MASTER ELECTRICIANS SAFETY CONNECT

R.T. Projects Electrical

Work Health and Safety Procedures

AS4801

SECTION 4

VERSION 5.0.2

Lead.Connect.

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AMMENDMENTS

Ref	Rev	Date	Details of Change /Amendment
V5.0.1	1	1 Feb 2013	Editorial amendments only
V5.0.2	2	20 Sep 2013	Breaches Procedure 4.24 - This update provides members with a best practice approach to deliver disciplinary action when there is a safety breach. When there is an allegation of a breach to safety standards It is necessary to take a considered and measured disciplinary approach that reflects the severity of the breach.

Note to release:

SafetyConnect Manual version 5 sections 1-4 have been reviewed in accordance with review requirements. Changes in this version are editorial in nature. SafetyConnect members are encouraged to use this copy to maintain currency requirements.

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4.0 WH&S PROCEDURES

4.1 RISK MANAGEMENT

4.1.1 WHAT IS RISK MANAGEMENT?

A successful safety Management System depends on a shared commitment from everyone in an organisation at all levels, particularly from senior management. Leadership by senior management will be reflected in the organisation's culture, attitudes and successful work practices.

Risk management is a systematic process of making a realistic evaluation of the true level of risks to your business. Before risks can be properly managed they need to be identified:

- What can go wrong?
- What can we do to prevent it?
- What do we do if it happens?

There are standard procedures and processes to handle risk management in business. Standards Australia has developed a Standard, *AS/NZS ISO 31000 Risk Management – Principles and Guidelines*, that outlines procedures and processes which can be used when assessing the system.

According to the standards, in Australia, all risks must be assessed and have control priorities assigned, based on the established level of risk. Implementation of risk management occurs in four main steps:

1. Hazard identification
   This is the process used to identify all the possible situations in the workplace where people may be exposed to injury, illness or disease or where there is potential to cause environmental damage.
2. Hazard/risk assessment
   The process used to determine the likelihood that people may be exposed to injury, illness or disease in the workplace, or that environmental damage may occur arising from any situation identified during the hazard identification process.

3. Control of hazard/risks

   The process used to identify all practicable measures for eliminating or reducing the likelihood of injury, illness or disease in the workplace, protecting the environment, to implement the measures and to continually review the measures in order to ensure their effectiveness.

4. Evaluation of hazard and risk identification, assessment and control

   The action of supervising the activity to ensure the documented process is followed. The documentation should be reviewed whenever an activity changes or when there is a change of personnel or after an appropriate length of time.

4.1.2 HAZARDS AND RISKS

Hazards and risks are NOT the same thing

A hazard is something with the potential to cause harm. This can include substances, equipment, work processes or other aspects of the work environment.

Risk is the likelihood that negative event might result because of the hazard.

For example, the energy in electricity, that has the potential to cause an electric shock and result in a serious or even fatal injury, is a hazard. The associated risk is the likelihood that a worker might be electrocuted when they come in contact with exposed live electrical parts.

The relationship between hazard and risk is sometimes represented simply as:

Risk = Hazard X Exposure

In the above relationship, the terms:

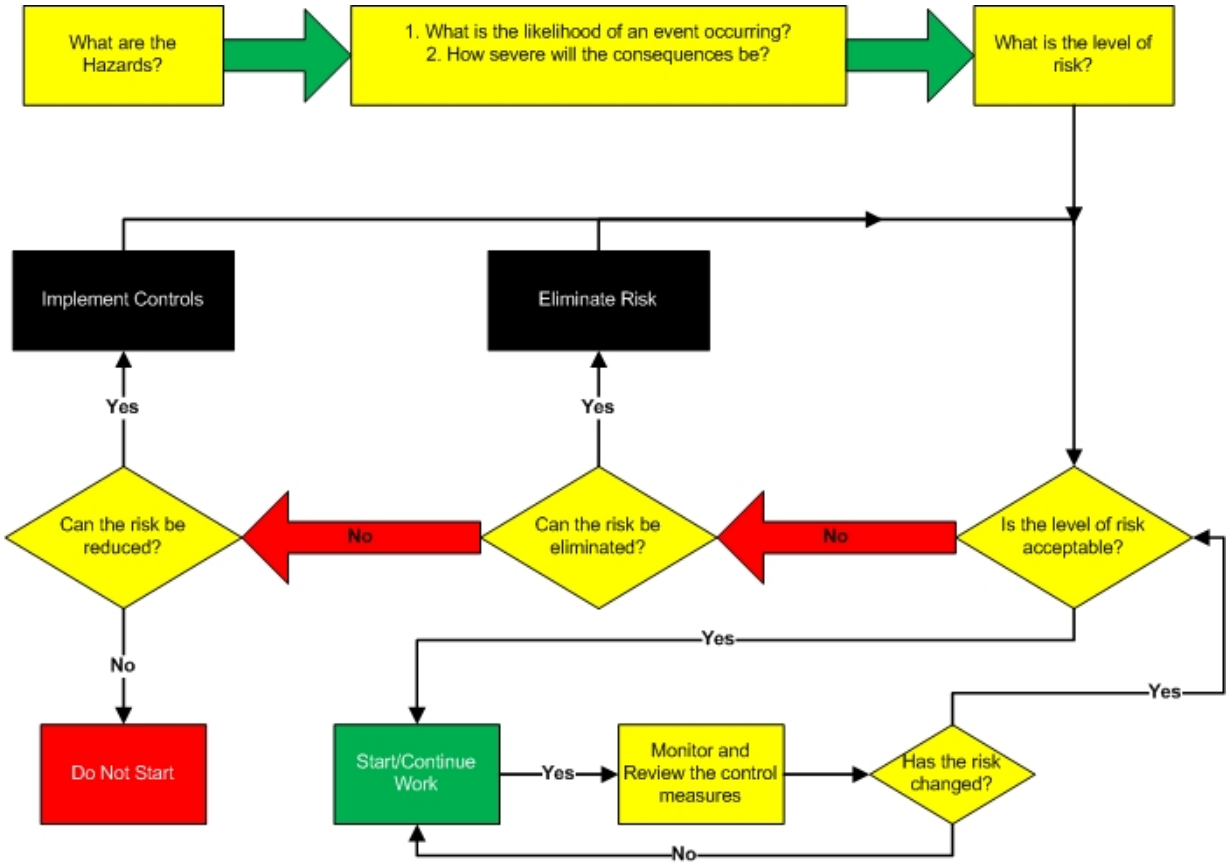
- Exposure would cover factors such as frequency of exposure to the hazard and likelihood/probability of an incident caused by the hazard
- Hazard would include the possible consequences of an incident due to such a hazard e.g. death, severe injury, or property damage

4.1.3 THE RISK MANAGEMENT PROCESS

To properly manage exposure to risks, a person must:

- Identify hazards (Safety Risk Register)
- Determine the likelihood and consequence of the event occurring
- Assess the risks that may result because of hazards
- Decide on appropriate control measures to prevent, or minimise the level of, the risks
- Implement control measures
- Monitor and review the effectiveness of these measures

Figure 10: Risk management process



Evaluation of the level of risk can be at times confusing and hard to determine the correct outcome. At this stage of the risk assessment process you need to determine whether the risks are acceptable or unacceptable. This decision is made by the person with the appropriate authority (the person in control).

A risk that is determined as acceptable should be monitored and periodically reviewed to ensure it remains acceptable. A risk deemed unacceptable should be treated with caution and due regard. In all cases the reasons for the assessment should be documented to provide a record of the thinking that led to the decisions. Such documentation will provide a useful context for future risk assessments and activities.

After the level of risk has been evaluated, determine which ones you can avoid altogether or eliminate. Which ones can't be eliminated but can be reduced or modified to bring the risk within acceptable limits. Coming up with these concrete plans for each is what is known as the hierarchy of controls.

4.1.4 HIERARCHY OF CONTROL MEASURES

The hierarchy of control is a sequence of options which offer you a number of ways to approach the hazard control process. Here is a list, with typical examples. Work your way down the list, and implement the best measure possible for your situation.

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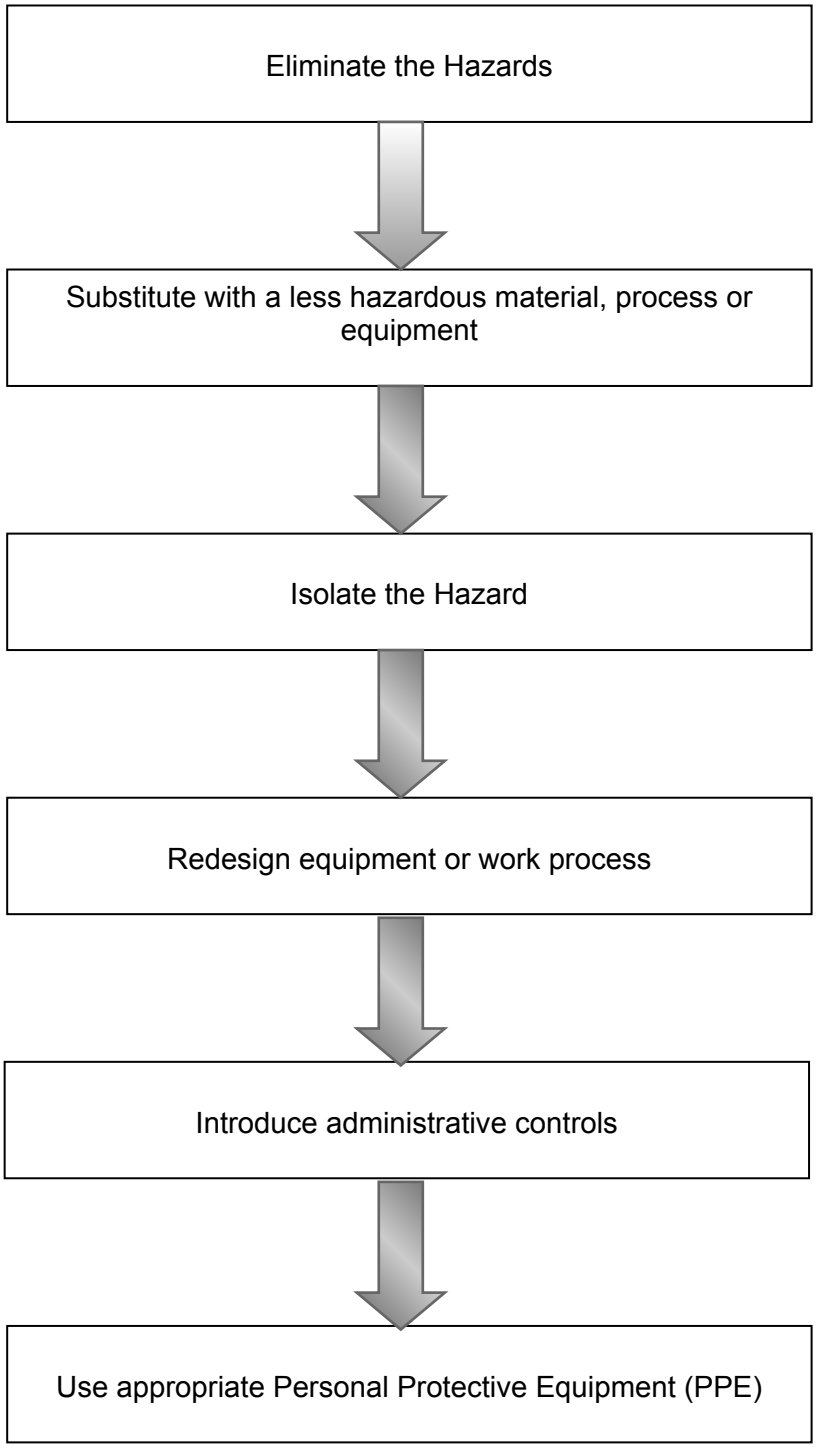
Figure 11: Hierarchy of Control Measures



Elimination

- Improved design and control of alterations.
- Can the situation or task causing the risk be stopped or removed.
- Can the sequencing of equipment or events exposing personnel to the hazard be changed so access to the area occurs when the equipment is not operating or creating a risk.
- Preventative maintenance strategies.
- Condition monitoring of equipment.
- Critical spares for equipment
- Backup systems for emergency and breakdown situations.
- Alarms and early warning systems.

Substitution

- Can the task or situation causing the risk be changed to reduce the frequency or consequence.
- Can the risk be reduced by changing the location of the hazard to remove the risk from the equipment , personnel or community or vice versa.
- Emergency and evacuation drills.
- Automatic detection systems linked either alarms or to shut off systems.
- Automatic fire detection and protection systems.

Isolate

- Can the hazard be isolated e.g. power turned off, equipment switched off.

Redesign (Engineering Controls)

- Can the hazard causing the risk be guarded off from personnel.
- Can the personnel or the community be guarded from the hazard.

Administrative Controls

- Can procedures covering the task help warn and reduce the risk.
- Reduce risk through high level of experience , expertise and training.
- Motivated work force.
- Adherence to procedures and policies.

Personal Protective Equipment (PPE)

- Use of appropriate personal protective equipment.
- Adherence to PPE policy.

PPE should only be chosen as a last resort.

Control measure strategies should always be directed towards reducing the level of unacceptable risks to an acceptable level (i.e. the target risk level). Use the Risk Matrix (figure 1) to determine the expected reduction in level of risk (expected consequence, likelihood and risk score) resulting from the successful implementation of control measures.

4.1.5 EVALUATION OF COMPLIANCE

Consistent with its commitment to compliance THE BUSINESS shall periodically evaluate compliance with applicable legal requirements

THE BUSINESS shall keep records of the results of the periodic evaluations.

THE BUSINESS shall evaluate compliance with other requirements to which it subscribes.

4.1.6 RELATED DOCUMENTS

- Safety Risk Register
- Safe Work Method Statements

4.2 SAFETY MANAGEMENT SYSTEM PLAN

4.2.1 INTRODUCTION

THE BUSINESS recognises the importance of developing and maintaining healthy and safe working conditions in all workplaces, whilst complying with all regulatory and mandatory requirements.

The Safety Management System has been structured to achieve all of the above.

Management will strive to improve the standards of health and safety in all workplaces. The safety management system is an integral part of THE BUSINESS management philosophy.
The purpose of this plan is to set out the initiatives and outcomes and to establish the structural framework and responsibilities of all parties to protect the health and safety of all persons at the workplace.

THE BUSINESS has a Safety Management System based upon the requirement of AS/NZS 4801:2001 and OHSAS 18001.

4.2.2 SAFETY POLICY

A Policy has been developed for safety. The policy is communicated at all levels and contains or references THE BUSINESS goals and objectives.

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Table 5: Goals & Objectives

Goal	Objective/target	Target date
Goal	**Objective/target**	**Target date**

4.2.3 CONSULTATION & COMMUNICATION

4.2.3.1 PURPOSE

The purpose is to provide guidelines and information to effectively control consultation, the communication and distribution of safety information and reporting of such information.

4.2.3.2 SCOPE

This applies to all employees, visitors including contractors, clients and other interested parties.

4.2.3.3 PROCESS

This section covers the consultation, communication and distribution of all relevant safety information. Such information includes:

Information from external agencies - links, alerts, brochures etc:

- Australian Standards
- Manufacturers and suppliers manuals or guidelines
- Safety reports
- Safety procedures or policies
- Customer feedback
- Any other relevant safety information

Consultation, communication and reporting methods include:

- Notice boards
- Meetings, tool box / team talks
- Staff information sessions/ seminars
- General and site-specific training
- IMS Manuals
- Inductions
- Alerts

Risk assessments/registers: All staff, including, as required, contractors, are involved in the risk

assessment process. As new risks are identified all relevant staff are informed and included in the risk assessment. Each new risk shall be detailed on the risk register. Existing risks are reviewed by all relevant staff/contractors at regular intervals.

The Director/Partner/Principal has the overall responsibility for communication and distribution of safety matters.

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4.2.4 MEASUREMENT AND MONITORING

4.2.4.1 PURPOSE

The purpose is to provide guidelines and information to effectively monitor measure and evaluate the key characteristics of operations and activities that can cause illness or injury.

4.2.4.2 PROCESS

Operations and activities that have significant impact on the environment or cause illness or injury shall be identified in the Safety Risk Register.

Regular monitoring of all risks identified is carried out by the following methods:

- Staff involvement in the risk assessment process
- Toolbox meetings
- Management review meetings
- Internal audits
- External audits
- Workplace inspections.

The director/partner/principal shall ensure that with all risks identified, control measures are implemented that reduce the risk to the lowest possible level. All staff shall be included in the risk assessment process.

All high level risks have been identified and assessed and are recorded on the Safety Risk Register.

Based upon these risks and ratings, at the time of issue of this plan there is no need to introduce health surveillance for employees. Health Surveillance shall be reviewed regularly on a project to project basis and as per the requirements of the Safety Audit/Inspection Schedule.

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4.2.5 OBLIGATIONS & RESPONSIBILITIES

4.2.5.1 DIRECTOR/PARTNER/PRINCIPAL

The Director/Partner/Principal is obligated and responsible for:

- The health and safety of all employees, contractors and visitors.

Responsibilities include:

- Providing leadership and support for the promotion of the Safety Management System
- Ensuring a safe work environment and safe systems of work are provided for all employees, contractors and visitors
- Providing adequate resources to set the direction and oversee the maintenance of the safety management system
- Establishing objectives, targets and action plans and assigning responsibility to ensure these are achieved
- Approving policies and procedures that set the direction of the safety management system
- Ensuring regular management meetings of the system are carried out
- Providing support and authority to all staff to ensure they are able to meet their 'obligations' in accordance with the requirements of legislation, policies and procedures
- Ensuring all customers, legal and other requirements are communicated to all staff

4.2.5.2 MANAGERS/SUPERVISORS

Managers/supervisors are obligated and responsible for the health and safety of all employees, contractors and visitors at workplaces that are under their control.

Responsibilities include:

- Ensuring a safe work environment and safe systems of work are provided for all employees, contractors, and visitors
- Providing leadership and support for the promotion of the Safety Management System
- Implementing, maintaining and monitoring the system within their area of responsibility. Providing staff with support and authority to implement the system
- Ensuring staff comply with legislative requirements and policies and procedures

- Ensuring that when planning for new operations, changing present operations, or introducing new plant or equipment, all safety/environmental aspects are considered and all practical measures are taken before the plant or operation is commissioned or approved
- Ensuring all incidents, serious bodily injuries, work-related illnesses and dangerous occurrences are reported
- Assisting in the investigation of all incidents to determine their causes and ensure all necessary corrective actions are taken to prevent a recurrence
- Ensuring all employee training needs are identified within the department and that appropriate training is provided
- Ensuring all employees under their control are aware of first aid locations, fire protection facilities, evacuation and other emergency procedures
- Providing information to the employees about the system including policies, procedures, objectives and targets and risk assessments
- Providing adequate resources to continually improve and oversee the maintenance of the system, and seek to provide funding in a timely and consistent manner as required
- Implementing and maintaining within their area of responsibility, a system for ensuring that all contractors and suppliers comply with the company's requirements, standards and procedure.
- Complying with all customers, legal and other requirements

4.2.5.3 EMPLOYEES

All employees have a legal obligation to comply with legal requirements and the Safety Management System policies and procedures. These are introduced to ensure the health and safety of employees, contractors and visitors.

The following statements apply to all employees, including permanent, part-time and casual employees.

Responsibilities include:

- Being aware of the Safety Management System and how it applies to them
- Performing all work and associated functions in a safe manner

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- Complying with all documented policies and procedures and verbal instructions
- Correctly using and maintaining all personal protective clothing and equipment supplied by the company
- Identifying safety hazards, conducting risk assessment, and taking corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks
- Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas
- Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage
- Attending any toolbox, team talks or specific training supplied
- Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures
- Working in a manner that will not endanger themselves or others

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Table 6: Safety Risk Register (Sample only)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Exposure to hazards resulting from poor housekeeping practices.		A designated area for all general waste materials will be provided and cleared on a regular basis. All rubbish is to be placed into the designated area prior to leaving the site each day. Materials and plant are to be stored safely within the perimeter of the designated area. Appropriate safe and clear access to and from the workplace for anyone working or about to work on the project site shall be maintained for the duration of the project. Ensuring that there is enough area in which to safely store the materials or plant at the workplace that is being used or is to be used by persons working on site. Housekeeping information will be included within the site-specific induction program.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Worker exposure to hazardous substance risks on site.		THE BUSINESS will maintain a hazardous substances register on site for the duration of the project. Material Safety Data Sheets (MSDS) for all hazardous substances to be used during the works will be recorded in the hazardous substances register including those substances to be used by sub-contractors. It shall be ensured that they are less than five years old. Risk Assessments shall be carried out for all hazardous substances. Safe Work Method Statements shall be developed for all hazardous substances with a significant risk. Information regarding the access to and the location of the hazardous substances register; risk assessments and MSDS's will be made available to workers and sub-contractors during the site specific induction program. MSDS's will be reviewed by the Site Supervisor to ensure the availability of the correct first aid supplies and personal protective equipment. Appropriate hazardous substances spill cleanup procedures have been established and documented for the project. An adequate supply of spill-containment material will be kept on the work site in a convenient location. Hazardous substances will be stored securely at the completion of each day's work.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Worker exposure to hazards associated with trenching, excavation and earthworks.		The site supervisor must ensure that if a person is entering a trench more than 1.5 metres deep it: (one must apply) Has shoring or shielding; or Is benched – not higher than it is wide and no vertical face exceeding 1.0 metres; or Is battered – angle not exceeding 45° and bottom vertical face not exceeding 1.0 metres; or Is approved in writing by a geo-technical engineer as safe to work in. Written approval to vary the benching and battering requirements may be obtained from a geo-technical engineer. The approval must be kept on site at all times. In addition to the ground condition, the following factors should be considered when selecting which method to use, water in the excavation, previously dug excavations, surcharge on the sides of the excavation and vibration from mobile plant. Sheeting or timber may only be used if a competent person has inspected the trench, assessed and approved the shoring. All excavated material will be placed at least 1m from the edge of the trench or excavation. All tools and equipment shall be placed so they cannot fall into the trench or excavation. Where required Kick Boards shall be used. Exclusion zones shall be determined by the Operator in conjunction with the Supervisor prior to work commencing (min 3m radius), verbal instructions shall be given to all workers. Wherever practicable, employees should stay out of the swing/working zone of excavators, cranes or backhoes. Employees must never position themselves beneath a	

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Worker exposure to hazards associated with trenching, excavation and earthworks.		load being slung by a crane, excavator or backhoe. Employees should not approach operating plant from behind or from the sides. Employees should stand in front of the plant, out of the swing/working zone, signalling the operator. When given the authority to approach by the operator, only then shall you approach the plant. Wherever practicable, plant and machinery should not be driven or parked close to the side of an excavation, so as to prevent a collapse from the vibration and/or the weight of the machine. The excavation and trench must be assessed to ascertain if it is a confined space, if so refer to the Confined Space Entry SWMS. Ladders used for access must be no more than 9m apart in the area of the trench where work will be carried out, and no petrol driven machinery in or near the trench. Ensure the trench is fully barricaded.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Worker exposure to hazards created by working with electrical equipment.		Site specific control measures for electrical safety on the work site shall be included within the site specific induction program. Testing and Tagging shall be carried out on a monthly basis. Specified electrical equipment must be connected to a residual current device that has been tested and identified as serviceable equipment. Double adaptors and/or piggy-back plugs are not to be used on the work site. RCD's shall be tested by a competent person after installation to ensure that it trips within the specified time and current limit. No leads to be lying on the ground. Where possible, battery powered hand tools to be used.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Worker exposure to levels of excessive noise.		A combination of ear-muffs and ear-plugs must be worn by workers undertaking, or adjacent to, noise generating activities. Wherever practicable, noise generating plant, equipment, machinery, tools and/or equipment shall be fitted with noise reduction devices such as mufflers and/or silencers. Tools and associated equipment (such as compressor hoses and saw blades) shall be kept in an optimum condition. Compressors with acoustical grade casings shall be utilised whenever possible. Partial acoustic enclosures that can be relocated around the work site shall be utilised whenever practicable. Very noisy work will be scheduled to occur on site when fewer people will be exposed. 'No-Go Zones' will be established for areas in which very noisy work is being undertaken to restrict access and limit noise exposure levels.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Workers exposed to hazards created by load lifting/lifting equipment.		Licenses, permits and/or certificates of competency for all load lifting/lifting equipment shall be verified by the Site Supervisor prior to any person operating such equipment. Should a crane be used in conjunction with the works, all persons must obey the instructions of the dog-man associated with that crane. The kibble bucket used must be serviceable, with a current certificate of inspection (including crack test) available upon request. All persons are to be made aware of the presence of the crane and associated material, e.g. concrete and kibble, before it starts to deliver the load to the pit. All chains, slings and associated lifting gear shall be inspected for current test and tag. Where there is a potential for lifting plant, equipment and/or machinery to come into contact with overhead lines, the work shall be supervised. Loads shall not be lifted and/or transported by passing directly over the head of any person on site.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Workers exposed to the risk of a fall from heights of over 2m.		Where possible eliminate the need to work at heights. Only fibreglass ladders shall be used for electrical work. Harnesses must only be used as a secondary means of fall prevention/restraint or as a last resort. Where any works are conducted which could result in the fall of materials/equipment, lanyards shall be used to tie off. Where handrails are used they should be steel and preference is system over tube and fitting. All scaffolds, temporary works and working platforms shall be planned by a competent person to ensure the correct design and equipment is selected. They shall be erected, altered or dismantled by a competent person. They shall be inspected by a competent person when first constructed, after any alteration and on a weekly basis. No person shall remain on a scaffold tower whilst it is moved. The use of all types of ladders should be minimised as far as possible by using equipment such as scissor lifts, scaffold step ladders should only be used as a last resort. • Edge protection • Fall protection cover • Travel restraint system • Industrial safety net.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Workers exposed to the hazards associated with refuelling plant, equipment, machinery and power tools.		While refuelling, no naked flames, cigarettes, mobile phones or two-way radios, or electrical equipment which may cause sparks should be used in the immediate vicinity. Machinery is not to be left running during refuelling operations. Engines must be switched off. At all times the person who is refuelling the machine is to approach the unit in such a manner that: The operator/driver of the plant has sighted the refuelling vehicle before refuelling commences; or The person who is refuelling is satisfied that there is no one in the cab of the unit to be refuelled. The worker who is refuelling the machine shall minimise the risk of fuel spillage by all means practicable. Should a fuel spillage occur, the worker must report the occurrence to the Site Supervisor. All spillages shall be reported.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Workers exposed to hazards associated with the operation of plant, equipment and/or machinery.		Plant, equipment and/or machinery shall only be operated by suitably qualified and competent personnel. Certificates, maintenance records, operator competency shall be verified by the Site Supervisor prior to any person operating plant, equipment and/or machinery. Daily Plant Inspections shall be carried out. Operators must be aware at all times of the dangers of operating plant in the vicinity of overhead powerlines. In such circumstances a spotter shall assist the operator. Operators are to wear seat belts where fitted and to wear hearing protection where excessive operating noise levels (e.g. >80dB) are present. Safety shields and guards should be fitted where indicated and shall not be removed from plant, equipment and/or machinery. Diesel and petrol powered machinery shall only be used in areas of adequate ventilation, or in areas where effective extraction devices have been provided. All machinery is to be kept clean and tidy with no rubbish to be left in the cabin. Care is to be taken when operating plant in the vicinity of trenches, batters and road edges. Articles such as chains and quick hitches are to be inspected regularly for signs of wear or damage. All air line and tools are to be secured with safety pins and inspected prior to each period of use. All plant is to be locked when parked for the evening or weekend or otherwise secured so as not to be at risk or to create a risk in itself.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Workers exposed to hazards associated with manual handling and manual tasks.		Where possible mechanical assistance should be used to minimise injuries arising from performing manual tasks. Team Lifting. Safe lifting techniques should be used at all times when undertaking manual tasks or manual handling activities.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Worker exposure to hazards associated with working in confined spaces.		Sufficient precautions must be made where possible engulfment / partial engulfment might be possible (e.g. benching, shoring, sheet piling, etc). Mechanical equipment must be isolated where possible to prevent possible trapping or crushing by moving parts. Sufficient ventilation must be provided in extreme temperatures. Prior to entry the Permit for Confined Space Entry must be obtained. All persons entering the confined space must have an entry permit. Gas Detectors must be within calibration date. Atmosphere in the confined space must be tested regularly for: • Oxygen Levels (19.5% to 23.5%) • Toxic Gasses, vapours or fumes • Flammable or Explosive gasses, vapours or fumes Standby persons must be trained in first aid, rescue procedures and the use of safety equipment. All persons associated with confined space must be given training which includes: • Hazards of confined spaces • Assessment procedures • Control measures • Emergency procedures • Selection, use, fit and maintenance of personal protective equipment	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Electrocution from general supply of electricity on site		No working live policy. Isolation, Lock Out and Tag Out Procedure. Testing and Commissioning Procedure. Rescue Kit.	

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Table 6: Safety Risk Register (Sample only) (continued)

Hazard/risk	Inherent risk rating	Control measures	Residual risk rating
Driving company vehicles		All drivers must be adequately licensed. Licence check to be carried out at induction with period reviews. Driving Policy established. No night driving to be carried out in remote locations (unless in the event of an emergency). Where long distance driving is required, driver to contact a PSG representative with details of the trip, details to include time of departure, destination and estimated time of arrival. Driver to contact THE BUSINESS upon arrival. Driver to take rest break every two hours.	

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Table 7: Goals

Goal	Objective/Target	Target Date	Responsibility	Actions

4.3 EXCAVATION AND TRENCHING

4.3.1 PURPOSE

The purpose of this procedure is to provide guidelines and information to effectively control risks associated with excavation and trenching.

4.3.2 PROCEDURE

Prior to commencement of work the site supervisor shall:

- Ensure that plant has the relevant maintenance records and has been checked for the day and that the “Plant Checklist” has been completed
- Ensure that records of Operators Competencies have been sighted and records obtained
- Ensure that the Permit to Excavate has been approved by the customer
- If the work involves confined space entry, ensuring that the Confined Space Entry Permit has been approved by the customer
- Ensuring all work areas have been approved by the customer and do not create hazards to other trades

4.3.3 IDENTIFICATION OF UNDERGROUND SERVICES

Check site drawings.

Where required contact (Dial before You Dig).

Where required hire a Specialist Cable Locater.

- In conjunction with the customer determine what underground services exist. In addition, a comprehensive site inspection will need to be undertaken to identify services that will be affected by proposed works:
- Location of proposed works and any nearby services
- Resources required e.g. personnel, plant and machinery, equipment such as insulated hand digging tools, cable locaters etc.

4.3.4 TRENCHES 1.5M DEEP

1. It shall be ensured that if a person is entering a trench more than 1.5 metres deep it: (one must apply)
    - Has shoring or shielding; or is benched – not higher than it is wide and no vertical face exceeding 1.5 metres; or
    - Is battered – angle not exceeding 45° and bottom vertical face not exceeding 1.5 metres; or
    - Is approved in writing by a geo-technical engineer as safe to work in.
2. Written approval to vary the benching and battering requirements may be obtained from a geo-technical engineer. The approval must be kept on site at all times.
3. Sheeting or timber may only be used if a competent person has inspected the trench, assessed and approved the shoring.
4. The excavation and trench has been checked to ascertain if it is a confined space.
5. Ladders used for access must be no more than 9m apart in the area of the trench where work will be carried out.
6. No petrol driven machinery in or near the trench.

4.3.5 RELATED DOCUMENTS

- Permit to Excavate
- Confined Space Entry Permit

4.4 EXCAVATION & TRENCHING EMERGENCY PROCEDURE

4.4.1 PURPOSE

The purpose of this procedure is to provide guidelines and information if an emergency situation arises during excavation and trenching.

4.4.2 PROCEDURE

4.4.2.1 IN THE EVENT OF A COLLAPSE

- Work to stop immediately.
- Immediately notify customer and the site supervisor.
- Try and locate the victim looking for signs such as tools or a shovel.
- Clear all unwanted workers away from the area.
- If possible, batter the sides of the trench in the collapsed area or insert shoring where possible to protect the victim and rescuers.
- Remove the collapsed soil with shovels or, if it is a very deep trench, with a machine. If a machine is used, take extreme care to avoid further injury to the victim.
- Allow no one on top of the collapsed soil as this will increase pressure on the victim.
- If the trench is over 1.5m deep, rescuers are to wear safety harnesses and life lines which extend to the surface.
- When rescuers are near the victim, hands should be used to remove the soil if possible. If shovels have to be used, these are to be used with caution.
- When the victim is located, clear soil from head and chest, and check for breathing and a pulse.
- If breathing has stopped, start Expired Air Resuscitation (EAR). Where breathing has stopped and pulse is absent, start Cardio-Pulmonary Resuscitation (CPR).
- Check for injuries and apply first aid where necessary.
- Do not remove the victim unless there is a danger from flooding or dangerous gases are present or there is an imminent danger of further collapse.
- Do not remove the victim by tying a rope around him/her and pulling on the rope.

- Where possible, leave the victim in the trench until the ambulance or a qualified medical person arrives.

4.4.2.2 HITTING AN UNDERGROUND SERVICE (ELECTRICAL)

1. Stop work immediately.
2. Warn all other trades etc to keep at least 10m away.
3. Immediately notify customer and the site supervisor.
4. Operator to stay in the cabin. Machinery operators must not leave their machinery until the power is switched off and the area declared safe.
5. If immediate evacuation of the machine is necessary, JUMP WELL CLEAR, WITH FEET TOGETHER AND HOP AWAY. Do not touch the ground and the machinery at the same time.
6. Be aware that contact with live high voltage may cause vehicle tyres to explode, not necessarily immediately.
7. Facilitate first aid treatment and seek medical aid without placing yourself in danger.
8. Where required call for emergency assistance on 000 at the earliest opportunity.
9. Notify the relevant power authority.

4.4.2.3 HITTING AN UNDERGROUND SERVICE (GAS ASSETS)

1. Stop work immediately.
2. Immediately notify customer and the site supervisor.
3. Operator to shut down the plant or equipment UNLESS this process provides an ignition source for any escaping gas.
4. Warn all other trades etc to keep away and maintain an exclusion zone due to the risk of explosion or fire.
5. Do not attempt to use any instrument which may provide an ignition source near the gas escape. This includes mobile phones, two way radios etc.
6. Do not attempt to approach or re-enter plant until the relevant authorities have determined the site is safe.
7. Facilitate first aid treatment and seek medical advice as required.
8. Where required call for emergency assistance on 000 at the earliest opportunity.
9. Notify the relevant gas distribution authority.

In all of the above instances an investigation report shall be raised.

R.T. Projects Electrical

4.4.3 RELATED DOCUMENTS

- Investigation Report

4.5 CONFINED SPACES

4.5.1 PURPOSE

The purpose of this procedure is to provide guidelines and information to effectively control risks associated with confined space work.

4.5.2 PROCEDURE

Prior to work commencing the Site Supervisor shall hold a Daily Pre Start Meeting which shall include:

- Ensuring workers, including Sub-Contractors have been trained in Confined Space Entry
- Ensuring the Confined Space Permit has been completed and approved by the client
- If the work activity includes Hot Work, ensuring the Permit for Hot Work has been completed and approved by the client
- Ensuring all work areas have been approved by the client and do not create hazards to other trades

4.5.2.1 ISOLATION

Prior to entering a confined space, all potentially hazardous services where possible, are to be isolated.

1. The person in direct control is to ensure that the confined space has been isolated from any potential hazard.
2. Preventative steps that can be taken are:
    - Prevent accidental introduction of material through piping, ducts, vents, drains, conveyors or service pipes
    - De-energise, tag and lockout machinery and other equipment that contain moving parts
    - Place blank flange on piping to prevent a release of gas or fluid into the confined space
    - Isolate and lockout or isolate and tag out mechanical and electrical energy sources
3. Where there is more than one person in the confined space the isolation shall be done by each person and each person is to install their own locks and tags
4. All persons who enter a confined space are to verify that the space and equipment have been isolated prior to their entry

4.5.2.2 PRECAUTIONS AT THE ENTRANCES TO A CONFINED SPACE

The person in direct control is to ensure that the appropriate signs and or barricades have been put in place prior to entering and working in the confined space (eg. NO UNAUTHORISED ENTRY sign).

4.5.2.3 PRIOR TO ENTRY TO A CONFINED SPACE

1. Atmospheric testing is to include testing by an instrument (gas detector) for:
    - Oxygen content;
    - Potentially harmful contaminants (eg. H2S gas)
    - Potentially combustible/flammable contaminants (eg. methane gas)
2. An initial atmospheric test is to be conducted with a continuous monitoring gas detector for 15 minute at the top, half way and bottom of the space to determine a safe atmosphere and whether ventilation and/or personal protective equipment is required.
3. Ventilation of a confined space should be carried out for a minimum of 10 minutes where required prior to entry (or 5 minutes, if using approved mechanical ventilation that is capable of exchanging the atmosphere in the confined space at least 4 times per minute) and employees should be checking their personal protective equipment.
4. The person in direct control is to ensure that provisions are made in case a confined space rescue is required (tripod, harnesses lifelines). This includes a suitably trained and equipped stand-by person.
5. A confined space 'Entry Permit' is essential - entering a confined space without the authority of a permit is prohibited.
6. The 'Entry Permit' must be discussed with all persons on site and signed and dated accordingly.
7. Ensure all services are isolated where practical.
8. Suitable first aid requirements are considered.

4.5.2.4 ATMOSPHERIC TESTING DURING ENTRY

- Continuous monitoring of the confined space atmosphere is to occur while work is being performed in the confined space.
- Continuous monitoring by the stand-by person of any persons in the confined space.
- If an alarm is activated, all persons are to leave the confined space immediately.

4.5.2.5 RE-ENTRY

1. If an alarm has been activated the confined space atmosphere is to be retested and recorded on the 'Entry Permit'.
2. The person in direct control will reissue the confined space 'Entry Permit' after an absence of more than 30 minutes from the confined space or if conditions in the confined space change.

4.5.2.6 AFTER EXIT

1. The person in direct control will confirm that all employees and equipment are accounted for.
2. All employees involved in the confined space task should review the operation and comment on any unsatisfactory aspects.
3. The person in direct control and each employee involved in the confined space entry will sign the confined space 'Entry Permit' to confirm that the task has been completed.
4. Prior to leaving the site, the person in direct control will ensure that the entry point to the confined space is replaced and is secure and all isolation has been restored.
5. 'Entry Permits' are to be given to the Site Supervisor and maintained on site.

4.5.2.7 HOT WORK

1. Hot work such as welding or oxy-cutting must not be conducted in or around the entry to a confined space until a hot work permit has been issued.
2. The person in direct control will complete the 'Entry Permit' in regard to hot work.

4.5.3 RELATED DOCUMENTS

- Confined Space Entry Permit
- Permit for Hot Work

4.6 CONFINED SPACE RESCUE PROCEDURE

4.6.1 INTRODUCTION

Because there are confined spaces in many THE BUSINESS workplaces, serious caution should be practiced to determine if any contain unique problems because of their contents and/or configuration. For example, some confined spaces pose entrapment hazards for entrants, while others restrict air circulation so that hazardous atmospheres can accumulate. Confinement itself can increase the risk of injury or death by making employees work closer to hazards than they would otherwise.

4.6.2 PURPOSE

The purpose of this procedure is to provide guidelines and information to effectively control risks associated with confined space work.

4.6.3 PROCEDURE

4.6.3.1 GENERAL

Note: If an emergency situation arises, the safety of the persons in the confined space is the highest priority regardless of the task being performed or the equipment being used.

4.6.3.2 EQUIPMENT

Winch, Tripod, Safety Harness

4.6.3.3 RESCUE

There are basically three options:

1. Provide for non-entry rescue.
2. Arrange for your own employees to provide rescue.
3. Arrange for rescue service from an outside source.

Workers are to EXIT the confined space immediately, if any of the following situations occur:

- An alarm is indicated by the gas detector

- You experience any of the following symptoms, headache, nausea, burning sensation in the eyes or throat, dizziness or any other symptoms which could indicate the presence of hazardous gases or chemicals in the confined space
- The water level inside the confined space rises rapidly, e.g. pipe/valve failure
- The observer must leave their position, e.g. toilet break

In the event of a person collapsing or suffering an injury inside the confined space, the emergency procedure is as follows:

NO RESCUER WILL ENTER A CONFINED SPACE TO ATTEMPT A RESCUE, WHERE THERE IS ANY RISK OF ADVERSE ATMOSPHERIC CONDITIONS.

Rescue without rescuer entering a confined space
If the gas detector alarms or there is any risk of adverse atmospheric contaminants, all other workers in the confined space must immediately return to the surface to avoid multiple casualties.

The observer alerts other on site employees at the site of the accident.

The observer winches the collapsed worker to the surface using the winch.

Note: Care should be taken not to unnecessarily injure the collapsed worker during ascent by using excessive force.

When the collapsed worker reaches the surface, they are pulled away from the opening, by firmly holding their safety harness, before releasing them from the winch cable.

The collapsed worker is then placed in a safe area clear of the confined space opening.

The condition of the collapsed or injured worker is assessed and, if necessary, resuscitation and/or first aid is administered.

As soon as the severity of the problem has been assessed, if necessary, an ambulance should be summoned.

Note: If an unconscious employee regains consciousness, they should be seen by a medical doctor immediately.

Rescue with rescuer entering confined space

Examples of this situation include:

- Worker unconscious;
- Worker caught on obstacle when being winched to safety.

CAUTION: If an alarm is indicated do not enter the confined space.

The rescuer may enter the confined space and release the injured person from the obstacle or attach the winch cable to the person. The rescuer will then assist the observer to winch the injured person to the surface.

When the injured worker reaches the surface, they are pulled away from the opening, by firmly holding their safety harness, before releasing them from the winch cable.

The injured worker is then placed in a safe area clear of the confined space opening.

The condition of the collapsed or injured worker is assessed and if necessary resuscitation and or first aid is administered.

As soon as the severity of the problem has been assessed, if necessary, an ambulance should be summoned.

Note: If an unconscious employee regains consciousness, they should be seen by a medical doctor immediately.

4.6.4 RELATED DOCUMENTS

- Confined Space Entry Procedure
- Confined Space Entry Permit

4.7 HAZARDOUS SUBSTANCE MANAGEMENT

4.7.1 PURPOSE

The purpose of this procedure is to provide guidelines to effectively manage hazardous substances.

4.7.2 PROCEDURE

4.7.2.1 RESPONSIBILITIES

Project Managers and Site Supervisors are responsible for ensuring that:

- Staff and sub-contractors under their control are aware and comply with the hazardous substance requirements in this procedure
- A risk assessment is conducted on each hazardous substances prior to use
- A worker who may be exposed to a hazardous substance is to be given an induction and ongoing training. Training is to include information about the level of risk identified in the risk assessment and which workers who may be exposed to the substance

Employees are to:

- Follow the procedure for hazardous substances
- Read the Material Safety Data Sheet (MSDS) of a hazardous substance before using any of the substance
- Use the appropriate PPE when handling substances
- Report any concerns they may have with any hazardous substances

It shall be ensured that an MSDS is obtained with each new hazardous substance that is purchased.

4.7.2.2 SAFETY DATA SHEETS:

The supplier of a substance must provide a copy of the current SDS when first supplying the substance and/or when requested.

It shall be ensured that:

- Every hazardous substance has an SDS
- SDS's are to be read and understood by the workers
- Reasonable steps are taken to ensure the SDS is not changed other than by the manufacturer or importer
- A copy of the SDS is kept in close proximity to where the substance is being used
- A risk assessment is conducted using the SDS. For any substance with a significant rating a Safe Work Method Statement shall be developed for that substance

4.7.2.3 HAZARDOUS SUBSTANCE REGISTER

1 When compiling a hazardous substance register a survey should be conducted on all substances in the workplace.
2 Once all substances are identified, the SDS's are to be obtained.
3 A copy of all SDS's should be located with the Hazardous Substance register.
4 The register is to be made available to all staff.

4.7.2.4 LABELLING

In the event of de-canting a substance into smaller containers, it shall be ensured that a label is affixed to a hazardous substances container.

4.7.2.5 STORAGE

It shall be ensured that the storage of hazardous substance is in accordance with the SDS. If appropriate storage facilities are not available, the substance should not be purchased unless the material can be store at an alternative approved storage site.

Correct signage should also be displayed where hazardous substances are stored.

4.7.2.6 TRAINING

Employees are to be trained in the hazardous substance management procedure.

Employees are to be trained in relation to the following:

- The introduction of new hazardous substances to the workplace

- The identification of risks associated with the hazardous substance at the workplace
- The assessment of risks associated with hazardous substances and the control measures to be implemented
- Advice to any workers with potential exposure to a particular hazardous substance
- On the use of SDS
- Equipment used with Hazardous Substances
- Employee's obligations
- The appropriate PPE is to be used whilst using a Hazardous Substance and personal safety
- Emergency procedures for chemical spills and identification of first aid personnel

4.7.2.7 EMERGENCY PROCEDURES

In the case of a leak, spill or uncontrolled release of hazardous substance/s:

Spill/s:

1. All personnel not directly involved with the spill are to be removed from the leak or spill area
2. The person using the substance is to inform the manager/supervisor of the leak or spill
3. The person is to refer to the relevant SDS and follow instructions relating to the leaks or spills
4. First Aid is to be administrated if substance has injured or made ill any personnel
5. The appropriate PPE is to be used when cleaning up the spilt substance/s
6. The contaminated substance and material should be disposed of according to the instructions given in the SDS

4.7.3 RELATED DOCUMENTS

- Safety Data Sheets
- Hazardous Substance Risk Assessment
- Hazardous Substance Risk Register

4.8 HEIGHTS

4.8.1 PURPOSE

The purpose of this procedure is to provide guidelines and information to effectively control risks associated with heights.

4.8.2 SCOPE

For work more than the following:

- Falling at least 3-0m in housing construction
- Falling at least 2.0m in other construction work
- Working on a roof with a pitch of more than 26 degrees

4.8.3 PROCEDURE

4.8.3.1 GENERAL SITE RULES

Where possible eliminate the need to work at heights.

Only fibreglass ladders shall be used for electrical work.

Harnesses must only be used as a secondary means of fall prevention/restraint or as a last resort.

Where any works are conducted which could result in the fall of materials/equipment, lanyards shall be used to tie off.

Where handrails are used they should be steel and preference is system over tube and fitting.

All scaffolds, temporary works and working platforms shall be planned by a competent person to ensure the correct design and equipment is selected. They shall be erected, altered or dismantled by a competent person. They shall be inspected by a competent person when first constructed, after any alteration and on a weekly basis.

No person shall remain on a scaffold tower whilst it is moved.

The use of all types of ladders should be minimised as far as possible by using equipment such as scissor lifts, scaffold towers and podium steps.

Ladders should be structurally sound (minimum rating 120kg) and used only as a means of access (unless three points of contact can be maintained during works).

Ladders should be secured top and bottom or footed to prevent movement and extend at least 1 metre above landing or work platform.

Step ladders should only be used as a last resort.

Before the work starts ensure that each hazard that may result in a fall or cause death or injury if the person were to fall is identified, risk assessed and it must be ensured that control measures are implemented. The control methods must prevent a person falling or if prevention is not practicable, arrest the person's fall to prevent the risk of death or injury to the person when the fall is arrested.

Control measures to be implemented.

There are several types of control measures that can be implemented to assist with prevention of a person falling from a height.

4.8.4 EDGE PROTECTION

1. Must be erected in accordance with manufacturers, suppliers, engineer or competent person instructions
2. Must have a rail at least 900mm above the platform or surface
3. Have other rails or sheeting below the rail

If the edge protection has rails, the edge protection must have:

- A bottom rail fitted no more that 250mm or less than 150mm above the platform or surface
- An toe board that is at least 150mm high

- Other rails fitted so that there is no more that 450mm between any rails

4.8.5 FALL PROTECTION COVER

- A fall protection cover must be able to withstand the impact of a fall onto it
- Be fixed in place to prevent it being moved or removed accidentally.

4.8.6 TRAVEL RESTRAINT SYSTEM

A travel restraint system must be installed by a component person and:

1. Have an anchorage point with a capacity to withstand any load that could be exerted on it during normal operations
2. The employer must not allow the system to be used unless the persons using the systems have been trained in its safe and correct use
3. The employer must test the system every 6 months
4. Maintain a written record of the inspections
5. Records kept for 5 years

4.8.7 FALL ARREST HARNESS SYSTEM

Each anchorage point of a fall arrest harness system must be:

1. Designed by an engineer
2. Inspected and approved by a component person before the anchorage point is first used
3. Each anchorage point must be located so that a lanyard of the system can be attached to it before a person moves into position where the person could fall
4. The system must be installed in accordance with the instructions of the manufacturer or supplier. If no instruction, the advice of a engineer or competent person
5. The employer must ensure that there is enough distance available if a fall occurred to prevent the person hitting an object or the ground
6. Whether enough distance is available must be worked out by taking the following into account:
    - The person's height
    - The height and position of the anchorage point
    - The length of the lanyard
    - Any slack in the static line
    - Any stretching of the lanyard or static line when extended by a fall

- The length of the energy absorber when extended by a fall
- Any other relevant factors

7. The employer must ensure that:
   - No part of the system can come into contact with anything that could affect the safe use of the system
   - Training is provided for the persons using the system
   - No person is allowed to use the system alone
   - Written procedures for the safe retrieving of a fallen person
   - A component of the systems is not used if it shows signs of wear
   - The employer must not allow the system to be used unless the persons using the systems have been trained in the safe and correct use
   - The employer must test the system every 6 months
   - Maintain a written record of the inspections
   - Records kept for 5 years.

4.8.8 INDUSTRIAL SAFETY NETS

An industrial safety net must:

- Be designed by an engineer or competent person
- Be made of material designed to minimise injury to a person
- Have energy absorbing characteristics to reduce the shock or injury
- Be installed so that the person falling into the net will not hit anything below the net
- Be as close as possible to the platform
- Be inspected in accordance with the manufacturing instructions.

4.8.9 LADDERS

Construction work that involves a single or extension ladder

- A person must not use a ladder to gain access to a place, unless the person has at least 2 hands and 1 foot or 2 feet and 2 hands on the ladder or the work is permitted work.

4.8.10 WORK ON LADDERS

The employer must before the work starts:

- Ensure that each hazard that may result in a fall that would cause death or injury is identified
- Ensure that the risk is assessed
- Ensure that relevant control measures are implemented.

If the construction work is permitted work and the person could fall at least 3m (housing construction and 2.0m (other construction work) the employer must:

- Have at least 3 limbs holding, wrapped around or standing on the ladder
- Is prevented from falling by a pole strap
- The person is using a fall-arrest harness system that is not attached to the ladder
- Ensure that the ladder is secured at or near the top and bottom to prevent it moving
- Ensure that the ladder if used against a pole has been fitted with a steel rope or hoop to fit the shape of the pole
- The ladder is placed at an angle of between 70 and 80 degrees
- The ladder extends at least 1m above the surface

4.8.11 LADDERS GENERALLY

The employer must ensure that the ladder:

- Has a load rating of at least 120kg
- Is an industrial ladder
- Is used for the purpose for which it was designed
- Is not used to support a weight greater than that for which is was designed;
- Is no longer than 6.1m (single ladder) or 9.2m extension ladder used to do electrical work and 7.5m for other extension ladders
- Ladders with broken or damaged treads, rungs or stiles, with ropes showing signs of wear or with any other defect, which would render them unsafe, are to taken out of service and labelled with a ‘Danger – Out of Service’ tag

4.8.12 TRESTLE LADDERS

If construction work is to be done using trestle ladders to support a platform the employer must before the work starts:

- Ensure that each hazard that may result in a fall that would cause death or injury is identified
- Ensure that the risk is assessed
- Ensure that relevant control measures are implemented
- If construction work is conducted from a platform supported by trestles and the person could fall at least 3m (housing construction and 2.0m (other construction work) the employer must ensure:
    - Edge protection is erected along the length of the platform
    - Each trestle ladder is secured to prevent it moving
    - The platform has an unobstructed surface
    - If the work is light the platform must be at least 225 mm wide (1 plank)
    - If the work is not light the platform must be at least 450 mm wide (2 planks joined together with a plank clamp)
    - The platform is not higher than 5m
    - The trestles ladders and planks are inspected before use

4.8.13 SCAFFOLDING

An employer must, before the work starts:

- Ensure that each hazard that may result in a fall that would cause death or injury is identified
- Ensure that the risk is assessed
- Ensure that relevant control measures are implemented
- The scaffolding is inspected before use

Objects that could fall on members of the public:

- Identify the proposed line along which a barricade or hoarding is to be erected
- Install a gantry to stop any objects that may fall; or
- Install a 1800 mm chain wire barricade; or
- Install a 1800 mm hoarding; and

- Erect signs at the entry indicating construction work 'No unauthorised entry'

4.8.14 SIGNS

The employer must before the work starts erect enough signs to adequately indicate to members of the public:

- The nature of the workplace
- That unauthorised entry to the workplace is not allowed
- The direction the pedestrians or traffic is to move

4.8.15 INSPECTIONS

1. All items of equipment which are in regular use should be subjected to periodic inspection and where applicable, servicing at the manufacturer's recommended interval or earlier. The inspection and servicing should be carried out by a competent person
2. Service labels or tags should record the last date on which a full service was carried out. Servicing history tags should be maintained including date of purchase, serial numbers, life expiry date and next service details
3. Ladders, trestles scaffolding that are broken, have damaged treads, showing signs of wear or with any other defect, which would render them unsafe, are to taken out of service and labelled with a 'Danger – Out of Service' tag

Equipment, which has arrested a fall:

1. Any piece of equipment which has been used to arrest a fall, shows any defect during operation or periodic inspection should be withdrawn, labelled with a 'Danger – Out of Service' tag and inspected by a competent person
2. Life expired equipment should be taken out of service

4.9 HEIGHTS RESCUE

4.9.1 JOB COMMENCEMENT

- Ensure there is dependable communication links to emergency services and office.
- Emergency rescue equipment must be on hand in a visible, handy location ready to use. (E.g. Ladder, Elevated Work Platform).

4.9.2 FALL HAS OCCURRED

1. Dial 000 immediately & note time of fall. Inform your immediate supervisor.
2. Closest observer to initiate Verbal Contact with the fall victim as soon as possible to assess consciousness, reassure and ask whether the fallen person can “Self Rescue” providing appropriate equipment is available to them and have been trained to do so.
3. Observer to decide whether self rescue is possible considering other factors such as is the equipment visibly damaged.
4. If self rescue is not possible – immediately set up the stand-by rescue equipment on hand.
5. Rescue if safe to do so – if not safe, do not put other lives at risk and wait for Emergency Services to arrive.
6. Leave the rescue equipment in place that you have set up, as the Emergency Services may be able to use some of your equipment and save time by not setting theirs up.
7. Assist where required when asked by emergency services.
8. Details of the incident shall be recorded on the Accident Incident Form and a full investigation shall be carried out.

4.10 LADDERS

4.10.1 PURPOSE

The purpose of this procedure is to provide guidelines and information to effectively control risks associated with ladders.

4.10.2 SCOPE

This procedure applies to all employees, including sub-contractors.

4.10.3 PROCEDURE

4.10.3.1 SELECTION

Where possible, use a ladder for access only. Use mobile scaffolding, fixed scaffolding or an elevated work platform to work from in preference to working from a ladder

All ladders used on construction sites must be rated for industrial use, be free of defects and have a minimum load rating of 120 kilograms.

Ladders should be inspected prior to use for defects or deterioration. Defective ladders are to be removed from site and replaced.

Repairs to ladders shall be carried out competent person. If the ladder can not be repaired it should be rendered unusable by cutting into lengths of not more than 2 rungs.

The ladder must be of sufficient length to provide at least 1M beyond the height of the task or the level being accessed.

Where electrical hazards exist the ladder used must be made of non conductive material i.e.; fibre glass or timber.

4.10.3.2 USE OF LADDER

When used on soft ground it will be necessary to place boards or planks under the ladder feet to prevent the ladder from sinking.

Ladders should only be used on level ground, packing up the ladder with a board may be acceptable in some cases but the packing used should be stable and much wider than the ladder feet to prevent the ladder feet from falling off.

The ground surface must be assessed, if the ground is found to be slippery further controls may be required to ensure the ladder will grip the surface.

All feet of the ladder must have slip resistant feet made of rubber or other similar non slip material.

3 points of contact i.e. 1 foot and 2 hands or 2 feet and 1 hand must be maintained at all times whilst on the ladder.

When on a ladder the user must be facing the ladder at all times.

Always ensure that the ladder is positioned to avoid overreaching from the ladder, all work should be in easy reach to avoid overbalancing and subsequent falls.

No more than one person shall be on a ladder at any time.

Any tools or equipment to be carried up the ladder must be in a backpack, tool belt or other means to ensure that the user's hands remain free.

Prior to getting on a ladder the user must ensure that his shoes are fully enclosed and free of mud, grease or other contaminants that would make his shoes slippery.

Use ladders made of light weight material where possible.

4.10.3.3 STRAIGHT LADDERS

The ladder must be secured at the top and bottom, the top secured at the stiles not the rungs and the bottom secured by a suitable block fastened to the floor.

For short term use only or while securing the ladder a second person shall foot the ladder whilst in use.

The ladder must be positioned at a slope of 4 in 1 (for every metre in height the base of the ladder should be set back 250 mm.

4.10.3.4 STEP LADDERS

Use of a step ladder with a platform and handrails is recommended.

Step ladders are only to be used in the fully open position.

If using a ladder that has no platform and handrails the user must not go on or above the 2nd step from the top.

4.10.3.5 TRESTLE LADDERS

It must be ensured that:

- Edge protection is erected along the length of the platform
- Each trestle ladder is secured to prevent it moving
- The platform has an unobstructed surface
- If the work is light work the platform must be at least 225 mm wide (1 plank)
- If the work is not light work the platform must be at least 450 mm wide (2 planks joined together with a plank clamp)
- The platform is not higher than 5m
- The trestles ladders and planks are inspected before use

4.10.4 RELATED DOCUMENTS

Nil

4.11 SCAFFOLDING

4.11.1 PURPOSE

The purpose of this procedure is to provide guidelines and information to effectively control risks associated with scaffolding.

4.11.2 SCOPE

This procedure applies to all employees, including sub-contractors.

4.11.3 PROCEDURE

4.11.3.1 GENERAL

Scaffolds are erected to provide a temporary work platform for undertaking a variety of tasks.

Working platforms on scaffolds are generally rated as light, medium or heavy duty.

- Light duty – up to 225 kg per bay. This is suitable for plastering, painting, electrical work and other light tasks.
- Medium duty – up to 450 kg per bay. This is suitable for general trades work e.g. building maintenance.
- Heavy duty – up to 675 kg per bay. This is required while performing bricklaying, concreting, demolition work and most other work involving heavy loads.

4.11.3.2 ERECTING

Any scaffold from which a person could fall more than 4 m must be erected by a certified scaffolder.

Scaffold shall be erected in accordance with the Scaffolding Code of Practice and AS/NZS 4576 (Guidelines for Scaffolders).

Upon completion of scaffolding a Hand over Certificate shall be issued to THE BUSINESS by the scaffolder.

Ensure any erections do not interfere with fire escape doors/exit routes.

Where required, signs “Use only in Emergency” shall be placed on the inside of doors alerting others of the hazards.

Inspect all scaffolds prior to use or at least on a daily basis.

4.11.4 MOBILE SCAFFOLD

Scaffolding has been one of the primary tools used to perform elevated work in the construction industry for quite some time. Scaffolds are very useful because they allow you to gain access to work areas that are above floor level while providing a work platform.

However, because of the design and configuration of mobile scaffolds, they can become quite unstable when supporting a load.

One of the greatest hazards associated with mobile scaffolds is the risk of overturning.

Workers who utilise mobile scaffolds, as well as those who erect and disassemble them, must be familiar with the common hazards.

- The scaffold must be erected with cross, horizontal or diagonal braces (or a combination of these) to prevent racking and provide a rigid structure.
- The scaffold must be plumb, level and squared. All brace connections must be securely fastened.
- The scaffold casters must have positive wheel and swivel locks to prevent movement of the scaffold when it is in use.
- The manual force used to move the scaffold must be applied as close to the base as possible, but not more than five feet above the supporting surface.

- Employees shall not ride on scaffolding except under certain conditions. It is a good safety practice that no one is on the scaffold while it is being moved.

Serious injury and in some cases death, have been known to result from failure to recognize known hazards and guard against them. Below are safety tips that should be followed while using a mobile scaffold.

- Avoid using scaffolds on unfinished or rough surfaces. Evaluate the surrounding area, including ground conditions, when moving a scaffold.
- Check overhead clearance for power lines or other possible hazards before moving a mobile scaffold. Stay at least 5m away from all power lines.
- Inspect all scaffolds prior to use or at least on a daily basis.
- Never load a mobile scaffold beyond its maximum capacity.
- Use extreme caution when mounting and dismounting.

4.11.5 RELATED DOCUMENTS

- Scaffolding Code of Practice
- AS/NZS 4576 (Guidelines for Scaffolders).

4.12 MANUAL TASKS

4.12.1 PURPOSE

The purpose of this procedure is to minimise the risks of injury caused by manual tasks.

4.12.2 PROCEDURE

Manual tasks means any activity requiring force by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any object.

4.12.2.1 COMMON SOURCES OF INJURY

Awkward Postures – working in awkward postures for prolonged periods (bending, sitting, twisting and reaching up overhead) puts unnecessary strain on the body and especially the back.

Manual Tasks – Using excessive force, lifting from below knee level or above shoulder level, twisting while lifting, lifting with extended reach and lifting awkwardly shaped/ unstable objects.

Repetitive Work – Continual repetitive use of any part of the body can cause fatigue and pain. Repetitive twisting, bending or lifting can reduce the back's ability to cope with a load, and make it more susceptible to injury.

Vibration Exposure – Can cause reduced circulation and make muscles fatigue more easily and so can make the back more susceptible to injury.

Over-exertion – Making one's back do more work than it is capable of. Lifting when the back is fatigued or damaged.

Everyone's manual handling capacity is different and depends on their individual ability to handle a load. To reduce manual handling injuries, employees should be encouraged to:

- Assess the size, shape and weight of the load to be moved;
- Whether gloves or protective equipment will influence handling
- Can a lifting aid be used
- Determine where it is to be placed
- How far it will be moved

- Decide how it will be handled.

By assessing those points, decisions related to requirements for safe handling (e.g. mechanical assistance/aids or team lifting) can be made.

When deciding on factors to control the risk, the aim should always be to try to eliminate the risk at the source (e.g. having materials delivered to avoid double handling). If this is not possible, job redesign should be considered, e.g. substitution (using smaller packaged materials) or using lifting equipment. Where these options are not feasible, it may be necessary to introduce administrative controls such as rotating staff, extra training, regular alternating duties and/or strategies to compensate for awkward postures.

4.12.2.2 FACTORS TO CONSIDER FOR PREVENTING INJURY:

1. Job redesign - consideration should be given to:
    - Modifying objects, e.g. smaller packaging, adding handles
    - Modifying layout of equipment, e.g. heavier or more awkward items store near waist height
    - Rearranging the flow of materials to reduce handling
    - Doing tasks in a different way, e.g. using trolley instead of carrying, pushing instead of lifting

2. Mechanical Handling equipment:
    - Examples of mechanical handling equipment that may be used include forklifts and trolleys
    - Equipment should be easy to use and not cause obstruction, designed to suit the load, readily available and operators should be trained in its use

3. Training:
    - All staff should be provided with manual task training relevant to their work. This training should consider the following topics and their application to the work area:
    - Hazards of manual tasks, including reference to common tasks performed in the work area and injury patterns

- Management of common risk factors e.g. awkward postures, repetition, vibration, overexertion

4. Weight to be lifted:

   It is not possible to identify one weight limit that will be safe for all workers to lift. A number of factors including:

   - Age
   - Pre-existing conditions
   - Environment
   - Associated risk factors
   - Physical fitness
   - How accustomed a worker is to the job

All influence the load that they can safely lift. The individual needs to assess each manual-handling situation and decide on appropriate strategies.

5. Lifting Technique

   Similar to weight, there will not be one technique that will be ideal for every person in every situation. All factors should be taken into account when determining the best manual task technique. The best techniques involve suitable balance and avoidance of unnecessary bending, twisting and reaching. A person undertaking a lift should bend efficiently and rhythmically, minimizing the bending of the lower back.

   Consider the following strategies where lifting is required:

   - Decide on the best position, clear path and try to face in the direction you will be moving
   - Get a secure grip on the object being handled
     - The grip helps make manual task safe
     - Wherever possible, a comfortable power grip with the whole hand should be used rather than a hook or precision grip with fingers only
     - Make sure you have a firm footing so you don't slip while lifting
   - Pull the load in close to the body

- For lifting in particular, it is important to have the centre of gravity of the load close to the body to prevent excessive stress on the back and to use the strongest muscles of the arms to hold the load
- It is important to minimise the effects of acceleration by lifting smoothly, slowly and without jerking
- Keep your spine in its natural alignment (maintain normal curves) and avoid twisting whilst lifting

- Manual Lifting:
  - Lift the object by straightening your legs, not your back, keeping the load close throughout the lift.

4.12.3 RELATED DOCUMENTS

Nil

4.13 SAFE WORKING WITH ASBESTOS

4.13.1 OBJECTIVE

To identify materials that could contain asbestos and detail safe work procedures that can be used to reduce possible safety issues that may arise when working with asbestos products.

4.13.2 SCOPE

This procedure covers the carrying out of minor works on materials that may contain asbestos. Minor works includes drilling and cutting of holes in building sheets and meter/switchboards or removal of small/medium meter/switchboards.

If a sheet/panel that could contain asbestos is removed from a wall or roof, it is necessary to observe the requirements contained in the Asbestos Advisory Standard issued by the Workplace Health and Safety Department. Contact SafetyConnect Australia for further details as required.

4.13.3 METHOD

Materials That May Contain Asbestos:

- *Switchboards and meter panels*: Black zelemite panels that were manufactured and installed prior to 1987 were constructed of materials such as zelemite and millboard, which can contain up to 20% asbestos
- *Fibro cement sheeting:* Any fibro sheet manufactured and installed between the1940s and the early 1980s must be considered to contain asbestos

4.13.4 IDENTIFICATION

Any material which is marked with the words “Zelemite, Lebah, and Asbestos etc” or anything indicating asbestos must be assumed to contain asbestos. Any older black mounting boards with a smell of bitumen or coal tar are assumed to contain asbestos. Asbestos has no odour but the composite binder smells of coal tar. The only method that can be used to confirm that asbestos is actually present in a material is to have the material analysed by a laboratory.
Any building built after 1989 is unlikely to contain asbestos materials.

4.13.5 RISK ASSESSMENT

A written risk assessment will be conducted when carrying out minor works involving asbestos products.

4.13.6 WORKING IN CEILINGS CONTAINING FIBRO CEMENT SHEETING

Fibro cement sheeting is identified as an asbestos product, which is a high density, hard surface material and is subject to the strict conditions of care and handling as contained in workplace and occupational health & safety legislation. Although highly dangerous, it is not considered as dangerous as other asbestos materials such as thermal and acoustic insulation materials.
When working in roofs containing asbestos products basic precautions such as a facemask and being completely covered shall be considered.

4.13.7 PERSONAL SAFETY

The Worker in charge shall ensure employees do not eat drink or smoke in the work area. Before any food or drink is consumed or smoking takes place, contaminated clothing must be removed and hands and face are to be thoroughly washed.

4.13.8 RELATED POLICY & PROCEDURES:

Working with Asbestos - SWMS

4.14 SAFE HANDLING OF NEEDLES AND SYRINGES

4.14.1 OBJECTIVE

To detail the safe procedures that can be used when handling discarded needles or syringes.

4.14.2 METHOD

Statistics indicate that the majority of needles are discarded in a safe manner. However, some people who use needles and syringes for drugs may place the discarded items in strange and different places, generally without regard for the safety of others. Hiding places are normally out of sight and this can create an unexpected danger to electrical workers. Some possible places are:

- Pits
- Pillars
- Air-conditioning ducts and equipment
- Switchboards
- Toilet facilities
- Communal housing
- Correction facilities
- Conduits
- Behind machinery
- Vacant areas
- Manholes
- Cable trays
- Ledges

There may be other hiding places depending on the area in which you work.

4.14.2.1 RISK ASSESSMENT

In places where needles could be expected, always include the associated risks on the prevailing risk assessment and implement control measures to reduce the possibility of stick injuries. Some of the basic risk controls that should be considered are:

- Never put your hand in a place where you cannot see.

- Never put your hands or your feet down unless you can clearly see the area where they will come to rest.
- Use a torch to see into darkened areas.
- Use a suitable object to check whether there are hidden nasties where you intend to work.
- Assumed that sharp items have been hidden unless you have proved otherwise.
- Wear sturdy gloves. Ensure they are in good condition.
- Wear safety footwear, long trousers, long sleeves, eye protection, kneepads, etc. Ensure all equipment is in good condition.
- Use rake or shovel to remove any rubbish. Do not cleanup with your hand.

4.14.3 WHEN A SYRINGE OR NEEDLE IS FOUND AT THE WORKPLACE

- Do not attempt to recap a needle to a syringe.
- Do not bend or break off a needle.
- Keep others at a safe distance.
- Avoid directly handling the item. Preferably use tongs or similar equipment.
- Use sturdy gloves in good condition either latex/rubber or leather fabric.
- Place your sharps receiving container on flat ground in a position where it cannot be overturned or tipped. Do not hold the container in the hand.
- Use tongs/pliers or a similar item to pick up a syringe or needle. Always keep the point facing down and away from yourself and others.
- Place item in container. Replace lid and tape lid securely.
- Wash hands and if necessary equipment used.
- Remove container to disposal area.
- Take care to ensure that you are not the next casualty.

4.14.4 WHEN A STICK INJURY IS RECEIVED

- Stay calm.
- Remove the needle and place in a suitable container. Keep the needle for future examination.
- Gently squeeze the wound so that it bleeds.
- Wash the area with soap or antiseptic wash.

- Apply antiseptic and band-aid or bandage.
- Attend the closest health facility i.e. doctor, hospital clinic as soon as possible. Take syringe or needle with you.

Statistics show that the danger of receiving an infection from a stick injury is low but there is always the possibility that this may occur. All stick injuries must receive medical attention as soon as possible as some of the illnesses that can be contracted are serious.

4.15 WORKING IN THE SUN

4.15.1 PURPOSE

The purpose of this procedure is to provide guidelines and information for working in the sun to effectively control risks associated with working in the outdoors.

4.15.2 PROCEDURE

1. Where possible work activities shall be located in shady areas.
2. Portable shade structures erected over work area.
3. Reschedule work hours to enable workers to start earlier during summer months.
4. Rotating workers regularly between indoor/shaded areas and outdoor/exposed locations.
5. Hard Hat (preference to have brim and neck flap attachment.
6. Sun Screen (SPF 30+).
7. Protective clothing, shirt (shall be at least elbow length).
8. Protective clothing, trousers, preference to be long, if shorts are worn they should be to the knee.
9. Eye protection (close fitting sunglasses complying with AS 1337).
10. Adequate supply of Drinking Water.

Note: There is no safe level of exposure to sunlight and UV radiation. The risk of developing skin cancer or experiencing the effects of heat stress is directly related to the intensity and duration of exposure to sunlight. It should be noted however, employees with fair skin are at higher risk, particularly with skin cancer.

Intensity is affected by factors such as time of day, extent of reflection and shade, altitude and time of year.

Exposure to sunlight should be reduced by implementing various administrative controls such as awareness training, job rotation and procedures.

4.15.3 GUIDELINES FOR WORKING IN THE SUN

- Reorganise work times where possible so that outdoor tasks are done early in the morning or late afternoon.
- Where practicable, use trees, buildings and other temporary shelter such as awnings and umbrellas to produce shade.
- Ensure shade is available for meal breaks.
- Drink at least 2 litres of cool water a day, more if sweating heavily.
- Wear a Hard Hat (preference to have brim and neck flap attachment).

- Apply sunscreen (SPF 30+ or better broad spectrum and water-resistant) 15-30 minutes before going outdoors to all exposed areas and re-apply every two (2) hours or as directed by the manufacturer. Zinc cream or lip balm can be applied to lips and/or nose for extra protection.
- Wear safety glasses and/or sunglasses.
- Take rest breaks as required. If feeling weak or faint, immediately stop work and cool down, drink plenty of water.

4.15.4 FIRST AID TREATMENT FOR ILLNESSES ASSOCIATED WITH HEAT STRESS

4.15.4.1 PRICKLY HEAT

Prickly heat results in an itchy painful rash:

1. Keep the rash cool and dry; and
2. Ensure the person stops hot work until the rash has settled down.

4.15.4.2 FAINTING, CRAMPS, EXHAUSTION

1. Lie the person in the shade
2. Provide cool water
3. Fan the person manually to cool the core body temperature

4.15.4.3 HEAT STROKE

With untreated heat stroke, there is risk of fatality:

1. Immediately start first aid by removing clothing, wetting the skin, and manually fanning the person to increase evaporation
2. Seek medical assistance
3. Inform your Supervisor

4.15.5 TRAINING

Sun exposure awareness training should be provided to all employees working in an outdoor environment.

4.16 HOT WORK

4.16.1 PURPOSE

The purpose of this procedure is to provide guidelines and information to effectively control risks associated with Hot Work.

4.16.2 PROCEDURE

Prior to the commencement of hot work, the following precautions shall be taken to prevent any fire, explosion, injury or other danger developing during the performance of the hot work:

1. A Hot Work Permit is completed and approved by the customer
2. Identify and control any hazard (including the presence of flammable or combustible liquids, gases, vapours, dusts, fibres or substances) within or near the hot work area (usually 15 m should separate the work from material)
3. Consider the possibility of changing circumstances during the progress of the hot work and whether they may render the area unsafe for the work to continue
4. Ensure if possible, the ventilation of the hot work area
5. Test for the presence of any flammable gas or flammable vapour, in the atmosphere within any pipe, drum, tank, vessel and piece of equipment adjacent to or involved in the hot-work
6. Fire detection systems may have to be disconnected
7. If the hot work is in a confined space not only is the Hot Work Permit completed and approved but also the Confined Space Entry Permit, and all steps followed, particularly testing and monitoring of the atmosphere
8. Ensure that the correct PPE is worn
9. Ensure that suitable fire fighting equipment is on hand

Hot Work is work that can generate flames, heat or sparks and includes, but is not limited to, the following:

- Oxy-acetylene cutting or gas burning
- Welding, brazing or electric arc welding
- Soldering
- Heat gun operation

- Heating and driving rivets
- Use of open flames
- Abrasive blasting
- Grinding
- Power operated tools that cause spark generation, eg. cutting tools
- Use of gasoline or other internal combustion engines and other similar appliances that produce sufficient heat to ignite flammable vapours

Hot Work – General

This procedure specifies precautions to be taken prior to and during 'Hot Work' including welding and allied processes to prevent the possibility of fire or explosion, which may result in harm to persons or property. These precautions should be exercised during manufacture, construction, maintenance, repairs, demolition and where plant or equipment has contained flammable, combustible or explosive material.

Hot work presents two significant hazards:

1. Open flames or flying sparks that can ignite flammable gases and vapours
2. Heat producing operations that may include furnaces, boilers and other process engineering that involves hot and / or molten materials

The Site Supervisor should ensure that employees conducting hot work observe the following general safety precautions:

- The wearing of the appropriate PPE for the task
- Ensue the correct fire equipment is present
- The placing of screens around welding jobs to protect other employees in the vicinity;
- They take necessary rest breaks
- They have ample supply of fresh air; and that they drink adequate water to replenish fluid lost

4.16.3 RELATED DOCUMENTS

- Hot Work Permit
- Confined Space Entry Permit

4.17 NOISE MANAGEMENT

4.17.1 PURPOSE

The purpose of this procedure is to provide guidelines to effectively manage exposure to noise risks.

4.17.2 PROCEDURE

4.17.2.1 HEARING CONSERVATION

This procedure specifies that:

- All workplaces are to strive towards an exposure limit of 85dB (A). This means that employees' unprotected ears are not exposed to noise levels above 85dB (A) during an 8-hour shift
- Where it is not practical to ensure that the exposure limit is not above 85dB(A), appropriate control measures such as hearing protection are implemented

4.17.2.2 HEARING PROTECTION AREAS

Areas where noise levels are in excess of 85dB (A) are to be clearly defined and sign-posted as designated hearing protection areas using mandatory signage.

Sign posting may not be practicable when the noise source is not continuous and the levels produced vary (e.g. plant and equipment). Employees and others must be able to recognise situations when personal hearing protectors are required.

This will be achieved by:

1. Attaching prominent warning notices to tools, equipment and plant (mobile and stationary) to show that personal hearing protectors must be worn while operating them
2. Providing written and verbal instructions on how to recognize circumstances in which hearing protectors are needed
3. Supervisors ensuring those exposed persons are wearing protection as appropriate

4.17.3 TRAINING AND EDUCATION

Education of employees is essential to ensure their cooperation and participation in the hearing conservation program. All employees should be informed of possible permanent damage to their hearing which may occur as a result of exposure to excessive noise, and the noise control measures to be adopted to reduce exposure.

4.17.4 EMPLOYEES RESPONSIBILITIES

Employees are to:

- Follow any instructions given to them for health and safety in relation to noise and the use of noise management tools
- Wear any PPE provided, provided they have been properly trained in its use
- Appropriately maintain PPE that has been provided to them for use
- Obey the blue “Mandatory Signs” where installed
- Always be aware of other persons in the near vicinity when using noisy tools and equipment and make them aware of the protective equipment to be used
- Inform the supervisor if they have any concerns/problems
- Report hazards/risks in relation to noise management to their manager/supervisor.

4.17.5 RELATED DOCUMENTS

Nil

4.18 ERGONOMICS PROCEDURE

4.18.1 PURPOSE

The purpose of this procedure is to provide guidelines and information to effectively use an ergonomic approach.

4.18.2 PROCEDURE

This procedure refers to the ergonomic approach that will apply to employee's daily activities and tasks. The organisation is committed to adopting an ergonomics program that:

- Eliminates or reduces the exposure to ergonomic risk factors
- Improves the health and well-being of the worker
- Improves productivity and quality
- Prevents Work-related Musculoskeletal Disorders (WMSD's) and related injuries and illnesses

Work-related musculoskeletal disorders (WMSDs)

WMSDs result from the cumulative effect of repeated stress to the body that is associated with workplace risk factors. This can encompass a variety of injuries or illnesses to the muscles, tendons, ligaments, nerves (outside the brain and spine), joints, cartilage, bones, and supporting blood vessels in either the upper or lower extremities or the back. Over a period of time these injuries can result in permanent damage or disability.

Risks associated with workplace and workstation layout

Inappropriate workstation, plant and equipment layout may:

- Increase a worker's risk of injury
- Force workers to adopt sustained awkward body positions where work surface heights are too low or too high
- Result in continuous bending to one side or twisting of the body and / or reaching.

Risk of injury is increased when:

- Work surface height varies significantly from a comfortable level
- Frequent actions require extremes of reach, bending or twisting
- Maintaining a single posture for long periods (eg. sitting or standing)
- Holding fixed body postures unsupported (eg. sitting without back support)
- Using poorly designed tools

Force applied

The application of force, when used to move, restrain or hold a posture, requires muscular effort. Generally, the worker should not be required to exert forces that feel uncomfortable.

Duration and frequency of activity

Muscles, when used repeatedly or when required to hold a position for any length of time, will tire. When muscles tire there is an increased risk of injury. Whenever possible, tasks should be varied within a shift to allow different muscles to be used and tired muscles to recover.

Work organisation

Tight deadlines and peak demands will increase time pressures and may contribute to the risk of injury.

Individual factors

Lack of consideration of the capacities of individual employees can result in increased risk of injury.

Job Design and Redesign

Job design aims to arrange the work content and tasks so the whole job is without likely risk to the worker's health and safety. Consider these factors:

- Duration and frequency eg. What is the duration and frequency of repetitive tasks?
- Work breaks eg. Are work breaks sufficient for rest and recovery?
- Working hours eg. Are the number of working hours limited to minimise fatigue?

Modify Workplace Layout

The layout of the workplace should be appropriate for the task and matched to the worker. Consideration should be given to:

- Workplace layout – to promote a forward facing and upright posture
- Suitable seating
- Training employees on the safest way to perform each task
- Appropriate work surface height for the work task – determined by the type of work, visibility of task, reach distances and the force and speed of work movements
- Visual requirements and location of work
- Workstation layout e.g. work activities or controls used most or those requiring rapid activation should be within easy reach of workers

Rest Periods and Rest Breaks

Rest breaks are an effective way to maximise productivity and control workplace health and safety risks.

A rest break is an allocated period of time where no work-related activity is carried out. The employee is able to rest all parts of the body to recover.

Change of activity or productive rest break

A rest period does not necessarily mean stopping work altogether. A change of activity break allows task variety and reduces the onset of physical and mental fatigue. Workers should change to tasks with varying physical demands.

4.19 HOUSEKEEPING

4.19.1 OBJECTIVES

To establish and maintain a neat and tidy workplace at The business at all times.

4.19.2 METHOD

Housekeeping is a term used in industry to ensure that the working environment is safe for everyone to use in terms of cleanliness and tidiness. An untidy work site can increase the potential for injuries resulting from trips, slips and falls. Hazards associated with poor housekeeping can be eliminated or minimised by ensuring that the workplace is kept neat and tidy at all times.

4.19.3 RESPONSIBILITIES

4.19.3.1 MANAGERS AND SUPERVISORS

- Ensure there are specific employee responsibilities for housekeeping and that the required training is provided for employees to carry out those responsibilities.
- Ensure that housekeeping inspections are carried out on a regular basis.

4.19.3.2 EMPLOYEES

- Actively participate in the housekeeping process.
- Report all hazards or potential hazards to supervisor/manager.

4.19.4 HOUSEKEEPING RISKS

Poor housekeeping will contribute to incidents and injuries and should be included in hazard inspection checklists, so that early signs of poor housekeeping can be identified and corrective action taken to eliminate or minimise the hazard. Some signs of poor housekeeping may include:

- Cluttered and poorly arranged work areas
- Wet or slippery floors
- Dangerous stacking and storage of materials
- Blocked aisle ways

- Spills, leaks and hazardous substances not properly stored
- Overflowing rubbish bins
- Overcrowded shelves

Apart from the obvious safety hazards mentioned, a cluttered, dirty area leaves us open to hygiene problems that must be controlled at all times in accordance with other health and environmental legislation. This is particularly relevant when considering spillage of fuels and oils. These products must be contained and the area cleaned up in accordance with legislation and the appropriate MSDS.

4.19.5 HOUSEKEEPING CHECKLIST

Good housekeeping practices will result in a more efficient and productive work environment. A Housekeeping Checklist should be carried out on a regular basis, ideally monthly.

4.20 EMERGENCY PREPAREDNESS PROCEDURE

4.20.1 PURPOSE

The purpose of this procedure is to provide guidelines and information on emergency preparedness management to assist staff when dealing with a range of emergency situations.

4.20.2 SCOPE

This procedure applies to all THE BUSINESS premises. Note: For on-site activities all client specific requirements shall be adhered to. These shall be included in the site specific induction.

The procedure shall involve relevant interested parties (emergency services and neighbours).

4.20.3 CONTENTS

1. Fire or Evacuation
2. Bomb Threat
3. Suspicious Objects
4. Armed Hold Up
5. Explosions
6. Spills and Chemical Release to Sewer or Stormwater

4.20.4 PROCEDURE

4.20.4.1 EMERGENCY RESPONSE FOR A FIRE OR EVACUATION

An Emergency Evacuation Plan shall be developed for all THE BUSINESS premises. Details of the plan shall be included in Induction Training.

A Fire Warden shall be nominated for each THE BUSINESS site.

The nominated Fire Warden (details shall be posted on the noticeboard) shall assume full responsibility for coordination and control of any emergency situation. The Fire Warden will be

notified as soon as possible of any emergency situation occurring at the workplace.

The Fire Warden shall:

- Advise staff of the situation
- If necessary initiate evacuation procedure
- Ensure that the appropriate Emergency Service has been notified by dialling '000'
- Brief the Emergency Service Officers upon arrival of the type, scope and location of the emergency
- Advise the Emergency Service Officers of any missing staff members who may still be in the building and their possible location
- Advise members of the staff when it is safe to re-enter the building following an emergency evacuation or emergency evacuation drill

Emergency evacuation procedures should be regularly tested through drills to ensure employees understand the processes.

Emergency drills shall be conducted at least every 12 months.

4.20.4.2 GENERAL OCCUPANTS

If advised to evacuate, follow directions and move in an orderly fashion to the closest, safe fire exit.

Assemble in the designated assembly area, ensure you are accounted for and remain there until the Fire Warden or Emergency Service Officer advises you that it is safe to re-enter the building.

The Fire Warden shall ensure that all employees and visitors are accounted for.

4.20.4.3 RESTRICTION OF ENTRY

Until Emergency Services Personnel arrive, staff will be nominated by the Fire Warden to guard the entrances to the building including car park to prevent entry.

4.20.4.4 PERSONAL BELONGINGS, EQUIPMENT AND RECORDS

Attempting to save personal belongings, office equipment, or office records, is not to impede the evacuation of the building in either a drill or in an actual emergency.

4.20.4.5 MAIN POWER SUPPLY

In the event of a fire, the main power supply will be shut down in a systematic way by Emergency Service personnel.

4.20.4.6 RE-ENTRY TO BUILDING

The Fire Warden shall advise when it is safe to re-enter the building following an emergency drill.

4.20.4.7 DE-BRIEFING

All emergency evacuations or evacuation drills will be followed by a de-briefing session. The de-briefing is to be held within two days of the event occurring.

4.20.4.8 EMERGENCY RESPONSE FOR A BOMB THREAT

The procedures outlined below apply in the event of a bomb threat situation.

If you receive a bomb threat over the telephone:

- Try to remain calm
- DO NOT hang up the phone
- Try to keep the offender talking and obtain as much information as possible, record all details
- If the offender hangs up the phone, DO NOT hang up, as the call may be traced. Record as much information as possible
- Ensure the Police have been notified
- Instigate evacuation as necessary

De-Briefing

All bomb threats will be followed by a de-briefing session that includes all personnel involved or affected in the bomb threat. The de-briefing is to be held immediately after the event occurs.

4.20.4.9 SUSPICIOUS OBJECTS

A suspicious object can be anything. It may be something that should not be there, cannot be accounted for, is out of place or is similar to the original threat description (if given). It could be anything – a box, a chair, a pot plant, a fire extinguisher, a book, even a packet of cigarettes - anything.

If a suspicious object is found:

- Ensure object is not touched
- Advise Management of location of device
- Immediately evacuate danger area and consider alternative exit routes
- DO NOT CLOSE DOORS.

4.20.4.10 PERSONAL THREAT – ARMED INTRUSION / HOLD-UP

- The procedures outlined below apply in the event that:
    - Verbal threat over telephone is received
    - An armed intrusion or hold-up occurs
    - Security threats are present

Instructions for people in close proximity to threat

For those in close proximity to the area but not directly involved in a threat, follow the following procedure:

- Notify Management; who will contact the police by dialling '000' and asking for the Police Service
- Remove as many people as possible away from the situation and prevent others from getting into danger
- Follow directions of Management or authorised person in charge

Instructions for people involved in a threat

- For those directly confronted or involved in a threatening situation.
- Always carry out the demands of the offender exactly.
- Try to remain calm and DO NOT take any action to excite the intruder.
- If cash or company property is requested, supply it – DO NOT attempt heroic actions.

- Observe any characteristics of the intruder which may assist in later detainment – this might include tattoos, general height, hair colour, speech, mannerisms, clothing, nationality
- When able to do so, contact Management and ensure the Police have been notified and provided with details of the robbery

4.20.4.11 EXPLOSION

Work shall stop immediately, all equipment shall be shut down and all staff shall follow the evacuation procedure.

Warn all other staff etc. to keep away and maintain an exclusion zone due to the risk of explosion or fire.

Do not attempt to use any instrument which may provide an ignition source near the scene. This includes mobile phones, two way radios etc.

Where required call for emergency assistance on 000 at the earliest opportunity and advise of the situation.

Do not attempt to approach or re-enter until the relevant authorities have determined the site is safe.

Facilitate first aid treatment and seek medical advice as required.

Details of the incident shall be investigated and recorded on the Improvement Form.

4.20.4.12 SPILLS AND CHEMICAL RELEASE TO SEWER OR STORM WATER

Notify occupants in the immediate area of the spill.

Notify your immediate Supervisor.

Attend to any persons that may have been contaminated. Contaminated clothing must be removed

immediately and appropriate first aid applied.

If a volatile flammable material is spilled, control any possible sources of ignition and ventilate the area.

Wear appropriate personal protective equipment for the material spilled and avoid breathing any vapour from the spill.

Use appropriate spill control material to first contain and absorb the spill.

Generally, loose spill control material should be distributed over the entire spill area, working from the outside, circling to the centre. This reduces the chance of splashing or spreading of the spill. Attention should be given to preventing the spilled material from entering drains (floor and sink).

When the spilled materials have been absorbed, use a brush and scoop to place materials in an appropriate container and dispose of in an approved manner.

Where the substance has entered a sewer or storm water the Department of Environment and Resource Management and/or the Council shall be notified.

Details of the incident shall be investigated and recorded on the Opportunity for Improvement Form.

4.20.5 RELATED DOCUMENTS

- Evacuation Plan
- Emergency Evacuation Record
- Opportunity for Improvement Form

4.21 FIRST AID MANAGEMENT PROCEDURE

4.21.1 PURPOSE

The purpose of this procedure is to provide guidelines and information on the provision of first aid facilities and appointment of first aid personnel to ensure that workplace health and safety obligations are met.

4.21.2 PROCEDURE

4.21.2.1 SIGNAGE

First aid kits and first aid rooms should be clearly marked with first aid signs:

1. Where practicable First Aid Personnel's names should be displayed near or adjacent to the kits
2. Updated lists of the telephone numbers of emergency personnel and organisations should be clearly displayed
3. All signs should comply with AS 1319 - Safety Signs for the Occupational Environment

4.21.2.2 RESTOCKING AND RESERVE STOCKS

A person shall be nominated who is responsible for the first aid kit including:

1. Regularly evaluating the first aid facilities and services
2. Checking first aid kits restocked and replenishing contents
3. Recommending actions about use, contents, modification and maintenance

4.21.3 REVIEW FIRST AID

First aid procedures and processes should be reviewed regularly and documented.

4.21.4 FIRST AID RECORDS

Records of first aid given to workers are to be maintained:

- Keep updated list of nearest ambulance service; doctor for emergency care, hospital with an accident & emergency department, poisons information centre and emergency services
- Use the Incident Report Form as required

- A book should be provided in the first aid kit to record items used

4.21.5 CONFIDENTIALITY OF INFORMATION

Personal information about the health of a worker or other person is confidential. Disclosure of first aid administered shall be on a need-to-know basis, normally restricted to health professionals, and Management for purposes of incident investigation and statistics.

4.21.6 STORAGE

All first aid supplies are to be stored in a clean, dry location.

First Aid Process

Information about first aid facilities and services shall be provided to all workers on commencement of employment. Information about specific hazards in the workplace and changes affecting the provision and use of first aid facilities and services shall be made available as required to all workers;

- First aid kits will be supplied in centrally located workplaces. Smaller kits will be provided in vehicles
- Protective gloves (disposal PVC or latex) are to be used if there is a potential to come into contact with blood or bodily substances
- A disposal resuscitation mask should be used for administering resuscitation (if another type is used a system must be in place to clean the mask)
- If a spill kit is available a system must be implemented to inspect the kit regularly for items such as disinfectant, cleaning agents to ensure that are still in current date
- First aid kits are to be regularly inspected for out of date items or for the purpose of restocking
- A content list must be included in the first aid kits

Note: Under no circumstances shall medication be issued.

4.22 OFFICE SAFETY

4.22.1 PURPOSE

The purpose of this procedure is to provide guidelines and information to effectively control risks associated with office safety.

4.22.2 PROCEDURE

Common Injury and Causes

Poor manual task techniques, slips, trips and falls are all common causes of sprain / strain type injuries or in extreme circumstances, injuries of a more serious nature. Other office environment illnesses or injuries may include hand injuries, stress, carpal tunnel syndrome, “tennis” elbow, neck and shoulder tension, low back pain and eyestrain.

Employees performing highly repetitive tasks are at the highest risk. The risk of injury increases when workers are:

- Working at a fast pace without breaks
- Working with the wrists bent away from the handshake position
- Maintaining one position – muscles that hold a body part in position for long periods are prone to fatigue
- Putting direct pressure on nerves or tendons at the wrist, e.g. by resting the palm side of the wrist on a hard surface
- Not having the workstation components adjusted properly
- Sitting for extended periods. The greatest problems are:
    - Sitting without lumbar support, or with a forward lean
    - Twisting
    - Not changing position
- Working at a work surface that is:
    - Too high, causing the shoulders to be raised
    - Too low, so there may be a tendency to bend forward
    - Not having sufficient breaks from repetitive work
    - Working under stressful conditions

4.22.3 MANUAL TASKS

Following are common hazards in office areas. Poor manual task techniques or practices can result in strain / sprain injuries.

General points to remember when lifting include:

- Bending the knees when lifting
- Keeping the spine in its natural alignment (maintaining normal curves) and avoid twisting whilst lifting
- Keeping loads close to the body
- Using the leg muscles to lift
- Avoid twisting of the back when moving items, by using the feet to pivot
- Using a trolley wherever possible to minimise carrying of heavy / awkward items
- Considering a two person lift where the load is too heavy for one person

4.22.4 HAND INJURIES

Hands are more frequently injured than any other part of the body in the office. General points that may assist with avoiding hand injuries include:

- Picking up paper by the corners, not the sides to avoid paper cuts
- Keeping scissors in your drawer, not on top of the desk
- Keeping thumb tacks in a closed container
- Removing staples with a staple remover, not fingers
- Being careful when closing drawers so that fingers do not get caught
- Using a broom and a dust pan to pick up broken glass, not fingers
- Reporting any sharp or protruding edges on your desk or workstation to the supervisor

4.22.5 OFFICE ENVIRONMENT

Elements in the office environment that may result in discomfort or distress include:

- Disruptive or irritating noise
- Poor ventilation / lighting
- Long work hours
- Fluctuating work levels

- Organisational change
- Workplace relationship issues
- Difficult or abusive customers

Prevention methods for employees:

- Respond to signs of discomfort / distress
- Ensure your goals are clearly defined
- Accommodate change (be flexible and view change as an opportunity for personal and professional development)
- Stay focused on activities that move you closer to your goals

4.22.6 WORKSTATION DESIGN

A well-designed workstation considers the layout and design of the work surface, chair and lighting. Adjustability and flexibility should be built in so employees of different sizes can work comfortably, or so that different tasks can be done. There should be enough room under the work surface to allow the employee adequate leg room to stretch the legs.

4.22.7 WORK SURFACE HEIGHT

The height of the work surface should be:

- Elbow height or just above – for clerical / writing work. The approximate height range should be 70 -76cm so that the elbows can rest on the desk

4.22.8 WORK SURFACE LAYOUT

In general, place frequently used items within easy reach. The work surface should:

- Be large enough to provide room for easy handling of often-used items
- Be adaptable to both right and left hand employees
- Have frequently used items within a half-arm reach
- Have other items at a comfortable full arm reach (measured from the palm of the hand, not the fingers)
- Have infrequently used items located far enough away that the employee has to stand up and take a step to obtain them.

This should avoid employees over-reaching or twisting to get items. In desk-bound work, it gives employees the chance to change body position.

4.22.9 CHAIRS

The office should have adjustable chairs, so the chair can be adjusted to suit each individual employee. The following should be considered when selecting a chair:

- Adjustability – seat, back rest, gas lift and controls that are easy to operate from a sitting position
- Backrest – shaped to support the lower back and adjustable in height and angle
- Seat – seat depth should accommodate the thighs to about 5 cm from the inside of the knee. Front edge should curve towards the floor
- Covering – should be breathable and non-slippery fabric
- Stability – five-point base is recommended
- Swivel Action – to prevent twisting to reach workstation components, a swivel mechanism is recommended
- Armrests – padded armrests to avoid pressure on forearms and elbows
- Footrests – if employees' feet cannot rest flat on the floor
- Floor Mat – for easy mobility at the workstation

4.22.10 EQUIPMENT

General points to consider:

- Be careful when using equipment such as shredders, hole drills and paper guillotines
- When using laminators ensure loose items (e.g. clothing or hair) do not get caught
- Be alert for frayed cords and exposed wires, especially near the plug. Place a "Danger do not operate" tag on the item immediately and notify your Supervisor
- Use power boards not double adaptors
- Be careful using the compactus
- Do not walk between sets of compactus if the situation arises
- Ensure all electrical equipment is tested and tagged

4.22.11 STORAGE

General points to consider:

- Store heavy objects off the floor and as close as possible to waist height
- Do not store heavy objects on the top shelves
- All store areas should be tidy
- Do not allow an office landslide by storing files or paper on top of filing cabinets, or on top of cupboards

4.22.12 HOUSEKEEPING

A clean workplace is a safer workplace. General points to consider:

- Maintain a tidy desk, with unwanted files or plans being returned to storage
- Prevent filing cabinets tipping over by loading the bottom drawers first and only opening one drawer at a time
- Filing cabinets and plan drawers should not be left open when unattended
- Plan cupboards should be secured and the feet extended
- Keep amenities such as lunchrooms clean and tidy
- Put rubbish, scraps etc; into bins
- Wipe up all liquid or powder spills
- Place appropriate signage to warn employees of slippery or wet surfaces
- Stack and store materials so they will not fall
- Replace lids and caps on containers and ensure they are on securely
- Keep passageways, stairs and fire exits clear of obstructions
- Store chemicals away from food

4.22.13 ELECTRICAL EQUIPMENT

Electrical equipment is widely used in the office environment. Faulty electrical equipment exposes the worker to the risk of shock, burns, or fatal injury.

Electrical incidents are often caused by:

- Faulty equipment
- Working with damaged leads

- Unsafe work practices
- A combination of the above

4.22.14 PREVENTION OF ELECTRICAL INCIDENTS

The following precautions should be observed:

- No electrical equipment is to be used unless it has a current electrical safety tag attached to the cord
- Electrical repairs and alterations should only be undertaken by a licensed electrician
- Piggyback leads and double adaptors are not to be used in the workplace
- Personally owned electrical equipment should not be brought into the workplace unless prior approval by management and the equipment has been inspected, tested and tagged by a licensed electrician
- Electrical leads should not run across wet surfaces, or any place where they can be easily damaged

4.23 AUDITS / INVESTIGATIONS

4.23.1 PURPOSE

This procedure outlines the process for internal audits and inspections which assist the management team of THE BUSINESS to promote effective management and control through the provision of information with analysis, appraisals, recommendations and pertinent comments concerning the activities audited or inspected.

- To ensure compliance with AS/NZS 4801, ASOHS18001 and relevant legislation.
- To ensure the effectiveness of the integrated management system.

4.23.2 SCOPE

Applies to all internal audits and inspections.

4.23.3 INTRODUCTION

4.23.3.1 WHAT IS AN AUDIT?

An audit is a systematic examination, against defined criteria, to determine whether activities, procedures and planned arrangements comply and are effective to achieve the organisation's policies and objectives.

4.23.3.2 WHAT IS AN INSPECTION?

Workplace inspections are designed to identify the extent of the physical conformance to a set standard. The inspection does not consider system issues but is to identify visible hazards and risks that may cause harm to workers and others.

Workplace inspections are usually checklist based and conducted on a regular basis. Checklists are usually designed to provide basic information. These should be customised and focussed on particular features (e.g. Electrical equipment, housekeeping, and hazardous substances). It must be remembered that checklists are designed solely to assist the personnel conducting the inspections to identify potential workplace hazards.

Conducting workplace inspections is not auditing, as it does not require a critical evaluation of the documented system or procedure, only a test of the physical system.

Table 8: Audits Vs. Inspections

The following may assist in minimising the confusion associated with inspections and audits.

Audits	Inspections
Identifies operational effectiveness of the system	Identifies the extent of the physical conditions to a set standard
Compares physical conditions with systems and set standards	Does not consider system issues
Determines whether systems are in place and working effectively	Identifies visible hazards and risks
Follows a pattern Documents areas for improvement or non-compliances	Checklist based
Management team based	Usually conducted on a regular basis (refer IMS Calendar)

4.23.3.3 OBJECTIVES OF AUDITS AND INSPECTIONS

Audits/Inspections are conducted with the aim of achieving specific objectives.

These are to:

- Identify strengths & areas for improvements
- Provide an opportunity to improve
- Provide a benchmark
- Measure the progress achieved since the previous audit/inspection
- Determine levels of compliance
- Measure effectiveness and efficiency

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Table 9: Internal Audits Vs. External Audits

Audits may be conducted either internally or externally. The advantages and disadvantages of Internal & External Audits are:

	Internal	External
Advantages	• More informal process • Know the people • Know the processes / procedures • Know the hazards / risks / problems • Have detailed knowledge of the system to be met • Less disruption as it can be planned around work schedules.	• Provides a benchmark for comparison • Objective • New pair of eyes • Independent • Experienced auditor
Disadvantages	• May be biased • May be ignored • May disregard bad work practices • May have pre-conceived ideas	• Cost • Limited time to conduct the audit • Only a snap shot in time

Figure 12: Audit/ Inspection Process

The audit/inspection process can be segregated into three (3) distinct phases. These are:

4.23.3.4 PROCEDURE

See Figure 12.

1. Pre Audit/Inspection Phase

1.1 Planning

The first stage of any audit/inspection process is planning.

Audits/Inspections shall be conducted according to the Safety/Audit Inspection Schedule. The Schedule shall be developed by Director/Partner/Principal on a yearly basis.

Any changes made to the Schedule throughout the year shall be approved by the Director/Partner/Principal.

The Schedule shall cover all areas of the THE BUSINESS Safety Management System requirements according to the status and importance of the activity and risk assessments.

The Schedule also offers the opportunity to plan unscheduled audits/inspections if required and helps to inform staff that auditing is now an integral part of our operations.

The Director/Partner/Principal shall ensure that enough auditors/inspectors are trained that ensures objectivity and impartiality of the audit/inspection process.

From time to time, arrangements may also be made for a third party from outside to conduct an audit/inspection, in order to gain further independent opinion as to the effectiveness and suitability of the system.

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1.2 Preparation

The audit shall commence with the auditor/inspector notifying the auditee and arranging a suitable date and time for the audit/inspection and explaining the scope and purpose.

The audited should:

- Inform relevant employees about the objectives and scope of the audit/inspection
- Appoint responsible members of staff to accompany the auditor/inspector
- Provide all resources needed in order to ensure an effective and efficient audit/inspection process
- Provide access to the facilities and evidential material as requested
- Cooperate with the auditor/inspector to permit the objectives to be achieved

Preparation shall also include the following
Audits: Obtain all possible documentation relevant to the procedure/process being audited. This may include procedures, standards, specifications or even forms. It is important to spend a lot of time on the preparation as an unprepared auditor can mean unnecessary time wasting and question asking during the audit.

When the audit team consists of more than one person a lead auditor should be established. The lead auditor should be suitably qualified to organise and control the audit, report on audit findings and supervise all members of the team. The lead auditor should assign specific tasks to the team members and monitor all activities closely.
From the documentation obtained, read carefully to obtain an understanding and develop some “Show Me” questions that is critical to the procedure/process.
The questions formulated are guides and will lead onto other questions. Where possible keep the questions open ended so that the audited cannot simply answer with a "Yes" or "No". Also select questions that require the audited to produce objective evidence.

Inspections: Obtain the Safety Inspection Checklist and familiarise yourself with the questions.

2. Audit/Inspection Phase

2.1 Audits

The auditing phase is actually conducting the audit where the work takes place. Remember you will be asking many 'show now' questions and the objective evidence you require will be at the work place.

Also ensure you are auditing the correct person, it is no use auditing someone on procedures/processes that do not apply to them.

You are not there to intimidate the person or to lecture them on how to do their job. You are there purely to check on whether or not they are carrying out the tasks as per the documentation.

Try and relax the person and explain you are not there to catch them out. Auditing is part of the improvement process of a mature management system.

It is very important how you ask the question.

When the audited is answering, make sure you listen. You cannot listen if you are talking - you must keep in mind two facts:

a. Most people spend far more time talking than in the listening mode
b. Anyone can become an active listener

In short, the auditor should use silence, and not avoid it. There are basically seven guides for active listening.

1. Stop talking
2. Never be afraid of silence
3. Remove distractions
4. Be adept at asking open questions
5. Be supportive (non-verbally) Non-verbal support behaviours may be:
    - Nodding head
    - Natural eye contact (not a glare)
    - Slower body movements

6. Verbal support:
    - "What a good idea"
    - "That's a good system"
7. Reflecting back

Active listening is a way of communicating acceptance because it says quite clearly:

1. I hear what you are feeling
2. I understand how you see things right now
3. I see you as you are right now
4. I am interested and concerned
5. I understand where you are
6. I do not wish to change you
7. I do not judge or evaluate you

However, if when listening, you feel that the audit is being diverted, it is the auditors' job to control the scope of the audit. Silence is a useful tool and not to be avoided but remember to keep control of the audit.

Document all the pertinent details obtained during the audit and information should be substantiated by objective evidence. Details of all non-conformances should be recorded and investigated further. Do not get drawn into arguments or disputes during the audit, remember the internal auditor is only there to report on findings and where possible assist. It is the responsibility of management to rectify non-conformances or to inform their staff of changes to be made. Also remember to make notes of possible quality improvement opportunities.
When recording details onto the checklists ensure they are legible as at the end of the audit there may be many checklists and it is easy to forget an event that happened previously.

After completion of the audit, the auditor and, if applicable, the audit team should meet to summarise the findings. A brief summary is sufficient for a successful audit, however, if problems have been found or improvement opportunities identified, these should be recorded in full detail.

Inspections

Go through each item on the Safety Inspection Checklist and physically check for compliance. Record details against each item as follows:

1. Compliant
2. Non Compliant
3. Not Applicable

Record adequate details on the checklist e.g. date due for testing and tagging, date of MSDS, date of evacuation drill etc. This is particularly important for items that have received a non-compliant rating.

3. Post Audit Inspection Phase

3.1 Audit: After completion of the audit, the auditor and, if applicable, the audit team should meet to summarise the findings. A brief summary is sufficient for a successful audit, however, if problems have been found or improvement opportunities identified, these should be recorded in full detail. Record details on the Audit Report.

3.2 Exit Meeting (Audits and Inspections)

Upon completion of the summarising of the audit findings the exit meeting can be held. The aim of this meeting is to present the findings in a manner ensuring they are fully understood by the audited. It is vital that the Director/Partner/Principal is present at this meeting.

Details of the audit/inspection should be discussed and this includes all findings, positive as well as any problems found. If problems are found a response date should be set at the exit meeting and should be agreed upon by the auditor and the audited. The response date will determine the date of the follow up audit. The response date shall be determined by the seriousness of the problem found.

If deemed necessary an Improvement Form shall be raised.

3.3 Follow Up

The purpose of the follow-up is to ensure that any problems detected during the original audit/inspection have been rectified.

The format of the follow up audit/inspection should follow that of the original using the original auditor/inspector.

At the follow up audit/inspection only check on the original problem.

3.4 Close Out

Upon completion of the follow up audit/inspection, where items have been satisfactorily rectified and if Opportunity for Improvement Forms were raised these shall be closed out. Where it is found that items are still outstanding the process shall be repeated and another date organised for a follow up.

All completed audit checklists, reports and accompanying documentation shall be forwarded to the Safety Coordinator for filing. These completed audit reports can be used to identify trends and to be used to base next year's IMS calendar.

4.23.5 RELATED DOCUMENTS

- Safety Audit/Inspection Schedule
- System Audit Checklist
- Safety Inspection Checklist
- Audit Report

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Table 10: Safety Audit/ Inspection Guide (Sample only)

Area/Subject	Frequency	Month	Responsibility	Documentation Reference
Project Audits	Each Project Quarterly	Dependant upon project	Project Manager	Audit Checklist
Project Inspections	Each Project Weekly	Dependant upon project	Project Manager	Inspection Checklist
Service Audits	Quarterly	February May August November	Service Manager	Audit Checklist
Warehouse Audit/Inspection	Six Monthly	July January	Safety Coordinator	Audit/Inspection Checklist
Office Audit/Inspection	Annual	September	Safety Coordinator	Audit/Inspection Checklist
Vehicle Inspections	Quarterly	February May August November	Safety Coordinator	Vehicle Checklist
Management Reviews	Annual	November	General Manager	Management Review Minutes
Legal and Other Requirements Compliance Review	Quarterly	March June September December	Safety Coordinator	Legal Register Legal Compliance Checklist

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Table 10: Safety Audit/ Inspection Guide (Sample only) *(continued)*

Area/Subject	Frequency	Month	Responsibility	Documentation Reference
Emergency Evacuation	Annual	November	Safety Coordinator	Emergency Evacuation Record
Toolbox Talks **- Projects** **- Service** **- Office**	Weekly Monthly Six Monthly		Project Manager Service Manager Safety Coordinator	Toolbox Talks Minutes
Safety System Audits **1. Management Responsibility & Policy** **2. Planning** **3. Implementation & Operation** **4. Measurement, Analysis & Improvement** **5. Management Review**	Quarterly	1. June 2. September 3. December 4. February 5. April	Safety Coordinator	Internal Audit Checklist
Health Surveillance	Annually	November	Director/Partner/Principal	Management Review Minutes
Ladder Inspections	Six Monthly	March September	Safety Coordinator	Ladder Inspection Checklist
Safety Harness Inspections	Six Monthly	June December	Safety Coordinator	Harness Inspection Checklist

4.24 BREACHES PROCEDURE

4.24.1 PURPOSE

The following procedure has been developed to provide the proper disciplinary procedure to be carried out in regard to breaches to the safety policies and procedures.

4.24.2 PROCEDURE

Breaches include, but not limited to:

- Failure to wear supplied P.P.E.,
- Not taking all reasonable measures to protect person/s, whether employees, visitors or contractors arising from their activities,
- Unsafe use of equipment,
- Failure to follow a lawful and reasonable direction.

In cases that are an alleged breach of company policy and procedures or established standards of conduct:

- Ensure policy & procedures are not in conflict with relevant legislation - awards, enterprise agreements,
- Policy and procedures have been communicated to staff,
- Failure to meet standards are promptly addressed.

Investigate the allegation/concern:

- When an allegation of poor performance or behaviour has been raised determine whether a breach has occurred (safety, code of conduct, employment contract etc),
- The type of allegations will determine the extent and nature of the investigation that is required in a given case (e.g. misconduct, theft, grievances, discrimination, harassment),
- Ensure you are in possession of all reasonable evidence to make an informed decision,
- The investigation is to reveal evidence and the facts relating to the matter,
- It must be conducted in an impartial way,

- You must consider all available evidence, not just the information that suits the position the company wishes to take.

Procedural Fairness/Natural Justice:

- Allow employee/s to have a support person present in meetings where you may issue a disciplinary outcome,
- Provide the employee with an opportunity to respond to any allegations or the facts as you have determined them through investigation,
- Consider responses and investigate aspects as appropriate,
- If notes of the meeting are kept, provide a copy to the employee or provide a follow up letter,
- If remedial action is determined, record it and follow up in timeframes,
- Ensure a consistent approach to discipline matters.

Determine an Outcome:

- Consider the level of training the employee has received,
- Ensure that matter addressed is corrected, as inaction by management may be seen as condoning the behaviour, or an outcome may become worthless as it was unenforced,
- Counselling sessions should be documented to ensure no misunderstandings arise,
- May involve disciplinary action, such as warnings, up to and including dismissal,

4.25 INVESTIGATIONS

4.25.1 PURPOSE

To ensure that all safety incidents/issues are investigated to determine the root cause and that suitable corrective and preventive actions have been implemented to prevent or minimise recurrence.

4.25.2 SCOPE

This procedure applies to all safety issues/incidents and shall be used in conjunction with the Incident Reporting and Improvement Procedures.

4.25.3 PROCEDURE

4.25.3.1 RECORDING

Details of all investigations shall be recorded on the Investigation Report. (Refer “Completing the Investigation Report”). It shall ensure they are fully investigated to determine the root cause and that suitable action is taken to prevent recurrence.

4.25.3.2 COLLECTING EVIDENCE

All witnesses should be identified and their details documented:

- For injuries interview the incident victim as soon as possible following the incident
- Photograph the area and draw a map of the incident scene, noting such details as the location of equipment, people, workstations, damage etc. Ensure photographs are taken

4.25.3.3 NOTIFICATION

Upon completion of the investigation, all employees shall be informed of the outcomes of the investigation, to make them aware of the hazards associated with either the work or work method.

4.25.3.4 CLOSURE

The investigation is to be closed and the documentation related to the investigation, maintained in case a common law claim is submitted at a later date.

4.26 COMPLETING THE INVESTIGATION REPORT

4.26.1 OVERVIEW

The Investigation Report presents the culmination of all the work undertaken by the investigation team. It conveys all necessary information about the incident, the investigation process and the outcome of the investigation.

The audience will use the investigation report as the basis for judging the quality of the investigation process, the findings, conclusions and recommendations. The audience will also judge the competence of the investigation team by the content, style and tone of the report. Before writing the report, it is useful for the investigator or team to consider whether general principles of investigation have been followed.

It is important when analysing investigation findings to be aware of, and try to avoid, hindsight and outcome bias.

4.26.2 HINDSIGHT BIAS

Hindsight bias is the tendency for people with the 'benefit of hindsight' to falsely believe, once all the facts become clear, that the actions that should have been taken to prevent an incident seem obvious, or that they could have predicted the outcome of an event.

It is important to remember, however, that failure to recognise hindsight bias in incident investigation can result in misinterpretation of findings and may ultimately mask the real lessons to be learned.

4.26.3 OUTCOME BIAS

Outcome bias is the tendency to judge a past decision or action by its success or failure, instead of based on the quality of the decision made at the time. No decision maker knows for sure whether or not the future will turn out for the best following any decision they make.

Individuals whose judgments are influenced by outcome bias can hold decision makers responsible for events beyond their control.

Similarly, if an incident leads to death it is often considered very differently and critically, compared to an incident that results in no harm, even where the incident or error is exactly the same. When people are judged one way when the outcome is good, and another when the outcome is poor, accountability levels become inconsistent and unfair.

To avoid the influence of outcome bias, one should evaluate the decision or action taken at the time it was taken and given what was known or going on at that time, irrespective of the success or failure of the outcome.

4.26.4 DISTRIBUTION

Knowing who the report is being distributed to and who will read it helps the investigation team to decide on the style of the report.

As a rule, keep the report clear, free of jargon, acronyms and names, and use plain English. Where technical terms are necessary, a glossary may be required.

The report should not assume the reader understands processes/equipment etc referred to in the report, these need to be clearly explained in a way lay people can understand in order to put the incident in context.

Report Writing and Presentation Style

The report should be written in the organisation style and font (a clear, good print size gives best access to everyone.

Bullet points are appropriate for sections of the report conveying lists of facts or findings, but free text is more appropriate elsewhere.

Reports should be written in the third person e.g. refer to ‘the organisation’, ‘the investigating team’ rather than ‘I’, ‘we’ or ‘you’.
Whilst a report must be evidence-based, the lead investigator/investigating team are required to do more than simply summarise findings, but must not move into speculation.
Terms such as ‘from the evidence it was observed/ concluded’ are useful for distinguishing analysis from evidence. Source material, evidence, and theories which back up analysis should be appropriately referenced.

Prior to final release, the report author must arrange for the final draft to be proof-read and checked for factual accuracy, grammar and spelling.

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Cover Page

Contents of the cover page shall, as a minimum, include;

- Title or *Brief* outline of incident
- Incident date
- Incident number
- Author(s)
- Report date

Executive Summary

There should always be an executive summary at the beginning of any full report. This should comprise one or two pages only, listing key points, under these headings:

- Brief Incident Description
- Contributory Factors
- Recommendations

Main Report

Incident Description and Consequences

Provide a clear, concise description of the incident and its effect on (or outcome for) the business, staff, the equipment/service and any other stakeholders.

The impact and consequences described should only be those relevant to the incident.

This section should also include the incident date and incident category.

Background and Context to the Incident

This section should be used to set the scene.

A brief description should be given of the work area, equipments, its function etc.

This information will help the reader understand the context of the incident.

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Investigation Team

Include names and roles of the Investigation Team.

Information and Evidence Gathered

The report (or appendix) should contain a summary list of all evidence gathered from people, documentation, plant/equipment and site visits.

An outline summary or list of this information review will suffice, rather than including copies in the report (copies of the actual documents belong in the investigation file). List the version and date, as well as the actual document title.

Copies of key documents can be included in the appendix as appropriate and useful.

Confidential or highly detailed documents should be retained as part of the master investigation file only.

Chronology of Events

The report should include a summary of the key points of the mapped chronology, so that the reader can gain a clear understanding of the events leading up to the incident. This is ideally presented in visual format, for example a summary timeline, ‘tabular timeline’.

Distribution List

Discussion should take place with the Director/Partner/Principal to determine who the audience of the final report is. That list should be included in this section.

Appendices

The appendices should include key explanatory documents used in the investigation.

4.27 DOCUMENT MANAGEMENT/LEGAL AND OTHER REQUIREMENTS

4.27.1 PURPOSE

To provide a system that:

- Identifies, approves, issues, revises and recalls all controlled documents
- Ensures access of such documents to all necessary users
- Ensures training and implementation
- Encourage the standardisation and consolidation of document management practices
- Ensures that documents of external origin determined to be necessary for the planning and operation of the integrated management system are identified and their distribution controlled

4.27.2 PROCEDURE

4.27.2.1 REGISTRATION

The Safety Coordinator shall identify which documents require to be included under the THE BUSINESS Document Management System. Details shall be registered as follows:

- Internal Documents shall be registered on the Document Master Register
- External Documents shall be registered on the Legal and Other Requirements Register
- The issue and location of all documentation is identified below

4.27.2.2 REVIEW AND APPROVAL

All documents, prior to issue, shall be reviewed for adequacy by a competent person.

Changes to documents shall be reviewed and approved by the original authorising signatory.

Each change shall supersede the previous revision. Details of the change shall be recorded and the revision date and revision updated accordingly.

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Table 11: Review and Approval

Document Type	Custodian	Authorising Officer

4.27.3 LEGAL AND OTHER REQUIREMENTS

THE BUSINESS has an obligation to comply with all relevant legislation, laws, regulations, standards and codes.

To achieve this THE BUSINESS:

- Has established and maintains a Legal and Other Requirements Register that lists all national and state legislation which impacts upon THE BUSINESS operations
- Provides education and training as part of the implementation of this legal compliance system, detailing individual responsibilities, reporting and communication methods
- Carries out quarterly reviews to ensure that new laws and changes to the law are recorded, communicated and responded to and to ensure that THE BUSINESS is not in breach of legislation
- Ensures the effectiveness of this legal compliance system by conducting internal audits in accordance with the Safety Audit/Inspection Schedule

Director/Partner/Principal

To demonstrate its commitment to compliance with the law, the Director/Partner/Principal is responsible for coordinating legal compliance, this includes:

- Ensuring that new laws and changes to the law are appropriately recorded, communicated and responded to across THE BUSINESS

- Conducting regular assessments on the impact and exposure of the legislation to each area
- Facilitating the maintenance and continuous improvement of the legal compliance system
- Liaising with external parties
- Ensuring that compliance risks have been identified and assessed and appropriate controls developed to reduce the current risks to acceptable levels

4.27.4 DOCUMENT NUMBERING

All documents shall be numbered and the number shall be clearly indicated within the document.

Documents shall be identified as follows:

THE BUSINESS - followed by:

Table 12: Document numbering

Document Type	Identifier
Policy	POL
Procedure	PR
Form	F
Guideline	G
Manual	M
Register	REG

Followed by;

Sequential number

e.g. THE BUSINESS – POL - 001

4.27.5 DOCUMENT ISSUE

The Safety Coordinator shall identify whom the document applies to.

It shall be ensured that for each document (including subsequent changes) the relevant users are made aware of its content and intent and, where necessary, are fully trained.
Records of such training shall be maintained.

The Safety Coordinator shall ensure that documents remain legible and readily identifiable.

4.27.6 PROJECT DOCUMENTATION/DRAWING CONTROL

The Project Manager, in conjunction with the Safety Coordinator, shall develop documentation for each specific project.

All project documentation shall be approved by the Project Manager.

Electronic copies of all drawings shall be maintained on site.

A Drawing Register shall be established for each project and the register shall list all drawings ascertaining to that project and shall indicate the current revision and distribution.

A master set of drawings shall be maintained on site.

Superseded drawings shall be stamped “Superseded” and withdrawn from site immediately. All superseded drawings shall be stored in the site office.

The Project Manager shall ensure that all drawings issued to site staff and sub-contractors are of the latest revision.

4.27.7 REFERENCES

- Document Master Register
- Legal and Other Requirements Register
- Drawing Register

4.28 IMPROVEMENTS

4.28.1 PURPOSE

To ensure all nonconformities, incidents/improvements are;

- Identified, managed and reported
- Investigated to determine the cause in order to prevent recurrence
- Reviewed to determine the effectiveness of the corrective action taken
- Reviewed to determine the effectiveness of the preventive action taken

4.28.2 SCOPE

This procedure applies to:

- System problems and improvements
- Investigations and responses to system failures
- Audit/Inspection findings (Internal or External)

4.28.3 DEFINITIONS

Corrective action: *Corrective actions* are steps that are taken to rectify existing nonconformities or undesirable situations.

Preventive action: *Preventive actions* are steps that are taken (root cause analysis) to remove the causes of nonconformities or situations that are undesirable. The *preventive action process* is designed to prevent the recurrence of nonconformities or situation, potential or actual.

4.28.4 PROCEDURE

4.28.4.1 IDENTIFICATION

Details shall be recorded on the Opportunity for Improvement Form. Ensure that adequate details are recorded to enable management to determine the need for action and the level of action required.

Forward the completed Opportunity for Improvement Form to the Safety Coordinator.

4.28.4.2 EVALUATION

The Safety Coordinator shall review details to determine:

a. *Is further action required, and if action is required*
b. *Who is responsible?*
c. *What is the potential impact and risk to the organisation?*

For issues where no further action is required the Safety Coordinator shall inform the originator.

For issues requiring actions, the Safety Coordinator shall update the Opportunity for Improvement Form with the following details:

- Person/s responsible for rectification
- Target date for corrective action
- Target date for preventive action

4.28.4.3 REGISTRATION AND ISSUE

The Safety Coordinator shall register details in the Opportunity for Improvement Form Register and obtain a registration number.

The registration number shall be recorded on the Opportunity for Improvement Form and the form shall be issued to the person/s responsible for rectification.

The Safety Coordinator shall ensure that the person/s responsible for rectification, fully understand the details of the issue and are aware of the target dates.

4.28.4.4 CORRECTIVE ACTIONS

The person/s responsible for rectification shall:

- Determine the cause of nonconformities (Root Cause Analysis)
- Determine and implement the appropriate actions required
- Record details of actions taken on the Opportunity for Improvement Form
- Upon completion of the above the completed form shall be forwarded to the IMS Coordinator

The Safety Coordinator shall:

- Review the corrective actions taken to determine the effectiveness. Note: Where it is determined that the actions are unsatisfactory, the Safety Coordinator shall establish new target dates, update the Opportunity for Improvement Form Register and return the form to the person/s responsible for rectification.
- Sign off the opportunity for Improvement Form for actions that are deemed to be satisfactory.

4.28.4.5 PREVENTIVE ACTIONS

The person/s responsible for rectification shall:

- Determine actions required to eliminate the causes of potential nonconformities in order to prevent their recurrence
- Determining potential nonconformities and their causes (Root Cause Analysis)
- Determining and implementing the required actions
- Recording the results of all actions taken on the Opportunity for Improvement Form
- Upon completion of the above the completed form shall be forwarded to the IMS Coordinator

The Safety Coordinator shall:

- Review the corrective actions taken to determine the effectiveness. Note: Where it is determined that the actions are unsatisfactory, the Safety Coordinator shall establish new target dates, update the Opportunity for Improvement Form Register and return the form to the person/s responsible for rectification
- Sign off the Opportunity Improvement Form for actions that are deemed to be satisfactory

4.28.4.6 CLOSE OUT

The Safety Coordinator shall close out the issue in the Opportunity for Improvement Form Register.

4.28.4.7 REVIEW

The Director/Partner/Principal shall carry out a review of all issues raised as a standing agenda item at each Management Review Meeting.

4.28.5 RELATED DOCUMENTS

- Opportunity for Improvement Form
- Opportunity for Improvement Form Register
- Management Review Meetings Procedure

4.29 MANAGEMENT REVIEWS

4.29.1 PURPOSE

The purpose of this procedure is to monitor the overall performance, efficiency and effectiveness of the Safety Management System and shall include assessing opportunities for improvement and the need for changes to the system.

4.29.2 PROCEDURE

The Director/Partner/Principal will, as a minimum, on an annual basis hold review meetings of the Safety Management System. It shall be ensured that there is representation from each area of THE BUSINESS.

The Director/Partner/Principal will be responsible for:

- Setting the time and date of the meeting; arranging the venue; notifying all attendees and, setting the agenda

As a minimum, the agenda will include:

- Review of previous meetings minutes (to ensure all actions are satisfactorily completed)
- Customer feedback. This shall include complaints and positive remarks
- Review of corrective and preventive actions, including an evaluation of effectiveness
- Review of audit findings, internal and external
- Review of safety inspections
- Resources, including responsibilities
- Safety incidents, investigations and issues
- Corrective and preventive actions

Safety Policy:

- Objectives and targets
- Results of participation and consultation

- Changing circumstances, including developments in legal and other requirements related to possible changes
- Recommendations for improvements

The Safety Coordinator shall, prior to the meeting, be responsible for collecting and summarising data from their area of responsibility with regard to agenda items to allow the management team to carry out an accurate evaluation.

4.29.3 REVIEW OUTPUT

The output from management review shall be consistent with THE BUSINESS's commitment to continual improvement and shall include any decisions or actions related to possible changes.

Safety performance:

- Safety policy and objectives
- Resources
- Other elements of the safety management system
- Improvement of the effectiveness of the system and its processes

Relevant outputs shall be made available for communication and consultation.

Minutes of meetings will be maintained in a suitable format that clearly indicates, date, attendees, agenda and issues arising (which will include responsibilities and target dates).

The Director/Partner/Principal shall ensure that all incidents/improvements have been reviewed to determine the cause and that satisfactory corrective, and where applicable, preventive actions have been identified, implemented and reviewed.

The Director/Partner/Principal will maintain minutes of the meetings and distribute them as required.

4.29.4 RELATED DOCUMENTS

- Management Review Minutes

4.30 RECORDS MANAGEMENT

4.30.1 PURPOSE

To ensure records are established to provide evidence of conformity to requirements and of the effective operation of the Safety Management System and they are suitably controlled.

4.30.2 SCOPE

This procedure applies to all records necessary to demonstrate conformance to specified requirements and effective operation of the safety management system.

4.30.3 DEFINITION

Australian Standards ISO15489 – Records Management states that the term record refers to "documents created, received and maintained as evidence and information by agency, organisation or person in pursuance of legal obligations or in the transaction of business."

4.30.4 PROCEDURE

Records shall be maintained in identified holders and in filing cabinets in such a manner so that they are readily accessible and protected from damage, loss or deterioration due to environmental conditions.

They shall be legible and readily identifiable.

Records shall be maintained as per the retention periods recorded on the Records Register. Details on the register shall include:

- Description
- Location
- Retention Period
- Method of Disposal

The retention period shall take into consideration:

- Contract/order requirements
- Common law, statutory, regulatory and client requirements, company and taxation laws

- Records shall be made available to the client at the discretion of the Director/Partner/Principal

4.30.5 ELECTRONIC RECORDS

It shall be ensured that all critical computer based records are:

- Maintained on a drive which is regularly backed up
- Clearly identified (e.g. Traceable to Projects, Service Jobs etc)

4.30.6 RELATED DOCUMENTS

Records Register

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Table 13: Records Register

Description	Location	Retention	Method of Disposal
Projects	Projects	Ten Years	Shred or Approved Disposal Company
Service	Service	Ten Years	Shred or Approved Disposal Company
Financial	Finance	Seven Years	Shred or Approved Disposal Company
Medical	Safety Coordinator	Indefinite	Not Applicable
Training	Safety Coordinator	Indefinite	Not Applicable
Internal Audits	Safety Coordinator	Two Years	Shred or Approved Disposal Company
Workplace Inspections	Safety Coordinator	Two Years	Shred or Approved Disposal Company
Toolbox Meetings	Safety Coordinator	Seven Years	Shred or Approved Disposal Company
Management Review Meetings	Director/Partner/ Principal	Two Years	Shred or Approved Disposal Company
Improvement Forms	Safety Coordinator	Two Years	Shred or Approved Disposal Company
Investigation Reports	Safety Coordinator	Seven Years	Shred or Approved Disposal Company
Induction Records	Safety Coordinator	Indefinite	Not applicable
MSDS's	Point of Use	No more than 5 years old	Dispose
Risk Assessments	Safety Coordinator Project Manager	Seven Years	Shred or Approved Disposal Company