Informed of who their worker WHS representative(s) is/are • Aware of whom their WHS representative and management representatives are?	4.4.3	

Comments:		
4.4.4 Documentation	AS/NZS 45001:2018	Rating
Has the organisation established, implemented and maintained information to: • Describe the core elements of the management system and their interactions; • Provide direction to related documentation.	4.4.5	
Comments:		
4.4.5 Documentation and Data Control	AS/NZS 45001:2018	Rating
Has the organisation established, implemented and maintained procedures for controlling all relevant documents and data required by this standard to ensure that: • they can be readily located; • periodically reviewed; • current versions are accessible at all locations • obsolete documents and data are promptly removed; and • Archival documents and data are retained for legal or knowledge preservation.	4.4.5	
Comments:		
4.4.6 Hazard Identification, risk assessment and control of risks	AS/NZS 45001:2018	Rating
The organisation has established, implemented and maintained documented procedures to ensure that the following are conducted: • hazard identification; • hazard/risk assessment; • control of hazards/risks; and then • evaluation of the above steps	4.4.6	

Comments:

4.4.6.2 Hazard Identification	AS/NZS 45001:2018	Rating

When identifying hazards, has the organisation taken into account;
• the situation or events or combination of circumstances that has the potential to give rise to injury or illness;
• the nature of potential injury or illness relevant to the hazard;
• past injuries, incidents and illnesses;
• Further consideration has been given to:
  ○ work organisation;
  ○ work design;
  ○ work systems;
  ○ the purchase of goods and services;
  ○ Hazard associated with contractual arrangements.
• The inspection, maintenance, testing repair and replacement of plant and equipment.
	4.4.6	

Comments:		

4.4.6.3 Risk assessment	AS/NZS 45001:2018	Rating
Has the organisations hazards/risks been assessed and have control priorities been assigned, based on the established level of risk.	4.4.6	
Comments:		

4.4.6.4 Control of risks	AS/NZS 45001:2018	Rating
Have the hazards identified through the assessment process as requiring control, controlled through the hierarchy of controls – elimination being the first control of consideration? Note. *Elimination, Substitution, Engineering, Administration and PPE.*	4.4.6	
Comments:		

4.4.6.5 Evaluation	AS/NZS 45001:2018	Rating
Is there a process of evaluation of hazard/risk identification, assessment and control?	4.4.6	
Comments:		

4.4.7 Emergency preparedness and response	AS/NZS 45001:20018	Rating
Has the organisation identified potential emergency situations and developed implemented and practiced emergency preparedness and response procedures?	4.4.7	
Comments:		

4.5.1.1 Monitoring and measurement	AS/NZS 45001:2018	Rating
Has the organisation established, implemented and maintained documented procedures to monitor and measure on a regular basis the activities that may cause injury or illness, using the appropriate equipment for monitoring and measuring that is calibrated, maintained and stored appropriately: Has equipment for monitoring and measuring health and safety risks been identified, calibrated, maintained and stored as necessary? Have records of such monitoring and measuring procedures. • With regard to WHSMS the organisation has established implemented and maintained procedures for measuring: • Performance effectiveness of relevant controls conformance with organisations targets and objectives; and • Compliance with relevant WHS legislation.	4.5.1	
Comments:		

4.5.1.2 Health surveillance	AS/NZS 45001:2018	Rating
Has the organisation identified those situations where worker health surveillance should occur? Is the health of workers exposed to specific hazards monitored, where required by legislation?	4.5.1	
Comments:		

4.5.2 Incident investigation, corrective and preventative action	AS/NZS 45001:2018	Rating
Has the organisation implemented and recorded any changes in the WHSMS procedures resulting from incident investigations and corrective and preventative actions for: • responding to and taking action to minimise any harm caused from incidents; • investigation and responding to system failures; and • Initiating and completing appropriate corrective and preventative action. Has the organisation established a system of implementation and recording changes in WHSMS procedures resulting from incident investigations, preventative and corrective action?	4.5.2-3	

Comments:

4.5.3 Records and records management	AS/NZS 45001:2018	Rating
The organization shall establish, implement and maintain procedures for the identification, maintenance and disposition of WHS records, as well as the results of audits and reviews. WHS records shall be legible, identifiable and traceable to the activity, product or service involved. WHS records shall be stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration or loss. Their retention times shall be established and recorded. Records shall be maintained, as appropriate to the system and to the organization, to demonstrate conformance to the requirements of this Standard.	4.5.2-3	
Comments:		

4.5.4 WHSMS Audit	AS/NZS 45001:2018	Rating
Has the organisation established, implemented and maintained an audit program and procedures for periodic WHSMS Audits – carried out by a competent person. Determine whether the WHSMS: • Conforms to planned arrangements for WHS management including the requirements of this Standard; • has been properly implemented and maintained; and • is effective in meeting the organisation's policy as well as objectives and targets for continual WHS improvement; and • provide information on the results of audits to management, and workers	4.5.4	

Comments:

4.6 Management Review	AS/NZS 45001:2018	Rating
Do the organisation's Top Management perform management reviews of the WHSMS, to ensure its suitability, adequacy and effectiveness? Does the management review process ensure that the necessary information is collected to allow management to carry out the above evaluation?	4.6	
Comments:		

Form 13.2 Corrective and Preventative Action Report (CAPAR)

Type	☐ Client Complaint	☐ External	☐ Internal
	☐ Quality	☐ Safety	☐ Environment
Raised by		**Date**	
Details of the Non-Conformance (Describe the non-conformance i.e. what happened)			
Cause of the Non-Conformance (Describe the contributing factors, conditions, equipment, systems, root cause analysis)			
Agreed Corrective / Preventative Action (Identify what changes need to be made to prevent future occurrences)			
Effectiveness of actions detailed above (Set timescales for follow up and detail findings below)			
To be Completed By		**Due Date**	
Corrective Action Completed by		**Date**	
Reviewed by Safety Committee		**Date**	
Verified as effective by Safety Committee		**Due Date**	
Closed Out		**Date/Sign**	

14. Issue Resolution

Purpose

Management and workers of RHS Steel Supplies have agreed upon the following issue resolution procedure. The agreed procedure aims to achieve the most efficient and effective resolution of all health and safety issues, as and when they arise. It is the responsibility of all management levels to resolve issues in their workplace. This procedure is applicable to all workers in the organisation.

Definitions

Nil

Procedure

The agreed procedure is as follows.

1. Where a worker identifies a health and safety issue, they should raise it with their immediate supervisor. The worker or supervisor should inform the Managing Director.
2. The issue should be dealt with as soon as possible after being reported. If it cannot be rectified immediately then a solution should be implemented as soon as practicable. As a minimum, interim measures should be put in place to prevent any adverse consequences until such time that the issue can be satisfactorily resolved.
3. Where the issue concerns work which involves an immediate threat to the health and safety of any person, the Manager in consultation with the Managing Director may direct that work will cease. Where an issue or an immediate threat remains unresolved, the Managing Director or workers may request the assistance of Health and Safety Authority. A Health and Safety Inspector may issue an Improvement Notice or a Prohibition Notice.
4. The issue and agreed outcomes should be tabled during the next safety meeting to notify all personnel of the issue and agreed control options. This communication should be formal using the *Hazard & Opportunity Report Form* as outlined in Appendix Procedure 3 Hazard Reporting.
5. Solutions should be recorded as well as communicated to relevant workers for their information.
6. Where relevant, the issue and control options should be documented in a hazard identification form by the Manager and distributed to all sites within the control of the company for tabling at safety meetings.

Audit Records

Hazard Report
Record of Safety Meeting Minutes Form 10.1

Agreed by: _____
Name - Managing Director

Date: _____

15. Emergency Procedures

Purpose

To provide the emergency control, structure and directions which will prevent injury to personnel, visitors and neighbouring people/premises in the event of an emergency. The procedures also aim to minimise damage to the organisation's equipment, plant and installations.

Definitions:

Nil

Key principles

- All risks will be continually monitored in order to minimise the potential of an emergency.
- The safety of personnel is foremost.
- Emergency plans will be formulated and reviewed in consultation with personnel, emergency service specialists and in line with statutory requirements.
- Plans should be simple but effective.
- Emergency control personnel will be trained in their appointed duties.
- All personnel will be regularly trained in appropriate response procedures.

Procedure for Development of Emergency Plans

1. The Manager shall identify possible emergency situations using the Hazard Identification, Risk Assessment and Control Procedure. A record of the assessment shall be kept.
2. The Manager shall develop emergency plans based on the Standard Requirements and using *Emergency Procedure for Workers Form*.
3. Emergency plans shall be developed and maintained with consideration given to the nature and size of the workplace.
4. Emergency Plans must be kept up to date and reviewed every 6 months, by the Manager.
5. Emergency Information to be displayed in the Work Health and Safety Manual and on notice boards etc.
6. An emergency plan diagram of the site showing exit points, fire extinguishers, hose reels and muster points will be displayed.
7. Equipment provided for Emergency Procedures shall be checked monthly as part of the monthly *Workplace Inspection Checklist Form*.
8. Emergency plans to be tested at least annually to ensure all personnel are aware of details of the plan. Records of tests to be maintained on *Evacuation Review Report Form*.
9. Workers will be trained in Emergency Procedures, and training recorded on the Worker competency Licence and Training Record.

Audit Records

Assessment(s) of On-site and Off-site Emergencies
Emergency Plan (diagram)
Reviews of Emergency Plans
Evacuation Review Report Form 15.5
Workplace Inspection Checklist Form 16.2
Training Records

Form 15.1 Emergency Procedures for Workers

EMERGENCY PROCEDURES FOR WORKERS

1 ***The alarm will be raised by*** (an audible alarm or instructions over PA System etc)

2 ***Assist anyone in danger if safe to do so***

3 ***If safe use extinguisher to smother fire***

4 ***Move to assembly point on signal, on instruction from supervisor or when it is unsafe to remain in the area***

5 ***Assist visitors and disabled persons to evacuate.***

6 ***Remain at Assembly Area until instructed by Supervisor***

Form 15.2 Bomb Threats Suspect Package

BOMB THREAT/SUSPECT PACKAGE

☐ **Threat received**

Step 1 Use the Bomb Threat Checklist to record all details

Step 2 Notify the Manager

Step 3 Contact the police on _____ if not already done by the Manager

Step 4 Open as many doors and windows as possible

Step 5 Evacuate to evacuation areas

☐ **Bomb found**

Step 1 Do not touch it **–** clear the area and do not re-enter until instructed

Step 2 Advise the Manager immediately

Step 3 Contact Emergency Services by phoning **000** if not already done by the Manager

Step 4 Wait for advice from Manager and leave doors and windows open

Form 15.3 Bomb Threat Checklist

QUESTIONS TO BE ASKED	CALLER'S VOICE
Where did you put the bomb?	Accent [specify]:
When did you put it there?	Any impediment [specify]:
What does the bomb look like?	Voice [loud, soft etc]:
What kind of bomb is it?	Speech [fast, slow etc]:
Did you place the bomb?	Diction [clear, emotional etc]:
Why did you place the bomb?	Did you recognise the voice?
What is your name?	If so, who do you think it is?
	THREAT LANGUAGE
Where are you?	Incoherent?
	Irrational?
What is your address?	Taped?
	Message read by caller?
Sex of caller:	Abusive?
	Other?
Estimated age:	

EXACT WORDING OF THREAT	BACKGROUND NOISES	
	Street/house noises?	
	Aircraft?	
	Voices/music?	
	Local call?	
	STD/ISD/OTHER?	

ACTION		CALL TAKEN & BY WHOM	
Report call immediately to:		Date & time of call:	
	Phone Number	Duration of call:	
Manager		Name of person taking call:	
Police:		Telephone No:	
General Manager		Number called (if different to above):	
		Signature:	

Form 15.4 Medical Emergency

MEDICAL EMERGENCY

Step 1 Check for any threatening situation and control it if safe to do so

Step 2 Remain with casualty (unless there is no other option) and provide appropriate support

Step 3 Do not move any casualties unless in a life-threatening situation

Step 4 Notify the Manager and the first aider

Step 5 Notify the ambulance if not already done and designate someone to meet them

Step 6 Provide support to first aider or ambulance if required

Form 15.5 Evacuation Review Report

Date	Drill, false alarm or fire	Time taken to evacuate	Comments	Initial

16. Workplace Inspection Procedures Review

Purpose

The objective of this procedure is to describe the process whereby management and workers may together identify hazards and take action to prevent injuries and illnesses arising out of work at the organisation's workplace.

The process involves inspection, communication, evaluation and review. A key feature of the process is to ensure management accountability and the commitment of all personnel to hazard elimination and control. This is a formal process and must be complimented by informal inspections on a regular basis.

Definitions

Nil

Procedure

- Formal workplace inspections will be conducted as agreed (i.e. monthly) using the *Workplace Inspection Checklist Form*. The Workplace Inspection Checklist may be completed by any worker but must be signed off by the Manager. A HSR or WHSO may conduct workplace inspections.
- The Checklist may be modified to include a check on any controls implemented as a result of previous hazard identifications.
- Items which generate a 'No' response on the Checklist will be immediately transferred to a *Hazard & Opportunity Report Form* unless able to be immediately rectified.
- *Annual Workplace Inspection Calendar* will be prepared and maintained by the Manager with input from workers, HSRs and WHSOs if in place. A copy of the calendar will be provided to all workers via a notice board or similar. The inspection calendar will document the required date for completion of the *Workplace Inspection Checklist Form* as well as the name of the worker/HSR/WHSO who will conduct the inspection.
- Management in consultation with workers will determine who will complete the workplace inspection. The worker who has completed the checklist will sign the inspection calendar to indicate completion and provide a report to management and a copy to be submitted to the HSC meeting if established.
- *Hazard & Opportunity Report Form* attached to the *Workplace Inspection Checklist Form* will be tabled at the safety meeting.
- All personnel will have access to inspection reports.
- The Managing Director will review the process annually.

Audit Records

Annual Workplace Inspection Calendar Form 16.1
Workplace Inspection Checklist Form 16.2
Hazard Report
Record of Safety Meeting Form 10.1

Form 16.1 Annual Workplace Inspection Calendar

YEAR & MONTH	INSPECTION DATE	NOMINATED WORKER	WORKER SIGNATURE (to indicate completion)	MANAGER SIGNATURE
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

Form 16.2 Workplace Inspection Checklist

Site Location: _____

Date of Inspection: _____

Workplace Inspection Calendar completed by: _____

	Item	Yes	No	N/A
1	**Fire**			
	• Extinguishers are in place			
	• Are clearly marked			
	• Have been serviced within the last 6 months.			
	• Area around the extinguisher is clear for a 1-meter radius			
	• Fire exit signs are visible			
	• Fire exit signs are in working order			
	• Exit doors are not blocked			
	• Exit doors can easily be opened			
	• Fire alarm is in working order			
	• Emergency plan is displayed			
	• Emergency drill carried out within the last 6 months			
2	**Electrical**			
	• No broken plugs, sockets or switches			
	• No frayed or damaged leads			
	• Portable power tools in good condition			
	• No temporary leads on the floor			
	• Testing and tagging of electrical items has been attended within the last 12 months.			
3	**General lighting**			
	• There is adequate illumination in working areas			
	• There is good natural lighting			
	• There is no direct or reflected glare			
	• Light fittings are in good working condition and are clean			
	• Emergency lighting is operational			
4	**Walkways**			
	• No oil or grease			
	• Walkways are clear of obstruction			
	• Walkways are clearly marked			
	• There is unobstructed vision at intersections			
	• Stairs not blocked and are in good condition			
5	**Rubbish**			
	• Bins are located at suitable points			
	• Bins are not overflowing			
6	**Work benches**			
	• Clear of rubbish			
	• Tools are stored properly			
	• Adequate work height			
	• No sharp edges			
7	**Storage**			
	• Materials stored in racks in a safe manner			
	• Pallets are in good condition (no broken wood)			
	• Floor around racking is clear of rubbish or obstacles			
	• Racking is in good condition, no damaged uprights, beams etc			
8	**Chemicals**			
	• SDS for all chemicals			
	• SDS Register is available and current			
	• Containers are clearly and accurately labelled			
	• All chemicals are stored in accordance with the SDS			

	Item	Yes	No	N/A
9	**First aid**			
	• First aid kits and contents clean and orderly			
	• First aid kit is adequately stocked (as per the schedule in the kit)			
	• Easy access to first aid kits			
	• All workers are aware of location of first aid kits			
	• At least one worker on site has a current senior first aid certificate			
10	**Floors**			
	• Even surface with no large cracks, holes or trip hazards			
	• Floors are not obstructed			
	• Floors are free from grease, oil etc			
11	**Office**			
	• No exposed leads			
	• Air conditioning working adequately			
	• Filing cabinets are stable and in good repair			
	• Workers' chairs at correct height (knees at right angles. Feet flat)			
	• Workers' monitors correct distance (arms length away when seated)			
	• Workers' monitors correct height (eyes in line with top of screen)			
	• Workers' mouse located beside keyboard (allows relaxed arms and wrists)			
	• Workers' keyboard located near edge of desk (allows relaxed arms)			
12	**Machines**			
	• Power equipment maintenance carried out as per 12. Plant Maintenance			
	• Power equipment clean			
	• All guarding in place and interlocks working			
13	**Display Material**			
	• WHS Policy statement signed by the Managing Director and displayed on notice boards			
	• Return to Work Program signed by Managing Director and displayed on notice boards			
	• "No Smoking" signs are displayed			
	• "Staff only" or "Restricted Area" signs are displayed in relevant areas			
	• "Manual Handling" poster is displayed in warehouse area			
	• Safety notice board is available and current			
14	• WHS Information			
	• WHS Manual is available to workers			
	• Injury/Incident Report form is available			
	• Injury / Incident reporting forms are available			
	• Hazard reporting forms are available			
	• Site emergency plan is displayed			
15	• Additional items for review			

Additional comments or actions required:
Copies sent to:

17. Stop Work Authority

Purpose

This procedure provides requirements and guidance on “stop work” authority and obligation, when and how to “stop work”, notifications, reporting, follow up and feedback.

This procedure applies to all RHS Steel Supplies employees and contractors conducting work at any applicable worksite.

Responsibility:

Managers/Supervisors:
- Shall verify that employees understand that they have the obligation and authority to “stop work”.
- Shall resolve issues and concerns raised by employees and contractors, if necessary, before work is resumed.
- Shall verify that all “stop work” actions are properly reported, investigated and corrective actions / follow up completed in accordance with this procedure.

Workers:
- Shall initiate “stop work” actions when they believe it is warranted.
- Shall support “stop work” actions of others
- Shall report all “stop work” actions per this procedure

WHS Representative:
- Shall develop and analyze data and trends from “stop work” reporting.
- Shall verify that lessons learned from “stop work” actions are shared and considered

Procedure

All RHS Steel Supplies employees and contractor employees have the authority and obligation to stop work when there is reason to believe that someone’s health, safety, security, or the environment may be endangered.

Work that has been stopped shall not resume until “stop work” issues and concerns have been addressed in accordance with this procedure.

Incidences of stop work shall be reported in accordance with this procedure.

There shall be no management retribution, intimidation, or disciplinary action resulting from the act of stopping work.

RHS Steel Supplies employees and contractors performing work for RHS Steel Supplies shall understand their obligation to stop work in accordance with this procedure.

Stopping Work

When to Stop Work: Work shall be stopped when any member of the workforce believes that there may be an unsafe condition, act, error, omission that may result from a lack of understanding or changes in conditions, job scope, method, that is happening or about to happen

How to Stop Work: The best way to stop work is to call a “time out” and request workers involved to stop work and listen to and discuss your concerns. Affected workers shall immediately be advised to stop what they are doing by any member of the workforce that recognizes an unsafe

condition. A member of the workforce shall then notify the Manager/Supervisor of their concerns and “stop work” intervention.

Assessment

If the “stop work” intervention is of a minor issue that can be rectified immediately, it is to be rectified and communicated to all parties.

If the “stop work” intervention is not a minor one-off issue, then the affected workers shall be advised that work cannot continue, and the work area shall be restored to a safe condition by completing a full risk assessment.

Recommencing Work

Work shall recommence when a reassessment of conditions and control measures have been completed and changes if applicable have been made and all parties agree that the issue has been made safe.

Reporting

In order to promote a positive culture around “stop work” actions, employees and contractors who exercise their “stop work” authority should be thanked and kept informed of the results of investigations and of any corrective actions.

Audit Records

Risk Assessments
Training Records
Record of Safety Meetings

18. Office Safety

Purpose

A large percentage of workplace incidents and injuries occur in offices. RHS Steel Supplies is committed to providing a safe and healthy working environment free from injury for all workers, clients and visitors.

This policy is intended to ensure safety in office environments.

Procedure

Like a workshop or laboratory, an office requires preventive measures to ensure a safe and healthy environment. Common causes of office incidents include the following:

- slipping, tripping, and falling hazards;
- burning, cutting, and pinching hazards;
- improper lifting and handling techniques;
- failure to remain attentive;
- improper office layout and arrangement;
- dangerous electrical wiring;
- exposure to toxic substances; and
- horseplay.

Good Housekeeping Practices

Many office incidents are caused by insufficient housekeeping practices. By keeping the office floor both neat and clean, you can eliminate most slipping, tripping, and falling hazards. Other good housekeeping practices include the following:

- ensuring that office lighting is adequate. Replacing burned out light bulbs and having additional lighting installed, as necessary.
- ensuring that electrical cords and phone cords do not cross walkways or otherwise pose a tripping hazard. If you cannot move a cord, have a new outlet installed or secure the cord to the floor with cord covering strips. Do not run cords underneath carpet and avoid the use of tape whenever possible.
- reporting or repairing tripping hazards such as defective tiles, boards, or carpet immediately.
- cleaning spills and picking up fallen debris immediately. Even simple items such as a loose pencil could cause a serious falling injury.
- keeping office equipment, facilities, and machines in good condition.
- storing items in an approved storage space. Take care to not stack boxes too high or too tight. Clearly label boxes with their contents.
- keeping all drawers and cupboard doors closed when unattended.

Chemical Hazards

Many common office chemicals can cause injuries if improperly used, stored, or disposed. Some common office chemicals include cleaning agents, glues, correction fluid, inks, and toners.

To guarantee the safe use, storage, and disposal of the chemicals in your office, always review the Safety Data Sheet (SDS) and/or container label for important information.

Cuts and Punctures

Cuts and punctures happen when people use everyday office supplies without exercising care. Follow these guidelines to help reduce the chance for cuts and punctures:

- when sealing envelopes, use a liquid dispenser, not your tongue;
- be careful when using kitchen knives, scissors, staplers, letter openers, and box openers. Any of these items could cause a serious injury;
- avoid picking up broken glass with your bare hands. Wear gloves and use a broom and a dustpan; and
- place used blades, broken glass, or other sharp objects in a rigid container, such as a box, before disposing in a wastebasket.

Machine Incidents

Only use machines that you know how to operate. Never attempt to operate an unfamiliar machine without reading the machine instructions or receiving directions from a qualified person. In addition, follow these guidelines to ensure machine safety:

- secure machines that tend to unexpectedly move during operation;
- do not place machines near the edge of a table or desk;
- ensure that machines with moving parts are guarded to prevent Incidents. Do not remove these guards;
- unplug defective machines, place "Out of Order" signs on them, and have them repaired immediately;
- do not use any machine that smokes, sparks, shocks, or appears defective;
- close hand-operated paper cutters after each use;
- take care when working with copying machines. If you have to open the machine for maintenance, repair, or troubleshooting, remember that some parts may be hot. Always follow the manufacturer's instructions for troubleshooting; and
- unplug paper shredders before conducting maintenance, repair, or troubleshooting.

Some items can be very dangerous when worn around machinery with moving parts. Avoid wearing the following items around machines with moving parts:

- loose belts;
- jewellery;
- long, loose hair;
- long, loose sleeves or pants;
- scarves; and
- ties.

Slips, Trips, and Falls

The easiest way to avoid slips, trips, and falls is to pay attention to your surroundings and to avoid running or rushing. Additionally, you can improve the flow of office traffic by following these guidelines:

- arrange office furnishings in a manner that provides unobstructed areas for movement;
- keep stairs, steps, flooring, and carpeting well maintained;
- ensure that glass doors have some type of marking to keep people from walking through, or into, them;
- clearly mark any difference in floor level that could cause an Incident;
- secure throw rugs and mats;
- do not place wastebaskets or other objects in walkways; and
- close file drawers when you leave the cabinet.

Preventing Stress

To reduce stress and prevent fatigue, it is important to take mini breaks throughout the day. If possible, change tasks at least once every two hours. Stretch your arms, neck, and legs often if you do the same type of work for long periods of time. Rest your eyes often by closing them or looking at something other than the work at hand. For a quick pick-me-up, breathe deeply several times by inhaling through your nose and exhaling through your mouth. In addition, try eating your lunch somewhere other than at your desk.

Other examples of stress-relieving exercises that can be done at your desk include the following:

Head and Neck Stretch: Slowly turn your head to the left and hold it for three seconds. Slowly turn your head to the right and hold it for three seconds. Drop your chin gently towards your chest, and then tilt it back as far as you can. Repeat these steps five to ten times.

Shoulder Roll: Roll your shoulders forward and then backward using a circular motion.

Upper Back Stretch: Grasp one arm below the elbow and pull gently towards the other shoulder. Hold this position for five seconds and then repeat with the other arm.

Wrist Wave: With your arms extended in front of you, raise and lower your hands several times.

Finger Stretch: Make fists with your hands and hold tight for one second, then spread your fingers wide for five seconds.

Equipment Safety

Common office machines, such as the following, require special safety considerations: copiers, microwaves, shredders and computers. Be sure you know how to operate these machines before using them, and never use one of these machines if you think it is defective.

Other office equipment that requires safety consideration includes furniture such as file cabinets, shelves, desks, chairs, ladders, and step stools.

File Cabinets and Shelves

Because file cabinets and shelves tend to support heavy loads, treat them with special care.

Follow these safety guidelines for file cabinets:

- secure file cabinets that are not weighted at the bottom;
- ensure that file cabinet drawers cannot easily be pulled clear of the cabinet;
- do not block room ventilation grates with file cabinets;
- open only one drawer at a time to keep the cabinet from toppling;
- close drawers when they are not in use.
- do not place heavy objects on top of cabinets. Be aware that anything on top of a cabinet may fall off if a drawer is opened suddenly;
- close drawers slowly using the handle to avoid pinched fingers; and
- keep the bottom drawer full; this will help stabilize the entire cabinet.

In addition, follow these safety guidelines for office shelves:

- ensure shelves are secured;
- place heavy objects on the bottom shelves. This will keep the entire structure more stable;
- maintain 18 inches between top shelf items and the plane of the fire suppression sprinkler heads. In non-sprinkler areas, 24 inches must be maintained from top shelf items and the ceiling;
- do not block room ventilation grates with shelves; and
- never climb on shelves (even lower shelves); use an approved ladder or step stool.

Desks

Follow these safety guidelines for office desks:

- keep desks in good condition (i.e., free from sharp edges, nails, etc);
- ensure that desks do not block exits or passageways;
- ensure that glass-top desks do not have sharp edges;
- ensure that desks with spring-loaded tables function properly. The table should not spring forth with enough force to cause an injury;
- do not climb on desks. Use an approved ladder or step stool;
- keep desk drawers closed when not in use; and
- repair or report any desk damage that could be hazardous.

Chairs

Safety guidelines for office chairs include the following:

- do not lean back in office chairs, particularly swivel chairs with rollers;
- never climb on a chair; use an approved ladder or step stool;
- office desk chairs should have adjustable back supports and seat height. Make sure that your chair's back support position and seat height are comfortable;
- take care when sitting in a chair with rollers; make sure it does not roll out from under you when you sit down;
- repair or report any chair damage that could be hazardous; and
- do not roll chairs over electrical cords.

Ladders and Step stools

Always use an approved ladder or step stool to reach any item above your extended arm height. Never use a makeshift device, such as a desktop, file cabinet, bookshelf, chair or box, as a substitute for a ladder or step stool.

Follow these guidelines when using ladders/step stools:

- do not load ladders or step stools above their intended capacity;
- place ladders or step stools on slip-free surfaces even if they have slip-resistant feet;
- avoid placing ladders or step stools in walkways, and never place them in front of a door, unless the door is locked and barricaded; and
- refer to the Industrial Safety section in this manual for more information on ladder safety.

Ergonomics and Workstation Arrangements

Ergonomics involves adjusting work processes or stations to fit a particular worker. Improper ergonomic design can cause debilitating long-term musculoskeletal effects. Ensure Ergonomic principles are used when setting up desks and workstations.

Audit Records

Training Records

19. Ergonomics

Purpose

This procedure outlines recommendations for the management of screen and keyboard-based equipment in keeping with ergonomic recommendations and standards.

Responsibilities

Managers/Supervisors are responsible for:

- providing a safe work environment and safe systems of work;
- applying this procedure in their area of responsibility;
- ensuring workstations and work areas comply with relevant standards;
- ensuring staff are consulted in relation to the arrangements and procedures to be followed in relation to workstations;
- ensuring appropriate information and/or training is provided to staff in relation to ergonomic principles and practices; and
- ensuring ergonomic inspections are conducted of workstations.

Workers are responsible for:

- not placing themselves or others at risk of injury;
- reporting hazards associated with their workstation and consulting with line managers and supervisors in relation to appropriate risk control measures; and
- using furniture, equipment, and accessories in accordance with good ergonomic practices.

Health and Safety Representatives may:

- assist line managers and staff in the identification, assessment and control of workstation health and safety risks.

Procedure

Workstation design at RHS Steel Supplies must provide adequate flexibility in order to accommodate the needs of different individuals, particularly with multiuser workstations. It should ensure the application of established ergonomic principles in relation to keyboard and screen-based equipment in accordance with the requirements of Australian Standard AS 3590.1-3/1990 Screen-based Workstations.

Workstations must be set up using appropriate ergonomic furniture and equipment that will enable staff working at a screen and keyboard equipment to adopt good practice in relation to work posture.

Where notebook computers are used for extended periods of time e.g. (greater than one hour at any one time) it is preferable that notebook computers are placed onto a stand of approximately 100mm high and that a standard sized keyboard and detached mouse is used.

Computer use and ergonomics should be regularly reviewed and inspected by supervisors using the *Workstation Assessment Form*.

Audit Records

Workstation Assessment Form 19.1

Form 19.1 Workstation Assessment

Name:		
Workplace:	**Assessed By:**	**Date:**
Description of Work Location:		
Employment Status:	❑ Full Time ❑ Part-time ❑ Casual	Average weekly hours: hrs
Task Description:		

1. CHAIR	
1.1 Is the chair easily adjusted from a seated position?	❑Yes ❑ No ❑ N/A
1.2 Can the user get close to the workstation without impediment? *(Check that the desktop is thin, chair arms are not in the way and there is clear legroom.)*	❑Yes ❑ No ❑ N/A
1.3 Is the seat height adjusted so that the user's thighs are parallel to the floor with feet resting on the floor or on a footrest?	❑Yes ❑ No ❑ N/A
1.4 Is the backrest height adjusted to fit into the small of the users back and adequately support the spine? *(To find the small of the back, have the user stand with hands on waist.)*	❑Yes ❑ No ❑ N/A
1.5 Is the backrest angle adjusted so that the user is sitting upright while keying? *(User should be encouraged to change backrest position when not keying.)*	❑Yes ❑ No ❑ N/A
2. DESK	
2.1 Are the users forearms parallel with the floor or angled slightly downward? *(This can be achieved by lowering the desk to suit the user, or with a fixed height desk, raising the chair.)*	❑Yes ❑ No ❑ N/A
2.2 Is the desk height adjustable?	❑Yes ❑ No ❑ N/A
2.3 If yes, is the adjustment easily operated?	❑Yes ❑ No ❑ N/A
2.4 If no, has the user been provided with a footrest? (see next question)	❑Yes ❑ No ❑ N/A
Footrest *Is the footrest large enough to support both feet and allow a change of position?*	❑Yes ❑ No ❑ N/A
3. COUNTER	
3.1 Is the chair of appropriate height and is a footrest at the counter where sitting / standing work is performed?	❑Yes ❑ No ❑ N/A
4. DOCUMENTS	
4.1 Is a document holder provided?	❑Yes ❑ No ❑ N/A
5. SCREEN / NOTEBOOK COMPUTERS	
5.1 When sitting tall and looking straight ahead, is the user looking at the top edge of the screen?	❑Yes ❑ No ❑ N/A
5.2 Is the screen at a comfortable reading distance?	❑Yes ❑ No ❑ N/A
5.3 Are all characters in the display easily legible and is the image stable?	❑Yes ❑ No ❑ N/A
5.4 Can the user adjust the position and contrast of the screen?	❑Yes ❑ No ❑ N/A
6. KEYBOARD	
6.1 Is the keyboard detachable from the screen to ensure a comfortable working position?	❑Yes ❑ No ❑ N/A
6.2 Is the keyboard thin enough for comfortable positioning of the arms? *(It should be less than 30mm thick at the home row of keys.)*	❑Yes ❑ No ❑ N/A
6.3 Is the keyboard matt finished to prevent irritation from glare and reflection?	❑Yes ❑ No
6.4 Does the operator touch type	❑Yes ❑ No

6.5 Does the operator use a single finger to type?	❑Yes ❑ No
7. MOUSE	
7.1 Is the design appropriate	❑Yes ❑ No ❑ N/A
7.2 Is the position appropriate	❑Yes ❑ No ❑ N/A
7.3 Is the frequency of use constant	❑Yes ❑ No ❑ N/A
8. LAYOUT	
8.1 Are all often-used items within easy reach? *(They should be within normal arm reach with minimum trunk movement.)*	❑Yes ❑ No ❑ N/A
8.2 Is there sufficient space for computer equipment and hardcopy materials?	❑Yes ❑ No ❑ N/A
8.3 Is there sufficient space for large documents, completed work or writing?	❑Yes ❑ No ❑ N/A
8.4 Is the workstation designed to prevent undue twisting of the neck or trunk?	❑Yes ❑ No ❑ N/A
8.5 Are there a variety of tasks that are able to be performed on counter operations?	❑Yes ❑ No ❑ N/A
9. ENVIRONMENT	
9.1 Does the user find the lighting satisfactory? *(Ask about glare, reflection and the ability to read documents.)*	❑Yes ❑ No ❑ N/A
9.2 Does the user find the noise level conducive to concentration?	❑Yes ❑ No ❑ N/A
9.3 Does the user find the temperature and airflow in the room comfortable?	❑Yes ❑ No ❑ N/A
10. TELEPHONE OPERATIONS AND HEADSETS	
10.1 Is there a headset available for continuous telephone operations?	❑Yes ❑ No ❑ N/A
10.2 Is the headset lightweight, adjustable and comfortable?	❑Yes ❑ No ❑ N/A
10.3 Does the telephone equipment include easily adjustable volume controls?	❑Yes ❑ No ❑ N/A
10.4 For the telephone operations that are traffic dependent and continuous, is a manual call control facility provided?	❑Yes ❑ No ❑ N/A

NOTE: Where a 'No' has been ticked, further action may be required to ensure the correct workstation setup.

Item No	Recommended Action	Responsible Officer	Due Date	Date Completed	Sign off

20. Fatigue Management

Purpose

To prevent or minimise the risk of fatality from hazards associated with fatigue by giving due consideration to all relevant aspects of workplace-related fatigue and identifying and applying controls, as determined during the risk assessment process, that meet all applicable statutory requirements.

Definitions

Fatigue - Fatigue is mental or physical exhaustion that stops a person from being able to function normally.

Risk Management

All fatigue-related hazards associated with tasks and/or task-related activities and processes, including new or changed processes, shall be identified and assessed in accordance with Risk Management procedures.

These procedures require the participation of, or consultation and communication with, all relevant stakeholders. Identified risks shall be documented and the results made available to all interested persons.

Fatigue Risk Management Principles (where operationally practical and feasible) include:

- maximum shift length;
- maximum permissible overtime for an individual worker;
- maximum number of consecutive shifts;
- minimum rest between consecutive shifts;
- shift rotation;
- time of day; and,
- minimum annual leave;
- adequacy of rest periods;
- cumulative effects of fatigue;
- circadian rhythm effect;
- ensuring equity between workers;
- ensuring coverage to account for training, illness, leave etc.; and
- shift rotation;
- active management of shift swapping; and,
- disruption management/Assessment of fatigue-related risk when shift extension is desired/necessary;

Where fatigue-related risk is determined to be elevated to unacceptable levels, control actions shall be applied. Such controls shall be based on best practice scientific principles.

Where an increase in fatigue exposure is necessary to meet an operational or business need, a risk assessment is to be carried out and controlled as per the risk management process.

Audit Records

Hazard Report
Risk assessments Form 2.2
Record of Safety Meeting Minutes Form 10.1
Training Records

21. Health Surveillance

Purpose

RHS Steel Supplies is committed to the ongoing wellbeing of workers and for ensuring they are medically fit to carry out required duties. Ongoing health surveillance organised based on specific issues identified or requests from the workers. This Procedure outlines the requirements, responsibilities, actions, methods and records for Medical Assessments and Health Surveillance within RHS Steel Supplies.

The purpose of this Procedure is to inform RHS Steel Supplies staff of all procedures pertaining to Health Surveillance. A HSR if elected has the power to monitor the PCBUs management and procedures for the monitoring workers health.

Definitions

Audiometric testing
The testing and measurement of the hearing threshold levels of each ear of a person by means of pure tone air conduction threshold tests.

Biological Monitoring:
Biological monitoring is the measurement and evaluation of a hazardous substance or its metabolites in the body tissues, exhaled air or fluids.

Health Surveillance
Health surveillance means the monitoring (including biological monitoring and medical assessment) of a person to identify changes in the person's health because of exposure to a hazardous substance or lead.

Health Surveillance Report
Information, other than a medical record, about effects on human health related to a person's exposure to a hazard at a workplace and the need (if any) for remedial action. Medical records of a worker are 'Confidential' and kept secured by the worker's treating doctor and RHS Steel Supplies.

Procedure

A person conducting a business or undertaking must ensure that health monitoring is provided to a worker carrying out work for the business or undertaking if

- the worker is carrying out ongoing work at a workplace using, handling, generating or storing hazardous chemicals and there is a significant risk to the worker's health because of exposure to a hazardous chemical mentioned in the table below; or
- the person identifies that because of ongoing work carried out by a worker using, handling, generating or storing hazardous chemicals there is a significant risk that the worker will be exposed to a hazardous chemical (other than a hazardous chemical mentioned in the table below) and either:
    - valid techniques are available to detect the effect on the worker's health; or
    - a valid way of determining biological exposure to the hazardous chemical is available and it is uncertain, on reasonable grounds, whether the exposure to the hazardous chemical has resulted in the biological exposure standard being exceeded.

Hazardous Chemical	Type of Health Monitoring
Acrylonitrile	Demographic, medical and occupational history Records of personal exposure Physical examination
Arsenic (inorganic)	Demographic, medical and occupational history Records of personal exposure Physical examination with emphasis on the peripheral nervous system and skin Urinary inorganic arsenic
Benzene	Demographic, medical and occupational history Records of personal exposure Physical examination Baseline blood sample for haematological profile
Cadmium	Demographic, medical and occupational history Records of personal exposure Physical examination with emphasis on the respiratory system Standard respiratory questionnaire to be completed Standardised respiratory function tests including for example, FEV1, FVC and FEV1/FVC Urinary cadmium and β2-microglobulin Health advice, including counselling on the effect of smoking on cadmium exposure
Chromium (inorganic)	Demographic, medical and occupational history Physical examination with emphasis on the respiratory system and skin Weekly skin inspection of hands and forearms by a competent person
Creosote	Demographic, medical and occupational history Health advice, including recognition of photosensitivity and skin changes Physical examination with emphasis on the neurological system and skin, noting any abnormal lesions and evidence of skin sensitisation Records of personal exposure, including photosensitivity
Crystalline silica	Demographic, medical and occupational history Records of personal exposure Standardised respiratory questionnaire to be completed Standardised respiratory function test, for example, FEV1, FVC and FEV1/FVC Chest X-ray full size PA view
Isocyanates	Demographic, medical and occupational history Completion of a standardised respiratory questionnaire Physical examination of the respiratory system and skin Standardised respiratory function tests, for example, FEV1, FVC and FEV1/FVC
Mercury (inorganic)	Demographic, medical and occupational history Physical examination with emphasis on dermatological, gastrointestinal, neurological and renal systems Urinary inorganic mercury
4,4' methylene bis (2-chloroaniline) (MOCA)	Demographic, medical and occupational history Physical examination Urinary total MOCA Dipstick analysis of urine for haematuria Urine cytology

Hazardous Chemical	Type of Health Monitoring
Organophosphate pesticides	Demographic, medical and occupational history including pattern of use Physical examination Baseline estimation of red cell and plasma cholinesterase activity levels by the Ellman or equivalent method Estimation of red cell and plasma cholinesterase activity towards the end of the working day on which organophosphate pesticides have been used
Pentachlorophenol (PCP)	Demographic, medical and occupational history Records of personal exposure Physical examination with emphasis on the skin, noting any abnormal lesions or effects of irritancy Urinary total pentachlorophenol Dipstick urinalysis for haematuria and proteinuria
Polycyclic aromatic hydrocarbons (PAH)	Demographic, medical and occupational history Physical examination Records of personal exposure, including photosensitivity Health advice, including recognition of photosensitivity and skin changes
Thallium	Demographic, medical and occupational history Physical examination Urinary thallium
Vinyl chloride	Demographic, medical and occupational history Physical examination Records of personal exposure
Lead (inorganic)	Demographic, medical and occupational history Physical examination Biological monitoring

If the criteria for health surveillance have been met:

- RHS Steel Supplies will pay for all necessary health surveillance;
- if the health surveillance is of a worker, the worker must be consulted before a designated doctor is chosen to do or supervise the surveillance;
- a designated doctor must supervise the health surveillance procedure by directly carrying out the health surveillance or supervising a suitably qualified person, such as an Occupational Health and Safety Consultant/Adviser;
- the designated doctor must be asked to provide RHS Steel Supplies with a health surveillance report;
- the designated doctor must be asked to provide the worker with an explanation of the report; and
- a copy of the report is to be retained by the designated doctor and RHS Steel Supplies.

Audiometric testing

If RHS Steel Supplies requires a worker to use personal protective equipment to protect them from the risk of hearing loss associated with noise that exceeds the exposure standard for noise, there is a requirement for Audiometric Testing.

RHS Steel Supplies will provide audiometric testing for the worker:

- within 3 months of the worker commencing the work; and
- at least every 2 years.

Lead

RHS Steel Supplies will ensure that health monitoring is provided to a worker before the worker first commences lead risk work for the person; and 1 month after the worker first commences lead risk work for the person.

If work is identified as lead risk work after a worker commences the work, RHS Steel Supplies will ensure that health monitoring of the worker is provided as soon as practicable after the lead risk work is identified; and 1 month after the first monitoring of the worker.

RHS Steel Supplies will arrange for biological monitoring of each worker who carries out lead risk work for the person to be carried out at the following times:

- for females not of reproductive capacity and males:
    - if the last monitoring shows a blood lead level of less than 30µg/dL (1.45µmol/L)—6 months after the last biological monitoring of the worker; or
    - if the last monitoring shows a blood lead level of 30µg/dL (1.45µmol/L) or more but less than40µg/dL (1.93µmol/L); or
    - months after the last biological monitoring of the worker; or
    - if the last monitoring shows a blood lead level of 40µg/dL (1.93µmol/L) or more; or
    - weeks after the last biological monitoring of the worker; and
- for females of reproductive capacity:
    - if the last monitoring shows a blood lead level of less than 10µg/dL (0.48µmol/L)—3 months after the last biological monitoring of the worker; or
    - if the last monitoring shows a blood lead level of 10µg/dL (0.48µmol/L) or more—6 weeks after the last biological monitoring of the worker.

The frequency of biological monitoring of a worker who carries out lead risk work must be increased if the worker carries out an activity that is likely to significantly change the nature or increase the duration or frequency of the worker's lead exposure.

The regulator may determine a different frequency for biological monitoring of workers at a workplace, or a class of workers, carrying out lead risk work having regard to:

- the nature of the work and the likely duration and frequency of the workers' lead exposure; and
- the likelihood that the blood lead level of the workers will significantly increase.

Asbestos

RHS Steel Supplies will ensure that health monitoring is provided to a worker carrying out work for the business or undertaking if the worker is:

- carrying out licensed asbestos removal work at a workplace and is at risk of exposure to asbestos when carrying out the work; or
- is carrying out other ongoing asbestos removal work or asbestos-related work and is at risk of exposure to asbestos when carrying out the work.

RHS Steel Supplies will ensure that the health monitoring of the worker commences before the worker carries out licensed asbestos removal work and that the worker is informed of any health monitoring requirements before the worker carries out any work that may expose the worker to asbestos.

RHS Steel Supplies will ensure that the health monitoring includes consideration of:

- the worker's demographic, medical and occupational history; and
- records of the worker's personal exposure,

as well as a physical examination of the worker, unless another type of health monitoring is recommended by a registered medical practitioner.

Health Surveillance Report

If RHS Steel Supplies commissions health monitoring, we shall take all reasonable steps to obtain a health monitoring report from the registered medical practitioner who carried out or supervised the monitoring as soon as practicable after the monitoring is carried out in relation to a worker.

The health monitoring report will include the following:

- the name and date of birth of the worker;
- the name and registration number of the registered medical practitioner;
- the name and address of the person conducting the business or undertaking who commissioned the health monitoring;
- the date of the health monitoring;
- any test results that indicate whether or not the worker has been exposed to a hazardous chemical;
- any advice that test results indicate that the worker may have contracted a disease, injury or illness as a result of carrying out the work that triggered the requirement for health monitoring;
- any recommendation that RHS Steel Supplies take remedial measures, including whether the worker can continue to carry out the type of work that triggered the requirement for health monitoring; and
- whether medical counselling is required for the worker in relation to the work that triggered the requirement for health monitoring.

A copy of the report will also be given to the worker as soon as possible.

RHS Steel Supplies will give a copy of the health monitoring report relating to a worker to the regulator as soon as practicable after obtaining the report if the report contains:

- any advice that test results indicate that the worker may have contracted a disease, injury or illness as a result of carrying out the work using, handling, generating or storing hazardous chemicals that triggered the requirement for health monitoring; or
- any recommendation that RHS Steel Supplies take remedial measures, including whether the worker can continue to carry out the work using, handling, generating or storing hazardous chemicals that triggered the requirement for health monitoring.

Records

RHS Steel Supplies will ensure that health monitoring reports in relation to a worker carrying out work for the business or undertaking are kept as a confidential record both identified as a record in relation to the worker; and for at least 30 years after the record is made and 40 years for Health monitoring records in relation to asbestos.

Reference Documents

AS/NZS: 45001 – Occupational Health & Safety Management Systems;
AS/NZS ISO: 14001- Environmental Management Systems;
Work Health and Safety Act
Work Health and Safety Regulation
AS/NZS: 1715 Selection & Maintenance of Respiratory Equipment;
AS/NZS ISO 31000 - Risk Management;
Managing Risks of Hazardous Chemicals in the Workplace Code of Practice
How to Manage and Control Asbestos in the Workplace Code of Practice
Managing Risks within the Workplace Code of Practice
Managing the Workplace Environment and Facilities Code of Practice

22. Procurement and Design

Purpose

To describe how RHS Steel Supplies will ensure that as far as practicable, potential WHS hazards associated with new facilities, workplaces, equipment, plant or processes are eliminated during the design stage.

Definitions

Nil

Responsibility

Managers/Supervisors

- Managers are responsible for the implementation of these guidelines when designing and commissioning any new facility.
- Purchasing Managers have responsibilities to ensure that contracts contain suitable clauses to give effect to safe system requirements.
- Supervisors are responsible for developing and implementing procedures, which comply with these guidelines and are consistent with contractual requirements.
- The scope and details of the design will depend upon the size, type of item or type of facility to be constructed, plant manufactured and/or work to be performed.

Hazard Identification

In consultation with all stakeholders, identify all potential WHS issues. This should include workers or their representatives who work with facilities/equipment/processes and are aware of the potential WHS issues. It may also be useful to seek input from suppliers, maintainers, WHS technical advisers, customers and other industries/areas.

- Use hazard identification checklists.
- Refer to any relevant legislation, Codes of Practice or other Australian or industry Standards that need to be considered during the design stage.

Risk Assessment & Control

Assess the level of risk associated with each of the potential hazards and prioritise the level of risk.

Consider actions that can be implemented during the design stage that will design out or reduce the level of risk in accordance with the Hierarchy of Controls.

Determine complementary controls such as SWMSs, operating procedures, training, PPE etc. to reduce the risk.

The process must consider:

- the impact of the plant/facility/process on the work environment in which it is designed to operate;
- the range of environmental and operational conditions in which it is intended to be manufactured/developed, transported, installed and used;
- the ergonomic needs of the persons, who may install, erect, use, maintain or dismantle the plant or facility;

- the needs for safe access and egress; and
- other regulatory requirements e.g. machine guarding, performing manual tasks at work, hazardous substances, workplace facilities, first aid and emergency etc.

Audit Records

Risk assessments Form 2.2
Hazard Report
Training records

23. First Aid

Purpose

RHS Steel Supplies is committed to providing first aid facilities and trained staff to assist workers when first aid is required.

Responsibilities

Managers and Supervisors

- Ensure First Aiders are given appropriate training.
- Ensure they are available to perform first aid when required.
- Ensure first aid equipment is readily available at the workplace.

First Aider

- Ensure their training is current and up to date.
- Advise the Supervisor of any injuries and status.
- Keep the first aid facilities up to date and clean.

Procedure

First Aiders to:

- attend to all injuries when First Aider is required – even if it is not for the area you are working in;
- if more than one First Aider is in attendance, assist where possible or return to section as required;
- assess the person's condition, if required contact the Ambulance on 000;
- if Ambulance or Paramedics are called, contact Manager to advise of pending arrival to avoid unnecessary delays; and
- once the First Aider has fulfilled their requirements for treatment, they must advise the Supervisor and ensure all details are filled in correctly on the *Injury/Incident Report Form.*

Waste Management

Contaminated waste should be placed in a leak-proof bag or container and sealed. The bag or container should not be overfilled. All waste should be handled with care, to avoid contact with blood and body substances. Gloves should be worn when handling contaminated waste bags and containers.

Where significant amounts of first aid waste are generated, contaminated items should be placed in clinical waste bags. These are yellow coloured plastic bags which display the international biohazard sign (available from medical suppliers). Waste disposal should comply with state or local government requirements.

Management Body Substance Spillage

Spills should be attended to as soon as possible. Protective gloves should be worn. Absorbent material, such as paper towels should be used to absorb the bulk of the blood or body substance. These contaminated materials should then be disposed of in a leak-proof, sealed waste bag.

After this, the area should be cleaned with warm water and detergent and then disinfected. A suitable disinfectant is a freshly prepared 1:10 dilution of 5% sodium hypochlorite (household bleach) in water. Mops and buckets should be rinsed with warm water and detergent and stored dry.

PPE

PPE should be provided to protect first aid personnel and ill or injured persons from the risk of exposure to biological hazards. Where PPE is used, it should be properly selected for the task, be readily available, clean and properly maintained. First aid personnel should be trained in the correct use of the equipment provided. PPE should comply with relevant Australian Standards.

PPE could include:

- **protective gloves** which should be worn whenever there is a potential for contact with blood or body substances. Disposable PVC or latex gloves should not be reused. Heavy duty gloves may be worn where a higher level of protection is required, for example, where there is a risk of exposure to sharp objects or when cleaning a blood or body substance spill;
- **protective clothing** such as disposable non-porous overalls or plastic aprons which should be worn in situations where there is a risk that clothing of first aid personnel may become contaminated with blood or body substances;
- **eye protection** such as goggles and safety glasses which should be worn where there is a risk of blood or body substance splashes entering the eyes, for example, from arterial bleeding injuries;
- **safety footwear** which should be worn where there is a risk of the feet being punctured by sharp objects, such as broken glass or hypodermic needles; and
- **resuscitation mask** because expired air resuscitation may involve exposure to blood and body substances. Use of a resuscitation mask for mouth to mask resuscitation reduces this risk. A resuscitation mask should only be used if first aid personnel have received instruction in its use.

The nature and size of the workplace are taken into consideration when determining first aid requirements, however as a minimum, first aid kits should include:

- adhesive strips (assorted sizes) for minor wound dressing;
- non-allergenic adhesive tape for securing dressings and strapping;
- eye pads for emergency eye cover;
- triangular bandage for slings, support and/or padding;
- hospital crepe or conforming bandage to hold dressings in place;
- wound/combine dressings to control bleeding and for covering wounds;
- non-adhesive dressings for wound dressing;
- safety pins to secure bandages and slings;
- scissors for cutting dressings or clothing;
- kidney dish for holding dressings and instruments;
- small dressings bowl for holding liquids;
- gauze squares for cleaning wounds;
- forceps/tweezers for removing foreign bodies ;
- disposable latex or vinyl gloves for infection control;
- sharps disposal container for infection control and disposal purposes;
- sterile saline solution or sterile water for emergency eye wash or for irrigating eye wounds (this saline solution must be discarded after opening);
- resuscitation mask to be used by qualified personnel for resuscitation purposes;
- antiseptic solution for cleaning wounds and skin;
- plastic bags for waste disposal;
- note pad and pen/pencil for recording the injured or ill person's condition and treatment given; and
- re-usable icepack for the management of strains, sprains and bruises.

In some workplaces specific injuries or illnesses may occur. Additional first aid kit contents and facilities, including properly trained people, should be provided, for example:

- where burns have been identified as potential injuries;
- where eye injuries/poisoning may occur; and/or
- where chemical splashes may arise in which case an emergency shower would be necessary.

Audit Records

Injury/Incident Report Form 8.1
First Aid Training Records
Workplace Inspection Checklists Form 16.2

24. Personal Protective Equipment

Purpose

To establish a procedure for Personal Protective Equipment (PPE) selection, supply, use, replacement, maintenance, training and instruction, storage and keeping of appropriate records.

Definitions

PPE&C Personal protective equipment and clothing

AS/NZS Australian Standard/New Zealand Standard

Procedure

Provision of PPE shall only be made after an assessment of the risk has been conducted and in consultation with the workers, and it is agreed no alternative solution is available to protect the workers, such as engineering controls.

Purchase Specifications

RHS Steel Supplies will ensure all items of PPE are manufactured, used and maintained in accordance with the relevant Standard. Proof of standards compliance will be determined prior to purchase.

Usage, Care and Replacement of PPE

Manufacturer's instructions shall be used as the guide to determine effective usage, care and replacement requirements for PPE used by the company.

All issues of PPE to each worker will be recorded on *Personal Protective Equipment Issue Record Form.*

Each worker will be instructed and trained in the correct use of each PPE item prior to use, including ensuring that the selected PPE properly fits each worker.

Workers must not misuse or damage the equipment and PPE will be kept in good, hygienic condition.

Workers must report any damaged or defective PPE.

Managers are responsible for supervising and enforcing the PPE program.

The effectiveness of the PPE program shall be evaluated on a regular basis during audits and inspections.

Reviews of the need for and adequacy of PPE will be conducted regularly. All reviews will be in consultation with workers using the PPE.

Non-Compliance

Workers who fail to comply with the health and safety requirements of the company, or those who demonstrate consistently poor safety performance, shall be subject to disciplinary measures.

Audit Records

Risk Assessment Form 2.2
Personal Protective Equipment Issue Record Form 24.1
Workers Training Registers

Form 24.1 Personal Protective Equipment Issue Record

Name		**Site**	
Employee Number		**Department**	
Date of Employment			

PPE Item	Date of Issue/Replacement	Signature of Recipient *

* The signature indicates confirmation that the worker has received the listed PPE with appropriate instructions and training in its correct use.

25. Plant and Equipment

Purpose

- To ensure RHS Steel Supplies plant will not be installed, commissioned, dismantled and/or decommissioned at the workplace unless it is safe to do so.
- To ensure that all items of plant owned and/or utilised by RHS Steel Supplies are assessed to determine maintenance requirements and that a tracking system for plant is maintained.
- To ensure that all maintenance, repair or alteration of any item of plant, equipment, building or furniture is performed by competent persons and that record of the work are kept.

Definition

Plant includes any machinery, equipment, appliance, container, implement and tool; and any component or anything fitted or connected to any of those things.

Responsibilities

Management

- Maintain plant and equipment registration in accordance with legislative requirements.
- Check that workers are provided with training and supervision and are competent to undertake required task and can use and maintain PPE as required.
- Ensure that all reasonably foreseeable plant hazards within their work group are identified, assessed and recorded.
- Implement controls, in consultation with workers or their representatives, using the Hierarchy of Control, evaluating controls and reviewing them for effectiveness.
- Communicate the outcomes of risk assessments.
- Close out Hazard Register items within designated time frames.
- Undertake required inspections, testing and maintenance.
- Retain records as required.

Workers

- Attend training when required.
- Follow reasonable instruction(s) and safe work procedures related to plant.
- Use any aids, personal protective equipment and safety equipment provided.
- Do not use equipment that has been locked out or tagged out of service, or cause those tags to be removed or damaged.
- Report hazardous situations or safety problems, immediately in accordance with the Hazard Management Procedure.
- Assist in assessing risk, implementing control measures and evaluating them for effectiveness as required.
- Seek assistance to manage plant hazards when required.

Procedure

Equipment including static (stationery) and mobile plant can be hazardous to workplace safety.

Comply with Work Health and Safety Legislation, RHS Steel Supplies will ensure the following procedure is adhered to.

Plant will not be installed, commissioned, dismantled and/or decommissioned at the workplace unless it is safe to do so.

Plant must be installed and dismantled by a competent person.

All information required to control risks involved in installation and dismantling of plant is provided.

Management will ensure plant is not subject to any unauthorised interference, alteration or use of plant. It must be used by authorised operators only, and maintenance and alterations must only be undertaken by authorised repair persons.

RHS Steel Supplies will carry out regular inspections and maintenance of plant and equipment.

The inspection and maintenance history of each item will be documented on the appropriate form;

- *Plant Identification Register and Maintenance Schedule;*
- *Plant Maintenance Register;* or
- *Plant Pre-Start Checklist.*

Where a relevant Standard is appropriate, the inspection, use and maintenance of the plant will comply as a minimum with the Standard. Where no Standard is provided, the inspection, use and maintenance of the plant will comply as a minimum with the Manufacturers Recommendations.

Pre-start checks of plant and equipment will be completed daily or prior to use and will be recorded on the Plant Pre-start Checklist.

When not in use, plant must not create a risk to the health and safety of any person at the workplace.

Electrical testing and tagging

Service testing is necessary for the safety of persons using the equipment, and for the proper discharge of the obligations of employers and workers as listed in legislation covering Work Health and Safety matters.

AS/NZS 3760: 2010 specifies the procedures for safety inspection and testing of electrical equipment and shall be used as the Standard for electrical equipment owned, leased and used by RHS Steel Supplies.

Assessment

RHS Steel Supplies will conduct risk assessments of all plant and equipment including identification of potential hazards, the level of risk and the provision of appropriate controls to eliminate or minimise the risk to health and safety of workers.

This process will include plant and / or equipment itself, guarding and its impact on the surrounding workplace and environment.

When identifying potential hazards, consideration will be given to all aspects of the plant and equipment including design, work environment, operational conditions, abnormal conditions or

abnormal use, ergonomic principles, transportation, storage, installation and erection, access and egress for maintenance, repairs, cleaning, use, operator competencies, dismantling and disposal.

From the risk assessment, an action plan shall be developed and controls from the Hierarchy of Control shall be selected, documented, and implemented to eliminate or reduce any risk identified to as low as is reasonably practicable, in accordance with the requirements of the Risk Management Procedure.

Selection and Use

Where plant and equipment is hired, the same requirements for Work Health and Safety are required and will be specified by RHS Steel Supplies to the Hire Company as a condition of the hire agreement.

Note: Specific plant may require design registration, item registration or both.

Guards must be in place and when removed the plant is not operational.

Operational controls are to be easily identified and located on the plant for the operator's use.

Operational controls shall be located or guarded to prevent any unintentional activation of the controls and are to be locked in the off position.

Installation

RHS Steel Supplies will ensure during the installation, erection, or commissioning of plant:

- a competent person undertakes any installation, erection, or commissioning, and is provided with such information as is necessary to enable the plant to be installed and commissioned so as to minimise any risk to health or safety;
- that the plant is installed or erected in a location that is suitable for the operation being undertaken and the type of plant in use;
- that there is sufficient space around the plant to allow the plant to be used and repaired so as to minimise any risk to health or safety;
- that a proper layout of the workplace, and safe access and egress, is provided;
- inspections are undertaken to ensure requirements are complied with; and
- as far as can be determined by commissioning, that the plant is in an appropriate state to be transferred into active service.

Maintenance

A maintenance schedule shall be developed, detailing the inspection, testing and or maintenance requirements for each item of plant (including any registration or certification requirements).

The maintenance schedule shall include the testing and maintenance requirements for all safety features and/or warning devices

Inspections, maintenance and cleaning shall be conducted in accordance with procedures recommended by the designer or manufacturer, or those developed by a competent person.

If access is required for the purpose of maintenance, cleaning or repair, the plant shall be stopped, and one or more of the following shall be used to minimise any risk to health or safety:

- lockout or isolation devices;

- danger tags;
- permit to work systems;
- other control measures; or
- if it is not reasonably practicable to carry out cleaning or maintenance while the plant is stopped, operational controls which permit controlled movement of the plant shall be fitted and safe systems of work developed, documented and used.

If plant is altered, it must be altered, inspected and tested by a competent person, having regard to any relevant design specification (taking into account any alteration to the design) prior to the plant being returned to service.

Only competent persons shall undertake inspection, testing, maintenance, and repair activities.

- Repairs shall be carried out so as to retain the plant within its design limits
- Records of repair, inspection, testing and maintenance activities shall be retained.

Dismantling and storage

- Plant shall be dismantled and/or stored by competent and authorised persons.
- When in storage, plant shall be left in a state that does not create a hazard in the workplace.
- Inspections shall be undertaken during dismantling process to ensure requirements are adhered to.
- Dismantled or stored plant shall remain on the relevant Plant Asset Register.
- The responsibility for plant in storage remains with the Functional Manager.

Records

Records of maintenance, including tests, should be kept throughout the working life of the equipment.

Audit Records

Plant Identification Register and Maintenance Schedule Form 25.1
Plant Maintenance Register Form 25.2
Plant Pre-Start Checklist Form 25.3
Training Registers
Testing and tagging records

Form 25.1 Plant Identification Register & Maintenance Schedule

All inspection and maintenance records will as a minimum standard comply with the Manufacturers recommendations or relevant Australian Standards where appropriate.

ID #	Item / Description	Purpose	Compulsory inspection	Service inspection	Recorded on Maintenance register
1	*Honda Generator, 5kva Serial number 843 748 03MP*	*Remote power source*	*Electrical test and tag Monthly by appropriate person*	*Monthly by maintenance staff*	☐ Yes ☐ No
					☐ Yes ☐ No
					☐ Yes ☐ No
					☐ Yes ☐ No
					☐ Yes ☐ No
					☐ Yes ☐ No
					☐ Yes ☐ No
					☐ Yes ☐ No
					☐ Yes ☐ No

Form 25.2 Plant Maintenance Register

Item of Plant, Equipment, Furniture _____

Serial number/identification number _____

DESCRIPTION OF WORK PERFORMED	DATE WORK STARTED	DATE WORK COMPLETE	WORK PERFORMED BY	COMMENTS

Form 25.3 Plant Pre-Start Checklist

Item of Plant or Equipment _____

Serial number/identification number _____

Operator Name & Signature _____

Date	MON	TUES	WED	THUR	FRID	SAT	SUN	REPAIRS CARRIED OUT
1. Lights, Warning Devices, Signs, Gauges, etc.								
2. Hydraulics - leaks, damage, connections.								
3. Components - damaged, broken.								
4. Wheels - tyres, loose nuts, wear, suspension.								
5. Connectors & Attachments								
6. Guards - in place, secure, warnings.								
7. Condition of - hooks, sheaves, chains, tracks, slings.								
8. Cabin - control loose objects, seat belts, windscreens, visibility, rear view mirrors, seat function.								
9. Operation of brakes, steering controls, wipers, levers, buckets, before moving off.								
10. Other e.g. Fire Ext. Electrical connections, wiring etc.								
IMPORTANT Check around plant before moving.								

26. Powered Mobile Plant

Purpose

This procedure is designed to ensure all RHS Steel Supplies workers are aware of the practices required to provide a safe working environment for powered mobile plant operators and other workers.

Risks

- Being struck by powered mobile plant.
- Getting caught between the powered mobile plant and a wall.
- The powered mobile plant rolling over.
- Being struck by falling loads/objects.
- Restricted driver vision.
- Poor braking performance.
- Unauthorised passengers falling from the vehicle.
- Mechanical Failure.
- Leaking substances.

Procedure

- Powered mobile plant is to be operated at a safe speed at all times and must always be operated at a safe speed.
- Warning horn is to be used when approaching a corner or entering a building to warn pedestrians and other plant operators.
- Pedestrians have right of way when on marked pedestrian walkways but must give way to powered mobile plant at other times. Both pedestrians and powered mobile plant operators are required to take care when crossing at intersections.
- Seat belts are to be worn at all times, where fitted, when operating powered mobile plant. If no seatbelt is fitted, operator must be unable to be ejected from the mobile plant via other protective devices.
- Where there is a risk of rollover, ROPS to be fitted to the powered mobile plant.
- Do not operate the plant across steep slopes – ensure it only goes directly up or down.
- A logbook is to be maintained for the daily start-up check for each item of powered mobile plant.
- Powered mobile plant must be maintained in accordance with manufacturer's requirements.
- Only trained (or licenced as required) workers are permitted to operate powered mobile plant.
- When relevant, safety signage or barriers must be used.
- Operation of powered mobile plant in any situation not covered by this policy must be approved by top management and receive appropriate supervision.
- When using powered mobile plant for carrying/lifting a load, the load must be lowered before the plant is mobilised to reduce the risk of rollover.
- Where relevant, do not allow people to walk under a lifted load.

- If forward vision is impaired, drive in reverse.
- Ignition keys must be removed and stored in the office when not in use or be held by the appropriate driver.

RHS Steel Supplies will ensure:

- that a suitable combination of operator protective devices are provided, maintained and used – including ROPS and protection from objects falling on the operator;
- that no person other than the operator rides on the plant unless they are provided with the same level of protection as the operator;
- that the plant does not collide with pedestrians or other powered mobile plant;
- that where there is a risk of collision, that the plant has a warning device to warn other persons of the risk; and
- guarding is appropriately fixed (e.g. permanent barrier, interlocked barrier, requiring tools to remove), is of a solid construction, makes bypassing or disabling as difficult as is reasonably possible. Guarding must also be of a kind that can be removed to allow maintenance and cleaning at any time that it is not in normal operation

Audit Records

Powered Mobile Plant Logbook
Daily Pre-start checklists

27. Forklift Operations

Purpose

This procedure is designed to ensure all RHS Steel Supplies workers are aware of the practices required to provide a safe working environment for forklift operators and other workers.

Risks

- Being struck by the forklift truck, a forklift is rear steer which means the rear of the forklift does not follow the front wheel tracks when turning but swings wide.
- Getting caught between the forklift and a wall.
- The forklift rolling over, forklifts have a high centre of gravity and are essentially an unstable vehicle.
- Being struck by falling loads.
- Restricted driver vision.
- Poor braking performance.
- Using the forklift as a raised work platform.
- Unauthorised passengers falling from the vehicle.

Procedure

- Forklifts are to be operated at a safe speed at all times & must not exceed 10 km/h under any circumstances.
- Warning horn is to be used when approaching a corner or entering a building to warn pedestrians and other plant operators.
- Pedestrians have right of way when on marked pedestrian walkways but must give way to forklifts at other times. Both pedestrians and forklift operators are required to take care when crossing at intersections.
- Seat belts are to be worn at all times when operating a forklift.
- A logbook is to be maintained for the daily start-up check for each forklift.
- Forklifts must be maintained in accordance with manufacturer's requirements.
- Only licensed forklift drivers are permitted to operate the forklifts.
- Trucks are to be loaded/unloaded in the designated area only.
- When loading/unloading trucks, safety signage or barriers must be used.
- Forklifts are to stop in truck loading area if drivers or other pedestrians are nearby and they be asked to leave the area while loading.
- Operation of forklifts in any situations not covered by this policy must be approved by the Warehouse Manager and receive appropriate supervision.
- Do Not allow people to walk under the load
- Do Not carry passengers
- If forward vision is impaired by the load, drive in reverse
- Lower load before moving forklift if possible
- Ignition keys must be removed and stored in the office when not in use or be held by the appropriate driver.

Audit Records

Forklift Logbook
Daily Pre-start checklists
Record of Safety Meeting Form 10.1

28. Warehouse Safety

Purpose

To provide specific guideline on Warehouse Safety as determined by RHS Steel Supplies.

Policy

Safety Shoes

It is compulsory for all warehouse staff to wear steel cap boots or shoes at all times whilst in the warehouse.

Safety Vests

Warehouse staff must wear orange safety vests at all times. Other staff must wear safety vests whilst in the warehouse area. Orange vests are available at most warehouse entry points or contact the Warehouse Manager for assistance with safety vests.

Yellow safety vests are available at in the office. They are required to be worn by visitors whilst visiting the warehouse area.

Pedestrian Walkways

Pedestrian walkways in the warehouse are clearly marked in yellow and must be clear of obstruction at all times. Pedestrians are to adhere to these paths whilst in the warehouse. Refer to warehouse floor plan/Site plan in your location.

Clearways and Exits

The site plan/warehouse floor plan shows all operational roller door clearways, exits and emergency exits and must be clear of obstruction at all times. Pedestrians are not permitted in the roller door clearway areas.

Audit records

Training records
Visitor Sign in sheet

29. Working in Confined Spaces

Purpose

To provide direction for managers and workers in the identification, assessment and control of risks for any confined space at their worksite. This procedure seeks to ensure that a competent person, as defined in the legislation, undertakes the required risk assessment and that appropriate systems of work are developed to manage the risks arising from work in a confined space in order to protect all persons who may enter a confined space, or be affected by such work.

Risk arises largely from the possibility of entrapment and breathing air that is contaminated or deficient in oxygen. The confined space is often isolated which may make communication difficult.

Scope

This procedure applies to all Confined Space Entry operations undertaken by RHS Steel Supplies.

Definitions

Confined Space - confined space means an enclosed or partially enclosed space that:

a) is at atmospheric pressure when anyone is in the space; and

b) is not intended or designed primarily as a workplace; and

c) could have restricted entry to, or exit from, the place; and

d) is, or is likely to be, entered by a person to work; and

e) at any time, contains, or is likely to contain, any of the following—

i. an atmosphere that has potentially harmful levels of a contaminant;

ii. an atmosphere that does not have a safe oxygen level;

iii. anything that could cause engulfment.

Responsibility

- Identify any confined space at the workplace and secure it to prevent unauthorised access.
- Do not allow workers to enter confined spaces that have been assessed as High or Extreme risk by a competent person.
- Do not modify the space to the detriment of access or egress.
- Have the space reassessed for risk if it is modified.
- Ensure that compressed or liquefied gas is not taken into a confined space except for cylinders with self-contained breathing apparatus.
- Ensure that training requirements for entry into the confined space are met.
- Ensure that a risk assessment is undertaken by a competent person before any work involving entry into the confined space is undertaken.

Procedure

- A risk assessment for a confined space will be undertaken by a competent person and be recorded in writing. The risk assessment will be reviewed and revised whenever any risks change.
- A copy of the risk assessment will be kept for 28 days, or if a notifiable incident occurs in connection with the work to which the assessment relates, for 2 years after the incident occurs.
- Assign an approved person to oversee entry into and work undertaken in the confined space.
- Ensure that all person(s) entering confined spaces are trained and certified for such work.
- Ensure that the appropriate documents and records are maintained including a Risk Assessment, and a *Confined Space Permit Form* completed and signed off by all approved personnel/management.
- Ensure that all confined space work is supervised by a stand-by person(s) throughout the course of the work.
- Ensure that all monitoring equipment is calibrated at intervals indicated by the manufacturer.
- Maintain current service and calibration records of gas monitoring equipment.
- Provide appropriate personal protective clothing and equipment.
- Attend an approved confined spaces awareness course as a minimum.
- Ensure that signs are posted where confined space work is conducted to notify other personnel.
- Entry and exit points must be clear and unobstructed.
- Ignition sources must not be introduced into a space that contains a flammable atmosphere or where a risk of fire or explosion is present.

Risk Assessment

When undertaking a risk assessment to determine the risks requiring control the following factors are to be considered:

- the atmosphere in the confined space, including whether testing or monitoring is to be undertaken;
- the risk of engulfment of a person;
- all proposed work activities, particularly those that may cause a change to the conditions in the confined space;
- the number of persons occupying the space;
- the soundness and security of the overall structure and the need for lighting and visibility;
- the identity and nature of the substances last contained in the confined space;
- any risk control measures needed to bring the confined space to atmospheric pressure;
- the number of persons required outside the space:
    - to maintain equipment essential for the task being undertaken within the confined space;
    - to provide continuous communication with the persons within the confined space, and
    - to properly initiate emergency response procedures;
- risks associated with other hazards, such as noise or electricity;

- arrangements for emergency response, for example first aid and resuscitation;
- the physiological and psychological demands of the task and the competency of persons involved in the tasks or emergency response duties;
- the adequate instruction of persons in any required procedure, particularly those that are unusual or non-typical, including the use and limitations of any personal protective equipment and other equipment to be used;
- the availability and adequacy of appropriate personal protective equipment and emergency equipment for all persons likely to enter the confined space;
- the need for additional risk control measures, including:
    - prohibiting hot work in adjacent areas;
    - prohibiting smoking and naked flames within the confined space and adjacent areas;
    - avoiding contamination of breathing air from operations or sources outside the confined space, for example, from the exhaust of an internal combustion engine;
    - prohibiting movement of equipment in adjacent areas, for example forklifts;
    - prohibiting spark-generating equipment, clothing and footwear;
- whether purging or cleaning in the confined space is necessary;
- whether hot work is necessary; and
- conditions that could impede entry and exit or the conduct of the tasks in the confined space, for example, plant layout, dimensions, manual handling and ergonomic aspects of the task activity.

Communication

A communication system is needed to enable communication between people inside and outside the confined space and to summon help in an emergency.

Depending on the conditions in the confined space, communication can be achieved by voice, radio, hand signals or other suitable methods.

Before a worker enters a confined space, a standby person must be assigned to continuously monitor the wellbeing of those inside the space, if practicable observe the work being carried out and initiate appropriate emergency procedures when necessary.

Entry permits

A confined space entry permit must be completed in writing by a competent person and:

- specify the confined space to which the permit relates;
- record the names of persons permitted to enter the confined space and the period of time that the work will be carried out;
- set out risk control measures based on the risk assessment; and
- contain space for an acknowledgement that work in the confined space has been completed and all persons have left the space.

A confined space entry permit will be issued for each entry into the confined space. Each permit only applies to one confined space and allows one or more workers to enter that space.

A competent person who directs and supervises the work will be nominated and authorised to issue the permit on behalf of RHS Steel Supplies.

A confined space entry permit is also required when a person enters a confined space to conduct the initial hazard identification or risk assessment. The permit may need to be revised after the risk assessment is completed. The confined space entry permit must list the following:

- confined space to which the permit applies;
- name of any worker permitted to enter the space;
- period of time that the permit is in operation; and
- measures to control the risk.

The entry permit will be used as a written record that all workers have exited the confined space on completion of the work. It will be displayed in a prominent place to facilitate signing and clearance.

Each worker must be able to understand the entry permit.

Permit records will be retained until the work is completed, or if a notifiable incident occurs, for at least 2 years after the confined space work to which the permit relates is completed.

Isolation

The Workplace Manager will ensure that all hazardous services normally connected to the confined space are isolated or otherwise controlled so as to prevent the introduction of any materials, contaminants, agents or conditions that may be harmful to person occupying the space, and the activation or energising in any way of equipment or services that may pose a risk to the health and safety of a person inside a confined space.

Atmosphere

A safe atmosphere will be ensured, during work in a confined space. A safe atmosphere in a confined space is one that has:

- a safe oxygen level, is free of airborne contaminants or any airborne contaminants are in concentrations below their allowable exposure standard (if any); and
- is free of any flammable gas or vapour in the atmosphere is at concentrations below 5% of its LEL.

A safe atmosphere will be achieved within the confined space prior to entry using methods such as cleaning, purging and ventilation.

Purging

Purging is done using an inert gas, such as nitrogen, to clear flammable gases or vapours before work in the confined space begins.

After purging, the confined space should be adequately ventilated with sufficient fresh air to ensure that the inert gas is removed. Purging should be done in a way that ensures any contaminants removed from the confined space are expelled to a location where they present no further risk. Atmospheric testing should be carried out before entry to check that the ventilation has been effective.

When flammable contaminants are to be purged, purging and ventilation equipment designed for use in hazardous areas must be used. A hazardous area is an area in which an explosive atmosphere is present, or may be expected to be present, in quantities that may require special precautions for the construction, installation and use of potential ignition sources.

Pure oxygen or gas mixtures with oxygen in concentration greater than 21% by volume will not be used for purging or ventilating a confined space because of the risk of increased flammability.

The space must be purged where a risk assessment identifies the potential for the confined space to contain an unacceptable level of contaminants.

Respiratory protective equipment

If it is not reasonably practicable to ensure the confined space contains a safe oxygen level, or safe levels of airborne contaminants, then appropriate respiratory protective equipment will be provided.

The respiratory protective equipment will be provided and worn in situations where there is no exposure standard for a substance, or where the substance is present in an unknown concentration.

Respiratory protective equipment includes air-supplied and self-contained breathing apparatus and will be selected based on the level and type of contaminants and the work to be done.

If there is any doubt about the type of respiratory protective equipment required, a conservative approach will be adopted (for instance, use air-supplied respiratory equipment).

Atmospheric testing and monitoring

Testing and monitoring the atmosphere in a confined space is a routine part of determining appropriate control measures.

Any air monitoring in a confined space will be carried out by a competent person using a suitable, correctly calibrated gas detector. It may be necessary to test the atmosphere for:

- oxygen content;
- airborne concentration of flammable contaminants; and
- airborne concentration of potentially harmful contaminants (for example, hydrogen sulphide and carbon monoxide).

A person's senses will never be used to determine if the air in a confined space is safe.

Initial testing will be done from outside the confined space by inserting a sample probe and/or portable gas detection device at appropriately selected access holes, nozzles and openings.

As contaminants can settle at different levels, each part of the confined space should be tested – side to side and top to bottom.

Lighter gases may be vented into the breathing zone of the person conducting the tests. Some gases may be dissolved in liquids and released when the liquid is disturbed or a crust over the liquid is broken, and it may therefore be necessary to agitate liquids before monitoring.

If it is necessary to enter the space to test remote regions away from entrances or access holes, then air-supplied respiratory equipment will be worn, and the entry must be undertaken in accordance with the WHS Regulations using a confined space entry permit.

Re-testing and continuous monitoring of the air will be undertaken if the risk assessment indicates that conditions may change due to the work being done or the disturbance of hazardous material in the confined space.

Emergency Rescue

When establishing emergency procedures, the following factors shall be taken into account to manage risks associated with confined spaces:

- whether the work can be carried out without the need to enter the confined space;
- the nature of the confined space;
- any changes in hazards associated with the concentration of oxygen or the concentration of airborne contaminants in the confined space;
- the work to be carried out in the confined space, the range of methods by which the work can be carried out and the proposed method of working; and
- the type of emergency and rescue procedures required.

Consideration will also be given to the following:

- location of the confined space;
- communications;
- rescue and resuscitation equipment;
- capabilities of rescuers;
- first aid; and
- local emergency services - if they are to be relied on for rescue.

First aid and rescue procedures will be rehearsed with relevant workers to ensure that they are efficient and effective.

Rescue is to be performed from outside the confined space, if possible. Workers performing rescue shall be adequately trained. Rescuers will be provided with and wear appropriate respiratory protective equipment if they enter a confined space in an emergency.

If a person inside a confined space has been overcome by lack of oxygen or airborne contaminants, it should always be assumed that entry for rescue is unsafe unless air-supplied respiratory protective equipment is used.

Potential problems with the size of entrances and exits will be addressed when developing emergency and rescue procedures. Where openings are found to be inadequate, their size should be increased, or an alternative safe means of entry and exit should be provided.

Training Requirements

RHS Steel Supplies will ensure Workers and their supervisors have the skills and knowledge to understand the hazards associated with working in the confined space, the contents of any confined space entry permit, and the control measures implemented.

Training will be provided to workers who:

- enter or work in confined spaces;
- undertake hazard identification or risk assessment in relation to a confined space;
- implement risk control measures;
- issue entry permits;

- act as a standby person or communicate with workers in a confined space;
- monitor conditions while work is being carried out;
- purchase equipment for confined space work; and
- design or lay out a work area that includes a confined space.

The training provided to relevant workers will cover:

- the nature of all hazards associated with a confined space;
- the need for, and appropriate use of, risk control measures;
- the selection, use, fit, testing and storage of any personal protective equipment;
- the contents of any relevant confined space entry permit; and
- emergency procedures.

Re-training or refresher training will be provided as appropriate.

Records of all training provided to workers in relation to confined space work will be kept for 5 years.

Audit Records

Risk Assessments
Confined Space Permit Form 29.1
Training Records

Form 29.1 Confined Space Permit

RHS Steel Supplies		Procedure No:
Title: Permit to Work – Confined Space Entry Permit		Authorised By:
Issue Date:	Review Date:	Number of Pages: 2

Permit Number: _____ Date: _____

Site: _____

Location: _____

Contractor: _____ Phone: _____

This permit is valid from: _____ am/pm On: _____

This permit is valid until: _____ am/pm On: _____

Permit is to be issued for a maximum of 24 hours

Description of works: _____

Persons entering the confined space: _____

A Safe Work Method Statement (SWMS) and/or Job Safety Analysis (JSA) has been provided and is attached to this 'work permit' Yes ☐ No ☐

Entry Log			Exit Log		
Name	Date	Time	Name	Date	Time

Note: The following section of this permit must be completed and signed by the authorised person(s) before work is to proceed and only work listed above may be completed.

PPE - The following safety equipment shall be worn:

☐	Respiratory protection	☐	Communication equipment
☐	Eye protection	☐	Protective clothing
☐	Hand protection	☐	Hearing protection
☐	Footwear	☐	Safety helmet
☐	Harness / lifeline	☐	Other

The conditions for entry are as marked below

With O2/Flammable gas monitor to be worn at all times Yes ☐ No ☐

With supplied air breathing apparatus Yes ☐ No ☐

Without respiratory protection Yes ☐ No ☐

With Emergency Life Saving Apparatus (ELSA - 15 minutes) Yes ☐ No ☐

Isolation – The following services will be isolated from the work area:		
☐ Water/gas/steam	☐ Mechanical/electrical drives	☐ Fire detection/extinguishing systems
☐ Hydraulic/electrical	☐ Chemical	☐ Asbestos
Other (please specify):		

Atmosphere					
The atmosphere in the confined space has been tested **(test meter is in calibration):**			☐ Yes	☐ No	
Results of test:					
Oxygen	.....	%LEL	Other (please specify)	.....	%LEL / ppm
Flammable gases	.....	%LEL	Other (please specify)	.....	%LEL / ppm
Toxic gasses	.....	%LEL	Other (please specify)	.....	%LEL / ppm

Other precautions	
Warning notice / barricades (Installed)	Yes ☐ No ☐
Emergency response equipment:	.....
Equipment to be used in confined space:	.....
Stand by personnel **(required):**	Name: .....
	Phone: .....

This permit should be prominently displayed at the work site

Authorisation			
Permit Issued To:	.....	_____	.....
	(Print name)	(Signature)	(Date)
Permit Issued By:	.....	_____	.....
	(Print name)	(Signature)	(Date)

Cancellation/completion of permit			
Permit cancelled/returned by:	.....	_____	
	(Print name)	(Signature)	
Cancelled/returned at:	..... am/pm	On:	
Reason for cancellation :	.....		
	.....		

30. Electrical Safety & High Voltage Work

Purpose

An employer has an obligation to ensure their business is conducted in a way that is electrically safe. This includes identifying electrical hazards, assessing the risk of injury or property damage that may be attributed to those hazards and taking necessary actions to minimise exposure to the risks.

Definitions

Nil

Responsibility

Managers

- Ensure that all electrical equipment is electrically safe, and the requirements of the relevant legislation and Australian Standards are complied with.
- Ensure that all workers likely to be affected by electrical work are electrically safe.
- Ensure that only trained, qualified and competent people carry out work on RHS Steel Supplies electrical systems.

Workers

- Comply with all instructions given by their supervisor/manager for their electrical safety.
- Not to wilfully or recklessly interfere with or misuse anything provided for electrical safety.
- Not to wilfully place any person in electrical risk
- To use PPE if provided for electrical safety and to ensure they have been properly instructed in the use of the PPE.
- Workers must not do any electrical work unless they are a qualified person with the appropriate licence for performing electrical work.

Specified Electrical Equipment

- For the performance of class 2 work – (i) a cord extension set with a current rating of not more than 20amps; or (ii) a portable outlet device with a current rating of not more than 20amps; or (iii) electrical equipment, other than portable safety switch, that - (A) has a current rating of not more than 20amps; and (B) is designed to be connected by a flexible cord or plug to low voltage supply; and
- For the performance of class 3 or class 4 work - (i) a cord extension set with a current rating of not more than 20amps; or (ii) a portable outlet device with a current rating of not more than 20 amps; or (iii) electrical equipment other than portable safety switch, that – (A) has a current rating of not more than 20 amps; and (B) is designed to be connected by a flexible cord and plug to low voltage supply; and (C) is moved during its normal use for the purpose of its use.

Electrical Safety – Risk Management Process

Ensure that only qualified people carry out work on RHS Steel Supplies electrical systems.

Some common electrical hazards include:

- electrical shock;

- fire/explosion; and
- toxic gas.

To minimise exposure to electrical risks all users of electrical equipment within RHS Steel Supplies should:

- visually inspect all electrical equipment prior to use to check:
  - there is no obvious external damage, particularly to plugs, sockets, cords or other connectors. Damage or faults should be reported immediately to the manager or supervisor and the damaged equipment should have an 'OUT OF SERVICE' tag attached and be immediately removed from use;
  - equipment covers and guards are correctly secured; and
  - ventilation inlets or exhausts are not obstructed;
- use the correct appliance for the specific tasks. Read instruction manuals and follow instructions to ensure the appliance is used correctly;
- ensure that the electrical appliances are dry and clean;
- never withdraw a plug from a socket by pulling the cable;
- always switch off appliances at the power point before removing the plug;
- keep electrical cords off the floor to reduce the risk of damage from drag or contact with sharp objects. A damaged electrical cord can cause a fatal electric shock;
- keep electrical appliances away from water and wet area;.
- never use double adaptors to 'piggyback' plugs. A power board with individual switches should be used;
- ensure that tools are properly insulated. Tools with damage to insulation on handles should be replaced;
- ensure that you use the correct fire extinguisher for electrical fires; and
- fully unwind electrical cords before using it.

Testing and Tagging

All electrical equipment must be inspected by a licenced electrician /competent person and tagged with the relevant tag in accordance with the Electrical Safety Act 2002, Electrical Safety Regulation 2013 and AS/NZS 3760:2010 -In-Service Safety Inspection and Testing of Electrical Equipment; and

Test intervals are dictated by the class of work. Class of work refers to the following:

- Class One work is construction work and work done in conjunction with construction work;
- Class Two work refers to assembly, fabrication, installation, maintenance, manufacturing, refurbishment or repair work but does not include class one work;
- Class Three work is any work not covered in class one, two, or four; and
- Class Four work is office work.

If testing and tagging is required this shall be performed by a licenced electrician/ competent person. Tags shall be affixed on the electrical cord within 300mm of the plug and include the date of retesting. A record of the test should be kept using the *Test and Tag Register Form*.

If an item of electrical equipment fails a test, an 'OUT OF SERVICE' tag should be fitted to the item and the item immediately removed from use.

High Voltage Work

An assessment of all risks involved in undertaking work associated with either live (energised) or de-energised equipment must consider all factors which may have the potential to cause injury or damage. Should this potential exist, precautionary measures may include the use of an independent observer.

Personnel working on live electrical equipment must have appropriate training, be competent and familiar with the equipment and aware of all the potential risks involved. Personnel must ensure that relevant authorisation has been granted, for the duty to be performed, before proceeding with the work. Where practicable, authorisation should be in writing, i.e. from the owner or occupier of the premises, the employer, or the employer's authorised representative.

Electrical workers and their assistants must wear appropriate protective clothing when working on, or in close proximity to, live electrical equipment. Protective clothing worn by personnel must be of correct fit and in good condition.

Dependent on the type of work and the risks involved, the following safety apparel must be considered:

- Eye Protection Metal spectacle frames should not be worn, eye protection should comply with AS/NZS 1337;
- Footwear Shoes or boots complying with AS/NZS 2210.2 and selected and maintained to AS/NZS 2210.1;
- Gloves Gloves insulated to the highest potential voltage expected for the work being undertaken complying with AS/NZS 2161 (Note: Leather work gloves may be considered when performing de-energised electrical work);
- Noise Protection Ear plugs or muffs to AS 1270;
- Clothing Should cover the full body (including arms and legs), be non-synthetic, of non-fusible material and flame resistant. Clothing made from conductive material or containing metal threads should not be worn;
- Safety Belt/Harness Safety belts and harnesses must be checked and inspected each time before use with particular attention being paid to buckles, rings, hooks, clips and webbing, complying with AS/NZS 1891; and
- Safety Helmets Headwear complying with AS 1801.

Note: It is strongly recommended that bracelets, rings, neck chains, exposed metal zips, watches, metal spectacle frames, etc., are not worn whilst performing electrical work in the vicinity of live electrical equipment, however, where these are worn, they should be suitably insulated.

No work must be done on or in close proximity to high voltage installations unless appropriate training has been undertaken and an appropriate safe work permit system used.

Audit Records

Training Records
Test and Tag Register Form 31.1
Risk Assessments

31. Test and Tag

Purpose

An employer has an obligation to ensure their business is conducted in a way that is electrically safe. This includes identifying electrical hazards, assessing the risk of injury or property damage that may be attributed to those hazards and taking necessary actions to minimise exposure to the risks.

Definitions

Nil

Responsibility

Managers

- Ensure that all electrical equipment is electrically safe and the requirements of the relevant Legislation and relevant Australian Standards are complied with.
- Ensure that all workers likely to be affected by electrical work are electrically safe.
- Ensure that only trained, qualified and competent people carry out work on RHS Steel Supplies electrical systems.

Workers

- Comply with all instructions given by their supervisor/manager for their electrical safety.
- Not to wilfully or recklessly interfere with or misuse anything provided for electrical safety.
- Not to wilfully place any person in electrical risk
- To use PPE if provided for electrical safety and to ensure they have been properly instructed in the use of the PPE.

Procedure

To minimise exposure to electrical risks all users of electrical equipment within RHS Steel Supplies should:

- visually inspect all electrical equipment prior to use to check:
    - there is no obvious external damage, particularly to plugs, sockets, cords or other connectors. Damage or faults should be reported immediately to the manager or supervisor and the damaged equipment should have an “OUT OF SERVICE” tag attached and be immediately removed from use;
    - equipment covers and guards are correctly secured; and
    - ventilation inlets or exhausts are not obstructed;
- use the correct appliance for the specific tasks. Read instruction manuals and follow instructions to ensure the appliance is used correctly;
- unsure that the electrical appliances are dry and clean;
- never withdraw a plug from a socket by pulling the cable;
- always switch off appliances at the power point before removing the plug;
- keep electrical cords off the floor to reduce the risk of damage from drag or contact with sharp objects. A damaged electrical cord can cause a fatal electric shock;

- keep electrical appliances away from water and wet areas;
- never use double adaptors to ‘piggyback’ plugs. A power board with individual switches should be used;
- ensure that tools are properly insulated. Tools with damage to insulation on handles should be replaced;
- ensure that you use the correct fire extinguisher for electrical fires; and
- fully unwind electrical cords before using it.

Testing and Tagging

All electrical equipment must be inspected by a licenced electrician /competent person and tagged with the relevant tag in accordance with the Legislative requirements and AS/NZS 3760:2010 -In-Service Safety Inspection and Testing of Electrical Equipment; and for construction sites AS/NZS 3012:2010 – Electrical Installations – Construction and Demolition Sites.

Test intervals are dictated by the class of work. Class of work refers to the following:

- Class One work is construction work and work done in conjunction with construction work;
- Class Two work refers to assembly, fabrication, installation, maintenance, manufacturing, refurbishment or repair work but does not include class one work;
- Class Three work is any work not covered in class one, two, or four; and
- Class Four work is office work.

If testing and tagging is required, this shall be performed by a licenced electrician/ competent person. Tags shall be affixed on the electrical cord within 300mm of the plug and include the date of retesting. A record of the test should be kept using the *Test and Tag Register Form*.

If an item of electrical equipment fails a test, an ‘OUT OF SERVICE’ tag should be fitted to the item and the item immediately removed from use.

Audit Records

Test and Tag Register Form 31.1

Form 31.1 Test and Tag Register

ITEM DESCRIPTION & SERIAL NUMBER	TEST & TAG DATE	RESULT (PASS/FAIL)	ACTION	NEXT INSPECTION

32. Tools – Hand and Power Operated

Purpose

To provide guidance on the correct selection, use and maintenance of hand and power tools.

Definitions

Nil

Responsibility

Managers and Supervisors

- Provide the correct tools for the tasks to be performed safely and without risk of harm to the user.
- Arrange training for all workers in the correct selection, use, and maintenance of the tools they are required to use.
- Ensure preventative maintenance and repair or replacement of tools when necessary.

Workers

- Operate hand and electric power tools in strict accordance with manufacturer's instructions.
- Wear the appropriate PPE and ensure that others in the area are also protected.
- Inspect tools and equipment prior to use. Damaged tools and equipment must be tagged 'OUT OF SERVICE' and removed from the workplace for repair or replacement.
- Ensure electric power tools have been tested and tagged.
- Never modify a tool for a task that it was not designed for.
- Ensure all guards (if applicable) are in place and operating correctly prior to using tools.
- Disconnect the power before making any adjustments or changing parts/blades to electric power tools.
- Do not use electrical power tools in exposed wet conditions.
- Do not throw the tools, pass them from hand to hand.
- Protect all sharp edges where practicable, when not in use.
- Get help if unsure how to operate a particular tool.

Audit Records

Training Records
Risk Assessments

33. Chemical Management Procedure

Purpose

This procedure covers the requirements associated with the safe purchasing, handling, storage and use of hazardous Chemicals. It includes the use of labels and Safety Data Sheets (SDS's), provision of information and training to personnel, risk assessment and control, precautions for safe handling, storage and use, document control and access to information by interested parties.

Definitions

Chemicals - The word 'chemicals' refers to materials or substances that may be handled, stored, used or produced in a workplace.

Hazardous Chemicals – Hazardous Chemicals are chemicals that have been classified as such according to the Globally Harmonised System of classification and labeling of chemicals (GHS). They are chemicals with the potential to cause immediate harm to people, property and the environment due to the possibility of fire, explosion, chemical reaction or release of toxic, flammable or corrosive materials during storage or handling.

Safety Data Sheets (SDS) - An SDS contains important information about a hazardous chemical. Labels must be put on all hazardous chemical's containers supplied to workplaces.

Dangerous Goods – asbestos or anything defined under the ADG code as dangerous goods or goods too dangerous to be transported.

Responsibility

- Ensure all Hazardous Chemicals are correctly labelled.
- SDS must have Australian emergency contact information.
- Ensure Safety Data Sheets (SDS) are obtained for any Hazardous chemicals used or stored in their area and information is maintained on the chemical management database and is readily accessible to workers and management.
- Ensure a risk assessment is performed on each hazardous chemical for storage and handling and prior to use or used in a process, and Control Measures are imposed and reviewed.
- Ensure that all staff who use, handle or are likely to be exposed to chemicals are appropriately trained.
- Ensure that appropriate Personal Protective Equipment & Controls are provided as identified in the risk assessment.
- Ensure health surveillance is provided to workers where there is a significant risk through exposure to the chemicals as per the RHS Steel Supplies Health Surveillance Procedure.

A register of all chemicals used/stored on site shall be kept along with up-to-date SDS.

The Chemical Register must be updated when the following elements occur:

- new chemicals are introduced into the workplace;
- existing chemicals are no longer in use or being stored, must be deleted; and
- the details of any Safety Data Sheet have been revised or updated.

Chemical hazard identification and risk assessment

- It is the duty of the responsible manager or their nominated representative to ensure that all hazards associated with chemicals that are used, and stored, within their area, and transported to and from the area, are identified and assessed for risk as per *Chemical Risk Assessment Worksheet Form*. Refer to the SDS for correct storage and transportation.

- Staff must receive training in chemical awareness upon local induction. Additionally, staff shall be trained in chemical awareness if, during the course of their work, they:

    - use or handle chemicals; or
    - are likely to be exposed to chemicals.

Manufacturer labels

- The responsible manager shall ensure that all chemicals purchased are adequately labelled as to provide sufficient information to alert the user of any associated hazards.
- The responsible manager should seek additional information from the manufacturer and or supplier if insufficient information is provided.
- The label must be firmly secured to the container. All information on labels must be legible and durable.
- The manufacturer label must be written in English and must contain the following information as a minimum requirement as detailed in the Relevant State's Code of Practice for the labelling of Hazardous Chemicals:
    - product name;
    - the name, address and contact telephone number of the Australian manufacturer or importer of the substance;
    - for each chemical ingredient, the identity and proportion disclosed in accordance with Schedule 8 of the WHS Regulations;
    - any hazard pictogram(s), hazard statement(s), signal word(s) and precautionary statement(s);
    - any additional information about the hazards, first aid and emergency procedures relevant to the Hazardous chemical and reference to the SDS; and
    - the Expiry date of the chemical, if applicable.

Labelling of decanted substances

- All hazardous substances that are decanted and not used immediately shall be labelled with the following information as a minimum requirement:

    - product Name
    - a hazard pictogram or hazard statement consistent with the correct classification of the chemical.
- A container shall remain labelled until cleaned so that it no longer contains any hazardous substance.
- If the container is so small that the label cannot be placed on the actual container, the label can be attached by other means, such as a string around the neck of the container.

Access to Safety Data Sheet (SDS)

- It is the responsibility of the responsible manager or nominated representative to ensure SDS's are obtained and available to all personnel for any chemical that is used and/or stored within the workplace.
- Access to SDS's should be obtained via the supplier and a hard copy being placed in an accessible location where the chemicals are stored and used.

Waste disposal

- Chemical waste should not be allowed to accumulate.
- Chemical waste must not be mixed with other chemical waste unless the waste is of the same type.
- Personal protective equipment should be used when handling chemical waste as recommended in the SDS and by the risk assessment.

Consumer Products

A consumer product with the original label on the container does not need to meet the labelling requirements under the WHS regulations if it will be used in the workplace only:

- in a quantity that is consistent with consumer household use;
- in a way that is consistent with consumer household use; and
- in a way that is incidental to the nature of the work carried out by the worker.

Manifest and Placard quantities of Dangerous Goods

Where the quantity of dangerous goods used, handled or stored at a workplace exceeds the manifest quantity for those dangerous goods listed in Legislation, a manifest of hazardous chemicals and emergency plan must be prepared.

The Manifest must be kept in a place determined in agreement with and readily accessible to the emergency service organisation. It must also be available for inspection under legislation.

The regulator must be notified in accordance with legislation if the manifest quantities are exceeded.

A PCBU must ensure that an outer warning placard be displayed at a workplace in accordance with legislation if the quantity of dangerous goods stored, used or handled at a workplace exceeds the placard quantity.

Audit Records

Chemical Register Form 33.1
Chemical Risk Assessment Worksheet Form 33.2
Training Register
SDS's

Form 33.1 Chemical Register

Chemical Register	
Business Name	**RHS Steel Supplies**
Business Address	

Chemical Name	Manufacturer	Uses	Hazardous Yes/No	Dangerous Yes/No	Total Quantity	SDS Expiry Date	**RA is n/a; n/r; Req.

**RA=n/a; RA=n/r; RA=Req.	
	n/a = Not Applicable i.e. a risk assessment is not mandatory (e.g the substance is not hazardous nor, is the way the substance being used, hazardous)
	n/r = Not Required i.e. a separate documented risk assessment is not required as the substances is being used in accordance with the SDS and for the purpose for which it was intended (i.e simple and obvious assessment)
	Req. = Required i.e. a separate documented risk assessment is required as the substance is being mixed or used in a manner that increases the risk controls required above those indicated on the SDS

Form 33.2 Chemical Risk Assessment Worksheet

CHEMICAL RISK ASSESSMENT WORKSHEET					
STEP 1 – GENERAL INFORMATION					
Location name		**Location no.**		**Date**	
Assessed by				**Health & Safety Rep**	
				Safety Team member	
Chemical (Manufacturer's Name & Product Name)					
Purpose of Chemical					

STEP 2 – RISK ASSESSMENT AND CONTROL [TRANSFER RELEVANT DETAILS FROM "REVIEW OF CHEMICAL PROCESS" TABLE (PAGE 2)]								
Hazardous Substance/Dangerous Good/Poison Schedule						**Risk Rating before Risk Treatment**	**Hierarchy of Control**	**Hazard and Risk Treatment**	**Risk Rating after Risk Treatment**
						☐ Very High ☐ High ☐ Medium ☐ Low	☐ Elimination ☐ Substitution ☐ Isolation ☐ Engineering ☐ Administration ☐ PPE		☐ Very High ☐ High ☐ Medium ☐ Low
Description of work/activities/use									
Storage Requirements									
Disposal and Environmental Requirements	To be disposed of as per SDS								
Health Surveillance	☐ Y ☐ N	**Details: This product is not decanted**							
Exposure Route	☐ Inhalation ☐ Skin ☐ Eye ☐ Ingestion ☐ Injection ☐ Other	**Details:**	**SDS Available (<5 years old)**	☐ Y	**Labeled to legislative requirements** ☐ Y		**PPE Description** ☐ Gloves ☐ Eye Protection ☐ Respirator ☐ Protective clothing ☐ Other – Detail		
First aid and emergency requirements	☐ First aid kit ☐ Special first aid requirement **Details**:								
	☐ Spill kit ☐ Neutralising agent ☐ Restrict access **Details**:								

REVIEW CHEMICAL PROCESS			
Process	**Routes of Exposure**	**Controls S – Substitution I – Isolation E – Engineering A – Administration (T – Training, SOP – Standard Operating procedure) P – PPE**	
		Control	**Describe**
Storage	☐ Inhalation ☐ Skin ☐ Eye ☐ Ingestion ☐ Injection ☐ Other Describe		
Handling	☐ Inhalation ☐ Skin ☐ Eye ☐ Ingestion ☐ Injection ☐ Other Describe		
Decanting and mixing	☐ Inhalation ☐ Skin ☐ Eye ☐ Ingestion ☐ Injection ☐ Other Describe		
Applying and spraying	☐ Inhalation ☐ Skin ☐Eye ☐ Ingestion ☐ Injection ☐ Other Describe		
Spillage and clean up	☐ Inhalation ☐ Skin ☐ Eye ☐ Ingestion ☐ Injection ☐ Other Describe		
Disposal	☐ Inhalation ☐ Skin ☐ Eye ☐ Ingestion ☐ Injection ☐ Other Describe		

ENVIRONMENTAL CONSIDERATIONS		
☐ Trade Waste (sinks) ☐ Floor drains ☐ Hazardous Waste	☐ Hazardous emissions ☐ Odours ☐ Other	

EXAMPLES OF HIERARCHY OF CONTROL	
Safety Measure	**Explanation**
Elimination: Eliminate the use of the substance	• use a physical process instead of a chemical process e.g. using ultrasound to clean equipment instead of a process involving chemicals; using clips/bolts or nails instead of adhesive.
Substitution: Use a safer substance or a safer form of the substance	**Safer substance** • use detergent instead of chlorinated solvent for cleaning • use water-based chemicals instead of solvent-based • use chemicals where compatible **Safer form or process** • paint with a brush instead of spraying • purchase a substance in a safer form
Isolation: Separate people or property from the substance by distance or barriers	• use closed systems • isolate the process to one room with restricted access or use appropriate barriers/screens to separate substances • distance workers from substances/processes through the use of remote controls • distance property, incompatible chemicals and ignition sources (e.g. flames, sparks) from goods
Engineering: Use physical controls (such as plant/equipment) that eliminate or reduce the generation of substances; suppress or contain substances; or limit the area of contamination in the event of spills and leaks.	• use fully or partially enclosed ventilation booths • fully or partially enclose the process with exhaust extraction • use local exhaust or natural ventilation systems (e.g. air ducts, open doors/windows) • design buildings that are: compatible with the intended goods; made of non-combustible construction as far as is practicable; designed to reduce contamination • use bunding to contain spillage • install drains, tanks or sumps to cope with spilled material • install automatic fire protection and chemical suppression systems
Administration: Use safe work practices including good housekeeping.	• reduce the amount of property or the number of employees exposed • reduce the duration and/or frequency of exposure e.g. through job rotation • reduce the amount of goods/products stored and used • ensure safe interim storage of wastes/products (e.g. labeled properly in suitable containers stored away from people, the environment, incompatible chemicals, ignition sources etc) • vacuum or wet sweep to suppress dust being generated • cover containers and make sure lids are attached • clean up spills immediately (includes provision of suitable aids, equipment and isolate floor and stromwater drains) • ensure no eating, drinking or smoking in areas where substances are used • provide suitable washing facilities • provide First Aid facilities • instruct employees on how to use substances safely
Personal Protective Equipment (PPE): Provide protective clothing and equipment for employees, supervisors and visitors. NB: items must be compatible with chemical(s) being used/stored	• overalls, aprons, gowns, chemical resistant suits • footwear (enclosed shoes, safety boots) • gloves • chemical resistant glasses (safety glasses) • face shields/masks, respirators . full/partial • head protection

34. Isolation Procedures

Purpose

To protect workers and visitors from potential injury whilst carrying out maintenance, installation, inspection, testing or cleaning of plant or equipment.

These procedures cover four (4) aspects of isolation:

- Out of Service Tags;
- Danger Tags;
- Isolation Tag Out; and
- Lock Out System.

Definitions

Nil

Procedure

OUT OF SERVICE TAGS

- Machinery, plant or equipment, which is not to be used, should be identified with an 'OUT OF SERVICE' tag.
- 'OUT OF SERVICE' tags should be attached and removed only by authorised persons who have specific knowledge of the operation of the item of plant, machinery or equipment.
- Only in an emergency situation, and only when it is apparent that the continued use of the equipment, plant or machinery could be dangerous, should another person attach an 'OUT OF SERVICE' tag.
- 'OUT OF SERVICE' tags should always be fixed to isolation devices when these devices are in the OFF' or 'SAFE' position.
- 'OUT OF SERVICE' tags should always be fixed to the energy source when it is in the 'OFF' or 'SAFE' position.
- Prior to attaching an 'OUT OF SERVICE' tag:
    - ensure that all required details are filled out clearly and legibly in the spaces provided. emphasis should be placed on the reason for placing the tag; and
    - 'OUT OF SERVICE' tags should be securely attached to the isolation point and clearly visible.

NEVER use plant, machinery or equipment with an 'OUT OF SERVICE' tag attached.

Remember to:

- switch off;
- isolate circuits;
- fix appropriate tags; and
- test that the electricity supply is isolated.

DANGER TAGS

- A Danger Tag must be attached to isolation devices to signify that there could be danger to a person if they operate the machine.
- Danger Tags should always be fixed to isolation devices that are locked in the 'OFF' or 'SAFE' position.
- 'DANGER' Tags must be placed before commencing work on a piece of equipment. The name of the person/s carrying out the work must be printed on the tag.
- A separate 'PERSONAL DANGER' Tag must be added for each person working on the equipment.
- The only person/s permitted to remove a 'DANGER' Tag is the person/s who put it there, except in circumstances where that person is unavailable.
- Fill in the 'DANGER' tags correctly and clearly.
- Attach the 'DANGER' tags to each isolation device so that it is clearly visible.
- Always remove 'DANGER' tags after completion of the work or prior to leaving work at the end of a shift.
- Replace the 'DANGER' tag with an 'OUT OF SERVICE' tag if work is incomplete.
- NEVER use, switch on, manipulate or interfere with machinery, plant or equipment that has a personal 'DANGER' tag attached.

ISOLATION TAG OUT

Before you start work:

- plan and discuss the job;
- ensure that you clearly understand any instructions given;
- confirm permission to isolate (use a permit system if relevant);
- isolate the electrical equipment, plant, machinery or circuit;
- attach Danger Tags;
- erect safety barriers if required;
- ensure that all tools are properly insulated;
- do not work on "live" equipment; and
- start work only when authorised to do so.

IF IN DOUBT, ASK THE SUPERVISOR.

LOCK OUT SYSTEM

The Lock-out process is the most effective form of Isolation to protect workers on or nearby equipment and machinery that is being repaired, installed, cleaned or maintained.

The process is as follows:

- shutdown the machinery and equipment;
- identify all energy sources and other hazards;
- identify all isolation points;

- isolate all energy sources;
- de-energise all stored energies;
- lockout all isolation points;
- tag machinery controls, energy sources and other hazards – tags should only be used to provide information to others at the workplace, A tag should not be used on its own as an isolation device. Lock out is the only effective means of isolating an energy source; and
- test by 'trying' to reactivate the plant without exposing the tester or others to risk (failure to reactivate ensures that isolation procedures are effective, and all stored energies have been dissipated).

Energy sources include but are not limited to:

- electricity (mains);
- battery or capacitor banks;
- fuels;
- heat;
- steam;
- fluids or gases under pressure (water, air steam or hydraulic oil);
- stored energy;
- gravity; and
- radiation.

In order to isolate plant, a device that effectively locks out the isolation points will be used. These devices include:

- switches with built-in locks;
- lock-out circuit breakers;
- use lockout devices;
- lockout valves ;
- chains;
- safety lockout jaws (also known as hasps); and
- safety padlocks.

When isolating an energy source, a lock that allows one or more padlocks to be fitted will be used. If more than one person is working on the plant at the same time, ensure that each worker is able to attach their own padlock to the device.

When working:

- use safety observers if required (e.g. working in a confined space);
- ensure you have followed correct procedures; and
- check that isolation/lock out/tag out systems are in place before resuming work after any break.

On completion of work:

- check that no tools are left on or in the job;

- check the work is complete and the equipment is reconnected to a power source;
- notify all relevant personnel that the equipment is to be connected or energised;
- have authorised persons sign off work permits (if relevant);
- remove all Danger Tags; and
- remove barriers and store them correctly.

Audit Records

Hazard Report
Record of Safety Meeting Minutes Form 10.1

35. Trenching and Excavation

Purpose

RHS Steel Supplies will ensure, as far as is reasonably practicable, that the conduct of work relating to excavation and trenching will not be harmful to the health and safety of workers or the general community.

This procedure aims to ensure that:

- risks to the safety of persons involved in the performance of excavation/trenching work carried out by the Council are identified before work commences;
- establishes guidelines for establishing and maintaining a safe working environment wherever excavation, including trenching, is carried out; and
- measures are taken to eliminate, minimise or control these risks before, during and after the performance of the work.

This procedure relates to excavation work if:

- an excavation formed by the work is more than 1.5 metres high when measured from the bottom of the excavation and the excavation is capable of permitting the entry of a person; or
- there is a possibility that a person involved in the performance of the work, or in the vicinity of any excavation or excavation work, could be injured from a fall or dislodgment of soil or rock.

Definitions

Nil

Procedure

A written engineer's report (as per legislation) shall be prepared to assess all site conditions that could affect the excavation and person's safety prior to any work commencing. An engineer's report will be required if a risk assessment determines that conditions have changed to that noted in the engineer's report.

The engineer's report must include:

- site conditions;
- safety precautions that should be taken and observed during and after the performance of the work;
- temporary support systems;
- battering/benching;
- other forms of retaining structures whether temporary or permanent;
- pre-excavation Risk Assessment Worksheet;
- other matters that may be relevant to protect the safety of persons involved in the performance of the work in the vicinity of the excavation; and
- comment or revision of the Excavation Daily Inspection Sheet in respect to content and use.

Controlling Identified hazards

A combination of control measures may be required to effectively manage the hazards. These may include, but are not limited to:

- Battering: Protects workers from cave-ins by excavating the sides of an excavation at an incline, the angle of incline varying with the soil type, the height of the face, the moisture content of the soil and the application of surcharge loads;
- Benching: Similar to a sloping system but with horizontal levels and vertical slopes to give an overall benched slope;
- Support systems: Generally, refers to a structure used to support the sides of an excavation or to the underpinning or bracing of an adjacent structure or underground installation. Support systems are either shoring systems or shield systems;
- Shoring systems: A shoring system is a steel or aluminium hydraulic or mechanical shoring system or a timber system to support the sides of an excavation and prevent cave-ins by the use of sheeting; and
- Shield systems: A shield is a structure, usually manufactured from steel that is able to withstand the forces imposed on it by a cave-in and protect workers who work within the structure. Shields can be permanent structures or designed to be portable and be moved along as work progresses. Shields used in trenches are referred to as trench shields or trench boxes. Steel shields should be designed in accordance with AS 4744.

Audit Records

Hazard Report
Risk Assessment Form 2.2
Record of Safety Meeting Minutes Form 10.1
Engineers Report

36. Ladder Safety

Purpose

To provide a safe system for access and egress from ladders and to define safe working procedures and set out practical guidance to ensure the safety and health of persons required to work from a ladder.

Definitions

Nil

Responsibility

Managers/Supervisors

- Ensure only suitably trained and experienced workers are engaged in working from ladders.
- To provide ladders and associated equipment that are fit for purpose and in good working order.

All Workers

- Comply with RHS Steel Supplies's procedures for working from ladders.
- Ensure ladders and equipment are regularly inspected and in good working order.

Procedure

A Ladder Inspection Checklist Form should be used before using any type of ladder to ensure it is in safe working condition. If the ladder is found to be UNSAFE it is NOT to be used and must be tagged with an 'OUT OF SERVICE' tag and referred to the supervisor/manager.

General ladder safety

- Ensure the ladder is the right height for the task. NEVER use a makeshift footing such as drums, boxes or blocks to gain extra height.
- Check that footing is secure. NEVER erect a ladder on a slippery, uneven or unstable surface.
- Never exceed the industrial use/ load rating of 120kg. This should be identified by a sticker on the ladder.
- Keep 3 points of contact with the ladder at all times.
- The top of the ladder should extend at least 900mm above the surface being accessed.
- Use a tool belt to keep hands free.
- Ensure there is a firm level work platform, free from obstructions to step onto;
- Ensure the ladder is securely fixed;
- Ensure the ladder is not too close or far away from the support structure. The distance is 1 is to 4. That is, if a ladder is four metres high the distance from the base of the ladder and the support structure must be at least one metre.

Audit Records

Training Register
Risk Assessments Form 2.2
Plant Maintenance Register Form 25.2
Ladder Inspection Checklist Form 36.1

Form 36.1 Ladder Inspection Checklist

Ladders should NEVER be used by untrained staff or subcontractors where a person can fall more 2 metres or more.

Damaged Ladders should be destroyed or removed from site.	**YES**	**NO**	**N/A**	**COMMENT**
Is there a risk of a person falling 2 metres or more?				*(Qualified trade persons only)*
Is the person using the ladder an appropriately trained tradesperson?				
Are there emergency procedures and First Aid provisions available prior to undertaking the task?				
Is there a Job Safety Analysis (JSA) or Safe Work Method Statement (SWMS)?				
Is the ladder an industrially rated ladder that is compliant with AS/NZS 1892?				
Has the ladder been inspected before use?				

Purchasing of ladders Note: Ladders should be purchased with the following considerations:	**YES**	**NO**	**N/A**	**COMMENT**
Sufficient weight bearing capacity for people using the ladder?				
Fibreglass ladders if there is a risk of electrocution?				
Are the steps on the ladder of an appropriate width, strength and depth?				

Inspection of ladders before use each time Note: Damaged or inappropriate ladder should be destroyed or removed from the site ASAP.	**YES**	**NO**	**N/A**	**COMMENT**
Missing, damaged or worn anti-slip feet on ladders (essential for good grip)?				
Stones, grease, dirt, etc., stuck in the ladder feet preventing the feet from directly contacting the ground?				
Mud, grease or oil either on the rungs or the stiles (the sides) making them slippery?				
Cracks in the rungs or stiles of the ladder?				
Missing, broken or weakened rungs?				
Missing or damaged tie rods?				
Cracked or damaged welds and missing or loose screws, fasteners or rivets?				
Unauthorised repairs?				
Damaged or inappropriate ladder should be destroyed or removed from the site ASAP?				

Setting up ladders Ladders should be set up on clean, level, firm footing and free from anything that may cause the ladder to slip such as slippery surfaces, wet areas, moss, loose bricks, etc. Make sure the ladder is high enough and NEVER stand a ladder on boxes, bricks, tables, chairs, etc., to gain extra height.	**YES**	**NO**	**N/A**	**COMMENT**
If the ladder tips over, can someone fall onto rocks, broken bricks, glass, spikes, sharp objects or corners, posts, etc.?				
Poor weather such high wind, rain, snow, ice, or hail?				
Metal or metal-reinforced ladder when working on live electrical installations or where the ladder is within 6 m of an overhead power line?				

Is the ladder set up in driveways, windows and doorways, where a person or vehicle could hit it?				
Is the ladder near the edge of an open floor, a hole or on scaffolding to gain extra height?				
Is the ladder set up near the edge of an open floor, a hole or on scaffolding to gain extra height?				

Setting up Extension Ladders For stability, extension ladders should be erected at an angle of 75° or the 1 in 4 rule (1 unit out for every 4 units up).	**YES**	**NO**	**N/A**	**COMMENT**
Is the extension ladder set up at an angle of 75° or the 1 in 4 rule (1 unit out for every 4 units up)?				
Does the ladder extend at least 1 m (or three rungs) above where you will be working?				
Is the top of the ladder placed against a fragile surface such as plastic guttering or glazing as this might give way?				
Will you need to stand on the top three rungs of the ladder?				
Is the ladder set up on a sloping surface especially if the surface is wet?				

Setting up Stepladders	**YES**	**NO**	**N/A**	**COMMENT**
Are all four feet are in contact with the ground?				
Is the stepladder positioned with the rungs facing the work activity and not side on?				
Do NOT use the top two steps of a stepladder unless it has a suitable handrail.				

Safe working practices when using ladders The following safe work practices will be used when using a step or extension ladder:	**YES**	**NO**	**N/A**	**COMMENT**
Face the ladder when climbing up and down.				
Use both hands to grip the ladder whenever possible.				
Go up or down one rung one at a time and do not rush.				
Try to maintain three points of contact at all times (e.g. both feet and one hand).				
Make sure the lighting is adequate for the task.				
Wear sensible footwear - avoid thongs, slippers, high heels, dangling laces, damaged or slippery shoes, etc.				
Wear clothing that will not get caught and avoid jewellery that can get caught.				
Watch where you place your feet when working as many people fall when nearing the bottom.				
Keep one hand free to grip the ladder if you are carrying an item up or down.				
Make sure your vision is NOT restricted by goggles, face shields, respirators, etc., or reflective glare off surfaces.				
Do NOT do strenuous work - only do light-duty, short duration work which has been approved by a responsible person.				
Do NOT use ladders if you have a medical condition or are under the influence of drugs or alcohol or medication.				
Do NOT use metal ladders that will conduct electricity when working on or close to electrical equipment that is live or may become live. (Use fibreglass ladders instead)				
Do NOT carry heavy or awkward shaped objects on a ladder.				
Do NOT overreach and keep your belt buckle (navel) inside the stiles and both feet on the rung.				

Do NOT use any power (air, hydraulic, electric or battery) tool designed for two hands or one which may require the operator to brace against the torque from the tool.				
Do NOT carry out hot work such as arc welding or oxy cutting.				
Do NOT use hand tools such as axes, crowbars or pinch bars which may cause the user to overbalance or fall from the ladder				
Do NOT work above other people				
Do NOT allow 2 or more people to be on the ladder at the same time.				
Do NOT throw things from ladders.				
Do NOT use when heavy rain, dew, extreme heat or cold or wind are present.				

Safe working practices when using an extension ladder The following safe work practices will be used when using an extension ladder:	**YES**	**NO**	**N/A**	**COMMENT**
Where possible tie a ladder to prevent it from slipping at the top, the bottom or both, making sure both stiles are tied.				
Never tie a ladder by its rungs.				
Do NOT stand on a rung closer than 900mm to the top of a single or extension ladder or stand higher than the second tread below the top plate of any stepladder.				
Hold on with both hands when climbing up & down.				

Safe working practices when using stepladders The following safe work practices will be used when using a step or extension ladder:	**YES**	**NO**	**N/A**	**COMMENT**
Fully open the legs before use.				
Always make sure you have an available handhold. This means having a suitable handrail or not working off the top two or three rungs, depending on the design of the stepladder.				
Avoid working side-on from a stepladder, especially when applying force.				
Do NOT use stepladders to access other levels, such as a roof, as they can become unstable when you step on or off them.				

Storage of ladders Note: Ladders need to be stored appropriately.	**YES**	**NO**	**N/A**	**COMMENT**
Horizontally on hooks at waist height in a secure area when not being used.				
Securely to prevent unauthorised use and damage.				
Keep track of each ladder used.				

37. Hot Work

Purpose

To minimise the risk of fire and/or explosion, and the resulting potential injuries to people and damage to property by ensuring that work which incorporates ignition sources is properly controlled.

To provide guidelines for managing work situations, good practices and follow up where hot work has to take place, including the issue of permits to ensure adequate communication to all people involved.

Definitions

Nil

Procedure

- Hot work, including welding, thermal or oxygen cutting or heating and other related heat or spark producing operations, are not to take place on Company premises without a Hot Work Permit. A worker Hot Work Permit Form must be submitted and approved prior to the commencement of any hot work.
- Subcontractors must have a Subcontractor Hot Work Permit Form approved prior to commencing any hot work on Company premises.
- The correct PPE must be worn for all hot work activities and the appropriate firefighting equipment must be kept within easy reach of all cutting, welding, oxyacetylene and other open flame jobs and on all work where there is a possibility of ignition.
- Prior to issuing a Hot Work Permit, the manager or supervisor must inspect the hot work area to ensure the site and the equipment requiring hot work is properly prepared to prevent the danger of fire, explosion or exposure to toxic gases. When the manager, or supervisor is satisfied the area is satisfactorily prepared for the work proposed, a Hot Work Permit will be issued, signed by that person and the Company worker responsible for carrying out the work.
- On completion of the hot work, the person responsible for carrying out the work will inspect the area to ensure it is safe, fill in the completion time on the Hot Work Permit and return it to the person who originally authorised the work. The area must not be left unattended for 30 minutes after completion of the hot work to monitor for any smouldering debris.
- The manager or supervisor must inspect the work area approximately 60 minutes after the job has been completed to check the area is safe and free from smouldering debris. When satisfied that the area is safe the Hot Work Permit is then signed.
- A fire watch is required where hot work is being performed in close proximity to flammable materials and where the area cannot be cleared. The general duties of the person designated as fire watch are to alert the operator of any fires or dangerous situations which may develop, notify the emergency response team and extinguish the fire, so long as it is safe to do so and within the capacity of the equipment available (fire extinguisher or pressure water hose). The person designated as fire watch may carry out normal work activities providing, they are conducted in the immediate area and do not interfere with watching duties.

Audit Records

Hot Work Permit Form 37.1
Hazard Report
Risk Assessments Form 2.2
Record of Safety Meeting Form 10.1

Form 37.1 Hot Work Permit

WORK LOCATION:		PERMIT NUMBER
DISTRIBUTION: Original – issued to the Principal Person doing the work and attached to the clearance certificate at the control point. Copy – retained by the Authorising Officer		Work Clearance No.

CERTIFICATE PARTICULARS			
ISSUED TO	*Name of the principal person doing the job*	ISSUED ON	__/__/__

PERMIT IS VALID FROM:	__ / __ / __	PERMIT IS VALID UNTIL:	__ / __ / __

EQUIPMENT INVOLVED	

DESCRIPTION OF WORK AND TOOLS NECESSARY	

SPECIAL CONDITIONS/INSTRUCTIONS TO BE ADHERED TO

GAS TESTING REQUIRED? YES/NO	
☐ INITIALLY	☐ CONTINUOUSLY
☐ MONITOR TESTING	☐ DAILY

TYPE OF TEST REQUIRED:	RESULTS	
	Actual	Req'd
☐ FLAMMABLE GAS/VAPOUR		
☐ TOXIC GAS (SPECIFY) _____		
☐ OXYGEN LEVEL		

GAS TEST CARRIED OUT BY:	Name	Initials

WARNING	THIS PERMIT IS ONLY VALID PROVIDED: THE WORK IS CLEARED TO PROCEED BY RESPONSIBLE OPERATIONS PERSON ALL PERMIT SECTIONS ARE PROPERLY COMPLETED. THIS PERMIT IS REVALIDATED EACH DAY.

38. Working at Heights

Purpose

To ensure that work at heights is carried out safely and that persons performing the work do not endanger themselves or other persons who may be exposed to the hazards of falling objects.

Definitions

Nil

Responsibility:

Managers/Supervisors

- Risk assessments to be conducted before the commencement of work and at any time the scope of work changes or the risk of a fall increases.
- Ensure that all equipment purchased comply with the relevant Australian Standard and is fit for its purpose.
- Encourage staff to wear non-slip footwear when regularly working at height.
- Provide adequate supervision and assistance.
- Provide training where necessary.
- Conduct an inspection and investigation in the case of an incident occurring.
- Retain a copy of all working at height risk assessments.

All Workers

- Use only equipment that is in good condition and is regularly serviced.
- Report any defects or problems with equipment to your Supervisor.

Procedure

Persons engaged in working at heights should ensure that the workplace and access to the workplace is safe before work starts, including:

- assessment of environment and weather conditions;
- organisation of fall prevention equipment;
- safe access and egress – public protection;
- allowable clearances from overhead power lines;
- personal protective equipment;
- manual handling;
- the means of rescuing persons from safety harnesses following arrested falls; and
- protection of portable electric tools by having them tagged and tested.

Prevention of falls

Provision should be made to prevent person falling if work is to be carried out where there is a risk of falling from one level to another.

Control measures

The first priority in all cases is to remove the risk altogether. Where this is not possible use a risk control measure that produces the lowest practicable risk of a fall.

The risk assessment must indicate what control measure are to be used to minimise potential for injury to workers or damage to plant and equipment. Control measure shall be selected in accordance with the hierarchy of control, which is (in priority order): elimination, substitution, isolation, engineering, administration and personal protective equipment.

The types of equipment which may be used when working at heights to minimise risk include:

- scaffolding;
- fixed work platform;
- mobile work platform;
- ladder;
- safety harness, fall arrestor;
- hard hat;
- toe boards; and
- waist high barriers.

All areas, where work is being carried out at height and there is a risk to people from falling objects all be, as far as practicable barricaded and clearly marked.

The workplace supervisor is responsible for ensuring that the access from the ground to the work area above is safe. Access requirements should take into account mechanical lifting aids for any tools and equipment the worker may be required to carry to and from the work site.

Audit Records

Training Register
Risk Assessments
Plant and Equipment Register Form 25.1

39. Height Safety Equipment Inspection Procedure

Purpose

To ensure Height Safety Equipment used by RHS Steel Supplies workers to protect them from the risk of falls is correctly inspected and maintained in accordance with the Australian Standard AS/NZS 1891.4:2009.

Definitions

AS/NZS 1891.4:2009: Industrial fall-arrest systems and devices - Selection, use and maintenance

Fall Arrest: A fall-arrest system is intended to safely stop a worker falling an uncontrolled distance and reduce the impact of the fall. This system must only be used if it is not reasonably practicable to use higher level controls or if higher level controls might not be fully effective in preventing a fall on their own.

Fall Restraint: A restraint technique controls a person's movement by physically preventing the person reaching a position at which there is a risk of a fall. It consists of a harness that is connected by a lanyard to an anchorage or horizontal lifeline. It must be set up to prevent the wearer from reaching an unprotected edge.

Responsibility

Managers/Supervisors

- Risk assessments to be conducted before the commencement of work and at any time the scope of work changes or the risk of a fall increases.
- Ensure that all equipment purchased complies with the relevant Australian Standard and is fit for its purpose.
- Must ensure the anchorage points have the correct load and impact capacities for the intended use and have been inspected in accordance with AS/NZS1891.4:2009.
- Provide adequate supervision and assistance.
- Provide Work Safely at Heights training to all workers using the equipment.
- Conduct an inspection and investigation in the case of an incident occurring.
- Ensure records are maintained of all equipment inspections.

All Workers

- Use only equipment that is in good condition and is regularly inspected.
- Report any defects or problems with equipment to your supervisor and remove from service immediately.
- Must follow all company procedures and work in accordance with SWMS.

Inspection Procedure

Operator Pre-Use Visual Inspections

Persons engaged in working at heights should ensure that the Height Safety Equipment is safe before work starts and after each use.

All equipment should be inspected for damage including harnesses, lanyard assemblies, connectors, fall arrest devices and any anchorage points or static lines.

Use the following steps to check a harness and record it on the Harness Inspection Checklist:

- Step 1 Spread harness out on flat surface.
- Step 2 Check that the harness has a current inspection tag.
- Step 3 Visually inspect each component for damage or wear.
- Step 4 Ensure all webbing has no signs of cuts, fraying, broken stitching or chemical exposure.
- Step 5 Check all fastening mechanisms e.g. Chest, legs and attaching lock buckle and lanyard for signs of any damage or wear.

The operator should also check to ensure that all equipment has been inspected by a Height Safety Equipment Inspector in accordance with the Australian Standard AS/NZS 1891.4:2009 as below.

Anchorage points

All anchorages should be tested and approved by a Height Safety Equipment Inspector:

- before use or re-entry into service;
- 12 Monthly for drilled in type or those attached to timber structures;
- 12 monthly or as recommended by the manufacturer to a maximum of 5 yearly for all other anchorage types; and
- after being stressed as a result of a fall.

A visual inspection may not reveal the structural integrity of the anchor point (ie the bolt may have failed below the concrete surface).

Each anchorage point should be located so that a lanyard of the system can be attached to it before the person using the system moves into a position where the person could fall.

Safety Harnesses and Equipment

All Safety equipment must be inspected by a Height Safety Equipment Inspector on entry or re-entry into service.

Equipment requiring 6 monthly inspections by a Height Safety Equipment Inspector:

- harnesses, lanyard assemblies and associated personal equipment;
- fall-arrest devices (external inspection only;
- ropes and slings; and
- horizontal or vertical lifelines - fibre rope and webbing.

Equipment requiring 12 monthly inspections by a Height Safety Equipment Inspector:

- horizontal and vertical lifelines - steel rope or rail.

Fall arrest devices must also have a full service annually.

In case of a fall, all equipment is not to be used until such time it can be inspected by a Height Safety Equipment Inspector as a requirement of the Australian Standard AS/NZS 1891.4.

Audit Records

Harness Inspection Checklist
Height Safety Equipment Register/Inspection records
Risk Assessments

40. Fall Protection Rescue Plan

Purpose

The purpose of this procedure is to establish RHS Steel Supplies's guidelines for responding to a fall at heights. This procedure should ensure that the victim's health risks are minimised during a fall. The Rescue plan shall minimise the amount of at-risk behaviour of the rescuer during the rescue attempt, and that the rescue is conducted in a safe and professional manner.

This document is intended to provide guidance only for developing site-specific working at heights rescue plans.

Scope

- This work instruction will apply at all locations where personnel are employed.
- The requirements of this work instruction are to be observed by all personnel involved in working at heights where a fall hazard exists.
- This work instruction shall be reviewed and included in a Safe Work Method Statement (SWMS) for any activity that requires working at a height of 2m or Greater, or where a fall hazard exists.

Definitions

Rescue Plan – A Strategy or procedure, planned in advance, to retrieve safely a person who has fallen from an elevated work surface and is suspended in a full body harness, to include self-rescue or mechanically aided rescue.

Self-Rescue – An act or instance of a worker using his/her fall protection equipment in order to perform a self-rescue.

Mechanically Aided Rescue – A strategy or procedure, planned in advance, to retrieve safely a person who has fallen from an elevated work surface using mechanical means.

Responsibility:

Managers/Supervisors

- Rescue plans to be compiled before the commencement of work.
- Ensure that all equipment purchased complies with the relevant Australian Standard and is fit for its purpose.
- Encourage staff to wear non-slip footwear when regularly working at height.
- Provide adequate supervision and assistance.
- Provide training where necessary.
- Conduct an inspection and investigation in the case of an incident occurring.
- Retain a copy of all rescue plans.

Workers

- Trained and familiar with the content of the Fall Protection Program.
- Able to understand and evaluate the risks associated with working at heights.
- Trained and competent in the use of fall protection equipment prior to working at heights.
- Able to report unsafe conditions and/or behaviours to the Person in Charge.

Authorised Rescuer

- Trained by a competent rescue trainer before exposure to a fall hazard or a potential rescue application.
- Shall be retrained when the nature of the work, the workplace, or the methods of control or rescue change to an extent that prior training is not adequate.
- Training for authorised rescuers shall include physical demonstrations by trainees on how to inspect, anchor, assemble and use all of the fall protection and rescue equipment used in locations in which they work.

Training

Training should include as a minimum:

- fall hazard recognition;
- fall hazard elimination and controls methods;
- applicable fall protection and rescue regulations;
- how to use written fall protection and rescue procedures; and
- pre-use equipment inspection procedures.

Procedure

A rescue plan must be part of the Safe Work Method Statement (SWMS) for any job that is to be performed that requires work at height. The rescue plan shall include consideration of the following rescue types and circumstances.

Self-Rescue

If the person working at heights makes suitable choices in the equipment to be used, and implements the use of that equipment properly, the majority of fallen workers will perform a self-rescue which should include:

- worker will climb back up to the level from which they fell;
- worker will return to the floor or ground and be reviewed for possible medical attention as required; and
- remove all necessary components of his/her fall arrest system from service and document (bag and tag) the components involved in the fall, including Name, date and activity being performed at time of fall, and provide to their Supervisor.

Assisted self-rescue with mechanically aided hauling/rope system

If self-rescue is not possible, then an Assisted Self Rescue will be required. The following guidelines should be used during a mechanically aided rescue:

- the mechanical device shall be secured to an anchor that is rated for personnel;
- the haul line may be swung over or lowered to the worker who will grab the lifeline hook and secure it to the appropriate body support D-ring. A positive connection to the D-ring must be verified by one of the Rescue team members;
- the rescue team will raise or lower the fallen worker to the appropriate work platform or ground and take care of the rescued worker medically as required; and
- remove all necessary components of his/her fall arrest system from service and document (bag and tag) the components involved in the fall, including Name, date and activity being performed at time of fall, and provide to their Supervisor.

Assisted Rescue with mechanically aided hauling/rope system

If the workers injuries prevent them from attaching themselves to the rescue system, both self-rescue and assisted self-rescue are not options, then a fully assisted rescue is necessary.

Hanging in harness and conscious:

- the mechanical device will be secured to an anchor that is rated for at least 2500kg;
- a rescue team member must attach the mechanical device haul line to the fallen workers fall arrest system. This can be performed by accessing the worker and attaching directly to the workers harness or using a rescue pole for the attachment. The Rescue team could also attach a rescue grab to the lanyard or vertical lifeline;
- the Rescue team will raise or lower the fallen worker to the appropriate work platform or ground and take care of the rescued worker medically as required;
- during the rescue, tell the conscious worker to lift their legs and /or pump their leg muscles as if they were riding a bike so as to prevent suspension trauma caused by blood building up and becoming stagnant in the lower limbs; and
- remove all necessary components of his/her fall arrest system from service and document (bag and tag) the components involved in the fall, including Name, date and activity being performed at time of fall, and provide to their Supervisor.

IMPORTANT: Immediately following any conscious rescue, the fallen worker must be kept in a semi-sitting position (not flat) with knees bent for at least 30-45 minutes after the event and all vital signs to be regularly checked.

Hanging in harness and unconscious:

- immediately call 000 and use your Rescue plan in order to get the unconscious worker down as quickly as possible;
- the mechanical device will be secured to an anchor that is rated for at least 2500kg;
- a rescue team member must attach the mechanical device haul line to the fallen workers fall arrest system. This can be performed by accessing the worker and attaching directly to the workers harness or using a rescue pole for the attachment. The Rescue team could also attach a rescue grab to the lanyard or vertical lifeline;

- the Rescue team will raise or lower the fallen worker to the appropriate work platform or ground and take care of the rescued worker medically as required until Emergency Services arrive; and
- remove all necessary components of his/her fall arrest system from service and document (bag and tag) the components involved in the fall, including Name, date and activity being performed at time of fall, and provide to their Supervisor.

IMPORTANT: Immediately following any unconscious rescue, the fallen worker must be transferred directly to the nearest Hospital for a thorough medical examination and kept where possible in a semi sitting position until he/she reaches the Hospital for medical attention.

Audit Records

Training Register
Risk Assessments
Plant and Equipment Register
Rescue Plans

Form 40.1 Rescue Plan

Note: This document is intended to provide guidance only for developing site-specific working at heights rescue plans and is to be completed prior to commencement of works.

Date: _____

Job Description: _____

Location: _____

Contacts:	
Rescuer(s):	
Emergency Contact:	
Rescue equipment:	
☐ Ladder	☐ Rescue Pole
☐ Rescue Rope	☐ Crane
☐ Scaffold	☐ Arial Lift
☐ First Aid Kit	☐ Alternative Lifting and Lowering Device
Critical Rescue Factors:	
Anchor Point:	
Landing Area:	
Rescue Obstructions/Hazards:	
Check for Yes:	*Comments*
☐ Have alternatives to using fall arrest equipment been considered?	
☐ Has rescue equipment been inspected and found in good shape?	
☐ Is equipment adequate for the rescue plan?	
☐ Have communication devices been identified, located and tested?	
☐ Are all rescuers familiar with the use of the rescue equipment?	
Describe the tasks that will be done prior to work to prevent a fall and the step-by-step process that will be followed in the event of a fall.	
Pre Work Tasks:	**Response Procedure:**
1.	1. Notify Emergency contact:
2.	2. Make medical assessment of person
3.	3. If possible, have worker perform self-rescue
4.	
5.	
6.	
Additional Comments	

41. Lighting

Purpose

The purpose of this procedure is to provide information to effectively control risks associated with lighting.

Definitions

Nil

Procedure

Lighting

Adequate lighting should be provided to effectively illuminate work areas and provide a safe and comfortable visual environment within the workplace. Although a combination of natural and artificial lighting is preferred, it is not essential to provide sufficient artificial lighting for the work areas.

Lighting Effects

Inadequate lighting in the workplace may lead to:

- increased workplace incidents;
- a reduction in performance;
- poor product quality;
- eye strain;
- workers needing to adopt awkward postures which may lead to conditions such as neck/back pain; and
- general tiredness.

Lighting Requirements

Lighting requirements are subject to the type of work being conducted. The environment and a worker's visual preferences and capabilities are considered. The quality and quantity of light should be appropriate to the task and in accordance with the relevant Australian Standards.

Further information on the lighting requirements for specific tasks including how to measure lighting levels

Lighting Concerns

All workplace health and safety concerns are to be addressed through the generating of a *Hazard & Opportunity Report Form*.

Modify Existing Light Systems

- lower or raise the lights;
- increase or decrease the number of lights;
- change the position and type of lights used;
- regularly clean lights and light fittings;
- replace flickering lights and bulbs;

- install diffuser light fittings to reduce glare;
- change the type of diffusers if those that are installed limit the light dispersed; and
- provide task specific lighting (e.g. desk lamp) where additional lighting is needed or increasing general lighting is not practical;

Monitoring and Recording

A lighting survey involving the measurement of lighting levels should be conducted when site work initially commences. Monitoring should be conducted if:

- a lighting survey has not been conducted in the past;
- the workplace layout is modified or changed; and
- a worker experiences health related effects that could be related to the lighting levels in the workplace.

Audit Records

Hazard Report
Risk assessments Form 2.2
Record of Safety Meeting Form 10.1

42. Working in Remote and Rural Locations

Purpose

Field activities in rural and remote locations form an essential part of work at RHS Steel Supplies. Field work may be required in unfamiliar and remote surroundings which pose various hazards. These Procedures outline necessary steps for safe management of rural and remote field work. They provide a framework for identification of hazards, assessment of risks and determination of risk control strategies so that all persons involved with rural and remote field work are pro-active towards safety

Responsibility

These Procedures apply to all staff and subcontractors of RHS Steel Supplies undertaking field work.

It is the responsibility of the Managing Director to ensure that all field work participants are adequately trained as well as being adequately informed.

Definitions

Rural Field Work is defined as any approved practical work carried out by staff and subcontractors in places more than 5 km outside urban

Remote Field Work includes all Rural Field Work but is further defined in terms of distance and accessibility:

Working more than 10 km from a facility with telephone or radio communications;

- in areas of little traffic, on waterways, or where hills, dense vegetation or other topographic features make it difficult to obtain help using the communication system available; and
- if medical or other emergency support is more than 60 minutes away.

Off Road is any location other than a major or minor formed road.

Field Work Plan lists the field work to be carried out, objectives, proposed itinerary, where, by whom, participants, start date, finish date, hazard identification, risk assessment and risk controls.

Medical Conditions Affecting Field Work Participation

All personnel involved in field work must be mentally and physically fit for the tasks required. They must accept appropriate medical advice where relevant and disclose to the Managing Director of any limitation imposed by their health that may affect their ability to participate safely in any Field Work activity. This obligation applies both before and during field work. Information provided must be treated as confidential information, unless non-disclosure creates a risk to other participants.

Field Work Plan

There are four steps:

- Step 1 Commence documenting the FIELD WORK PLAN using the Field Work Plan Form.
- Step 2 Identify hazards, assess risks, document and implement control strategies.
- Step 3 Gain written approval from the Managing Director – one week prior to commencement of field work activities.
- Step 4 Induct Field Work participants.

Commence the FIELD WORK PLAN

Listing the field work to be carried out, objectives, proposed itinerary, where, by whom, participants, start date, finish date etc.

Identify the HAZARDS and ASSESS the RISKS.

Refer to Appendix Procedure 2 – Risk Management

Workers:

Workers must consider the hazards involved in the field work and make a judgement on the degree of risk, in terms of the likelihood of exposure and the consequences of being exposed to the hazard.

The *Field Work Plan* requires identification of hazards associated with the field work activities. Risks must be assessed, and control strategies documented and the plan approved by the Managing Director.

Induct Field Work participants

The Managing Director must instruct Field Work participants on safety and health matters related to the field work.

First Aid

Remote area field work requires a currently qualified first aid attendant to be present. Senior First Aid qualifications are preferred and may be required in many circumstances. Contents of first aid kits need to reflect the types of hazards likely to cause injury, as stipulated by the Code of Practice.

Communication

All vehicles for remote field work must be fitted with a 2-way radio or satellite telephone with frequencies which include those of the Royal Flying Doctor Service and other appropriate Commonwealth and State Government authorities.

All personnel undertaking field work must be trained in the use of the communication equipment and liaise with local authorities as outlined above.

The method of communication and frequency of communication must be agreed in the *Field Work Plan*.

Mobile phones (where reception is available), UHF radio, satellite phones and EPIRBs (for when other forms of communication fail) may need to be considered. Where possible, contact shall be made at agreed intervals with the Managing Director.

With some types of field work it may be more appropriate to set up an alternative communication arrangement made with a reputable contact point (e.g. Police Station, CALM, National Parks ranger, other institution, mine site manager, ship's master, Farm manager, etc.). The underpinning principles are; that wherever possible, communication should occur daily; **and there must** be a documented emergency back-up plan in the event that contact is not made.

Notification of changes to proposed field work

During a field activity, a specified contact person at RHS Steel Supplies must be notified as soon as possible of any changes to the originally proposed itinerary or schedule, including changes of dates, location or number of persons attending the field activity. If the changes cause a flow-on effect to the existing risk assessment, then a revised risk assessment must be prepared.

Notification of return from field work

Participants must notify a specified contact person (e.g. their Supervisor) on return from field activity. If a staff member fails to return from a field activity at the pre-arranged time and has not notified a change in arrangements, the specified contact person is responsible for notifying the Managing Director. This person is then responsible for notifying emergency services as applicable and next of kin.

Remote driving

Drivers' Responsibilities:

- The driver holds a current driver licence for the type and class of vehicle.
- The capacity for driving time of up 10 hours maximum is at the sole discretion of the driver.
- The driver is totally responsible for all aspects of preparation, maintenance of vehicle and equipment and the application and implementation of the guidelines.
- A check of the vehicle and any towed appliances e.g. trailer, boat for roadworthiness shall be made prior to departure and then a daily check is to be carried out for:
    - tyres (visual inspection of inflation and tread conditions);
    - radiator (water level);
    - oil level; and
    - battery condition.
- Obtaining as much information as possible about the conditions that are likely to be encountered during the trip and making provision for them.
- In all cases where the driver is going to be in an off-road situation or remote location, to inform local authorities (e.g. police) of the planned driving regime. Regular call-in schedules may be appropriate and should be set up in advance in consultation with the local authorities.

Transport

An appropriate type of vehicle is to be supplied for field work:

- normal sedans and station wagons are only suitable for bitumen and all-weather dirt roads; and
- 4-wheel drive vehicles should be used for all off-road situations including mountainous terrain and desert areas.

All 4-wheel drive vehicles used for field work should be equipped with the following:

- diesel engine;
- a steel bull-bar capable of being used as a jacking point and of supporting at least 2/3rds of the weight of the vehicle;
- a rear bumper bar capable of being used in a similar manner to the bull-bar; and
- air-conditioning.

The following items are strongly recommended for inclusion as vehicle equipment:

- driving lights (spotlights);
- long range water and fuel tanks; and
- cargo crash barriers.

Where vehicles are to be used off road or in remote locations appropriate spare parts, tools recovery equipment and adequate supplies of emergency rations and water must be carried.

Driving for Extended Periods or in Remote Areas

Where this type of driving is to be undertaken, the following should be observed:

- no more than 10 hours in a 24-hour period should be taken up with driving. The total time spent travelling, inclusive of breaks, should not exceed 12 hours, even where the driving is shared;
- a rest period of 20 minutes should be taken on completion of each 3-hour period of driving, or as required. Where driving is shared, each driver shall drive for no longer than 3 hours in succession;
- ordinary duty (which does not involve driving duty) combined with driving duty shall not exceed 12 hours in any period of 24 hours;
- alcohol shall not be consumed or prescription drugs which may affect the ability to drive safely, 8 hours prior to working or during the period of the journey by any person involved with driving duties;
- the distance which can reasonably be covered during the space of a day's driving will be governed by the first point above; and
    - driver fatigue;
    - legal speed limits;
    - climatic conditions & weather; and
    - type of vehicle used.
- the general well-being of the driver, in particular fatigue, is paramount and takes precedence over agreed guidelines particularly when the driver is subject to fatigue;
- the time at which the journey is to be undertaken, its duration and the distance to be covered shall be reasonable in the circumstances and be planned in advance;
- provision shall be made for regular and adequate rest breaks to avoid driver fatigue;
- if the driver has to perform duty immediately before or after the official journey; the duration of the journey shall be limited accordingly;
- wherever practicable more than one driver shall travel in vehicles, especially where all or part of the journey is to be undertaken in isolated areas or under arduous climatic conditions; smf
- there should be no likelihood that the undertaking of any particular journey will result in unusual risks.

Audit records

Risk assessments Form 2.2
Hazard Report
Field Work Plan Form 42.1
Training records

Form 42.1 Field Work Plan

This form may contain confidential information and must be kept secure	
Managing Director	
Supervisor	
Location	
Field work description	
Dates of field work	
Transport arrangements	
What will be the contact arrangement with the Office or other reputable contact?	Contact person Phone number Frequency of contacts Instructions
What shall staff/reputable contact do if no contact is made?	Contact person Phone number Instructions

DETAILS OF PARTICIPANTS

NAME	POSITION	INDUCTED	DATE

ITINERARY DETAILS

DATE/TIMES	LOCATION	ACCOMMODATION	CONTACT DETAILS

RISK ASSESSMENT

FIELD WORK ACTIVITY	POTENTIAL HAZARD What might harm you?	RISK RATING (Extreme, High, Medium, Low)	CONTROLS What are you going to do to make this activity as safe as possible?	PERSON WHO WILL ENSURE THIS HAPPENS

ITEMS THAT WILL BE COMPLETED PRIOR TO THE FIELD WORK

	Tick as appropriate
Participants briefed on details of proposed field work; relevant safety policies, procedures and expected conduct whilst on the field work	
All equipment, vehicles and tools will be checked for safety compliance prior to field work commencing	
I have made the necessary provisions for emergency situations such as the appropriate level of first aid, emergency contact telephone numbers; e.g., air and sea rescue, police rangers etc.	
I have checked with participants whether they have any medical conditions that should be disclosed	
I have checked that appropriate licenses, permits and agreements with land owners etc. have been obtained and are up to date for the use of specialized equipment and/or plant	

PEOPLE RESPONSIBLE FOR SUBMISSION AND APPROVAL

NAME	SIGNATURE	DATE

43. Principal Contractor

Purpose

The primary duty under the WHS Act requires a person conducting a business or undertaking to ensure, so far as is reasonably practicable, that workers and other persons are not exposed to health and safety risks arising from the business or undertaking. This procedure sets out our requirements to discharge this duty as a Principal Contractor.

A principal contractor must be appointed for every construction project valued at $250,000 or more in ACT, NSW, TAS and QLD, $350,000 or more in VIC, $450,000 or more in SA and $500,000 in NT. There can only be one principal contractor for a construction project at any one time.

Definitions

Nil

Responsibility

PCBU

- Ensure the correct signage at site of a construction project.
- Ensure that safe work method statements (SWMS) are prepared before the proposed work commences.
- Ensure that a WHS Management Plan is prepared for the project which includes all of the required elements as per WHS Regulation 309.
- Ensure that each person who is to carry out construction work in connection with the project is, before commencing work, made aware of the content of the WHS management plan for the workplace, and the person's right to inspect the WHS management plan.
- Review and as necessary revise the WHS management plan to ensure that it remains up to date. We will also ensure that that each person carrying out construction work in connection with the project is made aware of any revision to the WHS management plan.
- Manage risks to health and safety associated with the following:
    - the storage, movement and disposal of construction materials and waste at the workplace;
    - the storage at the workplace of plant that is not in use;
    - traffic in the vicinity of the workplace that may be affected by construction work carried out in connection with the construction project; and
    - essential services at the workplace.

Managers/Supervisors

- Ensure that the workplace is secured from unauthorised access, having regard to all relevant matters, including risks to health and safety arising from unauthorised access to the workplace, the likelihood of unauthorised access occurring and, to the extent to which it cannot be prevented, how to isolate hazards within the workplace
- obtaining essential services information when excavation work is to be carried out and providing it to any person engaged to carry out the excavation work.

All Workers

- Workers have a general duty under the WHS Act to take reasonable care for their own health and safety and they must not adversely affect the health and safety of other persons. Workers must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace.
- Workers have specific obligations under the WHS Regulations to keep their general construction induction training card available for inspection. If the worker is awaiting a decision on their application for a general construction induction training card, the worker must keep their general induction training certification available for inspection.

Procedure

Under the WHS Regulations, the person conducting a business or undertaking that commissions a construction project is the principal contractor, unless the person appoints another person conducting a business or undertaking to be the principal contractor and authorise such person to have management or control of the workplace and discharge the duties of the principal contractor.

When RHS Steel Supplies is the principal contractor on any project, we will ensure the following requirements are implemented.

Signage

We will ensure that signs are installed, which:

- show the principal contractor's name and telephone contact numbers (including an after-hours telephone number); and
- show the location of the site office for the project, if any; and
- are clearly visible from outside the workplace, or the work area of the workplace, where the construction project is being undertaken.

Safe Work Method Statements

A Principal Contractor of a construction project must ensure that safe work method statements (SWMS) are prepared before the proposed work commences, they must also:

- make arrangements to ensure that the high-risk construction work is carried out in accordance with the SWMS;
- ensure that a copy of the SWMS is given to the principal contractor before the work commences;
- ensure that a SWMS is reviewed and revised if necessary; and
- keep a copy of the SWMS until the high-risk construction work is completed

WHS Management Plans

A WHS management plan sets out the arrangements to manage work health and safety on a construction project. The intention of a WHS management plan is to ensure the risks associated with a complex construction project are managed, particularly where there can be many contractors and subcontractors involved and where the circumstances can change quickly from day-to-day.

The WHS management plan must be in writing and be easily understood by workers (including contractors and subcontractors). It may not be necessary to communicate the entire WHS

management plan to all workers; however, all parts that are applicable to the work they are carrying out must be explained to them in full.

Preparing a WHS management plan

The level of detail required for a WHS management plan will depend on how complex the workplace is (in particular the number of subcontractors at the workplace at any one time) and the risks involved in the work.

The WHS management plan prepared by the principal contractor must include:

- the names, positions and health and safety responsibilities of all persons at the workplace whose positions or roles involve specific health and safety responsibilities in connection with the construction project;
- the arrangements in place between any persons conducting a business or undertaking at the workplace for consultation, cooperation and coordination of activities in relation to compliance with their duties under the WHS Act and its Regulations;
- the arrangements in place for managing any work health and safety incidents that occur;
- any site-specific health and safety rules and the arrangements for ensuring that all persons at the workplace are informed of these rules; and
- the arrangements to collect and assess, monitor and review SWMS.

The WHS management plan may also include the following information:

- details of the person commissioning the construction work, for example, their name, ABN (if available) and address;
- details of the principal contractor;
- details of the construction project, for example, address of the workplace, anticipated start and end date and a brief description of the type of construction work that the WHS management plan will cover;
- details on how contractors and subcontractors will be managed and monitored including how the principal contractor intends to implement and ensure compliance with the WHS management plan such as checking on the performance of contractors and subcontractors and how non-compliance will be handled; and
- details on how the risks associated with falls and falling objects and any high-risk construction work that will take place on a construction project is managed.

It should also include information on:

- the provision and maintenance of a hazardous chemicals register, safety data sheets and hazardous chemicals storage;
- the safe use and storage of plant;
- the development of a construction project traffic management plan;
- obtaining and providing essential services information;
- workplace security and public safety; and
- ensuring the workers have appropriate licences and training to undertake the construction work.

The WHS management plan will also detail any site-specific WHS rules that RHS Steel Supplies requires persons to comply with and the arrangements for ensuring that all persons at the workplace are informed of these rules.

Audit Records

Training and Induction Records
Risk Assessments Form 2.2
Safe Work Method Statements Form 2.3
Site Inspection checklist Form 44.2
WHS Management Plan

44. Site Safety

Purpose

To establish and maintain a system that promotes a safe work practice for all RHS Steel Supplies workers, subcontractors and the public to reduce the risks associated with site work and prevent its related injury and damage.

Responsibility

Managers and Supervisors

- Ensure hazard identification and risk assessments are carried out at each new worksite.
- Determine and implement effective control/protection procedures for any identified hazards.
- Arrange induction and training for RHS Steel Supplies workers.
- Where working for a Principal Contractor, ensure the Principal Contractors Policies and Procedures are communicated to workers and followed.
- Site Inspections are to be conducted regularly using the Site Inspection Checklist to ensure compliance with RHS Steel Supplies's Site Safety Procedure.

Workers

- Comply with all RHS Steel Supplies procedures and instructions regarding site work.
- Where required, comply with all Principal Contractors procedures and instructions.
- Report any hazards to managers/supervisors.
- Ensure they do not put themselves or others at risk.
- Advise Management if control/protection procedures need revision.

Risk Factors

There can be many risks at all workplaces and these need to be identified and controlled before work commences. These risks can include, but are not limited to:

- risks associated with traffic and pedestrians;
- electrical risks, power lines, power tools, services;
- manual handling risks;
- slips, trips and falls;
- weather hazards;
- if working at heights is required;
- are there sufficient amenities, facilities;
- working alone, or in isolation; and
- working at a principal contractor's worksite, multiple works.

Control Measures

- Ensure a Site Pre-start checklist is completed at all new sites before work commences.
- A risk assessment and control measures must be put in place for any identified hazards.
- Review and sign-off on SWMS for tasks to be completed.
- Induction and Training of workers.
- Ensure all workers are made aware of the location of First Aid officers and kits.
- Ensure all workers are made aware of the location of Fire Fighting equipment.
- On commercial sites/projects, workers are to be made aware of contents of emergency plan and the site evacuation assembly point.
- When working at a Construction Site for a Principal Contractor: The Principal Contractors Site induction must be completed, and The Principal Contractors procedures must be followed.

Audit Records

Site Pre-start Checklist Form 44.1
Site Inspection Checklist Form 44.2
Training Registers
Induction records
SWMS

Form 44.1 Site Pre-Start Checklist

Job/Task _____

Site/Location _____ Date of Assessment _____

1. Possible Hazards Action Required

			Action Required (Risk Assessment/Briefing)
Traffic control (vehicles & Pedestrians)	☐ Yes	☐ No	
Hazardous Substances (including Asbestos)	☐ Yes	☐ No	_____
Concealed Services (Power/Water)	☐ Yes	☐ No	_____
Work at heights required (Ladders/Roofs)	☐ Yes	☐ No	_____
Manual handling hazards	☐ Yes	☐ No	_____
Weather hazards (rain/windy)	☐ Yes	☐ No	_____
Confined spaces (Ceilings/tunnels)	☐ Yes	☐ No	_____
Demolition (stripping panels)	☐ Yes	☐ No	_____
Lighting (night work required)	☐ Yes	☐ No	_____
Noise (noisy location)	☐ Yes	☐ No	_____
Fire/explosion (working near gas)	☐ Yes	☐ No	_____
Slip/trip/falls (surfaces inclined)	☐ Yes	☐ No	_____
Overhead power lines disabled	☐ Yes	☐ No	_____
Emergency works required (extra time)	☐ Yes	☐ No	_____

2. Emergency Arrangements and Amenities

Are there arrangements for:			Action Required
Emergency Evacuation	☐ Yes	☐ No	_____
Emergency Communication	☐ Yes	☐ No	_____
First Aid (Officers and Kits)	☐ Yes	☐ No	_____
Toilets/Washing	☐ Yes	☐ No	_____
Protection of Public	☐ Yes	☐ No	_____

3. Training or Briefing Requirements

List areas where employee will require a briefing or training – to be included in the toolbox meeting.

_____

_____

_____

4. Supervisory Requirements

List how employees will be supervised (including communication if working alone).

_____

_____

_____

Assessment completed by

Site Representative:

Name _____ Signature _____

Client Representative:

Name _____ Signature _____

Form 44.2 Site Inspection Checklist

Site Location: _____

Date of Inspection: _____

Inspection completed by: _____

	Item	Yes	No	N/A
1	**Site Documents**			
	• Have all workers been inducted			
	• Has Risk assessment been conducted			
	• Is risk assessment dated			
	• Have SWMS been prepared			
	• Have workers signed off of SWMS			
	• Are all job steps listed & correct controls implemented			
	• Are any required permits in place			
2	**Electrical**			
	• Testing and tagging of electrical items has been attended within the last 3 months.			
3	**Chemicals**			
	• SDS for all chemicals			
	• SDS Register is available and current			
	• Containers are clearly and accurately labelled			
	• All chemicals are stored in accordance with the SDS			
4	**Training**			
	• Do workers hold current licences/training for tasks being undertaken			
5	**Plant and PPE**			
	• Has all equipment been checked prior to use on site			
	• Is correct PPE being worn appropriately			
	• Is Plant and PPE in good serviceable condition			
	• Are staff trained in its use			
6	**Heights**			
	• Is there safe and stable access to heights (ladders secured, scaffold tagged)			
	• Is fall prevention being used, and correctly			
	• Is barricading and warning in place for persons below			
7	**Additional items for review**			

Additional comments or actions required:
Copies sent to:
NAME
SIGNED
Dated

45. Work at Client Premises

Purpose

The purpose of this procedure is to provide information and processes to effectively control risks associated with working at a client's premises.

Definitions

Working at a client's premises: Describes work undertaken in various client-controlled locations such as offices, shops and various other premises.

Note: This does not include works undertaken at high-risk sites where other construction or trade works are being undertaken.

Responsibility

Managers:

- Managers are responsible for ensuring the development and implementation of management systems, policies and procedures.
- Providing and maintaining appropriate facilities and resources to ensure a safe and healthy work environment.
- Providing clear and consistent supervision, instruction and training.
- Ensuring that workers, contractors, visitors and volunteers under their control are aware of, and comply with management systems, policies and procedures.

Workers:

- Follow any instructions given to them for workplace health and safety
- Inform the Supervisor of any concerns/problems
- Report all identified hazards/risks to the Supervisor, and
- Take reasonable care to ensure that they do not place themselves or others at risk of injury or illness.
- Contacting their Workplace Manager, if there are known WHS risks associated with a visit, to discuss the WHS risks associated with the visit; and the measures in place to control or reduce the level of risk.
- Recording their departure, location and expected time of return on an offsite register, diary sheet, calendar or equivalent system.

Procedure

Working at a client premises will occur within RHS Steel Supplies. The relevant premises is considered a workplace for those undertaking the works. Consequently, RHS Steel Supplies has workplace safety obligations under current legislation.

Unlike usual workplace sites, a client premises is not directly controlled by RHS Steel Supplies. Even so, many simple practices can be implemented to ensure the safety of our workers.

Before commencing work, important issues need to be considered such as access to the premises, any specific risks, and if the client premises is a household – whether there are any pets. It is

important to ensure all relevant information about the environment in which the work will be conducted has been obtained.

Outside/Inside Premises:

- Slips, trips and falls (for example, are pathways level? are there loose mats? and are stairs in good condition?).
- Electrical Safety (for example, is the premises fitted with an electrical circuit breaker? are electrical appliances in good order?).
- Infection Control (for example, are food preparation areas clean?).

Other areas (this assesses and considers other important aspects of undertaking works at client premises).

Workplace location (for example, is the service to be provided in an isolated location?)

Once the assessment has identified the hazards and assessed risks, the next step is to eliminate or reduce those risks.

In situations where the hazards of undertaking the work at the client premises are too high, the items may need to be removed for work to be undertaken at RHS Steel Supplies's own premises.

Before working at a client premises

- Make sure the office knows where you are going.
- Leave the following information: Name and address of client; Time and length of visit any changes to your timetable. Your proposed route.
- Check the Mobile phone is on and working.
- Take PPE if appropriate.

Travelling to and from the client premises

- Keep the car locked while driving.
- Have enough petrol.
- Do not walk in deserted places or take shortcuts through vacant blocks.
- Walk in the centre of footpaths.

Arriving at the Visit

- Park car the way you will be exiting.
- Do not enter if there are any unrestrained, potentially aggressive animals (if work to be undertaken at a household, or premises with animals).
- Be observant!
- Check the locking mechanism on gate.
- Before knocking listen for anything that may make the situation unsafe.

After hours visits

- If the office is closed make sure someone knows where you are.

- Always carry your mobile phone, know your non-signal areas and consider alternate communication options.
- Leave if there is any evidence of a threat or serious safety issues for you as a worker.

During the Visit

- Be cautious entering anyone's home.
- Only take into the visit what you need.
- Ensure to follow any client sign in/induction procedures and any specific PPE requirements or rules for the premises.

After Visits

- Report any incident to your supervisor or manager.
- Document incidents.
- Always report to the office regularly.
- Always report ‘near misses’.

Audit Records

Service Register
Incident reports
Risk Assessments.

46. Client Construction Sites

Purpose

To set out the arrangements for RHS Steel Supplies workers working at client construction sites.

Definitions

Nil

Responsibilities

Managers and Supervisors:

- Ensure all RHS Steel Supplies workers are aware of this procedure.
- Provide PPE as required for site visits.
- Ensure all RHS Steel Supplies workers are aware of the site/client expectations and requirements prior to attending site.
- Ensure that safe work method statements (SWMS) are prepared before the proposed work commences.

Workers:

- Workers have a general duty under the WHS Act to take reasonable care for their own health and safety and they must not adversely affect the health and safety of other persons. Workers must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace.
- Attend site induction, request induction if not provided.
- Wear appropriate PPE as specified in this procedure .
- Hold a relevant white card (CIC) or general construction induction card.
- Workers have specific obligations under the WHS Regulations to keep their general construction induction training card available for inspection. If the worker is awaiting a decision on their application for a general construction induction training card, the worker must keep their general induction training certification available for inspection.
- Adhere to site requirements at all times

Procedure

Safe Work Method Statements

Safe work method statements (SWMS) will be prepared before the proposed work commences, they must also:

- make arrangements to ensure that the high-risk construction work is carried out in accordance with the SWMS;
- ensure that a copy of the SWMS is given to the principal contractor before the work commences;
- ensure that a SWMS is reviewed and revised if necessary and when conditions change;
- ensure that the SWMS is available to, and signed off by workers undertaking the work;
- keep a copy of the SWMS until the high-risk construction work is completed; and

- keep a copy of the SWMS for 2 years if an incident occurs

Induction and training

RHS Steel Supplies's representative must present themselves to the Contractors on site and adhere and respect the Contractors WHS for compliance while on the site that Contractor is responsible for.

The RHS Steel Supplies worker is required to be inducted onto site by the client/contractor in charge of the site.

If the client does not induct the RHS Steel Supplies worker, the worker should request this to occur. It is the RHS Steel Supplies worker's responsibility to ensure all client requirements are adhered to. Safety is paramount when working on a client site.

Records of the induction should be maintained by the client/contractor on site.

All site PPE requirements are to be adhered to; however, as a minimum (without exception) steel capped boots/protective footwear, florescent safety vest and hard hats are to be worn at all times whilst on site.

RHS Steel Supplies representatives who as part of their duties are required to make unaccompanied site visits are required to have a relevant white card (CIC) or general construction induction card details of which are to be kept by HR.

Audit Records

Site induction records
Training records
Safe Work Method Statements
PPE Issue records Form 24.1

47. Heat Management

Purpose

To ensure work practices are arranged so that workers are protected from the effects of heat exposure in the workplace.

References

Work Health and Safety Act

Managing the Work Environment and Facilities Code of Practice

Introduction

Many factors influence the effect of heat on the human body whilst working in a hot environment.

Heat cramps may occur in the legs and abdominal muscles, primarily as a result of loss of body fluids and electrolytes.

Heat exhaustion is the result of dehydration. The signs are profuse sweating, dizziness, clammy moist skin and irregular heartbeat with the potential for collapse.

Heat stroke is an uncontrolled rise in the body's core temperature, caused by the failure of the body's temperature regulating system. Heat stroke causes nausea, headache and hot dry skin and can progress to confusion, collapse and coma. If allowed to continue untreated, heat stroke can kill.

In the event of heat cramps, heat exhaustion or heat stroke, seek medical help immediately.

Acclimatisation is a significant aid in heat stress management. An acclimatised person can safely work at a higher rate without risk. Acclimatisation is the result of a set of physiological adjustments occurring over the first week of heat exposure, with most change occurring over the first two days.

Procedure

Work Scheduling and Planning

In the absence of effective cooling measures, allowance must be made for the provision of:

- more frequent rest breaks;
- lower work rates than normal;
- scheduling the heaviest work, especially in confined spaces, for the coolest times of the shift;
- rotating tasks that involve direct sun exposure; and
- cool drinking water.

Shielding and Shading

Personnel shall not be exposed to high temperature radiation, caused by being too close to hot surfaces, unless absolutely necessary. Where exposure is necessary, every step shall be taken to reduce the thermal effects.

Worksites in direct sunlight shall be shaded as much as practicable.

Clothing and Personal Protection

During prolonged exposure to direct heat or sun, RHS Steel Supplies will ensure workers use the appropriate personal protective equipment including appropriate protective hats, clothing (shirts with longer sleeves, collars, close weave and darker colours), sunglasses and SPF 30+ water-resistant broad-spectrum sunscreen. In safety helmet areas, add-on brims are available and should be worn where it is safe and practicable.

When working close to unshielded radiant heat sources, special protective wear may be required.

Training

Workers exposed to the sun as part of their work will be educated about the dangers of ultraviolet radiation exposure and how to identify early signs of skin cancer.

Training will include knowledge of:

- skin cancer prevention;
- the correct use of personal protective equipment;
- how to self-screen for skin cancers;
- a 'buddy system' where workers and supervisors in hot environments look out for early signs of heat illness in their workmates; and
- an acclimatisation program that gradually adjusts workloads for new workers and those returning from holidays.

Responsibility:

Responsible Officers shall ensure that:

- all personnel are aware of the conditions, the possible effects of the conditions and the means to combat them;
- all available protective measures are used;
- personnel take adequate drink and rest breaks as dictated by personal requirements and ambient conditions;
- new or recently returned personnel are supervised and phased into physical work conditions;
- personnel who are unfit or unwell are not placed in high stress or high-risk occupations; and
- both natural and artificial ventilation are employed to ensure adequate air exchange and cooling in hot work environments.

Audit Records

Training records
PPE Issue Records Form 24.1

48. Hearing Conservation (Noise)

Purpose

The objectives of RHS Steel Supplies's Hearing Conservation program are to:

- minimise occupational noise-induced hearing loss (NIHL) by an approach that emphasises the reduction of noise levels at the source through engineering control measures;
- promote recognition and understanding of the effects of exposure to loud noise and, educate workers to assist in the prevention of noise induced hearing loss;
- promote the adoption of a systematic approach to the management of exposure to excessive noise; and
- ensure compliance with the applicable occupational noise legislation e.g. Australian Safety and Compensation Council (ASCC) Standard for Occupational Noise and relevant State and Territory Legislation.

Definitions:

Term	Definition
Occupational Noise Standards:	The Occupational Noise Standards set noise exposure limits and require employers to take specific actions where workers' noise exposure is likely to exceed these limits. Specifically, the noise exposure limits currently imposed by the regulations are an eight-hour equivalent continuous A-weighted sound pressure level of 85dB(A) $L_{eq,8h}$ and a Peak sound pressure level of 140dB (Lin).
Audiometric Test:	Means the measurement of the hearing threshold levels of a person by means of monaural pure tone air conduction threshold tests.
A-weighted:	Refers to a standardised frequency response used in sound measuring instruments. Historically developed to model the human ear response at low sound levels.
Attenuation:	Means a reduction in the magnitude of sound.
Decibel (dB):	The unit used to indicate the relative magnitude of sound pressure level.
Dose:	Exposure to noise normally varies in intensity over a working period and, in order to estimate an equivalent noise level that would give the same total amount of noise energy as the fluctuating noise, the equivalent sound pressure level (L_{eq}) has been devised. Measurement of the total L_{eq} over an eight-hour working day is the percentage dose of noise received by the worker where 100% dose is equal to 85dB(A) eight hour.
L_{Aeq},8h:	Means that steady noise level which would, in the course of an eight-hour period, cause the same A-weighted sound energy as that due to the actual noise over an actual working day.
Noise:	Means any unwanted or damaging sound.

Personal Hearing Protectors:	Means a device, or pair of devices, worn by a person or inserted in the ears of a person to protect the person's hearing.
Sound:	Means small fluctuations in the air pressure that result in a wave capable of exciting in a listener the sensation of hearing.
Tinnitus:	Means ringing or other noises in the head or ears that can be caused by exposure to excessive noise. Tinnitus can become permanent and when severe may disrupt sleep, reduce concentration and lead to irritability.
Tonal Noise:	Means noise that produces in a listener a definite pitch sensation.

Responsibility:

The prime responsibility for ensuring that a safe environment is established and safe work practices are implemented and maintained resides with line management.

Managers are to ensure that:

- statutory requirements and RHS Steel Supplies procedures are complied with;
- base line noise level assessments are completed as required for areas suspected or known to be a noise hazard;
- where noise assessment determines a hazard exists a noise control action plan must be established and reviewed at least every 5 years;
- engineering controls are implemented for existing and new plant to minimise noise levels as far as practicable;
- workers, contractors and visitors are aware of hazardous noise exposure areas and that these areas are signposted as mandatory hearing protection areas;
- information on the noise, risks of exposure to noise and appropriate control measures is disseminated to workers, this may be conducted via the site Health and Safety Representatives;
- audiometric testing is conducted at a frequency not exceeding every two years (every year in QLD) for workers required to work in defined noise hazard areas and Administration and / or PPE is the form of noise control and, that records of assessment are kept and maintained;
- workers receive appropriate training, education and support in hearing conservation matters including audiometric testing, the selection of personal hearing protectors and instruction in their correct use and maintenance; and
- management and supervisors lead by example in the wearing of personal hearing protection (e.g. earmuffs or plugs) in designated hearing protection areas.

Workers must:

- comply with all statutory requirements and the Hearing Conservation Program and Procedure;
- use the supplied Personal Hearing Protection in identified high noise level areas; and
- not interfere with or misuse anything provided for the protection of their hearing.

Standard:

The National Standard for Occupational Noise [NOHSC: 1007(2000)]; the National Code of Practice for Noise Management and the Protection of Hearing at Work {NOHSC: 2009 (2004)], and relevant State and Territory noise Regulations require that management identifies, assesses and prevents noise exposure where it may exceed an 8 hour equivalent continuous A-weighted sound pressure level of 85dB(A) [LAeq,8h] or a Peak sound pressure level of 140dB (Lin) and utilise control measures to reduce this noise exposure.

Procedure:

Noise Identification and Assessment

All workplaces in which it is considered that workers may be exposed to noise exceeding the occupational noise Regulations are to be assessed. Where noise can be immediately reduced below the Threshold Limit Value (TLV) no further assessment is needed.

No special skills are needed to conduct noise identification. In consultation with local workers, who understand the work processes, conduct a walkthrough of the workplace identifying possible noisy processes and tasks. As an informal guide where it is necessary to use a raised voice in order to communicate with a person who is about one metre away, it is advisable to carry out an assessment.

Workplaces where noise exposure is marginally below the noise standard should be re-assessed whenever any changes, which may increase noise exposure, are made (e.g. 80 – 85 dB).

Assessments are intended to determine exposure and assist with control measures, including measuring their effectiveness. A noise assessment may be simple or quite complex, depending on the type and nature of the workplace.

Persons employed to carry out noise assessment should meet the competency requirements detailed in Australian Standard (AS/NZS 1269). Noise assessments should be performed with Type 2 general purpose meters, or better. Type 3 meters are suitable for preliminary noise checks to determine if a more accurate measurement is needed. The recommended frequency of assessment is five-yearly, or sooner if there is a suspicion of increased workplace noise levels.

Noise level assessments can be conducted by a RHS Steel Supplies Representative, or where necessary, by approved consultants.

Noise Control Planning

Where excessive noise may exist, a documented risk assessment and control plan should be developed to assist with managing the hazard. The control plan should cover the following issues where they are applicable to the workplace concerned:

- targets for minimising daily noise exposure levels in existing work areas where practicable;
- targets for any new building areas or new items of plant and equipment. These should include a buy quiet policy for new items of plant and equipment;
- noise controls to be used in temporary work areas and situations;
- agreements with contractors in terms of responsibilities for noise control and provision of information on noisy processes;
- audiometric testing and availability of records;
- funding for the noise control program; and
- the period of review of the noise control program.

The specific steps in the Program of Action should include the following:

- assign a member of management, at the site, overall responsibility for the implementation and monitoring of the noise control plan;
- conduct a preliminary noise hazard identification check to determine whether problems with exposure to noise are likely to exist;
- decide if noise measurements need to be carried out, frequency of measurement and who is to undertake measurement;
- where practicable, develop a program for the replacement of noisy plant and equipment with quieter items;
- decide whether or not engineering noise control measures are practicable and the priorities to be given to different noisy situations. Where Engineering controls are provided ensure that a maintenance program is established to ensure the continued effectiveness of the control;
- decide and implement suitable administrative noise control measures;
- select, provide and maintain suitable personal hearing protectors (PHP); this includes regular checks to ensure that the PHP is maintained in good order;
- identify, with the use of appropriate signs, hearing protector areas;
- provide on-going training to workers;
- as required by State and Territory Regulation provide audiometric testing;
- maintain relevant records; and
- provide for 5 yearly reviews, or at greater frequency as needs dictate.

Noise Control

Control measures to reduce noise exposure are a statutory requirement and include:

The purchase of new plant, the design of the area in which it is to be installed (fixed plant), and the design of new workplaces generally should consider noise control.

For existing plant and equipment engineering controls to treat the noise at the source should be considered. If the noise cannot be treated at the source the pathway to the receiver (eg. operator), should be considered for treatment. Examples include:

- placing noisy machinery on vibration dampening mounts;
- the use of mufflers and silencers;
- the use of acoustic barriers and material to reflect or absorb noise;
- operator booths;
- relocating noisy items of plant into a dedicated room;
- providing a high standard of plant and equipment maintenance to reduce noise from worn or misaligned components; and
- separating noisy items of plant from the parent equipment (air compressors that service other equipment).

Administrative controls such as changed systems of work or job rotation and limiting personnel entry to work areas, signs and notifying staff in advance when temporary noisy work is to be undertaken, should be instigated where applied engineering controls have not eliminated excessive noise exposure.

Personal Protective Equipment where engineering and administrative noise control measures do not reduce the exposure to or below the TLV. Workers should be provided with, and wear, effective hearing protectors (PHP).

Hearing Protection Areas

Areas where persons may be exposed to noise levels exceeding the exposure limit should be sign-posted as "hearing protection areas" and their boundaries should be clearly defined if practicable. No person is to enter a hearing protection area during noisy operations unless wearing appropriate personal hearing protectors. The signs used to identify these areas should conform to specifications in Australian Standard AS 1319. Refer to the Safety Signs document for further information.

Mandatory hearing protection areas include:

- operational areas;
- workshops when noisy tasks are being undertaken; and
- other areas identified as being potential noise hazards.

Personal Hearing Protectors

When engineering and administrative noise control measures do not reduce the noise below 85dBA equivalent continuous 8-hour exposure or 140dB(Lin) peak level, workers will be supplied with, and must wear, personal hearing protectors, (e.g. earmuffs or plugs), that have been selected to provide sufficient attenuation in accordance with Australian Standards (AS/NZS 1269) and which should comply with the requirements of Australian Standard (AS/NZS 1270). Suppliers are to be instructed to provide full information on the attenuation likely to be provided, including the SLC80 ratings and octave band attenuation values, for the hearing protector.

Appropriate guidelines and training on hearing protectors must be provided. As a minimum, all workers potentially exposed to workplace noise should complete the RHS Steel Supplies induction.

The removal of personal hearing protectors for even short periods of time in high noise areas can significantly reduce their effectiveness and result in inadequate protection. Hearing protection must therefore be worn at ALL TIMES in noisy work environments and mandatory hearing protection areas where noise exposure standards are likely to be exceeded.

Management are to ensure that issued personal hearing protectors are regularly inspected and maintained. Workers should also inspect personal hearing protectors regularly to detect and report damage or deterioration. Adequate provision should be made for clean storage of protectors when not in use.

Individual selection of personal hearing protectors is based on:

- the degree of protection required, as determined by noise assessments;
- suitability for use in the type of working environment and the job involved. For example, earplugs are difficult to use hygienically during work that requires the earplugs to be inserted with dirty hands. For such jobs, earmuffs may be more appropriate. On the other hand, earmuffs tend to be more uncomfortable in hot environments, or may make it difficult for the wearer to enter a confined space or to wear a helmet;
- the comfort, weight and clamping force of the hearing protector;
- the fit to the user; and

- the safety of the wearer and fellow workers, for example, the suitability for use in conjunction with any other personal protective equipment that might be required, such as safety helmets or respiratory protective equipment.

Training

Prior to the hearing protector being issued to workers, the need for its use and limitations should be explained. Workers should be given guidance in the fitting, use, care and maintenance of the protector with instructions repeated at regular intervals.

Method of Calculating (SLC80 Value) for the Selection of Hearing Protectors

The sound level in dB(A) perceived by 80% of persons wearing a correctly adjusted and maintained hearing protector is approximately the C-Weighted ambient sound level, as measured in the workplace, minus the SLC80 value of the hearing protector (as found on the protector packaging).

For example:

Worker Noise Environment	100dB(C) [measured]
Hearing Protector SLC80 Value	-21.0 (attenuation value)
Noise Level Perceived	= 79.0dB(A) [by worker wearing the HPD]

Audiometric Testing

The hearing of workers routinely exposed to noise exceeding the TLV of 85dBA should be monitored through regular audiometric examinations, usually every 2 years. Testing will also be available to any worker likely to be occasionally exposed to excessive noise. The purpose of testing is to detect early changes and implement action to further assess workers and prevent deterioration of their hearing.

Note: In Queensland testing must occur yearly and, for new staff exposed to excessive noise, monitoring audiometric testing should be conducted within 3 months of commencing work and then twelve months later.

It is management's responsibility to ensure all exposed workers undergo audiometric testing.

Audiometric testing records must be kept and maintained for 30 years or as otherwise stated in State and Territory Regulations.

Audit Records

Audit Records Form 13.1
Risk Assessment Form 2.2
Hazard Control Forms
Copies of noise surveys and noise level assessments (if required)
Audiometric testing results (if required)
Induction Records Form 6.1
PPE issue records Form 24.1

49. Working with Concealed Services

Purpose

The aim of this procedure is:

1. To detect concealed services before the commencement of works.

2. Maintain safety of personnel and concealed services and assets during ground-breaking or drilling activities.

This procedure shall apply to works undertaken on all RHS Steel Supplies work sites.

Definitions

Nil

Procedure

As far as is reasonably practicable, prior to the commencement of any excavation or penetration, the precise location of all concealed services, buried pipe work, structures, foundations, electrical equipment, cabling, or hazardous materials, shall be identified and clearly marked to prevent damage during the work.

Undertake the following searches/documentation for concealed services until all services are positively located:

3. Copy of drawings of known concealed services in the area.

4. Contact the asset owner's representative or other knowledgeable person as part of the work planning process (Dial before you Dig).

5. Inspection of the site by a competent person checking for locations of possible concealed services and looking for the following:

6. A direct or indirect route between the source and the load.

7. Markers on the surface.

8. Between stop valves/pits.

9. Earthing, including the earth mat, cabling and pipes entering the ground.

10. Service pipe work between two buildings.

11. Conduits, switches or terminal boxes on the other side of the structure.

12. Disturbance of ground, slab or wall that suggests presence of concealed service.

13. Carry out non-mechanical removal of material to initially identify services.

14. Conduct a survey of the proposed excavation/penetration area using electronic locating devices. There are various types of commercially available locating devices (see Section 8 for some service providers).

A confined space permit is required if the excavation meets the definition of a confined space. Please use *Confined Space Permit Form* to document this and refer to RHS Steel Supplies's Working in Confined Spaces Procedure.

For trenching requirements refer to RHS Steel Supplies's Trenching and Evacuation Procedure.

When no one is in attendance, adequate covers are to be used to cover the trench to prevent persons falling into an excavation where the depth is two metres or more.

To prevent machinery getting closer than the distance equal to 1.5 times the height of the excavation, webbing barricade firmly supported by star pickets shall be installed at the appropriate distance from the excavation perimeter.

Workers must be notified of any underground essential services information prior to work commencement.

Underground essential services information must be readily available for inspection.

Audit Records

Risk assessments Form 2.2
Hazard Report
Training records

50. Safe Driving

Purpose

Driving is an intrinsically dangerous and complex activity. Research conducted by Roads and Traffic Authorities has shown that major risk factors associated with driving are fatigue, excessive speed and reduced concentration due to involvement in other tasks whilst driving, typically mobile phone use. Consistent with this policy and in keeping with RHS Steel Supplies's duty of care obligations, Workers who are required to drive in the course of their duties shall comply with the provisions set out in this policy and the accompanying guidelines.

Procedure

To maintain all company vehicles in a safe, clean and roadworthy condition in accordance with legislation to ensure the maximum safety of the driver, occupants and other road users at all times.

To ensure that staff driving company vehicles demonstrate safe driving and other good road safety habits at all times when driving.

RHS Steel Supplies requires that staff must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits when driving on company business. The following actions in company vehicles will be viewed as serious breaches of conduct and dismissal may be a consequence.

- drinking alcohol or being under the influence of alcohol or drugs whilst driving;
- driving when disqualified, or not correctly licenced;
- reckless or dangerous driving;
- failing to stop after a crash;
- driving whilst under demerit point suspension;
- driving whilst using a cell phone other than hands-free operation; and
- any other actions which warrant suspension of licence.

Responsibility

Responsibilities as a Worker (drivers of company vehicles will):

- ensure that they hold a current driver licence for the class of vehicle they are driving;
- immediately notify their supervisors or managers if their drivers licence has been suspended or cancelled, or has had limitations placed upon it;
- be responsible and accountable for their actions when operating company vehicles;
- display the highest level of professional conduct when driving company vehicles;
- assess hazards while driving and anticipate 'what if' scenarios;
- drive within the legal speed limits, including driving for the conditions;
- wear a seat belt at all times;
- report vehicle defects to your supervisor or manager before the next vehicle use – vehicle to be inspected prior to use (record inspection utilising the *Vehicle Inspection Form*);

- comply with traffic legislation when driving a company vehicle;
- regularly check the oil, radiator and battery levels, and tyre pressure of company vehicles they regularly use;
- report any near misses, crashes and scrapes by filling out an injury/incident form and submitting to your supervisor or manager, including those which do not result in injury;
- ensure that the vehicle is serviced at recommended intervals in line with the service manual or when mechanical attention is required;
- report all motor vehicle accidents / incidents;
- be medically fit to operate the vehicle;
- comply with instructions for mobile phone use as below;
- ensure all loads carried on utilities, trucks and trailers are all securely tied down and do not exceed the load capacity of the vehicle;
- stop, revive, survive, it is recommended that a break should be taken after two hours driving;
- acknowledge that smoking is not permitted in company vehicles; and
- acknowledge that spouses, family members or acquaintances are not permitted to use company vehicles.

Responsibilities as a PCBU (Employer)

The PCBU will not require workers to drive under conditions which are unsafe and/or likely to create an unsafe environment, physical distress, fatigue etc.

The PCBU will do this by:

- giving priority to safety features when selecting new vehicles such as ABS braking systems, visible colours, air conditioning, load barriers for commercial vehicles;
- buying or hiring late model vehicles;
- fitting vehicle with a first aid kit, fire extinguisher, emergency triangle and other safety devices as may be required;
- ensuring that all vehicles are well maintained and serviced at recommended intervals;
- setting up systems (prestart checklists) to ensure workers check the vehicles' oil and water levels, tyre pressures and general cleanliness;
- maintaining service records on the equipment database;
- notifying the vehicle custodian of an impending service due;
- collecting, investigating and analysing data collected from injury/incident reports;
- monitoring work schedules to ensure they do not encourage unsafe driving practices;
- providing information on the company's Safe Driving Policy during induction;
- discouraging the use of 'hands free' cell phones in vehicles;
- not paying staff speeding or infringement fines;
- ensuring safe transport is available to and from work social events;
- providing non-alcoholic and low alcoholic drinks at work functions; and

- ensuring current driver licence is sighted at employment and details entered on the personnel database.

Instructions for mobile phone use

Mobile phones can cause distractions in two ways whilst driving:

- taking your hands off the wheel; and
- becoming engrossed in a conversation and losing concentration on the road.

Reaction times increase and concentration levels reduce with the use of mobile phones whilst driving. There is also very little difference between the use of handheld and hands free in this regard.

Workers should adopt the following policies:

- do not use mobile phone when driving (turn off and divert to voicemail and check messages regularly when it is safe to pull over);
- do not make calls, dial numbers or text when driving;
- pull over to the side of the road when it is safe before making or answering a call.

Driving long distances

Up to 25% of road accidents are caused by driver fatigue, which may manifest itself in the form of slow reactions to emergency situations or it may result in the driver falling asleep. Fatigue may be caused by the driving activity itself, work undertaken immediately prior to driving, long workdays which combine driving and working, sustained periods of long work hours in the days and weeks prior to driving, and disrupted sleep patterns.

- Workers shall not be permitted to drive for more than ten (10) hours in any twenty-four (24) hour period.

- Workers shall not be permitted to drive where the combined period of driving and working would exceed fourteen (14) hours in that working day or in a twenty-four (24) hour period.

Audit Records

Vehicle Inspection Form 50.1
Pre-start checks

Form 50.1 Vehicle Inspection

Registration No:	Description:	
Location:		
Registration expiry date: / /	Current odometer reading	km
Date of last service: / /	Odometer reading last service	km
Date next service due: / /	Odometer reading next service due	km
General condition/comments:		

VEHICLE / PLANT CHECKS	CHECKED	ACTION REQUIRED	ACTION COMPLETED
Engine oil			
Transmission oil			
Radiator water level (when cold)			
Windscreen water reservoir			
Tyre pressure & condition			
Wheel nuts in place and secure			
Towball and Chains			
Driving lights			
Brake lights			
Indicators			
Warning lights			
Reversing lights			
Brakes working			
Hand brake			
Windscreen wipers/washers			
Fire extinguisher tested < 6mths ago			
Seat belts			
Vehicle clean & tidy			
First Aid Kit			
Spill kit			

Driver / Operators name:	
Driver / Operators signature:	Date:

51. Vehicle Accident Procedure

Purpose:

To formalise the actions that need to be taken following a vehicle accident to ensure the safety of all personnel and company vehicles. These actions will also help with investigations and insurance.

Responsibilities

Managers:

- Are responsible for ensuring workers are trained in the safe use of motor vehicles and the Vehicle accident procedure.

Workers:

- Are responsible for abiding by the companies safe driving and vehicle accident procedures.

Procedure

Stop at once Activate Emergency Hazard Lights - Protect any injured persons and call 000 for Ambulance, Fire and Police services if required.

Prevent further accidents - Ask bystanders to warn approaching traffic. Where possible, clear the roadway of people and vehicles. Wear high visibility vest.

Arrange a tow truck if necessary - contact your manager to arrange this for you. If your manager is unavailable, contact a local operator.

Gather details - Gather all the details you can about the accident and record the details in the accident report section. If the police attend, record the rank and badge number and station of the officer taking details.

Exchange details - give your name, address and registration number when requested by anyone having reasonable grounds to do so. It is an offence to withhold this information.

Reporting the accident.

1. It is not necessary to report an accident to the police when:
    - no person or animal is injured or killed.
    - estimate of the combined property damage is $1000 or less and,
    - provided both parties exchanged details at the scene of the accident.
2. You must report the accident if:
    - the collision involved a government vehicle,
    - there is damage to fixed property such as signs or traffic controls.

If required, the accident must be reported to the Police as soon as practicable, and in any case within 24 hours.

Do not discuss the accident - do not admit liability even if you think you are at fault. Don't discuss the accident with anyone other than the Police or the company's insurance company.

Notification of the accident - as soon as practicable, notify company management of the accident utilising the Vehicle Accident Report Form**.**

Audit Records

Vehicle Accident Report Form 51.1
Training Records

Form 51.1 Vehicle Accident Report Form

Date:	Time:
Place of Accident: Time of Accident: am/pm	Weather Conditions:
Traffic density	Estimated Speed. Your vehicle: Other vehicle:
Your Vehicle Registration Number: Make: Model: Year: Color:	Driver's Name: Address: License No: Expiry date:
Ph.No. Home Work Mobile	
Other vehicle Registration Number: Make: Model: Year: Color:	Other Driver's Name: Address: License No: Expiry date:
Ph.No. Home Work Mobile	
Insurance Company:	
Brief Description of Damage: Your Car:	Brief Description of Damage: Other Car:

Witnesses

1. Name		2. Name	
Address		Address	
Home Phone		Home Phone	
Mobile		Mobile	
What was said by witnesses		What was said by witnesses	

Persons Injured

1. Name		2. Name	
Address		Address	
Home Phone		Home Phone	
Mobile		Mobile	
What was said by witnesses		What was said by witnesses	

Diagram of accident (name streets)

Additional Notes:

Signed: **Date:**

52. Subcontractor Management

Purpose

To ensure full and total compliance to high standards of WHS practices.

The management of subcontractors may be defined as the total management of all companies providing subcontractor services to RHS Steel Supplies.

It is a process which begins at the commencement of the selection process and continues until the completion of the project/job involved.

Policy

It is RHS Steel Supplies's intent to provide a safe working environment and safe systems of work for all workers, persons, including visitors, licensees, and client's needs, regardless of location of work.

We acknowledge the need to examine individual contracts to ensure that we have the equipment, environment, trained personal, standard work procedures and appropriate personal protective equipment to complete the job safely.

RHS Steel Supplies will put procedures in place to manage our legal and moral obligations concerning a safe and healthy working environment for external personnel and will endeavour to effectively control the risks involved whilst working either on or off site.

To ensure the safety of all persons performing work for or on behalf of the organisation, the following responsibilities will be undertaken.

Responsibilities

Managers and Supervisors:

- Include appropriate WHS clauses in all contracts to remind personnel of their WHS obligations and legislative requirements as applied to the work under the contract.
- Ensure specific risks associated with the work site will be effectively communicated to all personnel performing work on behalf of RHS Steel Supplies
- Provide information regarding site specific and standard work procedure which apply to RHS Steel Supplies personnel and will communicate these to all personnel involved prior to the commencement of work under the contract.
- Ensure workers are conversant and trained in this Procedure.
- Ensure all responsible staff receive appropriate training to effectively implement the Sub-Contractors Management Procedure. The Company will ensure all Sub-Contractors receive appropriate training to effectively and safely manage all tasks associated with specific contract.
- Ensure that each Health and Safety Representative is responsible for providing advice assistance to personnel in respect to all HSE Injury Management matters.
- Receive notification of incidents and injuries occurring on the company premises, Sub-Contractors, or to company workers so that health and safety performances can accurately be gauged.
- Determine which contractors are to be or will be used and what they will be required to do.

- Determine who is to be responsible for managing contractors when they are conducting the work. If there is no one, or the person/s currently responsible for contractors are not appropriately trained, determine the level of training required and appoint the appropriate person or provide the appropriate training.

- Ensuring the contractor engaged to conduct the work is provided all the work details and information necessary to ensure the work is conducted in a healthy and safe manner.

- Ensuring that an assessment of the contractor's safety management system / processes is undertaken by an appropriate person, before work commences.

- Ensuring that the appropriate qualifications, level of skills and certificates of insurance coverage are also obtained prior to any work being conducted.

- Review the safety performance of the contractor in conjunction with other operational aspects of the contract management process. This should include a review prior to the completion of the work and as part of an annual review to determine if the contractor will retain their status as an approved contractor.

Workers:

- Have a duty to take the care of which they are capable for their own health and safety and of others affected by their actions at work.

- Should comply with the safety procedures and directions agreed between management, subcontractors and workers with nominated or elected health and safety functions.

- Must, in accordance with agreed company procedures for injury and incident reporting, report potential and actual hazards to their health and safety representatives.

Subcontractors:

- Have a duty to take the care of which they are capable for their own health and safety and of others affected by their actions at work.

- Should comply with the safety procedures and directions agreed between management, subcontractors and workers with nominated or elected health and safety functions.

- Must not wilfully interfere with or misuse items or facilities provided in the interests of health, safety and welfare by client workers.

- Notify RHS Steel Supplies of any injury, incident, potential and/or actual hazards as soon as possible whilst on the nominated site.

- Identify and assess the risks that may be caused by the contractor's undertakings in the workplace and what systems will be implemented to eliminate or control those risks.

- Attend periodic safety meetings.

Procedure

RHS Steel Supplies will ensure our contractors are assessed prior to undertaking work for us. We will ensure the following:

- compliance with the relevant Legislation, associated regulations, codes of practice and Australian Standards relevant to any work, undertaken by them;
- compliance with the RHS Steel Supplies's WHS policies and procedures, and any other relevant workplace policies;
- they have the required qualifications, training, and experience required for the work; this will include requesting copies of certificates of competency or a training register;
- a risk assessment is provided for management of the WHS risks;
- an appropriate procedure (Safe Operating Procedure/Work Method Statement/Safe Work Method Statement) has been completed;
- relevant WHS information is provided to the principal organisation when requested;
- site-specific procedures relevant to site hazards and work activities at the workplace have been developed and implemented;
- completion of RHS Steel Supplies's induction or any other site induction as required;
- the general construction induction (if appropriate) has been provided to workers, as required by the regulation and that the general construction induction training cards are held;
- RHS Steel Supplies's workplace is maintained in a safe manner and Contractors are not placing themselves or others at risk of injury;
- issue of permits and/or licences as required by the regulation for the work to be undertaken, for example, a hot work permit - including any licences required for high-risk work;
- supervision of their sub-contractors;
- any incidents, injuries, near misses, or non-compliances are reported to the principal organisation;
- communicating with RHS Steel Supplies's Manager regularly;
- any issue that is, or may be become, a hazard is reported;
- consultation, co-ordination and co-operation with RHS Steel Supplies on WHS issues;
- subcontractors will be included in pre-job meetings including pre-start meetings and/or safety orientations;
- regular safety performance reviews will be undertaken; and
- that protective equipment ("PPE"), where required, is provided and worn.

An assessment of potential Contractors is to be undertaken using the Subcontractor Assessment Form, together with copies of relevant documentation provided to verify information. Copies of WHS Management System, SWMS/Risk Assessments, Training (including company and individual licences) and Insurances are to be provided for every contractor prior to approval.

Once approved, the contractor may be inducted into RHS Steel Supplies's WHS Management System using the Subcontractor Induction Checklist and listed on the Approved Contractor Register. The assessment must be renewed annually.

Failure to comply

If a subcontractor fails to comply with the agreed WHS requirements, an issue resolution and non-conformance process will be activated.

All work in relation to that activity is to cease until the relevant Manager is satisfied that adequate risk controls are in place to avoid risk of injury.

The Manager will continue to follow up and review the contractor and if the non-compliance continues, the Manager (in consultation with WHS representative) will decide on the appropriate action including the following measures:

- terminating a contract and failing to award any further contract work due to the contractor's poor WHS performance, including one-off instances or continuous breaches of WHS requirements;
- informing all workers of the removal from the Approved Contractor Register; and
- keeping all records relating to contractor's performance should be kept.

Contractors sub-contracting work out

Where an approved contractor uses their own subcontractors, RHS Steel Supplies will ensure that their contractor has a process in place to ensure the subcontractor has an appropriate safety system that is aligned to the safety requirements of the work to be conducted.

RHS Steel Supplies will also ensure that verification of the subcontractor and contractor's system elements have been appropriately reviewed.

Audit Records

Subcontractor Assessment Form 52.1
Subcontractor Induction Checklist Form 6.2

Form 52.1 Subcontractor Assessment Form

1. Company/individual details

COMPANY		**PHONE**	
ABN NO.		**FAX**	
ADDRESS		**EMAIL**	
CONTACT		**POSITION**	

2. Experience & technical capability

Major Area(s) of expertise and experience (Attach details as appropriate)

2.1. Prior Experience with

RHS Steel Supplies & other work details	**How Long**

2.2. Accreditations Held

Type/Description	**Organisation (Trainer)**	**Reference or Licence Number**	**Issue Date**	**Expiry Date**

3. Company Resources

Number of staff	
Is there a designated WHS officer?	
Company facilities/plant/equipment:	

4. WHS System

Do you have documented Policies/Procedures for:

ITEM	**Yes**	**No**	**Date implemented**
WHS Policy Statement & Responsibilities			
Drug & Alcohol Policy			
Fatigue Management Policy			

Induction Program			
Personal Protection Equipment			
Rehabilitation Policy			
Incident Reporting			
Incident Investigations			
Emergency Response (Office/Site)			

5. Safety Records/Performance

Do you have evidence of your company's record for (please provide support items):

ITEMS	DETAILS
WHS Objectives	
Incidents	
Safe Work Procedures/Job Safety Analysis	

WHS CONTROLS

Please provide copies of appropriate documentation confirming status of the below items:

Do all vehicles carry fire extinguishers that are tagged current (within 6 months)?
Do all vehicles carry fully stocked first aid kits?
Is all electrical equipment tagged and well maintained?
Are workers educated in emergency response procedures?
Is there an allocated first aid officer?
Do all workers undergo an induction program upon commencement? Please give detail.
How do you ensure WHS related information is filtered through to your workers?
How do you manage your subcontractors?

6. Insurance details

Please provide your existing details for insurance – Please provide copies

Insurance type	Insurer	Policy number	Expiry date
Public Liability			
Workers Compensation			

7. Comments – subcontractor

8. Recommendations

FOR OFFICE USE ONLY

Assessment By:
Title: **Signature:** **Date:**
Approved By:
Title: **Signature:** **Date:**
Entered into Database By:
Title: **Signature:** **Date:**
Subcontractor Notified:
Title: **Signature:** **Date:**

53. Working Near Water

Purpose

This work procedure is intended to reduce hazards to personnel who work over or near water and to prevent injury or fatality from falling into the water.

Definitions

Nil

Responsibility

All RHS Steel Supplies's workers who are required to perform work over or near water must comply with this work procedure.

Procedure

- Perform visual inspection of area noting potential overhead and other hazards that are not in the normal field of vision.
- For work to be performed near water and more than 1.2m from pool edge, erect sufficient barricades four feet away from the pool edge by using traffic cones, hoardings, plastic fencing, or caution tape to serve as a warning system when a worker unintentionally approaches the water's edge.
- For work to be performed above water and/or within 1.2m of water edge, another worker who can immediately summon emergency rescue must stand guard.
- Certified and properly sized floatation devices must be worn by all workers working above water or within four feet of pool edge. Prior to each use, the floatation devices must be inspected for defects which would alter their strength, buoyancy, or fastening capability. Defective units must be taken out of service immediately.
- Workers must know how to use rescue equipment such as "pole & life hook" and "ring buoy
- Use caution when walking on wet surfaces.
- Personal Protective Equipment must be worn as required by the task being performed. In addition, workers working within four feet of water edge must wear certified floatation device.

Audit Records

Risk Assessment Form 2.2
Hazard Report
Training Records

54. Asbestos

Introduction

It is well recognised that adverse health effects, including lung cancer and mesothelium, can arise from inhalation of airborne asbestos fibres. The risk of such disease increases as the degree of exposure to airborne asbestos fibres increases.

Asbestos-containing building materials have been used in the past in a large number of applications, especially in the 1950s to mid-1970s. Consequently, many buildings contain asbestos products.

These products do not pose risk to health unless the material is disturbed, leading to the release of airborne asbestos fibres.

The Work Health and Safety Regulation establishes duties of building owners and other persons in possession of plant or buildings that contains or has asbestos on it.

RHS Steel Supplies, as part of its Work Health, Safety and Welfare Program is committed to the protection of staff, clients and subcontractors from potentially hazardous substances.

RHS Steel Supplies has an ongoing program of asbestos management, that will continue (until as far as reasonably practicable to do so) until all asbestos is eliminated from RHS Steel Supplies occupied buildings.

RHS Steel Supplies has developed this Management Policy to ensure that staff, clients and subcontractors are not exposed to airborne asbestos fibres, particularly during any maintenance or building work activities within our properties and workplaces.

Purpose

To prevent adverse health effects that may result from exposure to airborne asbestos fibres.

Policy

RHS Steel Supplies recognises that the achievement of an asbestos-free working environment is a long-term goal. Until this is achieved, we will provide:

Consultation

Ensure full and proper consultation at all stages of policy implementation, and any subsequent reviews that are undertaken.

Information and Training

Ensure that all relevant maintenance staff and subcontractors are provided with information and training on the health risks of asbestos and the operation of this Asbestos Policy.

Assessment and Register

Ensure that any assessment or potential health risks from asbestos-containing materials in the RHS Steel Supplies workplace is undertaken by competent personnel.

Develop and maintain an Asbestos Materials Register that documents the location, type and condition of any asbestos-containing materials found to be present within our buildings.

This will include updating of the Register on an annual basis.

Control

- Remove all asbestos-containing materials from RHS Steel Supplies workplaces where the assessment has deemed the asbestos materials to constitute a risk to health.
- Label any known asbestos-containing materials and implement an appropriate Safe Work Procedure to control any work that may lead to disturbance of these materials.
- Where practicable to do so no further asbestos-containing materials will be purchased for use in any RHS Steel Supplies workplace.
- Safe Work Procedures.

Safe Work Procedures

Develop, implement and regularly review SWPs including training and monitoring, for work undertaken by RHS Steel Supplies personnel and subcontractors, that has the potential for causing exposure to airborne asbestos fibres.

Responsibilities

Managers and Supervisors are responsible for establishing, maintaining and continual improvement of a pro-active Asbestos Management System that includes the:

- preparation of an annually updated Asbestos Register of all RHS Steel Supplies buildings and structures containing asbestos products, in compliance with legislation;
- establishment of an asbestos management plan;
- development and implementation of Safe Work Procedures to ensure that asbestos is handled in a way to minimise the potential for release of asbestos fibres to atmosphere when working with or around asbestos;
- appropriate procedures for the removal and disposal of asbestos contaminated material in accordance with legislative requirements;
- ensuring that any work in the building or on plant and equipment that may disturb asbestos is only undertaken in strict accordance with the SWP's, and legislative requirements;
- ensuring that no further asbestos containing materials will be purchased for use in any RHS Steel Supplies workplace where practicable to do so;
- implementing appropriate asbestos hazard control methods, including the use of qualified consultants and licensed asbestos removal contractors;
- ensuring that RHS Steel Supplies maintenance staff and/or subcontractors who are required to undertake work that may disturb asbestos (excluding asbestos removal) are trained in the use of SWPs; and
- consulting with staff and/or health and safety representatives on WHS matters and participating in consultative forums designed to contribute to the improvement of workplace health and safety.

Workers are responsible for:

- not placing themselves or others at risk of injury;
- reporting work methods that place themselves or others at risk;
- adhering strictly to the Asbestos Policy and legislative requirements;
- notifying their supervisor immediately of any potential, or actual asbestos hazard; and

- not undertaking work that may disturb asbestos products unless authorised to do so in accordance with the asbestos policy and legislative requirements.

Audit Records

Asbestos Materials Register Form 54.1
Training records
Risk Assessment Form 2.2

Form 54.1 Asbestos Materials Register

Asbestos Materials Register					
Workplace Address:			**Name of Competent Person:**		
Date of Identification	**Type of asbestos**	**Is it friable or non-friable**	**Condition of asbestos**	**Specific location of asbestos**	**Is this an inaccessible area?**

Form 54.2 Working with Silica

Purpose

To prevent or minimise the risk of Crystalline Silicosis from exposure to Crystalline Silica Dust by giving due consideration to all relevant aspects of workplace-related Crystalline Silica Dust exposure, identifying and applying controls as determined during the risk assessment process, that meet all applicable statutory requirements.

Definitions

The term “crystalline silica” usually refers only to the polymorphs quartz, cristobalite and tridymite. All of the crystalline silica minerals have the same chemical composition but have different crystal structures and are thus termed polymorphs. Quartz is the most common polymorph of crystalline silica and is the single most abundant mineral in the earth's crust. 16 During some natural and industrial processes cristobalite and tridymite are formed at high temperature from quartz, diatomaceous earth, and amorphous silica. Diatomaceous earth that has been flux-calcined (heated, usually in the presence of sodium carbonate) can contain a significant amount of cristobalite.

Maximum Exposure Standards

The current maximum exposure standard sits at 0.05mg per m3. RHS Steel Supplies has put in place procedures to ensure workers are not exposed to dust levels that exceed current standards.

Control Measures for Crystalline Silica

Workers are not to cut material containing crystalline silica with a power tool or other mechanical process, unless there is a water delivery system used to suppress airborne crystalline silica, and at least one other specified control measure listed below is in place.

The specified control measures include:

- the place where the cutting occurs is isolated from the rest of the workplace;
- a Class H vacuum is attached to the tool used for cutting;
- for material containing less than 25% crystalline silica—a Class M vacuum is attached to the tool used for cutting;
- a local exhaust ventilation system is used.

Specific Measures based on Silica Content

If silica dust cannot be eliminated from the workplace:

1. For modifying engineered stone: A continuous feed of water over the cutting area, an additional silica control measure and RPE must be used.

2. For modifying silica-containing materials (other than engineered stone):

- Use a continuous flow of water over the cutting site.
- If this is not practicable, a dust suppression method plus one other silica control measure must be used.
- If the above is not practicable, on-tool dust extraction plus one other silica control measure must be used.

- If neither of the above are reasonably practicable, a wet suppression method, on-tool extraction or a fully enclosed cabin can be used.
- If none of the above is reasonably practicable, one silica control measure plus RPE can be used.

NOTE: Workers should not be allowed to cut material containing crystalline silica with a power tool or other mechanical process, unless a water delivery system is used to suppress airborne crystalline silica and at least one other specified control measure is in place.

General Risk Management

Crystalline Silica Dust Management Principles (where operationally practical and feasible) include:

- use of On-board drill vacuum system. Dusts are extracted close to the source which has the advantage of preventing dust from spreading and contaminating other parts of the workplace;
- Wet Drilling: water or fine mist suppression can be employed to control dust clouds through drill equipped with integrated water delivery System that continuously feeds water to the blade.
- do not use compressed air or blowers to clean surfaces, clothing or filters because it can increase exposure to silica.
- Crystalline Silica Warning Signs to be put out during activities which contain or produce Silica Dust.
- when wet drilling has been used vacuuming with a M or H graded vacuum is required as part of end of job housekeeping.
- where adequate ventilation is not possible, restricting the time of exposure or rotation of staff away from dusty areas where possible.
- use of RPE – Respiratory Protective Equipment

Respiratory Protective Equipment (RPE)

All workers when at risk of exposure Crystalline silica dust are required to wear the recommend RPE as per the below:

- up-to-date Fit Testing is required for all RPE with a tight-fitting face seal;
- workers wearing tight fitting RPE should be clean shaven, trained how to fit it properly and how to look after it;
- any disposable RPE worn must be disposed of at the end of the shift;
- change the filters on non-disposable respirators in accordance with manufacturers' recommendations and if: the shelf-life expiry date has passed; they are damaged or visibly contaminated; they become harder to breathe through;
- examine and test non-disposable RPE thoroughly at least once every month;
- workers to check RPE is working properly before every use;
- if RPE is required for extended periods, e.g. longer than 1 hour continuously, use powered respirators; and
- keep RPE clean and store it in a clean place.

Personal protective equipment (PPE)

- Provide coveralls that do not retain dust.

- Ask your safety clothing supplier if you need advice on selecting suitable protective equipment.
- Provide storage for PPE to prevent damage or contamination when not in use.
- Keep any PPE cleaned and replace at recommended intervals.

Non-Compliance

Workers who fail to comply with the health and safety requirements of the company, or those who demonstrate consistently poor safety performance, shall be subject to disciplinary measures.

Maintenance, examination and testing

- Keep all equipment/tools used for the task in effective working order.
- Maintain it as advised by the supplier.
- Maintain or replace worn drill bits.
- Regularly look for signs of damage to hood, hoses or extraction unit of the vacuum – pay attention to filters, extraction rates and warning devices.
- Use of test and tag logbook to monitor regular changes to M and H vacuum or drill filters to assist in maintenance or parts replacement.

Air Monitoring

Air monitoring is used to measure airborne hazardous substances, including silica dust. It is not a control measure, but it helps verify the effectiveness of existing control measures.

- The mandatory limit for silica dust in the ACT is an eight-hour time weighted average (TWA) of 0.05 mg/m3. However, potential health risks persist even at this concentration, so exposure should be reduced as much as possible below this TWA.
- Air monitoring must be conducted if there's a potential health risk or a possibility that the exposure limits might be exceeded.
- If air monitoring reveals that the workplace exposure standard for silica dust has been exceeded, RHS Steel Supplies will review and amend the control measures in place.
- Only a competent person, such as a Certified Occupational Hygienist, will conduct air monitoring and prepare the air monitoring report.
- Air monitoring records must be accessible to workers and kept for a period of 30 years.

Health surveillance

Management is required to provide health surveillance for silicosis where there is a reasonable likelihood that silicosis may occur in the workplace. Health monitoring must be provided to workers who are continually working with silica dust and there is a significant risk to the worker's health.

Health monitoring must be carried out by, or under the supervision of, a registered medical practitioner (doctor) with experience in health monitoring

Health monitoring for working with silica and silica containing products should begin before job placement and at least every three years; annually for high-risk jobs such as working with engineered stone. Workers largely employed in high-risk jobs include residential construction workers who

fabricate or install engineered stone products, excavators, jackhammer operators or abrasive blasters.

Training Requirements

Workers who are reasonably believed to carry out high-risk crystalline silica work or are in an occupation declared to require training in crystalline silica awareness by the minister, must be trained in a VET course or other minister-declared course or qualification in crystalline silica awareness.

Review

This procedure is subject to annual review and amendment as necessary to reflect changes in operational practices, equipment or technology, or legislative requirements.

Audit Records

Health Surveillance Records
Training records
Risk Assessment Form 2.2
RPE Fit Test and Issue Record Form 54.3

Form 54.3 RPE Fit Test and Issue Record

Name _____ **Date of Employment** _____

Department_____ **Date of FIT Test**_____

RPE Type (P2, P3)	Date of Issue/Replacement	Signature of Recipient

55. Manual Demolition

Purpose

To ensure that demolition is carried out safely and that persons performing the work do not endanger themselves or other persons who may be exposed to the hazards of demolition.

Definitions

Demolition work means to demolish or dismantle a structure or part of a structure that is load-bearing or otherwise related to the physical integrity of the structure, but does not include:

- the dismantling of formwork, falsework, scaffolding or other structures designed or used to provide support, access or containment during construction work; or
- the removal of power, light or telecommunication poles.

Manual Demolition includes any technique where hand tools such as jackhammers, sledgehammers and picks are used.

Responsibility:

Managers/Supervisors:

- Ensure risk assessments are conducted before the commencement of work and at any time the scope of work changes or the risk increases.
- Ensure a demolition plan is developed, and that all workers are aware of the sequence of the demolition work.
- Ensure a Safe Work Method Statement (SWMS) is prepared before the demolition begins.
- If available, obtain a copy of the asbestos register, if an asbestos register isn't available, the structure must be assessed by a competent person to determine if asbestos or asbestos containing materials are attached to or in the structure.
- Where asbestos exists, the owner of the structure is to be notified, and all asbestos likely to be disturbed by the demolition must be removed in accordance with legislation the before the demolition begins, (refer How to Safely Remove Asbestos Code of Practice).
- Ensure that all equipment purchased comply with the relevant Australian Standard and is fit for its purpose.
- Ensure staff to wear the necessary PPE.
- Provide adequate supervision and assistance.
- Provide training where necessary.
- Conduct an inspection and investigation in the case of an incident occurring.
- Retain a copy of all demolition risk assessments.

All Workers:

- Must take care to ensure their own safety and to not adversely affect the health and safety of other persons.
- Ensure they follow procedures and reasonable instructions.
- Use only equipment that is in good condition and is regularly serviced.

- Report any defects or problems with equipment to your Supervisor.

Procedure

Hazards

The hazards associated with the demolition work must first be identified.

Hazards can include, but are not limited to:

- unplanned structure collapse;
- falling objects;
- falls from one level to another;
- concealed services;
- exposure to hazardous substances;
- manual handling;
- noise; and
- damage to other structures within proximity of the structure being demolished.

Notifiable Demolition Work

Under regulation 142, a person conducting a business or undertaking who proposes to carry out the following demolition work must give written notice to the regulator at least 5 days before any of the following work commences:

- demolition of a structure, or a part of a structure that is load bearing or otherwise related to the physical integrity of the structure, that is at least 6 metres in height;
- demolition work involving load shifting machinery on a suspended floor; and
- demolition work involving explosives.

Control measures

- Develop a demolition plan in consultation with all relevant persons.
- Before any framework is demolished or removed, an engineer should be engaged to ensure all precautions are taken to prevent the rest of the building collapsing as a result.
- Engineering advice should also be sought to ensure control measure are in place to prevent damage to other structures within the proximity of that being demolished.
- Although under regulations a Safe Work Method Statement is not required for all demolition work, it is advised that they are completed to assist in reducing the risk of injury or incident.
- Where required ensure workers hold relevant licenses (e.g: asbestos removal, high risk work)
- Hazardous chemicals that can be found during demolition may include, but are not limited to Asbestos, Lead, Polychlorinated biphenyls (PCBs), and synthetic Mineral Fibres. Exposure standards must not be exceeded for hazardous chemicals.
- Exclusion zones should be set up to prevent unauthorised access, and to prevent falling objects impacting on workers.
- Any plant to be used is operated by competent persons.

- Ensure plant is maintained in accordance with manufacturer's instructions, and prestart checks are conducted before use.
- Debris should be progressively removed from the work area to prevent build up.
- The risk of falls should be managed as per the Working at Heights procedure.
- Before demolition commences, all live electrical wiring and/or components (apart from any temporary electrical installations provided for the work) should be disconnected, isolated, or clearly marked and rendered safe by a competent person (for example, electrical engineer) or, where necessary, the local electrical supply authority.
- Any hot work should be done in accordance with the Hot Work Procedure.
- When demolishing walls all glass should be removed first.
- Ensure the relevant PPE is worn – Safety Hats where there is a risk of falling objects, High vis and protective clothing, Safety glasses and where necessary dust masks.

Audit Records

Training Register
Risk Assessments/SWMS
Plant and Equipment Register Form 25.1

56. Working with Silica

Purpose

To prevent or minimise the risk of Crystalline Silicosis from exposure to Crystalline Silica Dust by giving due consideration to all relevant aspects of workplace-related Crystalline Silica Dust exposure, identifying and applying controls as determined during the risk assessment process, that meet all applicable statutory requirements.

Definitions

The term “crystalline silica” usually refers only to the polymorphs quartz, cristobalite and tridymite. All of the crystalline silica minerals have the same chemical composition but have different crystal structures and are thus termed polymorphs. Quartz is the most common polymorph of crystalline silica and is the single most abundant mineral in the earth's crust. 16 During some natural and industrial processes cristobalite and tridymite are formed at high temperature from quartz, diatomaceous earth, and amorphous silica. Diatomaceous earth that has been flux-calcined (heated, usually in the presence of sodium carbonate) can contain a significant amount of cristobalite.

Maximum Exposure Standards

The current maximum exposure standard sits at 0.05mg per m3. RHS Steel Supplies has put in place procedures to ensure workers are not exposed to dust levels that exceed current standards.

Control Measures for Crystalline Silica

Workers are not to cut material containing crystalline silica with a power tool or other mechanical process, unless there is a water delivery system used to suppress airborne crystalline silica, and at least one other specified control measure listed below is in place.

The specified control measures include:

- the place where the cutting occurs is isolated from the rest of the workplace;
- a Class H vacuum is attached to the tool used for cutting;
- for material containing less than 25% crystalline silica—a Class M vacuum is attached to the tool used for cutting;
- a local exhaust ventilation system is used.

Specific Measures based on Silica Content

If silica dust cannot be eliminated from the workplace:

1. For modifying engineered stone: A continuous feed of water over the cutting area, an additional silica control measure and RPE must be used.

2. For modifying silica-containing materials (other than engineered stone):

- Use a continuous flow of water over the cutting site.
- If this is not practicable, a dust suppression method plus one other silica control measure must be used.
- If the above is not practicable, on-tool dust extraction plus one other silica control measure must be used.

- If neither of the above are reasonably practicable, a wet suppression method, on-tool extraction or a fully enclosed cabin can be used.
- If none of the above is reasonably practicable, one silica control measure plus RPE can be used.

NOTE: Workers should not be allowed to cut material containing crystalline silica with a power tool or other mechanical process, unless a water delivery system is used to suppress airborne crystalline silica and at least one other specified control measure is in place.

General Risk Management

Crystalline Silica Dust Management Principles (where operationally practical and feasible) include:

- use of On-board drill vacuum system. Dusts are extracted close to the source which has the advantage of preventing dust from spreading and contaminating other parts of the workplace;
- Wet Drilling: water or fine mist suppression can be employed to control dust clouds through drill equipped with integrated water delivery System that continuously feeds water to the blade.
- do not use compressed air or blowers to clean surfaces, clothing or filters because it can increase exposure to silica.
- Crystalline Silica Warning Signs to be put out during activities which contain or produce Silica Dust.
- when wet drilling has been used vacuuming with a M or H graded vacuum is required as part of end of job housekeeping.
- where adequate ventilation is not possible, restricting the time of exposure or rotation of staff away from dusty areas where possible.
- use of RPE – Respiratory Protective Equipment

Respiratory Protective Equipment (RPE)

All workers when at risk of exposure Crystalline silica dust are required to wear the recommend RPE as per the below:

- up-to-date Fit Testing is required for all RPE with a tight-fitting face seal;
- workers wearing tight fitting RPE should be clean shaven, trained how to fit it properly and how to look after it;
- any disposable RPE worn must be disposed of at the end of the shift;
- change the filters on non-disposable respirators in accordance with manufacturers' recommendations and if: the shelf-life expiry date has passed; they are damaged or visibly contaminated; they become harder to breathe through;
- examine and test non-disposable RPE thoroughly at least once every month;
- workers to check RPE is working properly before every use;
- if RPE is required for extended periods, e.g. longer than 1 hour continuously, use powered respirators; and
- keep RPE clean and store it in a clean place.

Personal protective equipment (PPE)

- Provide coveralls that do not retain dust.

- Ask your safety clothing supplier if you need advice on selecting suitable protective equipment.
- Provide storage for PPE to prevent damage or contamination when not in use.
- Keep any PPE cleaned and replace at recommended intervals.

Non-Compliance

Workers who fail to comply with the health and safety requirements of the company, or those who demonstrate consistently poor safety performance, shall be subject to disciplinary measures.

Maintenance, examination and testing

- Keep all equipment/tools used for the task in effective working order.
- Maintain it as advised by the supplier.
- Maintain or replace worn drill bits.
- Regularly look for signs of damage to hood, hoses or extraction unit of the vacuum – pay attention to filters, extraction rates and warning devices.
- Use of test and tag logbook to monitor regular changes to M and H vacuum or drill filters to assist in maintenance or parts replacement.

Air Monitoring

Air monitoring is used to measure airborne hazardous substances, including silica dust. It is not a control measure, but it helps verify the effectiveness of existing control measures.

- The mandatory limit for silica dust in the ACT is an eight-hour time weighted average (TWA) of 0.05 mg/m3. However, potential health risks persist even at this concentration, so exposure should be reduced as much as possible below this TWA.
- Air monitoring must be conducted if there's a potential health risk or a possibility that the exposure limits might be exceeded.
- If air monitoring reveals that the workplace exposure standard for silica dust has been exceeded, RHS Steel Supplies will review and amend the control measures in place.
- Only a competent person, such as a Certified Occupational Hygienist, will conduct air monitoring and prepare the air monitoring report.
- Air monitoring records must be accessible to workers and kept for a period of 30 years.

Health surveillance

Management is required to provide health surveillance for silicosis where there is a reasonable likelihood that silicosis may occur in the workplace. Health monitoring must be provided to workers who are continually working with silica dust and there is a significant risk to the worker's health.

Health monitoring must be carried out by, or under the supervision of, a registered medical practitioner (doctor) with experience in health monitoring

Health monitoring for working with silica and silica containing products should begin before job placement and at least every three years; annually for high-risk jobs such as working with engineered stone. Workers largely employed in high-risk jobs include residential construction workers who

fabricate or install engineered stone products, excavators, jackhammer operators or abrasive blasters.

Training Requirements

Workers who are reasonably believed to carry out high-risk crystalline silica work or are in an occupation declared to require training in crystalline silica awareness by the minister, must be trained in a VET course or other minister-declared course or qualification in crystalline silica awareness.

Review

This procedure is subject to annual review and amendment as necessary to reflect changes in operational practices, equipment or technology, or legislative requirements.

Audit Records

Health Surveillance Records
Training records
Risk Assessment Form 2.2
RPE Fit Test and Issue Record Form 54.3

57. Biohazards

Purpose

The purpose of this procedure is to provide information and guidance to effectively control risks associated with working with biohazards and spill management.

Definitions

Bio-hazards biological hazards:

Biological hazards contain potentially pathogenic microorganisms and/or other biohazardous materials such as specimens of human origin (e.g. blood, tissues), and/or other potentially infectious or hazardous biological material (e.g. animal blood or tissues).

Responsibility:

Managers:

- Managers are responsible for ensuring the development and implementation of management systems, policies and procedures.
- Providing and maintaining appropriate resources to ensure a safe and healthy work environment including appropriate PPE.
- Providing clear and consistent supervision, instruction and training.
- Ensuring that workers, contractors, visitors and volunteers under their control are aware of, and comply with management systems, policies and procedures.
- Undertaking assessments of bio-hazards material to ensure safe handling.

Workers:

- Follow any instructions given to them for workplace health and safety including wearing the appropriate PPE.
- Inform the Supervisor of any concerns/problems.
- Report all identified hazards/risks to the Supervisor, and
- Take reasonable care to ensure that they do not place themselves or others at risk of injury or illness.
- Recording and reporting any bio-hazardous spills and to manage accordingly.

Procedure

- For spills - Hold your breath and inform everyone to leave the room immediately with you and close the door.
- Warn others to not enter the contaminated area – place sign to warn of situation.
- Notify your Safety Representative/Manager of the spill immediately.
- Remove contaminated garments/cloth/goods and put them into an autoclavable bag. Place the bag containing contaminated clothing into the autoclave for effective sterilisation.
- Thoroughly wash hands and face and any other exposed area of the body.
- Wait for 30 minutes to allow dissipation of aerosols created by the spill if the laboratory has a negative airflow otherwise begin clean-up immediately.

- Get a biohazard spill kit.
- Put on protective clothing including a mask and rubber gloves.
- Pour a decontaminant solution around the spill. Spill kit should contain 10% bleach for blood and body fluids and 70% ethanol for microorganisms.
- Paper towels soaked in the correct decontaminant can also cover the spill.
- Leave for 20 minutes for adequate contact time.
- Transfer all contaminated cleaning material into a biohazard bag for removal.
- Dispose of the contaminated goods in autoclave or through approved supplier.

Immunisation

Hepatitis B vaccination is recommended and is available to all employees who, in the course of their work, are at increased risk of contracting Hepatitis B due to:

- contact with human body fluids; or
- risk contact with used injecting equipment and other contaminated sharps.

Vaccinations are available through private medical providers.

Audit Records

Risk Assessments
Training Records
Immunisation Records

RHS STEEL
Supplies & Accessories

Managing Psychological Hazards in the **Workplace**

WHS Manual v1.0 – Sept 2023

Table of Contents

1. OVERVIEW

RHS Steel Supplies believes that maintaining positive mental health and wellbeing is fundamental to the ability to work productively and achieve business and personal goals. Including mental health as a part of overall business planning and operations contributes to happier and healthier workers, and a healthy bottom line for business. Developing a mental health and wellbeing plan is one way we make sure that strategies are in place to look after the mental wellbeing of all employees. It's also an important part of planning for business continuity and resilience.

In consultation with our workers or their representatives, RHS Steel Supplies has implemented a structured safety management system that aims to achieve a consistently high standard of safety performance. In addition, it will serve to ensure RHS Steel Supplies meets the obligations of its internal Work Health and Safety policy and relevant Work Health and Safety legislation.

RHS Steel Supplies will review this system regularly in order to provide guidance for internal/external consultation, and the development & improvement of processes. More frequent reviews will take place in response to organisational and legislative changes.

Leadership and management are commitment to ensuring a genuine effort to managing psychosocial hazards and risks by leaders and managers is essential for effective systematic work health and safety risk management.

To achieve this, they must understand:

1. The WHS obligations of the PCBU, officer(s) and workers

2. The role of leaders and managers (including human resources and WHS managers) to assist the PCBU and officer(s) meet their WHS duties

3. Systematic WHS management, including on psychosocial matters, and

4. The business case for WHS, including why managing psychosocial risks is a concern to our organisation.

This manual is to be used in conjunction with the Work Health and Safety System that complies with ISO 45001:2018. The framework is designed to provide compliance with all WHS legislative requirements and promote excellence in Work Health and Safety management through the Plan-Do-Check-Act approach to achieve continual improvement.

2. REFERENCES

Throughout this document we reference relevant legislation and standards as well as codes of practice, compliance codes and guidelines.

3. DEFINITIONS

Consultation
Seeking views before making a decision.

Duty Holder
Refers to any person who owes a work health and safety duty under the WHS Act including a PCBU, designer, manufacturer, importer, supplier, installer of products or plant used at work (upstream duty holders), an officer and workers.

Fatigue
The temporary inability, decrease in ability, or strong disinclination to respond to a situation because of previous over-activity, either mental, emotional or physical.

Hazard
A source or situations with potential for harm in terms of human injury or ill health, damage to property, damage to the environment, or a combination of these.

Hazard Assessment
The overall process of determining whether a hazard is significant.

Hazard Identification
The process of recognising that a hazard exists and defining its characteristics.

Health Surveillance
Monitoring of individuals for the purpose of identifying changes in health status that may be due to occupational exposure to a hazard.

Incident
Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss.

Injury and/or ill health
Adverse effect on the physical, mental or cognitive condition of a person.

Notifiable Incident
The Work Health and Safety Act 2011, defines a notifiable incident as:

- The death of a person; or
- A serious injury or illness of a person; or
- A dangerous incident

Officer
An officer is a person who makes decisions, or participates in making decisions, that affect the whole or a substantial part of a business or undertaking or has the capacity to significantly affect the financial standing of the business or undertaking.

If a person is responsible only for implementing those decisions, they are not considered an officer.

Partners of a partnership are not officers but are PCBUs.

An officer of a PCBU must exercise due diligence to ensure that the PCBU complies with their duties under the WHS legislation.

You are considered to be an officer if you are - an officer within the meaning of section 9 of the Commonwealth Corporations Act 2001, an officer of the Crown or an officer of a public authority.

Opportunity

Opportunity to improve a process or environment that doesn't necessarily need to be a hazard or risk. This is simply encouraging the continual improvement of business operations (eg survey.

Participation
Involvement in decision-making.

PCBU
Person Conducting Business or Undertaking

A PCBU conducts a business or undertaking alone or with others. The business or undertaking can operate for profit or not-for-profit. The definition of a PCBU focuses on the work arrangements and the relationships to carry out the work.

Although employers are PCBUs, the term PCBU is much broader than this and may include a corporation, an association, partners in a partnership, a sole trader, a volunteer organisation which employs any person to carry out work, householders where there is an employment relationship between the householder and the worker.

Psychosocial Hazard

A psychosocial hazard is a hazard that arises from, or relates to, the design or management of work, a work environment, plant at a workplace, or workplace interactions and behaviours and may cause psychological harm, whether or not the hazard may also cause physical harm. In severe cases exposure to psychosocial hazards can lead to death by suicide.

Policy
Intentions and direction of an organisation.

Procedure
Specified way to carry out an activity or process.

Risk Assessment
The overall process of estimating the magnitude of risk and deciding what actions will be taken.

Safety
A state in which the risk of harm (to persons) or damage, is limited to an acceptable level.

Stress
The awareness of not being able to cope with the demands of one's environment, when this realisation is of concern to the person, in that both are associated with negative emotional response.

Top Management
Person or group of people who directs and controls an organisation at the highest level.

Work Health and Safety Coordinator
The Work Health and Safety Coordinator is the person in the company that has been assigned the task of managing the WHSMS.

Work Health and Safety Management System (WHSMS)
That part of the overall management system which includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the WHS policy, and so managing the WHS risks associated with the business of the organisation.

4. MANAGING PSYCHOLOGICAL HAZARDS POLICY

1.1 Introduction

RHS Steel Supplies is committed to providing a safe and healthy work environment, without risks to the health and safety of any person from both physical and psychosocial hazards, as far as reasonably practicable.

The workplace can contain many hazards that could potentially have an adverse effect on worker's mental health, which can potentially result in psychological harm or an aggravation of a pre-existing condition.

Psychosocial hazards in the workplace that may have a negative impact upon the mental health of workers include, but are not limited to, the physical workplace environment, the nature and complexity of the work relative to workers knowledge and training, workplace procedures, poor worker support, low role clarity, fatigue, bullying and/or harassment, excessive or prolonged work pressures, exposure to a violent or traumatic event, and poor organisational change management.

These psychosocial hazards can create both psychological and physical harm through a worker's frequent, prolonged, or severe exposure.

1.2 Our Commitment

RHS Steel Supplies is committed to supporting the mental health and wellbeing of our workers to ensure, so far as is reasonably practicable, that associated psychosocial hazards and risks are identified and managed through an effective risk management approach.

RHS Steel Supplies will treat reports of work-related psychological hazards seriously, and will respond promptly, impartially and confidentially.

This policy will be made available to all workers, including any contractors. New workers will be given a copy of this policy at their induction. Managers and supervisors will remind workers of the policy from time to time.

1.3 Expected Behaviour At Work

Under work health and safety laws, officers, workers and other people in the workplace must take reasonable care that they do not adversely affect the health and safety of others. RHS Steel Supplies expects people to:

- behave in a reasonable and professional manner
- treat others at work with courtesy and respect
- listen and respond appropriately to the views and concerns of others, and
- be fair and honest in their dealings with others.

This policy applies to behaviours that occur:

- in connection with work, even if it occurs outside normal working hours
- during work activities, for example when dealing with clients
- at work-related events, for example at conferences and work-related social functions, and on social media where workers interact with colleagues or clients and their actions may affect them either directly or indirectly.

Single incidents of unreasonable behaviour can also present a risk to health and safety and will not be tolerated.

	/ /
Signed by Director	**Date**

5. ORGANISATIONAL RESPONSIBILITIES

In consultation with workers and/or their representatives, RHS Steel Supplies will support the mental health of its workers by:

- preventing psychological harm by ensuring the job, task and role hazards and risks are identified, assessed, controlled and reviewed, including implementing written procedures and providing information, instruction and training to workers
- ongoing review of existing control measures, and the support of at risk workers and
- providing support for the recovery of injured workers

Organisational Responsibility:

RHS Steel Supplies will ensure, so far as is reasonably practicable:

- the provision and maintenance of a work environment without risks to health and safety
- the provision and maintenance of safe systems of work
- the provision of adequate facilities
- the provision of information, training, instruction or supervision
- that the health of workers and the conditions at the workplace are monitored.
- that so far as is reasonably practicable, any plant, substances, and structures designed, manufactured, imported, installed and supplied, are without risks to the health (including psychological health) and safety of workers or others who are at or near the workplace.

Officers:

Will exercise due diligence to ensure RHS Steel Supplies complies with it's duties under the WHS laws. This includes taking reasonable steps to:

- acquire and keep up-to-date knowledge of work health and safety matters associated with the operations of the business or undertaking (including matters related to psychological health and psychosocial risks)
- gain an understanding of the nature of the operations of the business or undertaking and the psychosocial hazards associated with those operations
- ensure the PCBU has and uses appropriate resources and processes to eliminate or minimise risks from psychosocial hazards
- ensure the PCBU has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information
- verify the provision and use of these resources and processes.

Workers:

While at work, a worker must:

- take reasonable care for their own health and safety, including psychological health
- take reasonable care their acts or omissions do not adversely affect the health (including psychological health) and safety of other persons
- comply, so far as the worker is reasonably able, with reasonable instructions given by RHS Steel Supplies
- cooperate with reasonable health and safety policies or procedures issued by RHS Steel Supplies that have been notified to workers.
- notify a supervisor if they identify a psychosocial hazard or if they are unclear about how to perform their role safely without risk to their health.

Worker are entitled to cease, or refuse to carry out work, if they have a reasonable concern that carrying out the work would expose them to a serious risk to their health or safety, arising from an immediate or imminent exposure to a hazard. A worker who has ceased work must notify RHS Steel Supplies that they have ceased work and remain available to carry out suitable alternative work until it is safe for them to resume normal duties.

6. MENTAL HEALTH PLANNING

Before starting the risk management and consultative process, it is important to decide on the goals and processes to be used to manage psychosocial hazards, for example:

- psychosocial hazard identification and risk assessment methods
- who will be involved (e.g. managers, workers, HSR(s) and, where required, subject-matter experts), and their roles in the process
- how appropriately will personal information be maintained
- what human, technical or financial resources will be provided to establish and implement effective psychosocial risk management processes e.g. organisational policies and procedures to support the risk management process
- information and training to ensure those participating in the process are competent, or
- arranging in-house or external expert help, if required
- what are the mental health stressors experienced by staff

Procedure

1. Identify psychosocial hazards through discussions with staff and injury data (use Mental Health Plan Template for staff survey). Consider absenteeism, sick leave and performance reviews
2. Include potential psychosocial hazards on position descriptions and are clearly communicated with existing and potential employees.
3. Ensure there is a dedicated resource to manage the risks. Are they trained and experienced?
4. Add psychosocial risks to the risk register for tracking
5. Discuss action plan with all applicable team members
6. Close out actions and set a review period to ensure actions are adequate

Note: If you choose to conduct workplace surveys, giving your workers the option to respond anonymously may improve the response rate and quality of the information you receive. Ideally this information should be collected from a representative cross section of workers or through existing structures such as WHS Committees.

The free online and validated Australian Psychosocial Risk Assessment survey and resources which may suit your purposes are at the .

Audit Records

Hazard & Opportunity Report
Record of Safety Meeting Minutes

6.1 Mental Health Plan Template

Mental Health Plan:

Name (remove if anonymous)

1. Stressors – business and personal
What do I find really challenging at the moment?

My stressors (personal and work related)	What I can do now to stop them from happening
—	—
—	
—	
—	
—	

2. Mental health red flags
What changes in me help me to know I might need support?

My flags (personal and in the work environment)	Actions I can take when they happen
—	—
—	
—	
—	
—	

3. Support people and resources
Which trusted contacts can I turn to for help?

My supports	Steps I'll take now
—	—
—	
—	
—	
—	

4. If I need to take time out

What I can do	How I'll plan for this now
—	—
—	
—	
—	
—	

7. CONSULTATION, COOPERATION & COORDINATION

RHS Steel Supplies will support the mental health in the workplace via consultation with its workers and their representatives at each step of the risk management process.

Consultation will occur with workers carrying out work, as well as those who are or are likely to be, directly affected by hazards. This consultation will involve sharing information, giving affected workers and others reasonable opportunities to express views, taking those views into account before making decisions on WHS matters, and advising workers of the consultation's outcomes in a timely and appropriate manner.

If workers are represented by a HSR(s), consultation will include that HSR(s).

Consultation will also occur with other duty holders. Where more than one person has a duty in relation to the same matter under the WHS Act, each person must, so far as is reasonably practicable, proactively consult, cooperate and coordinate activities with each other.

Consultation with workers will occur when:

- identifying psychosocial hazards and assessing risks to psychological health and safety
- making decisions about ways to eliminate or minimise those risks (i.e. control measure/s to put in place)
- making decisions about the adequacy of facilities for the welfare of workers
- proposing changes that may affect the health or safety of workers
- making decisions about procedures for:
    - consulting workers
    - resolving health or safety issues at the workplace
    - monitoring the health of workers
    - monitoring the conditions at a workplace under the management or control of a PCBU, or providing information and training for workers.

Consultation should occur as early as possible on:

- New policies, procedures and systems of work
- Organisational restructures, new reporting arrangements and work locations
- Changes to tasks, duties, and working arrangements, including rosters
- New technology, plant, equipment and production processes, or
- The redesign of existing workplaces. The consultation processes should suit the organisation's needs and the reasonable needs and expectations of affected workers and take reasonable steps where required to respect an individual's privacy and confidentiality. It should provide workers with:
- Clear, timely information on how psychosocial hazards and risks will be proactively identified, managed and monitored, and
- How work can be safely carried out.

Procedure

- RHS Steel Supplies shall ensure that information relating to psychosocial hazards is available to all workers in all work locations.
- Psychosocial hazards are added as an agenda item.
- Psychosocial hazards are tracked and managed through the normal consultation process.
- Minutes are recorded and shared with all employees.

8. TRAINING

Purpose

RHS Steel Supplies will ensure, as far as is reasonably practicable, sufficient training is providing to eliminate or minimise the risks of psychological harm.

Uncertainty about how to safely and efficiently perform new or updated tasks (including the use of new technology, task that may not have been undertaken for some time, tasks undertaken during an emergency, or when working on unfamiliar worksites) are relatively common psychosocial hazards.

Providing adequate and timely information, training, instruction and supervision are particularly important where the work has inherent risks (e.g. risk of violence for first responders).

Procedure:

RHS Steel Supplies provides:

- training for all managers and supervisors in the identification, prevention and management of mental health risks and in good management practices
- training for all workers to increase their knowledge and awareness of mental health related issues and behaviours within the workplace
- training and instruction for all workers on the tools and equipment required to do their work safely
- training and information on early intervention processes in relation to any workplace conflict, before it potentially escalates
- induction training that includes information on RHS Steel Suppliess commitment to supporting the mental health of workers and the workers' responsibilities, related to helping to ensure a healthy and safe workplace
- training for all workers to understand the organisation's policies and procedures to identify, assess, control, monitor and review risks to workers' mental health

Audit Records

Hazard & Opportunity Report
Record of Safety Meeting Minutes

9. HAZARD & OPPORTUNITY REPORTING

Purpose:

This procedure describes how psychosocial hazards and opportunities are reported by workers. The Hazard & Opportunity Report Form applies to the reporting of any health and safety issues other than personal injury, (the *Injury/Incident Report Form* is to be used for this purpose) and opportunities for improvement. The procedure applies to all workers.

Psychosocial Hazards can arise from:

- Poor support from supervisors and managers
- Poor co-worker support
- Poor work environment (excessive noise, temperature extremes, dust, etc)
- Workplace violence
- Bullying and harassment
- Inadequate recognition
- Under resourced
- Remote or isolated work

Procedure:

1. RHS Steel Supplies shall ensure that the Hazard & Opportunity Report Form is available to all workers in all work locations.

2. If there is an immediate risk of psychosocial injury or illness a worker shall take action to make the area safe, ensuring their own safety is not jeopardised and immediately report the hazard to their supervisor.

3. Workers shall immediately report any psychosocial hazard to their supervisor and complete the *Hazard & Opportunity Report Form*. The worker should keep a copy of the completed form.

4. The supervisor on receipt of the *Hazard & Opportunity Report Form* shall:

    - take action to remove the psychosocial hazard if possible
    - take action to prevent workers being exposed to the psychosocial hazard
    - clarify and understand the psychosocial opportunity
    - forward the Hazard/Opportunity Report to the Manager immediately on receiving the report.

5. The Manager shall provide all Hazard/Opportunity Reports for tabling at the safety meeting and shall allow workers access to the Hazard/Opportunity Report file.

6. Copies of Hazard/Opportunity Reports are to be filed at each location under “Hazard/Opportunity Reports”.

7. The Manager will ensure that an explanation of this procedure is included in the induction for new workers.

8. The Hazard Reporting Procedure is to be explained in safety meetings every 6 months.

Audit Records

Hazard & Opportunity Report
Record of Safety Meeting Minutes

Hazard & Opportunity Report Form

Date:	Hazard Report Number:
Reported By:	
Name:	Position:
Reported To:	
Name:	Position:
Site location:	
Subject:	
☐ Opportunity ☐ Near Miss ☐ Workplace Hazard ☐ Hazardous Work Practice	
Description of Hazard/Opportunity:	
What needs to be done?	
Signature:	Date:
Copy given to:	
Manager:	(Signature)
Communication Meeting:	(Signature)

10. RISK MANAGEMENT

Purpose:

To have a system that systematically identifies, assesses and manages the actual and potential psychosocial hazards and risks in the workplace over which the employer has authority or influence.

Methods to Identify Hazards

Managing hazards involves:

A. Identifying psychosocial hazards
B. Assessing and prioritising hazards
C. Developing and implementing actions to control them
D. Review control measures

Psychosocial hazards can be created by:

- Culture – the importance placed by all personnel by working in a safe manner
- Work organisation – such as workload, work hours, economic pressures
- People management – training, information, supervision
- External stresses – financial, isolation, relationships

A variety of methods are used to identify hazards including:

- Injury analysis
- Task and process analysis
- Regular hazard audits and physical inspections
- Check ins

To ensure all possible hazards are identified the following techniques are adopted:

i. Physical

Identified by type and may include:

- Persons physical reactions;

ii. Area

- Establish a plan of activities on the site;
- Divide into areas;
- List activities in each area;
- Identify hazards from each activity.

iii. Work Analysis

- Identify psychosocial hazards of the work processes involved;
- Identify all tasks carried out;
- Establish steps or stages required to carry out tasks;
- Establish a flow chart that details each step of the work activity;
- Identify psychosocial hazards in each step or stage;
- Consult;
- Staff;
- Records of incident;
- Reports;

- Summarise the information collected.

Assessing and Prioritising Psychosocial Hazards

i. Assessing

Using one or all of the above techniques establish a psychosocial hazard list using the *Risk Assessment Form*.

ii. Prioritising

Having listed the psychosocial hazards, they are listed in order of priority. To establish the priority a risk assessment is completed using the Risk Assessment Matrix

The purpose of risk assessment is to:

- Consider the chance of harm actually occurring and the possible consequences.
- Enable preventative measures to be planned, introduced and monitored to make sure the psychosocial risks are adequately controlled.
- Ensure the legal requirements are complied with in respect of identifying and controlling significant psychosocial hazards.

To be effective, risk assessment must:

- Be sufficient to guide the judgement on measures to take to comply with legal obligations.
- Cover all risks to the health and safety of people who may be affected in the workplace.
- Be regularly reviewed to ensure any changes to risks are recorded and managed.

For each psychosocial hazard a decision as to whether injury or illness could result, if so, then implement the hierarchy of control to eliminate, isolate or minimise.

The following steps are taken:

- Select the department or task to be assessed.
- Identify the psychosocial hazards.
- Identify whether any injury, illness, or damage could result.
- Conduct risk assessment.
- List most serious first.
- Implement control plan

Developing and Implementing Controls

Having identified the psychosocial hazard, steps must be taken to manage it following the hierarchy of control below:

1. Elimination

- Remove the stressor.
- Policies and procedures.

2. Substitution

3. Isolation

4. Engineering

- Redesign the task / department to reduce the stressors

5. Administrative

- Training in mental health
- Coaching Managers to lead staff in a consultative manner
- Monitor workers health.

6. PPE

For each identified psychosocial hazard the controls are listed on the *Risk Assessment Form*.

The list of identified psychosocial hazards, Hazard & Opportunity Report Form, risk assessments.

Audit Records

Hazard Identification Register
Risk Assessment
Hazard Report

Psychosocial Hazard/Risk Identification Register

Date	Hazard Report Number	Location & Description of Psychosocial Hazard	Risk Rating	Risk Assessment/ SWP Number	Risk Controls Implemented By	Date Completed

Psychosocial Risk Assessment Form

Worksite:		
Assessment No:	Assessment Date: / /	Review Date: / /
What is being assessed? Describe the item, task, process, work arrangement:		

Step 1 - **Form a team of assessors. Decide who else should be consulted.**

Assessor(s):

Others consulted: (eg elected health and safety representative, other personnel exposed to risks)

Step 2 - **Identify the hazards** associated with the thing or situation being assessed

Hazards: Potential to cause harm to people, property or the environment. Tick the applicable hazards

General Work Environment		**Health and Security**		**Plant and equipment**	
Restricted access or egress	☐	Food	☐	Vehicles	☐
Confined spaces	☐	Poisoning or contamination	☐	Mobile and fixed plant	☐
Air-conditioning (thermal comfort)	☐	Intoxication	☐	Powered equipment	☐
Air quality	☐	Dehydration	☐	Non-powered equipment	☐
Lighting	☐	Violence	☐	Elevated Work Platforms	☐
Noise (discomfort)	☐	Working alone or in isolation	☐	Pressure vessel	☐
Outdoors (sun exposure)	☐	Working in remote areas	☐	Laser (Class 2 or above)	☐
Uneven walking surfaces	☐	Bites / Stings	☐	Traffic control	☐
Working at height	☐			Electrical	☐
Crowds/Public	☐	**Chemical**		Vibration	☐
		Hazardous chemicals	☐	Moving parts	☐
Ergonomic/manual handling		Explosives	☐	Acoustic / Noise	☐
Workstation set up	☐	Engineered nanomaterials	☐		
Poor posture	☐	Gas cylinders	☐	**Temperature / Weather effects**	
Lifting / Carrying	☐			Heat	☐
Pushing / Pulling	☐	**Radiation**		Cold	☐
Reaching/overstretching	☐	Ionising radiation	☐	Rain / Flood	☐
Repetitive movement	☐	Ultraviolet (UV) radiation	☐	Wind	☐
Bending	☐	Radiofrequency/microwave	☐	In or on water	☐
Eye strain	☐	Infrared radiation	☐	Pressure (Diving / Altitude)	☐
				Lightning	☐
Work design and management		**Biological**		Smoke	☐
Fatigue	☐	Microbiological	☐		
Workload	☐	Animal tissue / Fluids	☐	**OTHER**	
Mental stress	☐	Human tissue / Fluids	☐		☐
Organisational change	☐	Allergenic	☐		☐
Work violence or bullying	☐	Other Biological	☐		☐
Inexperienced or new personnel	☐				

List the hazards identified from above			
1.		6.	
2.		7.	
3.		8.	
4.		9.	
5.		10.	

Any specific circumstances (describe):

Persons at risk (list):

Any relevant regulation, code, standard or guideline (list):

Step 3 – Risk Assessment For each identified hazard rate the risk using the Risk Rating Matrix.

Step 4 – Risk controls Detail controls measures required to address the risks applying the Hierarchy of Controls

Controls to be considered from the following hierarchy of control

7. Elimination (is it necessary?)
8. Substitution
9. Isolation
10. Engineering (guarding, redesign)
11. Administration (training. SWMS's,)
12. Personal Protective Equipment (PPE) (eg gloves, leather apron, coveralls, respirator)

Identified Hazards Exposure	Risk assessment		Risk Rating	Required Controls	Controls Implemented
	Consequences	Likelihood			

Is the risk? (Tick one)

☐ Adequately controlled. No further action required - Sign off form as completed.

☐ Inadequately controlled. Further Action/Investigation required. Continue with Step 5.

Step 5 – Implementation Plan (for controls not already in place)

Control Option	Resources	Person(s) responsible	Proposed implementation date

Step 6 – Comments and endorsements

Name: Signature: Date:

Assessment Approval: (eg PCBU, Director, WHS Manager)
I am satisfied that the risks are not significant and/or adequately controlled and that resources required will be provided.

Name: Signature: Date:

Position Title:

Risk Assessment Matrix

Step 1 – Determine Consequence (Impact) (C)

I Consequence (Impact) Table				
Impact band	**Health & Safety**		**Environment & Heritage**	**Reputation**
Substantial (5)	Fatal Incident (Class 1)		Permanent widespread ecological damage	International negative media coverage. Loss of business from key sector.
Major (4)	Permanent Injury (Class 1)	Damage, which permanently alters a person's future (e.g. quadriplegia, paraplegia, amputation of a limb).	Heavy ecological damage, costly restoration	Sustained national negative media coverage. Loss of long term key client.
Moderate (3)	Lost Time Injury (Class 2)	Damage, which temporarily alters a person's future.	Major but recoverable ecological damage	Regional/short negative media coverage. Loss of Client / project.
Minor (2	Medical Treatment (Class 2)	Damage, which temporarily inconveniences a person	Limited but medium term damage	Local negative media coverage. Site or project problem
Negligible (1)	First Aid Treatment (Class 3)	Actual injury which requires no treatment or simple first aid	Short term damage	Brief local negative media coverage.

Step 2 - Determine Probability (Likelihood) of Event Occurring (P)

Probability (Likelihood) Table			
Probability band	**Description**		
Almost Certain (5)	The threat can be expected to occur 75% - 99%	Common / Frequent Occurrence	More than 1 event per month
Likely (4)	The threat will quite commonly occur 50% - 75%	Is known to occur or "It has happened regularly"	More than 1 event per year
Possible (3)	The threat may occur occasionally 25% - 50%	Could occur or "I've heard of it happening"	1 event per 1 to 10 years
Unlikely (2)	The threat could infrequently occur 10% - 25%	Not likely to occur very often	1 event per 10 to 100 years
Rare (1)	The threat may occur in exceptional circumstances 0% - 10%	- Conceivable but only in exceptional circumstances	Less than 1 event per 100 years

Step 3 – Assess Risk Level (R) Determine the risk level by combining Consequence with Probability

Risk Assessment Matrix		Consequence (Impact) Table				
		Negligible (1)	**Minor (2)**	**Moderate (3)**	**Major (4)**	**Substantial (5)**
Probability (Likelihood)	**Almost Certain (5)**	**Moderate (5)**	**High (10)**	**Very High (15)**	**Extreme (20)**	**Extreme (25)**
	Likely (4)	**Moderate (4)**	**High (8)**	**Very High (12)**	**Extreme (16)**	**Extreme (20)**
	Possible (3)	**Low (3)**	**Moderate (6)**	**High (9)**	**Very High (12)**	**Very High (15)**
	Unlikely (2)	**Low (2)**	**Moderate (4)**	**Moderate (6)**	**High (8)**	**High (10)**
	Rare (1)	**Low (1)**	**Low (2)**	**Low (3)**	**Moderate (4)**	**Moderate (5)**

Hierarchy of Controls

Highest Level of Control → **Lowest Level of Control**

Elimination | Substitution | Isolation | Engineering | Administration | Personal Protective Equipment

Probability:
5=Almost Certain
4=Likely
3=Possible
2=Unlikely
1=Rare

Consequence:
5=Substantial
4=Major
3=Moderate
2=Minor
1=Negligible

1-6 Acceptable **7-10 Acceptable with Strict Control Measures or Short Duration** **11-25 Unacceptable**

11. INCIDENT MANAGEMENT

Purpose

This procedure describes the management of psychosocial incidents, the internal and external incident reporting and recording requirements of the organisation, and the procedure for injury/incident investigation.

Procedure

When a psychosocial incident/injury occurs the first step is to provide mental health first aid to any affected person.

The next step is to ensure that the psychosocial risk is controlled so that no more incidents or injuries can occur (Note: for notifiable incidents the incident site must not be disturbed as noted below).

System for reporting & recording all psychosocial injuries, incidents & work-related illness:

Reporting psychosocial incidents/injuries

The person involved in the psychosocial incident completes the Injury/Incident Report Form and gives it to their supervisor as soon as possible after the psychosocial incident occurs. It is the responsibility of the Supervisor to ensure this occurs. If the person involved in the psychosocial incident cannot complete the form, then it is the supervisor's duty to complete the form and report the incident.

If the incident is a **notifiable incident**, then the PCBU must notify the statutory authority immediately after being made aware that a notifiable incident has occurred.

Incident Registers

All incidents including stress related incidents are to be recorded on the Incident Register managed by the WHS Coordinator. This register will assist in identifying trends and relevant statistics.

All incident and injury data is:

- Forwarded to WHS Representative/Managing Director
- Recorded
- Included in monthly reports

Incident/Injury Investigation

The psychosocial incident is to be investigated by a competent person within 24 hours of incident occurring by using *Incident Investigation Form*. The findings are to be communicated to the Managing Director and relevant WHS Authority if required.

For Notifiable incidents, the investigation will take place when the inspector arrives. All workers of RHS Steel Supplies will aid in the investigation where required by the inspector.

To ensure workers understand reporting responsibilities RHS Steel Supplies will ensure that *Injury/Incident Report Forms* are available to all workers and incident reporting responsibilities are reiterated at:

- Staff meetings/toolbox talks
- During induction process

Return to Work

When someone is returning to work following an injury, they may also be exposed to new and or different psychosocial or physical hazards (because they are doing different duties or working in a new worksite). The RHS Steel Supplies must proactively manage any new WHS risks which arise for the injured worker and the work group arising from the return-to-work process and the changed duties or work locations.

This is done through:

- Regular check ins
- Buddy up with support person
- Access to EAP
- Gradual return to work

Audit Records

Injury/Incident Report
Incident Investigation
Training Registers
Incident Register

12. WORKPLACE HARASSMENT / BULLYING

Purpose

To provide a safe workplace to all RHS Steel Supplies workers through effective management of workplace harassment/bullying.

Policy

RHS Steel Supplies is committed to providing a work environment that is pleasant for workers to work in and conducive to good workplace relations. This policy is aimed at ensuring that workers are not subjected to any unwanted workplace harassment/bullying. Harassment/bullying in the workplace decreases productivity, increases absenteeism and is also against the law. For these reasons, harassment/bullying will not be tolerated at RHS Steel Supplies. For the purpose of this policy 'harassment' includes bullying.

Harassment/Bullying - Workplace harassment/bullying is where a person or persons are subjected to unreasonable behaviour, other than sexual harassment, that is unwelcome and unsolicited, the person considers to be offensive, intimidating, humiliating or threatening and/or a reasonable person would consider to be offensive, humiliating, intimidating or threatening.

Examples of unreasonable behaviour include, but are not limited to:

- Abusive, insulting or offensive language or comments;
- Unjustified criticism or complaints;
- Repeated threats of dismissal;
- Exclusion from activities where deliberate;
- Spreading rumours;
- Setting unreasonable work tasks or timelines;
- Sabotaging a person's work performance by withholding information or giving incorrect information;
- Changing of rosters/work arrangements so as to deliberately inconvenience a worker or workers.

What is **not** considered unreasonable behaviour:

- Setting reasonable work tasks and timelines;
- Reasonable rostering/work arrangements;
- Deciding not to select a worker for promotion where a reasonable process is followed;
- Informing a worker about unsatisfactory work performance in an honest, fair and constructive way;
- Informing a worker about inappropriate behaviour in an objective and confidential way;
- Implementing organisational changes or restructuring;

- Taking disciplinary action, including suspension or terminating employment.

RHS Steel Supplies has a legal responsibility to take reasonable steps to prevent harassment from happening in the workplace. This involves educating workers about harassment, putting in place this policy, setting behaviour standards, implementing grievance and complaint handling procedures, and ensuring compliance by all in the workforce.

Harassment in the workplace can create unpleasant or even hostile work environment. Harassment makes work difficult for everyone – the person being harassed, as well as workers witnessing the harassment. The harasser also is not concentrating on their work when he/she engages in this type of behaviour. It can also damage the reputation of a company.

Harassment outside the Workplace

Workplace harassment can take place off site. Examples would be harassment occurring at a work Xmas party, unwanted phone calls to a worker's home, and following workers home from work, text messaging, internet chat rooms or other social media channels.

Harassment of Customers

The way workers treat clients and customers is extremely important for the image of the company. Harassment of customers or clients is not only bad for business; it is against the law and can result in legal action being taken by the customer or client against the company.

Bullying and workplace violence

Workplace violence is any action, incident or behaviour in which a person is physically assaulted, threatened, harmed or injured in circumstances relating to their work. The risk of workplace violence must be eliminated or minimised so far as is reasonably practicable.

Incidents of workplace violence (i.e. physical assault or the threat of physical assault) should be reported to the police because these are criminal matters.

Victimisation

Victimisation happens where a worker is treated harshly or subjected to any detriment because they have made a complaint of discrimination or harassment. Victimisation will also happen if a person is subjected to a detriment because they have furnished any information or evidence in connection with a discrimination complaint.

A complaint of victimisation is made in the same way as a complaint of discrimination or harassment. Victimisation is either dealt with as an offence punishable by fine, or can be the subject of a damages award, depending on which law the complaint is brought under.

Responsibility:

Managers/Supervisors

- Managers and supervisors must ensure that they do not harass or bully workers, other managers or supervisors, clients or customers.

- Carry out risk assessments and implement control measures to prevent workplace harassment within RHS Steel Supplies.

- Ensure all workers have been provided with information regarding their rights and responsibilities in relation to workplace harassment.

- Ensure they have the appropriate training in handling workplace harassment complaints, including an understanding of both informal and formal complaint resolution options.

All Workers

- Each worker must ensure that they do not engage in harassing or bullying behaviour towards other workers, managers or supervisors, clients or customers.

- Workers should be aware that they can be held legally responsible for their unlawful acts. Workers, who aid, abet or encourage other persons to harass and bully can also be held legally liable.

- Raise any issues or concerns relating to workplace harassment with Manager or Supervisor.

- Ensure they have an understanding of the options available to resolve workplace harassment issues.

Procedure

Behaviour standards

RHS Steel Supplies has standards of behaviour for workers to:

- Act in a responsible and professional manner;

- treat others in the workplace with courtesy and respect;

- listen and respond appropriately to the views and concerns of others;

- be fair and honest in their dealings with others.

Complaint Handling System

Any complaints of workplace harassment must be treated seriously and investigated promptly, confidentially and impartially. Harassment complaints can be lodged informally or formally. The complaint system developed must therefore be capable of managing both types of complaints.

Informal Complaints: An informal complaint handling system may encourage workers to raise their concerns with an appropriate contact person within the workplace and the matter resolved in an informal and fair manner.

Formal Complaints: The system implemented to manage formal complaints of harassment must include the following:

- a formal reporting procedure;

- an investigation procedure;

- a complaint resolution procedure;

- an appeals process;

Grievance Procedure

If you believe that you are being harassed/bullied, there are a number of important steps you should take:-

a) Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser otherwise they may interpret your silence as consent.

b) Report the behaviour or incident to your manager. If the alleged perpetrator is a manager, then report the manager to top management.

c) Keep your complaint confidential – this will avoid idle gossip and the possibility of defamation proceedings against you or the company.

If you make a complaint of workplace harassment/bullying it will be taken very seriously and will be dealt with sympathetically and in a confidential manner. The complaint will be investigated and, if found to be proved, appropriate warnings or other disciplinary action will be taken against the harasser. In serious cases, the harasser may be dismissed. You will not be victimised or treated unfairly for making a complaint.

If you are not satisfied with the way in which the company has dealt with your complaint, you can apply to the Fair work Commission for an order to stop the workplace bullying. Such workers should contact the Fair Work Commission to find out if they are eligible to apply for an order.

Education and Training

RHS Steel Supplies will ensure that all workers are provided with the appropriate training and education on issues of workplace harassment which will enable them to:

- Understand the behaviours that are or are not workplace harassment.
- Understand the consequences of workplace harassing behaviours.
- Understand the process for lodging complaints of workplace harassment.

Audit Records

Training Register
Risk Assessments

13. SEXUAL HARASSMENT

Purpose

RHS Steel Supplies is committed to ensuring that the Workplace is free from Sexual Harassment. Sexual harassment will not be tolerated, and that disciplinary action will be taken against any worker that breaches the policy.

Scope

This procedure applies to all RHS Steel Supplies workers.

Responsibility:

Employer Responsibilities:

- The employer, as well as the person or persons who engaged in the sexual harassment can be liable to pay compensation for loss or damage suffered by a person as the result of sexual harassment. (Vicarious Liability)
- Employer must take ‘reasonable steps’ to prevent workers from treating others unfairly or badly.
- 'Reasonable steps' include having clear policies about fair treatment in the workplace, providing information and training for all staff, especially managers and supervisors, and having a fair process in place for dealing with complaints.

Management and Supervisors must ensure that:

- new staff are given training on appropriate behaviour in the workplace;
- supervisors, managers and staff are trained regularly in discrimination law;
- supervisors and managers model appropriate behaviour themselves;
- there is a clear workplace policy on appropriate behaviour which is reviewed and updated annually;
- there is a process to deal with any complaints quickly, privately and seriously.

Workers must:

- Comply with the organisation’s sexual harassment policy;
- maintain complete confidentiality if they provide information during the investigation of a complaint.

Procedure

Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances.

It has nothing to do with mutual attraction or friendship between people.

Sexual harassment does not have to be deliberate or repeated to be illegal.

Some sexual harassment, such as sexual assault, indecent exposure and stalking is also a criminal offence.

RHS Steel Supplies aims to:

- create a working environment which is free from sexual harassment and where all members of staff are treated with dignity, courtesy and respect;
- implement training and awareness raising strategies to ensure that all workers know their rights and responsibilities;
- provide an effective procedure for complaints, based on the principles of natural justice;
- treat all complaints in a sensitive, fair, timely and confidential manner;
- guarantee protection from any victimisation or reprisals;
- encourage the reporting of behaviour which breaches the sexual harassment policy;
- promote appropriate standards of conduct at all times.

A person sexually harasses another person (the person harassed) if:

- the person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed; or
- engages in other unwelcome conduct of a sexual nature in relation to the person harassed;
- in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.

Examples of Sexual Harassment include:

- staring or leering;
- unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching;
- suggestive comments or jokes;
- insults or taunts of a sexual nature;
- intrusive questions or statements about your private life;
- displaying posters, magazines or screen savers of a sexual nature;
- sending sexually explicit emails or text messages;
- inappropriate advances on social networking sites;
- accessing sexually explicit internet sites;
- requests for sex or repeated unwanted requests to go out on dates;
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

A worker who has been sexually harassed may seek assistance and further options from their manager, or other representative.

Complaints can be made to the relevant state authority in accordance with state legislation as listed below:

NSW
Anti-Discrimination New South Wales
New South Wales Anti-Discrimination Act 1977

Commonwealth
Australian Human Rights Commission
Australian Human Rights Commission Act 1986
Age Discrimination Act 2004
Disability Discrimination Act 1992
Racial Discrimination Act 1975
Sex Discrimination Act 1984

Audit Records

Training Records

14. MANAGING AGGRESSIVE CUSTOMERS

Purpose

RHS Steel Supplies is committed to providing a safe and healthy working environment free of aggression or violence for all workers, clients and visitors.

This policy is intended to define behaviour that constitutes workplace aggression and violence and to guide workers in the management of aggression and violence in the workplace.

Definition

For the purpose of this policy, workplace violence and aggression is defined as actions and incidents that may physically or psychologically harm another person. Violence and aggression are present in situations where workers and other people are threatened, attacked or physically assaulted at work.

Examples of occupational violence and aggression include, but are not limited to, verbal, physical or psychological abuse, punching, scratching, biting, grabbing, pushing, threats, attack with a weapon, throwing objects/ furniture, sexual harassment or assault, and any form of indecent physical contact.

Procedure

While the majority of our clients are polite and behave appropriately, there are times when for a number of possible reasons, the client becomes abusive or aggressive. This could be the result of a number of issues for example:

- our inability to give the client what he or she wants or perhaps the manner in which we are communicating
- our client is under considerable emotional or physical stress
- our client has a psychological illness
- our client is under the influence of drugs or alcohol

Responses to work-related violence and aggression will vary depending on the nature and severity of the incident. Managers and health and safety representatives (HSRs) will manage aggression and violence issues through the organisation's consultative processes.

If a worker or anyone at work is in immediate danger, call 000.

All incidents and near misses of client-initiated aggression or violence are reported via the Incident Reporting System and followed up by the supervisor.

- In the event of exposure to aggressive or violent incidents workers are provided with debriefing opportunities and follow-up.
- All reports of aggression and violence are reviewed by top management and systems are investigated to identify control measures that will minimise future risk.
- An assessment is conducted and documented on all clients to identify any risk factors that may trigger an episode of aggression or violence.

- Care plans will include behaviour management strategies to reduce risks of aggressive or violent incidents. These plans will be reviewed as required.

- All reasonably practicable control measures will be implemented to eliminate or minimise risks to health and safety for workers and clients. However, RHS Steel Supplies reserves the right to refuse treatment or entry to clients and visitors known to initiate aggression and/or violence towards its staff, clients and visitors.

- All workers will receive education and training in the prevention and management of aggression and violence according to their levels of exposure to risk.

Responsibility

RHS Steel Supplies:

- Promptly, objectively and sensitively review all reports of violence or threats of violence, including a review of all investigations associated with aggressive or violent incidents.

- Ensure critical incidents have been reported, as required, to the WSH regulatory agency, the police, the WHS committee and the elected health and safety representative (HSR) and investigated.

Managers and supervisors:

- Enforce policy and procedures and monitor workers' compliance.

- Identify and alert workers to violent clients and hazardous situations.

- Follow up and investigate all incidents of workplace aggression and violence.

- Ensure debriefing is completed for those either directly or indirectly involved in the incident.

- Track and analyse incidents for trends and prevention initiatives.

Workers:

- Formally report all incidents of aggression, violence or threats, including near misses.

- Participate in education and training programs to be able to respond appropriately to any incident of workplace aggression or violence.

- Understand and comply with this policy and all related procedures.

- Contribute to risk assessments and incident investigations.

- Be consulted about the development, establishment and implementation of violence measures and procedures.

Audit Records

Training records

15. WORK ENVIRONMENT / WORKLOAD

Purpose

RHS Steel Supplies is committed to ensuring that the workplace has a supportive environment where staff feel safe to raise concerns without adverse actions. This includes the ability to raise workload concerns directly with management.

Responsibility

Effective environment / workload management requires:

- understanding that both managers and employees are accountable for effective workload management
- employees and managers to understand and accept that in each workplace there can be natural peaks and troughs in terms of workload associated with achieving service delivery requirements
- recognition that changes occur in workplaces on a daily basis and that managers are responsible for managing workloads
- understanding that workload management forms part of normal business and project planning processes
- workload allocation and prioritisation that supports strategic priorities and links to business, operational and workforce planning processes – in addition to individual performance management processes
- decisions that take into account the work-life balance of employees
- equitable distribution of workloads and open and transparent decision making
- understanding how the differing departments work with each other

Procedure

Early identification of issues is important to help work units meet their goals and to maintain a safe and healthy work environment.

Environment / workload issues may be identified in a number of ways:

- by an employee or group of employees
- by a supervisor, line manager, senior manager, board or a client
- as part of the operational planning cycle
- in response to major organisational change
- unexpected peaks in work
- by a consultative committee
- other external factors.

In examining an issue, the privacy and confidentiality of issues raised by individual employees should be maintained.

Collect data and establish benchmarks:

- analyse the issue: review the data to determine underlying/contributing/causative factors, understand the risks including impacts and consequences
- develop options: communicate the outcome to employees, incorporate the issue into regular business planning activities to monitor the risk
- a material or significant risk or consequence is identified —develop a range of options to address the risk and consequences
- prioritise the options into an action plan
- implement the action plan
- review and monitor the plan.

Action Plan

Once an action plan is developed and approved, the options will need to be implemented in a planned, coordinated, effective and efficient manner that links to existing business operational planning.

Planning tools may be used, with the following elements included:

- set of tasks or procedures to implement the approved actions
- an allocation of these tasks or procedures
- some agreed timeframes to implement these actions
- development of strategies for the reprioritisation of services and resources where relevant
- an allocation of resources e.g. financial, human, equipment, accommodation
- an identification of the key stakeholders
- a set of performance measures

The action plan should also incorporate:

- good change management practices and related communication strategies
- business-as-usual needs
- minimisation of impact on clients and any other key stakeholders
- adherence to legislative, directives, policy and probity requirements e.g. recruitment and selection directive, procurement policy, workplace health and safety legislation
- changes to update business and operational planning documents

- adjustments to individual performance plans

Review Process

Status reports on the progress and resolution of workload management issues should occur within an agreed timeframe. Workload management activities and actions need to be reviewed to ensure a safe and healthy work environment and continued achievement of desired business outcomes.

Factors to consider in the review and reporting process:

- effective record keeping and documentation of actions and decisions is vital
- performance targets/measures/benchmarks need to be incorporated into the review and understood by all parties
- accurate and relevant data (both quantitative and qualitative) needs to be used
- options for who will undertake the review

Audit Records

Training records
Review notes