

# WH&S Management System

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## OVERVIEW

The Work Health and Safety (WH&S) management system is to apply to all sites and offices of North Coast Commercial Cleaners and any site under management by the company, along with any project involving its workers.

Failure to comply with the requirements of the WH&S management system will lead to disciplinary action.

The purpose of this system is to establish and maintain effective management of WH&S. It is designed to provide compliance with all WH&S legislative requirements and promote excellence in work health and safety management through a process of continual improvement.

North Coast Commercial Cleaners has implemented a structured safety management system to achieve a consistently high standard of safety performance. In addition, it will serve to ensure North Coast Commercial Cleaners meets the obligations of its internal work health and safety policy and relevant work health and safety legislation.

North Coast Commercial Cleaners will review this system regularly in order to provide guidance for internal/external consultation, development and improvement processes. More frequent reviews will take place in response to organisational and legislative changes.

North Coast Commercial Cleaners recognises that the success of the system depends on commitment from all levels and functions, particularly the leadership of management. North Coast Commercial Cleaners has defined WH&S policy and objectives, and plans to implement, monitor and evaluate its procedures that give effect to WH&S 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 WH&S management system will be released as a controlled document and the controlling authority shall be the Operations Manager.

This will be managed under the quality control system currently maintained by North Coast Commercial Cleaners.

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

## WORK HEALTH AND SAFETY POLICY

### **Objective:**

North Coast Commercial Cleaners is able to demonstrate an active, consultative commitment to all areas of health and safety management in the workplace.

### **Health and Safety Policy**

North Coast Commercial Cleaners 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 WH&S at senior level reinforces its importance to North Coast Commercial Cleaners' commercial objectives and legal obligations.

### **Policy Authorised by Senior 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**

North Coast Commercial Cleaners health and safety policy will ensure compliance with legislative requirements and current industrial standards such as:

- The statutory health and safety legislation.
- Various codes of practice
- AS/NZS 4801 ~ Work Health and Safety Management Systems – General guidelines on principles, systems and supporting techniques

### **Policy Includes Management Responsibilities**

North Coast Commercial Cleaners has delegated general and specific health and safety responsibilities applicable to the various management levels of the organisation. The responsibilities are assigned to the levels of management as shown below and are based on the referenced legislative standards.

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

North Coast Commercial Cleaners WH&S policy is to inform workers and other interested parties that WH&S is an integral part of its operations. All employees and contractors are actively involved in the review and continual improvement of WH&S performance as this reinforces the company's objectives.

### **General Responsibilities:**

#### **Managing Director**

- formally approve the Work Health & Safety Policy
- assign custody to ensure procedure is maintained and updated
- formally approve the Work Health & Safety Procedures
- review overall organisational health and safety performance
- participate where required in the resolution of safety issues
- review serious injuries/incidents and monitor corrective actions
- review health and safety performance of middle management
- ensure organisational compliance with health and safety legislation

Supervisors will;

- Implement the WH&S Policy, WH&S Procedures and legislative requirements
- Monitor health and safety performance within area of responsibility
- Demonstrate commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections, etc.
- Participate, where required, in the resolution of safety issues
- Investigate all injuries/incidents within area of responsibility
- Ensure liaison with workers, particularly on any workplace changes which have a health and safety component
- Initiate actions to improve health and safety within area of responsibility
- Actively monitor the workplace to determine presence of hazards and take appropriate action to rectify any hazards found
- Participate in consultation
- Ensure all workers are inducted and receive regular training as required to perform jobs safely
- Facilitate rehabilitation of injured workers

### **Duty of Officers**

If a person conducting a business or undertaking has a duty or obligation under the legislation, an 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.

### **Duties of workers and other persons at the workplace:**

Workers will:

- adhere to all safe working procedures in accordance with instructions
- take reasonable care of themselves and others who may be affected by their actions
- participate in all training as requested
- participate in the consultation process

Other persons at the workplace will:

- 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 person
- 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 the legislation

### **Consultation with Worker Representative**

North Coast Commercial Cleaners is committed to consultation and co-operation between management and workers, to any change or input to the health and safety policy that will affect the workplace.

### **Reporting and Recording of Workplace Incidents and Injuries**

North Coast Commercial Cleaners has a strict procedure for internal or external reporting and recording of work-related incident, injury, or illness.

### **Continuous Improvement in Health and Safety**

North Coast Commercial Cleaners WH&S process is subject to regular reviews 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. There are legislative requirements related to the type or frequency of monitoring and review activities such as safety inspections and audits.

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

**Managers Understand Health and Safety Management**

North Coast Commercial Cleaners management team is responsible for the development, promotion and implementation of WH&S 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 WH&S management.

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

**Management Support Early RTW of Injured Worker**

North Coast Commercial Cleaners 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.

## 1. Work Health & Safety Policy Undertaking

North Coast Commercial Cleaners is committed to providing a safe and healthy workplace for all of its workers.

North Coast Commercial Cleaners further recognises its responsibilities to provide a safe and healthy work environment for contractors, clients, visitors and the public.

Creating a safe work environment and care for the environment is the responsibility of all North Coast Commercial Cleaners' personnel and contractors at every level of the company.

To achieve this stated policy outcome, the commitment and contribution of each and every worker is required by:

- 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
- considering health and safety as an integral part of their work.

North Coast Commercial Cleaners provides, maintains and promotes a safe work environment and safety management system that is characterised by:

- A systematic approach to controlling health and safety hazards and risks through the development and implementation of suitable policies and procedures.
- Ensuring, as far as practicable, all operations conducted by workers and contractors 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.
- The provision of appropriate facilities, equipment, education, training and supervision for workers and contractors to ensure healthy and safe working conditions and methods.

In its activities North Coast Commercial Cleaners provides and maintains, so far as practicable, a working environment that is safe and without risks to health, eliminates or controls work-related hazards and risks by:

- ensuring, as far as practicable, all operations conducted by workers and contractors are in accordance with relevant legislation and regulatory requirements and relevant industry standards
- the application of a systematic approach to identifying, assessing and controlling workplace hazards and risks
- facilitating continuous improvement through periodic review of objectives and performance measures, systems, practices and procedures to ensure their continued effectiveness and relevance.



Wayne Holmquest, Managing Director  
30 January 2014

## 2. Planning, Review and Evaluation

### **Objective:**

North Coast Commercial Cleaners is able to demonstrate a focus on continuous improvement through a systematic approach to work health and safety that includes setting specific objectives, establishing support systems or programmes to achieve objectives, regular review of progress and evaluation of outcomes.

### **Review of Health and Safety Management**

North Coast Commercial Cleaners 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
- 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 WH&S 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 WH&S Procedure 1 – Health and Safety Plan

### **Health and Safety Objectives**

North Coast Commercial Cleaners has documented their health and safety objectives.

### **Objectives**

North Coast Commercial Cleaners will:

- provide safe plant and systems of work
- provide written procedures and instructions to ensure safe systems of work
- ensure compliance with legislative requirements and current industry standards
- provide information, instruction, training and supervision to workers, contractors and customers to ensure their safety
- provide support and assistance to workers.

### **Consultative Process to Review and Evaluate Hazard Management**

North Coast Commercial Cleaners is committed to consultation and co-operation between management and workers. The organisation will consult with workers by direct consultation and regular communication meetings and on any workplace change that will affect the health and safety of any workers.

### **Knowledge of Current Health and Safety Information**

North Coast Commercial Cleaners is committed to building a strong foundation for health and safety.

To ensure that management and workers have a greater understanding of health and safety policies and procedures they have access to current health and safety information and legislation, as well as North Coast Commercial Cleaners maintaining a list of current health and safety documents and resource information.



All WH&S information is available through;

- legislation
- regulations associated with above
- codes of Practice
- AS/NZ Standards

If not available in hard copy they are available through the statutory websites.

To demonstrate conformance the following occurs;

- regular audits
- action on audit recommendations
- minutes of both management meetings and worker meetings where WH&S was discussed
- record of incident/injury investigations

### **Self-Assessment Procedure**

North Coast Commercial Cleaners 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 WH&S policy.

The internal audit system uses AS4804 as a guide to ensure consistency of the audit process and its outcome. The audit frequency is annual, and will be performed by the Operations Manager.

### 3. Hazard Identification, Assessment and Management

#### **Objective**

North Coast Commercial Cleaners has an active method that systematically identifies, assesses and manages the actual and potential hazards in the workplace, over which North Coast Commercial Cleaners has authority or influence.

#### **Procedure to Identify and Record Hazards in the Workplace**

North Coast Commercial Cleaners has a procedure, by which all hazards will be identified, including all situations or events that could give rise to potential injury, illness or damage to plant or property.

Refer to Appendix A: Procedure 2 – Risk Management

Potential hazards, which have been identified, should be notified to the Operations Manager.

Hazard identification and risk assessment must accompany any proposal for the introduction of new equipment or processes or the modification of equipment or processes.

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 the consultative process.

The appropriate manager will implement control measures where appropriate, based on the hierarchy of control (see below).

Hazard Controls will be developed and implemented as part of the risk control mechanism.

The management and workers should review the controls within one 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 Operations Manager implements any modifications to the controls.

Review of controls is included in the regular hazard inspections of the area.

#### **Process to Assess and Identify Significant Hazards**

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.

#### **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.

The Hierarchy of Control is:

ELIMINATION: Remove the hazard completely

ISOLATION: Separate people from the hazard (guards, barriers, enclosure etc)

ENGINEERING: Engineering controls (earth leakage device, mechanical lifters etc)

ADMINISTRATION: Change of work practices (training, Safe Work Method Statements, procedures etc.)

PPE: Personal protective equipment (hearing protection, eye protection, gloves etc)

Note: Provision of protective equipment should always be the last control option considered. A combination of controls may be appropriate, however the combination must be based on the control hierarchy (i.e. must consider using category 1 before relying on 5).

**Trained and Experience People to Identify and Manage Hazards**

North Coast Commercial Cleaners has appointed trained and competent staff and they will receive ongoing training in hazard identification and management, risk assessment and control techniques.

**Hazard Identification of New or Modified Equipment, Material, Process or Services**

North Coast Commercial Cleaners will identify hazards and assess risks for any new or modified equipment, material, process or services.

**Active Involvement of Worker Representative in Hazard Management**

North Coast Commercial Cleaners has a consultation mechanism where workers are involved in decisions affecting WH&S. All workers are encouraged to participate in discussions, development, and the implementation of WH&S issues.

All contractors are encouraged to raise WH&S issues with the Operations Manager. North Coast Commercial Cleaners has an “open door” communication policy to encourage contractors to discuss any concerns on WH&S issues and to offer suggestions for improvement.

**Clear Marking of Designated Areas to Minimise Hazards**

Other work areas where workers, visitors or the public at large are exposed to some risks or hazards are identified with proper markings. North Coast Commercial Cleaners ensures that visitors and workers to sites are informed of the risks involved and ways to avoid those risks.

**Work Method Statements**

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 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.

## 4. Training and Supervision

### Objective

North Coast Commercial Cleaners will ensure that all workers are informed of their own responsibilities for health and safety in the workplace. North Coast Commercial Cleaners 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 Program

Induction for new contractors/employees will be provided by the Operations Manager. The induction is a verbal explanation, observation of the task in a safe working environment with supervision.

All items on the Induction Checklist will be explained and this includes: -

- hazards associated with the job and appropriate controls
- safe way to do the job
- copy of health and safety policies and procedures
- safety signs, symbols and safety controls
- safety equipment and how to use it
- procedures and forms for reporting incidents

The induction form is to be signed by the contractor/employee and the Operations Manager and held in the contractor/employee file.

### Identification of Health and Safety Competency

North Coast Commercial Cleaners will undertake to ensure every contractor has appropriate competency in WH&S procedures and practices.

Procedures are in place to ensure that contractors have appropriate competencies and these are kept up-to-date in tasks where hazards and risks have been identified.

The WH&S competency standards include:

- completion of training in industry competency standards
- analysing work tasks,
- analysing results of inspection and audits and review of incident reports.

### Health and Safety Information and Training are Clearly Understood

All contractors are required to complete some form of training or certification conducted by qualified, experienced and competent professionals and will be reminded through the record database. The contractor must demonstrate competency in the area of training.

The Operations Manager maintains a reminder for recurring training and demonstrated by written confirmation.

### Access to Staff with Skills, Experience and Qualification for Training

North Coast Commercial Cleaners ensures that its workers and contractors are adequately trained by experienced and qualified people with the relevant skills.

### **Process to Determine External Trainers**

External trainers are selected by demonstration of:

- qualifications
- experience
- recommendation by industry association
- their competency to complete the training at the required standard.

### **Selection Criteria:**

1. Knowledge and understanding of the cleaning business.
2. Provision of services that meet our training requirements.
3. Understanding of our culture and meeting the special demands that this places on providers.
4. Cost effective solutions that can be customised if necessary to our specific requirements.
5. Meet legal requirements of contract obligations.

### **Health and Safety Documented Control System**

Documentation of operation processes and procedures are defined and appropriately documented and updated as necessary. North Coast Commercial Cleaners has clearly defined the various types of documents that establish and specify effective operation procedure and control.

Contractors are informed as to why and when these procedures are required and are expected to be competent in their use. Procedures are reviewed regularly as well as when changes to equipment, processes or material have occurred.

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

Access to the documentation is available to all contractors. The document contains the name of the contact person with specific responsibilities to WH&S issues.

### **Access to Health and Safety Information**

WH&S Manuals are available to all North Coast Commercial Cleaners contractors. Other safety information, such as current WH&S legislation, internet, and other WH&S information is readily available.

## 5. Incident Reporting, Recording and Investigation

### Objective

North Coast Commercial Cleaners has an active reporting, recording, investigation and corrective action process. The terms of incidents and injuries in this context includes all “near miss” or “near hit” events, work-related illnesses and injury, events that harmed or might have harmed, any person during the course of their work.

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

North Coast Commercial Cleaners has a documented procedure for reporting, recording and analysing incidents, injuries and work-related illnesses.

The Injury/Incident Report (Form 06.1) is to be completed 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 must be reported.

It is the responsibility of the each contractor to ensure the completed Injury/Incident Report is lodged within 24 hours of the time of the injury or incident.

On receipt of an Injury/Incident Report, the Operations Manager shall immediately arrange for an investigation.

For all injuries and incidents, an investigation report (Form 06.2) is to be completed by the Operations Manager in conjunction with the person involved.

Instruction in the incident investigation process is provided to all contractors.

The report is to be completed within 24 hours of the incident and forwarded to the Operations Manager.

Each investigation should have attached to it a copy of the Injury/Incident Report. All Workcover claims must have an investigation report completed.

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

Contractors and employees are responsible for reporting of all work-related injuries, illnesses, incidents where a person could have been injured, and equipment damaged. An Incident/Injury Report must be completed within 2 hours of the injury or incident. The report is lodged within 24 hours of the time of the injury/incident.

### Notification to Workcover when a Notifiable incident Occurs

Every contractor must have a procedure to record in a register all injuries/incidents in the workplace. If the incident is a notifiable incident (see below), the contractor must use this procedure to notify the Statutory Authority.

A written notice in the required form is to be provided to the Statutory Authority within the specified timeframe, or as soon as possible after the injury/incident.

Notifiable incidents:

There are three types of notifiable incidents, relating to:

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

Serious injury or illness:

It means an injury or illness requiring the person to have immediate treatment as an in-patient in a hospital.

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 de-gloving or scalping)
- a spinal injury
- the loss of a bodily function
- serious lacerations
- medical treatment within 48 hours of exposure to a substance.

**Dangerous incident:**

The Work Health and Safety Act, 2011 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.

**Workplace Rehabilitation Process for Employees**

Employees are responsible for obtaining appropriate medical treatment for an injury. For work-related injuries, employees must get a Workers' Compensation Medical Certificate from their treating medical practitioner. Employees must immediately report all injuries to their supervisor. For work-related injuries, employees must complete an Injury, Illness and Incident Report form. Employees must actively participate in workplace plans and return to work duties.

Depending on the work-related injury, compensatory benefits payable by WorkCover may include weekly compensation payments, medical, hospital and rehabilitation costs, reasonable travel expenses and lump sum payment for permanent impairment. Compensation is not payable for damage to clothing, jewellery or vehicles.

To apply for workers' compensation, an employee completes an Application for Compensation form, a Tax File Declaration form (for any time off work) and obtains a Workers' Compensation Medical Certificate. All WorkCover forms are available from WorkCover.

**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 of 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 investigation organised by the Operations Manager and a representative of the client.

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.
- Prepare a report (contain a proposed action plan for management consideration and implementation).

**Procedure for Corrective Action to any Deficiencies Identified during an Investigation**

North Coast Commercial Cleaners management will evaluate the action plan proposed before taking preventative and corrective action. North Coast Commercial Cleaners then either implements the corrective action 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 WH&S legislative requirements, and after implementation, will have an evaluation procedure to ensure its effectiveness.

On completion of the investigation, senior 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**

North Coast Commercial Cleaners regularly utilizes the data from the incident/injury register to identify injury/incident gaps, trends and areas of opportunity for improvement. This includes developing corrective strategies, verifying the effectiveness of preventative or corrective actions and the development of objectives and targets for further improvements.



## **6. Consultation and Participation**

### **Objective**

North Coast Commercial Cleaners will ensure that all contractors and employees have ongoing opportunities to be involved and to have their interests represented in the development, implementation and evaluation of safe workplace practices.

### **Forum for Communication between Employer & Worker Representatives**

North Coast Commercial Cleaners encourages participation in discussions regarding safe work practices and WH&S issues. North Coast Commercial Cleaners has an 'open door' communication arrangement and encourages discussion about concerns, WH&S issues and offer any suggestions on WH&S, work safe practices and injury management.

### **Worker Representative to be Involved in WH&S Development, Monitoring and Review**

North Coast Commercial Cleaners consults with contractors and employees concerning the development, assessment of risks, identification of hazards, monitoring of performance and reviewing of objective targets against performance.

### **WH&S training for Workers actively involved in WH&S Management**

North Coast Commercial Cleaners has a procedure to identify competencies and qualifications of employees and contractors.

## 7. Emergency Planning and Readiness

### **Objective**

North Coast Commercial Cleaners has an effective general emergency plan to manage emergencies likely to occur within any part of the operations and to comply with the legislative requirements.

### **Emergency Procedure are implemented and Communicated to Workers and Contractors**

All new employee/contractors have to go through an induction and this includes advising them of the emergency procedures. However, emergency information is displayed around the client's sites that will include an emergency diagram showing exit points, fire extinguisher, hose reels and muster points.

### **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.

## 8. 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.

### **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.

### **Incident**

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

### **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 WH&S 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.

### **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.

### **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.

### **Work Health and Safety Management System (WH&S MS)**

That part of the overall management systems which includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the WH&S policy, and so managing the WH&S risks associated with the business of the organisation.

### **Work Health and Safety Objectives**

An overall WH&S goal in terms of WH&S 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 WH&S MS, related to the organisation's control of health and safety risks, based on its WH&S policy, objectives and targets. Performance measurement includes measurement of WH&S 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 Risk**

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

### **Work Health and Safety Target**

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 in order to achieve those objectives.

### **Worker**

You are considered to be 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.

## **9. Procedures**

### **1. Health and Safety Plan**

#### **Purpose**

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

#### **Procedure**

North Coast Commercial Cleaners will ensure the WH&S program is reviewed on an annual basis.

The health and safety checklist is to be completed by the Operations Manager in consultation with relevant workers.

Using the checklist the plan is then completed in conjunction with the Managing Director

The health and safety plan is to be communicated to all workers

#### **Audit Records**

Form 1.1 and Form 1.2

**Form 01.1 – Health and Safety Review Checklist**

HEALTH AND SAFETY REVIEW CHECKLIST		
	YES	NO
<b>POLICY</b>		
Reviewed yearly		
Have the objectives changed		
Are workers involved with the review		
Have audits been conducted yearly		
<b>HAZARD IDENTIFICATION</b>		
Hazard identification complete		
Reviews undertaken when required (timetable)		
Responsibilities signed off		
Controls developed and implemented		
Monitoring (personal and environmental) undertaken		
PPE available and used		
Hazard training recorded		
<b>TRAINING</b>		
Induction training completed		
Evidence that competency achieved		
Information available to workers		
<b>INCIDENTS</b>		
All incidents recorded		
Investigations completed		
Recommendations for improvements implemented		
Incidents collated and reported		
<b>WORKER PARTICIPATION</b>		
Meeting notes recorded		
Recommended for improvements implemented		
<b>PLANT EQUIPMENT</b>		
Maintenance records kept		
<p>Comments:</p>           <p>SIGNED AND DATED</p> <p>.....</p>		

**Form 01.2 – Health and Safety Plan**

OBJECTIVE	ACTION	RESPONSIBILITY	DATE COMMENCE	DATE COMPLETE	REVIEW DATE	ACTION COMPLETE
Adopt and review the WH&SM 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 regular workplace inspection to identify hazards	Managing Director				
Ensure workers competent and records kept	Ensure workers are competent and qualified	Managing Director				
Record and Investigate incidences	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 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.
- People management – training, information, supervision.
- Equipment – hand tools, lifting heavy objects.
- Environment – energy sources, temperature.

A variety of methods are used to identify hazards including:

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

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

#### a) 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

**b) Area**

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

**c) 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**

**a) Assessing**

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

**b) Prioritising**

Having listed the hazard 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.
- 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.
- 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 control hierarchy of 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.
- Implement control plan.

### **C. Developing and Implementing Controls**

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

Elimination

- Replacement with a less hazardous material/item.
- Safe design.
- Policies and procedures.

Isolation

- Prevent contact.

Engineering

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

### **Administrative & 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 report form, risk assessments and SWP/WMS's (if required) forms the hazard register.

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

- Safety Data Sheets.
- State-based Government Safety Authority
- 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

Risk Assessment Forms

Hazard Report Forms

SWP/WMS



## Form 02.2 – Risk Assessment Form

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

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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

- |                                  |   |
|----------------------------------|---|
| Elimination (is it necessary?)   | Administration (training, WMS's,)   |
| Substitution                     | Personal Protective Equipment (PPE) (eg gloves, leather apron, coveralls, respirator) |
| Isolation (restrict access)      |   |
| Engineering (guarding, redesign) |   |

Identified Hazards Exposure	Risk assessment		Risk Rating	Required Controls	Controls Implemented	
	Consequences	Likelihood			Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>
					Yes <input type="checkbox"/>	No <input type="checkbox"/>

**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
<b>Substantial (5)</b>	Fatal Incident (Class 1)		Permanent widespread ecological damage	International negative media coverage. Loss of business from key sector.
<b>Major (4)</b>	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.
<b>Moderate (3)</b>	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.
<b>Minor (2)</b>	Medical Treatment (Class 2)	Damage, which temporarily inconveniences a person	Limited but medium term damage	Local negative media coverage. Site or project problem
<b>Negligible (1)</b>	First Aid Treatment (Class 3)	Actual injury which requires no treatment or simple first aid	Short term damage	Brief local negative media coverage.

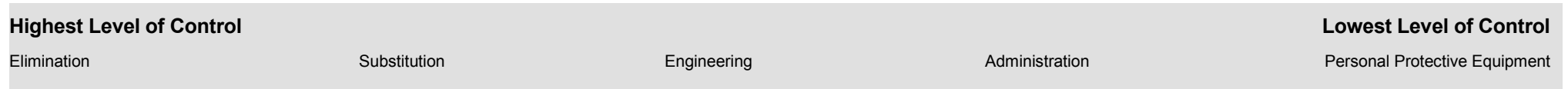
**Step 2 - Determine Probability (Likelihood) of Event Occurring ( P )**

Probability (Likelihood) Table			
Probability band	Description		
<b>Almost Certain (5)</b>	The threat can be expected to occur 75% - 99%	Common / Frequent Occurrence	More than 1 event per month
<b>Likely (4)</b>	The threat will quite commonly occur 50% - 75%	Is known to occur or "It has happened regularly"	More than 1 event per year
<b>Possible (3)</b>	The threat may occur occasionally 25% - 50%	Could occur or "I've heard of it happening"	1 event per 1 to 10 years
<b>Unlikely (2)</b>	The threat could infrequently occur 10% - 25%	Not likely to occur very often	1 event per 10 to 100 years
<b>Rare (1)</b>	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)
<b>Almost Certain (5)</b>	Low (5)	Moderate (10)	Very High (15)	Extreme (20)	Extreme (25)
<b>Likely (4)</b>	Low (4)	Moderate (8)	Very High (12)	Very High (16)	Extreme (20)
<b>Possible (3)</b>	Low (3)	Moderate (6)	High (9)	Very High (12)	Very High (15)
<b>Unlikely (2)</b>	Low (2)	Low (4)	High (6)	High (8)	Very High (10)
<b>Rare (1)</b>	Low (1)	Low (2)	Moderate (3)	High (4)	High (5)

### Hierarchy of Controls



Probability:

- 5=Almost Certain
- 4=Probable
- 3=Moderate
- 2=Unlikely
- 1=Rare

**1-6 Acceptable**

- 5=Death
- 4=Severe
- 3=Major
- 2=unlikely
- 1=Insignificant

**7-12 Acceptable with Strict Control Measures or Short Duration**

Consequence:

**13-25 Unacceptable**



**Form 02.3 – Blank SWMS**

**North Coast Commercial Cleaners  
Safe Work Method Statement (SWMS)**

ABN: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address \_\_\_\_\_ Fax: \_\_\_\_\_  
P.O Box \_\_\_\_\_ Email: \_\_\_\_\_

Project: \_\_\_\_\_ Project No: \_\_\_\_\_

SH&EWMS No: \_\_\_\_\_ Work Activity: \_\_\_\_\_

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

---

**WMS 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 SH&EWMS and have all  
relevant certification for this task.

---

Personnel consulted on development of WMS:

Name:	Position	Industry Experience

---

Person Responsible for Updating WMS:

Signature:

Date:

---



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	

**NCCC Work Health & Safety Management System**








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 WMS 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

**Form 02.4 – Blank SWP**

Description of Work:						
SWP Number: Dated: Date of Review:			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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe Work Procedure Checklist:						
<p>1. PRE-Operation: Task (e.g. Drawings, instructions, specifications etc.) is clearly understood.</p> <p>2. Operation:</p> <p>3. POST-Operation: Make sure good housekeeping practices are in place</p>						
I have read and understood this procedure:						
Date:	Name:				Signed:	

### 3. Hazard Reporting

#### **Purpose**

This procedure describes how hazards are reported. The Hazard Report applies to the reporting of any health and safety issues other than personal injury, (the Incident/Injury Form 06.1 is to be used for this purpose). The procedure applies to all workers and contractors.

#### **Definitions**

Hazard - potential to cause injury or damage.

#### **Procedure**

North Coast Commercial Cleaners shall ensure that the Hazard Report Form is available to all workers in all work locations.

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.

Workers shall immediately report any hazard to their supervisor and complete the Hazard Report Form (refer Form 03.1). The worker should keep a copy of the completed form.

The supervisor on receipt of the Hazard Report Form shall:

- take action to remove the hazard if possible
- take action to prevent workers being exposed to the hazard
- forward the Hazard Report to the Operations Manager immediately on receiving the report.

The Operations Manager shall record all Hazard Reports and shall allow workers access to the Hazard Report file.

Copies of Hazard Reports are to be filed for each site.

The Operations Manager will ensure that an explanation of this procedure is included in the induction for new workers and contractors (refer 4 Induction).

The Hazard Reporting Procedure is to be explained to workers and contractors regularly.

#### **Audit Records**

Copies of Hazard Report Form 03.1 in all locations

Copies of completed Form 03.1



## **4. Induction**

### **Purpose**

To set out the arrangements for induction of new workers, contractors and sub-contractors.

### **Definitions**

Visitors: persons who are accompanied at all times on site by a worker of (insert business name).

### **Procedure**

New Workers/Contractors/Sub-contractors

Induction is to be provided by the Operations Manager. All items on the Induction Checklist (Form 04.1) are to be explained. A record of this induction is to be signed by the person providing the training and by the person undertaking the induction and recorded on file.

### **Audit Records**

Induction Forms

Schedule of Induction

**Form 04.1 –Induction Checklist**

Name: \_\_\_\_\_ Site: \_\_\_\_\_

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 WH&S manual			
5.	Emergency Procedures			
6.	Incident Reporting			
7.	Hazard Reporting			
8.	First Aid			
9.	Use of PPE			
11.	Copy Qualifications/Licences			
12.	Drug and Alcohol			
13.	Manual Handling			
14.	Fatigue Management			

This information has been provided to me:

\_\_\_\_\_ Dated

Name and Signature

\_\_\_\_\_ Dated

Name and Signature of witness

**Form 04.2 – Contractor Induction Checklist**

Name: _____	Site: _____
Company: _____	Date of Induction: _____
Person conducting induction: _____	

	<b>Please tick</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
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:

\_\_\_\_\_ Dated

Name and Signature of contractor

\_\_\_\_\_ Dated

Name and Signature of witness



## 5. Training and Qualifications

### **Purpose**

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

### **Procedure**

North Coast Commercial Cleaners will ensure that its workers have a level of competency sufficient to ensure their health and safety when at work.

North Coast Commercial Cleaners will undertake a competency assessment of all workers prior to the commencement of work or alteration of task allocation. The assessment will be recorded on Form 05.1.

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

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

### **Audit Records**

Skill / Competency Assessment Register

Ref. Forms 05.1 & 05.2

**Form 05.1 - Competency Needs Assessment**

Location	
Date	

Worker Name	Skills, competencies and experience	Job requirements. Work to be undertaken	Deficiencies in skills, qualifications and competencies	Additional competency 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: ___/___/___





## 6. Injury/Incident Reporting and Investigation

### Purpose

This procedure describes the internal and external incident reporting and recording requirements of the organisation and the procedure for injury/incident investigation. It specifies who does the reporting, recording and investigating of incidents, and what forms must be completed.

### Definitions

The Act

The Regulation

### Procedure

System for reporting and recording all accidents, incidents and work related illness.

### Documented Procedures

Refer to attached – Form 06.1 and Form 06.2

- a) Report incident/injury as soon as practical but within 2 hours of injury.
- b) Record incident/injury in incident register
- c) Investigate
- d) Investigation process

### Incident Forms

The injured person completes the Incident form and gives to the Operations Manager. It is the responsibility of the Operations Manager to ensure this occurs.

### Incident Registers

An Incident registers is maintained.

All incident and injury data is:

- Forwarded to Managing Director
- Recorded
- Included in regular reports

### Workers Understand Reporting Responsibilities

Incident report forms are available to all workers and contractors.

### Incident reporting responsibilities are reiterated at:

- Staff meetings/tool box talks
- During induction process

### Incident Investigation

The incident is to be investigated by a competent person within 24 hours of incident occurring by using incident investigation form (Form 06.2). The findings are to be communicated to the Managing Director and client.

### Recording Incident/injury Data

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

### Audit Records

Injury/Incident Reports (Form 06.1)

Investigation Forms (Form 06.2)

Training Registers

Incident Register

**Form 06.2 - Incident Investigation Form**

**Site:** .....

<b>PARTICULARS OF INCIDENT</b>			
Date of incident	Time	Location	Date reported

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

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

<b>THE INCIDENT</b>			
<b>Description</b>			
Describe what happened (space overleaf for diagram — essential for all vehicle incidents)			
<b>Analysis</b>			
What were the causes of the incident?			
HOW BAD COULD IT HAVE BEEN?		WHAT IS THE CHANCE OF IT HAPPENING AGAIN?	
<input type="checkbox"/> Very serious	<input type="checkbox"/> Serious	<input type="checkbox"/> Often	<input type="checkbox"/> Occasional
<input type="checkbox"/> Minor		<input type="checkbox"/> Rare	
<b>Prevention</b>			
What action has or will be taken to prevent a recurrence?	Tick items already actioned	By whom	When
Use space overleaf if required			

<b>TREATMENT AND INVESTIGATION OF INCIDENT</b>				
Type of treatment given	Name of person giving first aid	Doctor/Hospital		
Incident investigated by		Date	OSH advised <input type="checkbox"/> YES <input type="checkbox"/> NO	Date

## 7. 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 - personal protective equipment  
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**

North Coast Commercial Cleaners 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 Form 07.1

Each worker will be instructed and trained in the correct use of each PPE item prior to use.

Management is responsible to enforce the use of PPE.

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 and contractors 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**

Completed Hazard Identification Form 02.1  
Worker PPE Issue Forms  
Workers Training Registers





## **8. Consultation**

### **Purpose**

To establish a procedure for effective and regular consultations between management and workers.

### **Procedure**

All workers and contractors are informed that they are to report any issues to the Operations Manager.

The Operations Manager will then record notes (Form 8.1) of any meeting held to discuss issues and make them available to workers.

### **Audit**

Form 8.1 Record of Meeting



## 9. 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.
- All workers and contractors will be made aware of emergency plans for each site.

### Procedure for Development of Emergency Plans

1. The Operations Manager in conjunction with the customer shall identify possible emergency situations using the Hazard Identification, Risk Assessment and Control Procedure. A record of the assessment shall be kept.
2. Emergency Information is to be displayed prominently at each site.
3. An emergency plan diagram of the site showing exit points, fire extinguishers, hose reels and muster points will be displayed.

### Audit Records

Assessment(s) of On-site and Off-site Emergencies

Inspection Checklists

## 10. Plant Register and Maintenance

### Purpose

To ensure that all items of plant 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.

### Definitions:

Nil

### Procedure

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

In order to comply with Work Health and Safety Legislation, North Coast Commercial Cleaners will ensure plant and equipment is regularly maintained and inspected.

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

- Form 10.1 ~ Plant Identification Register and
- Form 10.2 ~ Plant Maintenance Register.

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 manufacturer's recommendations.

The affect of plant and equipment on the workplace will also be considered.

### 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 workers and contractors.

### Assessment

North Coast Commercial Cleaners will ensure contractors conduct 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 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, ergonomic principles, transportation, storage, installation and erection, access and egress for maintenance, repairs, cleaning, use, operator competencies, dismantling and disposal.

### **Selection and Use**

Where plant and equipment is hired, the same requirements for work health and safety are required and will be specified by North Coast Commercial Cleaners to the hire company as a condition of the hire agreement.

Note: Specific plant may require design registration, item registration or both (check with local authority).

### **Records**

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

### **Audit Records**

Plant Identification Register

Plant Maintenance Register

Testing and tagging records

**Form 10.1 – Recommended 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	<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No

**Form 10.2 – 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

## 11. Workplace Inspection Procedures

### 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 complemented by informal inspections on a regular basis.

### Definitions

Nil

### Procedure

1. Formal workplace inspections will be conducted regularly using the Workplace Inspection Checklist (Form 11.2). The Workplace Inspection Checklist may be completed by any worker but must be signed off by the Operations Manager.
2. The Checklist may be modified to include a check on any controls implemented as a result of previous hazard identifications.
3. Items which generate a "No" response on the Checklist will be immediately transferred to a Hazard Report Form (Form 03.1) unless able to be immediately rectified.
4. A yearly inspection calendar (Form 11.1) will be prepared and maintained by the Operations Manager. The inspection calendar will document the required date for completion of the Workplace Inspection Checklist (Form 11.2) as well as the name of the worker who will conduct the inspection.
5. All workers are required to participate in the completion of the Workplace Inspection Checklists (Form 11.2) on a rotational basis. The worker who has completed the checklist will sign the inspection calendar to indicate completion. A copy of the calendar will be provided to all workers via a notice board or similar.
6. Hazard Report Form (Form 03.1) attached to the Workplace Inspection Checklist (Form 11.2) will be tabled at the management meeting.
7. All personnel will have access to inspection reports.
8. The Managing Director will review the process annually.

### Audit Records

Copies of inspections in accordance with this procedure  
Calendar of inspections (Form 11.1)



**Form 11.1 – Annual Workplace Inspection Calendar**

<b>YEAR and MONTH</b>	<b>INSPECTION DATE</b>	<b>NOMINATED WORKER</b>	<b>WORKER SIGNATURE (to indicate completion)</b>	<b>MANAGER SIGNATURE</b>
<b>2014</b>				
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

## Form 11.2 – Workplace Inspection Checklist

Site Location: \_\_\_\_\_  
 Date of Inspection: \_\_\_\_\_

Workplace Inspection Calendar completed by: \_\_\_\_\_

	Item	Yes	No	N/A
<b>1</b>	<b>Fire</b>			
	• 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			
<b>2</b>	<b>Electrical</b>			
	• 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.			
<b>3</b>	<b>General lighting</b>			
	• 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			
<b>4</b>	<b>Walkways</b>			
	• 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			
<b>5</b>	<b>Rubbish</b>			
	• Bins are located at suitable points			
	• Bins are not overflowing			
<b>6</b>	<b>Work benches</b>			
	• Clear of rubbish			
	• Tools are stored properly			
	• Adequate work height			
	• No sharp edges			
<b>7</b>	<b>Storage</b>			
	• 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			
<b>8</b>	<b>Chemicals</b>			
	• 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			
<b>9</b>	<b>First aid</b>			
	• First aid kits and contents clean and orderly			

**Work Health & Safety Management System**

	<ul style="list-style-type: none"> <li>• First aid kit is adequately stocked (as per the schedule in the kit)</li> </ul>			
	<ul style="list-style-type: none"> <li>• Easy access to first aid kits</li> </ul>			
	<ul style="list-style-type: none"> <li>• All workers are aware of location of first aid kits</li> </ul>			
	<ul style="list-style-type: none"> <li>• At least on worker on site has a current senior first aid certificate</li> </ul>			
<b>10</b>	<b>Floors</b>			
	<ul style="list-style-type: none"> <li>• Even surface with no large cracks, holes or trip hazards</li> </ul>			
	<ul style="list-style-type: none"> <li>• Floors are not obstructed</li> </ul>			
	<ul style="list-style-type: none"> <li>• Floors are free from grease, oil etc</li> </ul>			
<b>11</b>	<b>Office</b>			
	<ul style="list-style-type: none"> <li>• No exposed leads</li> </ul>			
	<ul style="list-style-type: none"> <li>• Air conditioning working adequately</li> </ul>			
	<ul style="list-style-type: none"> <li>• Filing cabinets are stable and in good repair</li> </ul>			
	<ul style="list-style-type: none"> <li>• Workers' chairs at correct height (knees at right angle feet flat)</li> </ul>			
	<ul style="list-style-type: none"> <li>• Workers' monitors correct distance (arms length away when seated)</li> </ul>			
	<ul style="list-style-type: none"> <li>• Workers' monitors correct height (eyes in line with top of screen)</li> </ul>			
	<ul style="list-style-type: none"> <li>• Workers' mouse located beside keyboard (allows relaxed arms and wrists)</li> </ul>			
	<ul style="list-style-type: none"> <li>• Workers' keyboard located near edge of desk (allows relaxed arms)</li> </ul>			
<b>12</b>	<b>Machines</b>			
	<ul style="list-style-type: none"> <li>• Power equipment maintenance carried out as per 10. Plant Maintenance</li> </ul>			
	<ul style="list-style-type: none"> <li>• Power equipment clean</li> </ul>			
	<ul style="list-style-type: none"> <li>• All guarding in place and interlocks working</li> </ul>			
<b>13</b>	<b>Display Material</b>			
	<ul style="list-style-type: none"> <li>• WHS Policy statement signed by the Managing Director and displayed on notice boards</li> </ul>			
	<ul style="list-style-type: none"> <li>• Return to Work Program signed by Managing Director and displayed on notice boards</li> </ul>			
	<ul style="list-style-type: none"> <li>• "No Smoking" signs are displayed</li> </ul>			
	<ul style="list-style-type: none"> <li>• "Staff only" or "Restricted Area" signs are displayed in relevant areas</li> </ul>			
	<ul style="list-style-type: none"> <li>• "Manual Handling" poster is displayed in warehouse area</li> </ul>			
	<ul style="list-style-type: none"> <li>• Safety notice board is available and current</li> </ul>			
<b>14</b>	<b>WHS Information</b>			
	<ul style="list-style-type: none"> <li>• WHS Manual is available to workers</li> </ul>			
	<ul style="list-style-type: none"> <li>• Incident Report form is available</li> </ul>			
	<ul style="list-style-type: none"> <li>• Injury / Incident reporting forms are available</li> </ul>			
	<ul style="list-style-type: none"> <li>• Hazard reporting forms are available</li> </ul>			
	<ul style="list-style-type: none"> <li>• Site emergency plan is displayed</li> </ul>			
<b>15</b>	<b>Additional items for review</b>			

<b>Additional comments or actions required:</b>
Copies sent to:

## 12. Issue Resolution

### Purpose

Management and workers of North Coast Commercial Cleaners 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:

Where a worker identifies a health and safety issue they should raise it with the Operations Manager who will inform the Managing Director.

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.

Where the issue concerns work that involves an immediate threat to the health and safety of any person, the Operations 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.

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 Report form as outlined in Procedure 3 Hazard Reporting.

Solutions should be recorded as well as communicated to relevant workers for their information.

Where relevant, the issue and control options should be documented in a hazard identification form by the Operations Manager and distributed to all sites within the control of the company for tabling at safety meetings.

### Audit Records

Completed Hazard Report forms  
Safety Meeting Minutes

Agreed by: \_\_\_\_\_

Managing Director

Date: \_\_\_\_\_