Work Health and Safety Management System Manual

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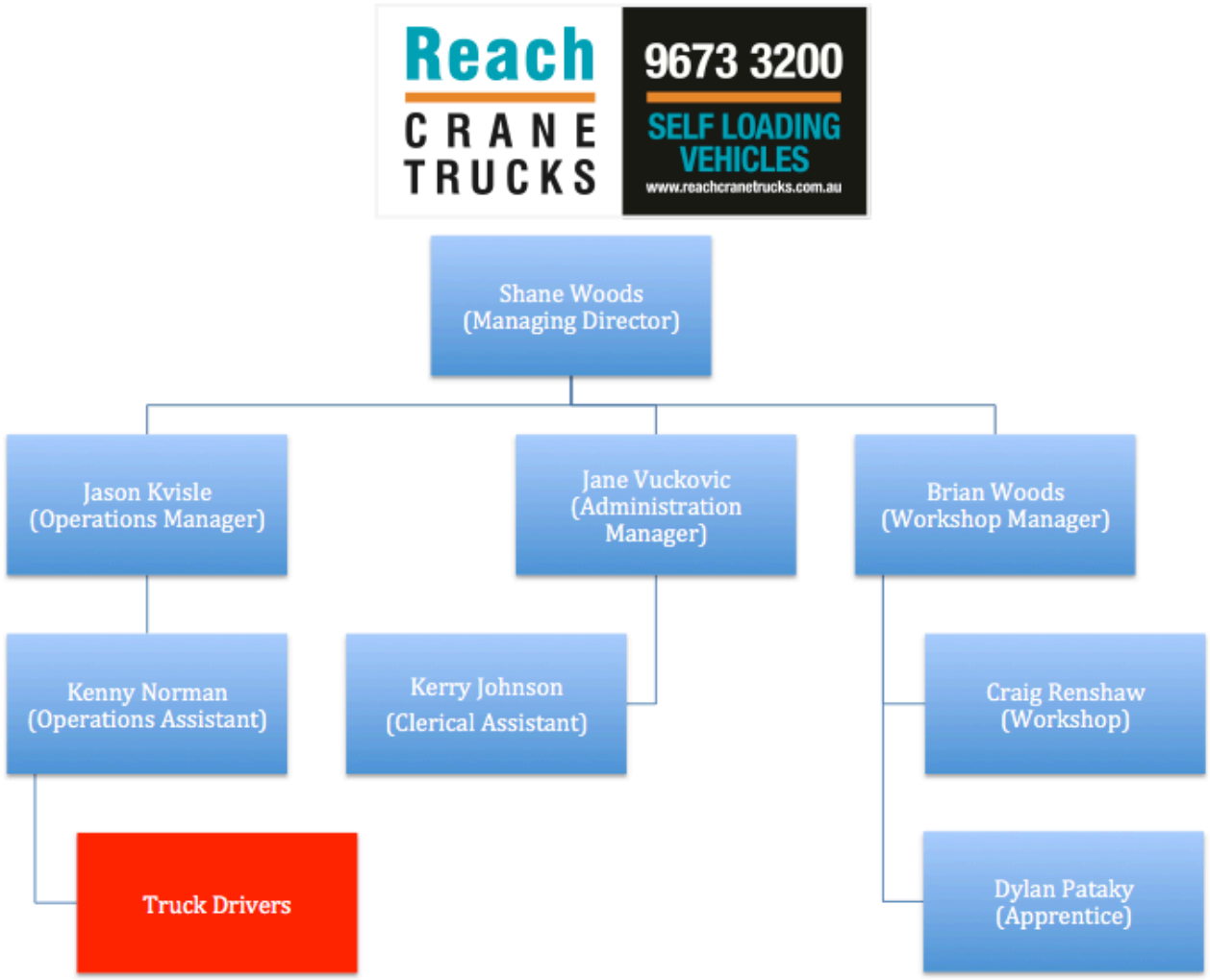
SECTION 1. INTRODUCTION

1. Description of Reach Crane Trucks

Reach Crane Trucks have been in the transport industry since 1993. We have a fleet of 15 vehicles with a wide variety of specifications to suit all transport and lifting requirements.

Our customer list has grown significantly to encompass vast cross sections of the industry with many different transport requirements. Because of these needs we have trucks with many different features and lifting capabilities.

2. Organisation Chart



3. WHS Management System Development

- The Work Health and Safety Management System has been developed in accordance with the relevant WHS legislation and in accordance with AS/NZS 4801, Occupational health and safety management systems – specification with guidance for use.

4. WHS Management System Manual Objectives

- The objectives of this WHS Manual are to:
  - Describe the controls and procedures which are in place at Reach Crane Trucks, to reduce or eliminate accidents during operations and to manage safety incidents
  - Communicate the policies, procedure, objectives and targets of the Work Health and Safety Management System which will provide a basis on which management and employees can discuss safety procedures and accident prevention measure. It will help develop the awareness of both management and employees for the identification of potential hazards and the corrective actions necessary to eliminate accidents.
  - Provide, control and archive all documents relevant to the WHS as evidence of conformity with the requirements of effective management of the system.
  - Ensure personnel who are clearly briefed and trained and are provided with the appropriate resources necessary to deliver our clients' requirements at all times
  - These objectives are fundamental to our successful future and all employees are responsible for working in accordance with the documented WHS and to review and identify ways to continually improve the system.

5. WHS Management System Manual Contents

The WHS Manual outlines what we will do to meet the requirements of each element of AS 4801 and business objectives. In fulfilling these requirements we expect to satisfy the objectives of our WHS Policy. This WHS has been developed and follows a basic framework:

- Commitment and Policy
- System Planning
- Operational Planning & Control
- Assessment and Evaluation
- Corrective and Preventative Action
- Management Review

WHS Management System Manual

The WHS Management System Manual contains WHS Procedures and are issued by the WHS Manager with the approval of the Managing Director. The WHS Management System Manual is divided into the following three sections:

Section 1. Introduction

- This section contains a description of Reach Crane Trucks, details of the WHS Management System development and Objectives and a list of the WHS Procedures and cross references to the relevant standards and legislative requirements.

Section 2. WHS Management System Procedures

- The WHS Procedures are a series of documents that cover specific WHS management issues for each element and provide an integrated, uniform, enterprise-wide application of Work Place Health and Safety Management.

Section 3. WHS Hazard Management Procedures

- The Hazard Management WHS Procedures are a series of documents that cover specific WHS hazards and issues for each element and provide an integrated, uniform, enterprise-wide application of Work Place Health and Safety Management.

Standard Operating Procedures (SOP)

Detail the necessary steps for each WHS related or critical-related activity in logical sequence so that the activities can be consistently repeated to the standard required in the procedures. SOP's include workplace health and safety and environmental safeguards and control measures where required.

Forms and Templates

Developed to be used to record and support the program and procedures. The forms have been developed as generic forms that can be used.

Guides/Manuals/Standards/Acts, Regulations, Codes of Practice

Practical guides and reference material required to achieving the requirements of the WHS.

6. Procedures and Legal and Other Requirements Register

The table shown below cross refers the WHS Management System Procedures to the relevant Clause in AS/NZS 4801, Occupational health and safety management systems and the WHS legislative requirements.

Work Health and Safety Management System	AS 4801 Clause	Legislative References
WHS Management System Manual	4.1	
SECTION 2. WHS MANAGEMENT SYSTEM PROCEDURES		
1. WHS Policy	4.2	
2. Legal and Other Requirements	4.3.2	• NSW WHS Act 2011 • NSW WHS Regulation 2011 • NSW Codes of Practice
3. WHS Objectives, Targets & Plans	4.3, 4.3.3, 4.3.4	
4. Responsibility and Accountability	4.4.1.2	
5. Competence, Awareness & Training	4.4.2	
6. Consultation and Communication	4.4.3, 4.4.3.1, 4.4.3.2	• NSW WHS Act 2011 - Part 5 Consultation, representation and participation • NSW WHS Act 2011 - Part 5 Consultation, representation and participation, Division 5 Issue resolution • NSW WHS Regulation 2011 - Chapter 2 Representation and participation, Part 2.2 Issue resolution • NSW Code of Practice – Work health and safety consultation, coordination and cooperation.
7. Documentation and Data Control	4.4.4, 4.4.5	

Work Health and Safety Management System	AS 4801 Clause	Legislative References
8. Risk Management	4.3.1, 4.4.6	• WHS Regulation 2011 – Chapter 3 General risk and workplace management, Part 3.1 Managing risks to health and safety • NSW Code of Practice – How to manage work health and safety risks • AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines
9. Standard Operating Procedures	4.4.6	
10. Emergency Preparedness and Response		• NSW Code of Practice – Managing the Work Environment and Facilities
11. Contractor Management		
12. Purchasing	4.4.6	
13. Injury Management	4.4.7	• Workplace Injury Management and Workers Compensation Act 1998
14. Monitoring and Measurement	4.5.1	
15. Workplace Inspections	4.5.1	
16. Incident Management	4.5.2	• NSW WHS Act - Part 3 Incident notification
17. Records Management	4.5.3	
18. WHS Audit	4.5.4	
19. Corrective and Preventative Action	4.5.2	
20. Management Review	4.6	
SECTION 3. WHS HAZARD MANAGEMENT PROCEDURES		
21. Manual Handling	4.4.6	• NSW WHS Regulation 2011 - Chapter 4 Hazardous work, Part 4.2 Hazardous manual tasks • NSW Code of Practice – Hazardous manual tasks
22. Hazardous Chemicals	4.4.6	• NSW WHS Regulation 2011 – Chapter 7 Hazardous chemicals • NSW Code of Practice – Labelling of workplace hazardous chemicals • NSW Code of Practice – Managing risks of hazardous chemicals in the workplace • NSW Code of Practice –

Work Health and Safety Management System	AS 4801 Clause	Legislative References
		Preparation of safety data sheets for hazardous chemicals
23. Electrical Safety	4.4.6	• NSW WHS Regulation 2011 - Chapter 4 Hazardous work, Part 4.7 General electrical safety in workplaces and energised electrical work • NSW Code of Practice – Managing electrical risks in the workplace • AS/NZS 3760:2010 In-service safety inspection and testing of electrical equipment • AS/NZS 3012:2010: Electrical installations – Construction and demolition sites. • AS 3000-2007, Electrical Installations
24. Personal Protective Equipment	4.4.6	• NSW WHS Regulation 2011 – Chapter 3 General risk and workplace management, Division 5 Personal protective equipment • AS 2210-1994 Safety footwear • AS 2161-2008 Industrial safety gloves and mittens • AS 1716-2012 Respiratory protective devices • AS 1270-2002 Acoustic - Hearing protection • AS 2919-1987 Industrial clothing • AS 2210-1994 Protective footwear
25. Plant & Equipment	4.4.6	• NSW WHS Regulation 2011 - Chapter 5 Plant and structures • NSW Code of Practice – Managing the risks of plant in the workplace
26. Noise Management	4.4.6	• NSW WHS Regulation 2011 – Chapter 4 Hazardous work, Part 4.1 Noise • NSW Code of Practice – Managing noise and preventing hearing loss at work • AS/NZS 1269 Occupational Noise Management

Work Health and Safety Management System	AS 4801 Clause	Legislative References
27. Drugs and Alcohol	4.4.6	• NSW Code of Practice – Alcohol and Other Drugs In The Workplace • AS/NZS4308 “Procedures for specimen collection and the detection and quantitation of drugs of abuse in urine”.
28. Violence and Harassment	4.4.6	• NSW Code of Practice – Alcohol and Other Drugs In The Workplace • NSW Anti-Discrimination Act 1977 • SafeWork Australia - Dealing With Workplace Bullying - A Worker’s Guide
29. Office Safety	4.4.6	• AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards • AS/NZS ISO 14001: Environmental management systems – 4.4.6 Operational Control • NSW Code of Practice – Managing the Work Environment and Facilities • AS/NZS 3590 Screen-based workstations • AS/NZS 1680.2.2:2008 Interior and workplace lighting
30. Traffic Management	4.4.6	• SafeWork Australia - General Guide For Workplace Traffic Management
31. Asbestos Management	4.4.6	• NSW WHS Regulation 2011 – Chapter 8 Asbestos • NSW Code of Practice – How to manage and control asbestos in the workplace • NSW Code of Practice – How to safely remove asbestos
32. Confined Spaces	4.4.6	• NSW WHS Regulation 2011 – Chapter 4 Hazardous work, Part 4.3 Confined spaces • NSW Code of Practice – Confined spaces • AS 2865 Safe Working in a Confined Space • AS1319:1994 Safety signs for the

Work Health and Safety Management System	AS 4801 Clause	Legislative References
		occupational environment • AS/NZS1200:2000 Pressure equipment • AS1210:1997 Pressure vessels • AS1228:1997 Pressure equipment – boilers • AS2283:1990 Elastomeric hose and hose assemblies for steam-cleaning machines • AS/NZS4233.1:1999 High pressure water (hydro) jetting systems

SECTION 2. MANAGEMENT SYSTEM PROCEDURES

1. WHS POLICY

1.1. PURPOSE

The purpose of this element is to provide a framework for the management of Work Health and Safety (WHS) at Reach Crane Trucks and to demonstrate the organisation's commitment to managing and improving workplace health and safety. Reach Crane Trucks is committed to providing a safe and healthy workplace for workers and contract workers by identifying and eliminating hazards and reducing risk to as low as can be achieved.

1.2. Scope

This procedure details the development and implementation of the WHS Policy and Reach Crane Trucks' commitment to the WHS Program, including management review and safety strategic planning requirements.

1.3. REFERENCES

- NSW WHS Act 2011
- NSW WHS Regulation 2011

1.4. DEFINITIONS

Policy

A general statement of an organization's commitment, responsibilities, and resources necessary to achieve a particular objective.

1.5. FORMS

- Form 01.1 WHS Policy Statement

ACTIONS AND RESPONSIBILITIES

1.6. WHS Policy

- The Managing Director has overall responsibility for defining, documenting, implementing the WHS Policy Statement in consultation with the management teams and other personnel, or their representatives.
- The WHS Policy Statement shall be communicated to all employees through documented training, regular communication on notice boards.
- The WHS Policy Statement shall be "signed off" by the Managing Director.
- The WHS Policy continues to be appropriate by initiating regular reviews to check its effectiveness and ongoing relevance, and Reach Crane Trucks

regularly review the needs and expectations of our clients and initiate continuous improvement activities to meet these expectations.

2. LEGAL AND OTHER REQUIREMENTS

2.1. PURPOSE

The purpose of this procedure is the establishment and maintenance of a system to identify and have access to all legal and other requirements which are directly applicable to work health and safety at Reach Crane Trucks, keep this information up-to-date and to communicate the relevant information to employees and contractors.

2.2. SCOPE

This procedure applies to the identification, collection, filing, maintenance and disposal of reference material relating to work health and safety, such as, Acts, Regulations, Codes of Practice, Standards and other reference material.

2.3. REFERENCES

- AS/NZS 4801 OH&S Management Systems – 4.3.2 Legal and Other Requirements

2.4. DEFINITIONS

Regulation
A document made under the WHS Act and contains detailed provisions on aspects of health and safety at work.

Code of Practice
A guidance document produced by an employer/union/regulatory body that can be used in evidence if approved by relevant legislation.

Standard
An Australian standard as published by SAI Global.

2.5. FORMS

- Nil

ACTIONS AND RESPONSIBILITIES

2.6. Reference Library

- The WHS Manager is responsible for setting up a suitable reference library and will arrange to acquire copies of all Acts, Regulations, Codes of Practices and Standards that apply to Reach Crane Trucks.
- Access to Acts, Regulations, Code of Practices shall be available via internet access at each site from the relevant Statutory Authority.

2.7. Legal and Other Requirements Register

- All applicable WHS legal and other requirements are identified, evaluated for compliance and are cross referenced in Section 1.- ***6. Procedures and Legal and Other Requirements Register.***
- The WHS Manager shall ensure the Legal and Other Requirements Register is checked regularly for currency, and expiry/renewal dates.

2.8. WHS Procedures

- Relevant Acts, Regulations, Codes of Practices and Standards shall be identified in each Procedure and included under the References section of each procedure.
- WHS Procedures shall:
  - Define accountability for maintaining compliance or conformance to each requirement.
  - Include or provide reference to records that show periodic evaluation of compliance.
  - Include relevant legislative obligations (federal, state, regional or local).
  - Include relevant Reach Crane Trucks policies and Australian Standards.
  - Include any other requirements, such as codes of practice.

2.9. Updates

- The WHS Manager shall access the relevant Acts, Regulations, Codes of Practices available via internet access at the NSW WorkCover web site and updates of Australian Standards from SAI Global.
- The WHS Manager shall ensure the all reference materials are current and changes are communicated to all employees and the necessary actions taken to implement the relevant changes.
- Any changes or updates shall be communicated to relevant stakeholders.

2.10. Legislation Description

2.10.1. National Harmonisation of WHS Laws

- The Commonwealth, states and territories have agreed to harmonise their work health and safety laws (including Regulations and Codes of Practice) so that work health and safety laws are similar around Australia and deliver the same work health and safety protections and outcomes to all Australians. Each state and territory is responsible for introducing its own consistent WHS legislation.

2.10.2. Work Health and Safety Act 2011

- For NSW the Work Health and Safety Act 2011 (WHS Act) which commenced on 1 January 2012, is the main piece of legislation that describes what is required under the law to ensure a safe and healthy workplace.

2.10.3. Work Health and Safety Regulations 2011

- The Work Health and Safety Regulation 2011 supports the WHS Act.
- The Regulation defines obligations on such issues as:
  - Representation and participation (consultation mechanisms).
  - General risk and workplace management e.g. risk management and hierarchy of controls, workplace training and instruction, first aid, personal protective equipment.
  - Hazardous work e.g. hazardous manual tasks, working in confined spaces, falls, and electrical work.
  - Hazardous chemicals e.g. asbestos, carcinogenic substances.
  - Duties of a designer, manufacturer, importer, supplier, installer and constructor of plant or a structure.
  - Incident reporting.
  - Licensing.
  - Construction work.

2.10.4. Codes of Practice

- Approved Industry Codes of Practice support WHS legislation and provide practical guidance and advice on how the required standard of health and safety under the WHS Act and WHS Regulation can be achieved.
- Codes of Practice are developed through consultation with industry, workers and employers, special interest groups and government agencies.
- While a Code of Practice is not law, it should be followed unless there is an alternative course of action which achieves the same or better standards. An alternative course of action may be to follow a technical or an industry standard, if it provides an equivalent or higher standard of work health and safety than the Code of Practice.
- Failure to follow a Code of Practice (minimum standard) can be used as evidence in legal proceedings concerning a breach of WHS legislation. Copies of Codes of Practice can be found at www.workcover.nsw.gov.au

2.10.5. Standards

- Australian Standards are developed by regulating bodies such as SAI Global and Safe Work Australia, with the input of industry experts Standards set minimum levels of quality or specifications for products, equipment and materials used in work health and safety, and for safe systems of work. Adoption of the standard is voluntary. Where Regulations incorporate or refer to Standards, they become compulsory (legally binding). Examples of Standards incorporated in the WHS Regulation are:
  - AS/NZS 1269.1:2005 (Occupational noise management—Measurement and assessment of noise emission and exposure)
  - AS/NZS ISO 31000:2009 Risk management – Principles and Guidelines.
- Where there is a disparity between the legislation and a Standard, the legislation overrules the Standard.

2.10.6. Industry Guidelines

- Industry Guidelines are produced by industry groups and provide guidance material to assist employers to comply with the law. They do not have the same status as approved industry Codes of Practice (unless they are called up in legislation) e.g. Employer Guide to OHS in the Entertainment Industry.

2.10.7. Guidance Notes

- Guidance Notes are explanatory documents issued by various organisations such as WorkCover NSW and Safe Work Australia. They provide detailed information to support the various requirements of legislation, codes of practice and standards, for example Worker Representation and Participation Guide which supports the Model Code of Practice Work Health and Safety Consultation, Cooperation and Coordination.

3. WHS OBJECTIVES, TARGETS AND PLANS

3.1. PURPOSE

The purpose of this procedure is to establish a process for the development of WHS Objectives, Targets and Plans to assist Reach Crane Trucks in meeting the commitments of its WHS Policy, and to achieve continual improvement in WHS management and WHS performance, through a measurement, reporting and improvement process.

3.2. SCOPE

This procedure details the requirements for WHS plans to be developed that clearly set out how the objectives and targets for the implementation of the WHS. Objectives and Targets can cover any aspects of the WHS and any aspects of Reach Crane Trucks activities and services.

3.3. REFERENCES

- AS/NZS 4801 OH&S Management Systems – 4.3.3 Objectives and Targets, 4.3.4 OHS Management Plans

3.4. DEFINITIONS

Goal

Overall aim or intent

Objective

A specific target as part of the overall goal (Must be Simple, Measurable, Achievable, Realistic, Time based).

Plan

A list of activities with associated responsibilities and time frames for achieving each objective

3.5. FORMS

- Form 03.1 WHS Program Objectives and Targets
- Form 03.2 WHS Program Plan

ACTIONS AND RESPONSIBILITIES

3.6. WHS Program Objectives and Targets

- Reach Crane Trucks sets out its objectives and targets on a regular basis within the management review where details of program dates and responsibilities are defined
- When setting our objectives and targets, Reach Crane Trucks ensures that they are consistent with the corporate policies and the health and safety hazards.
- In addition, technological options, financial, operational and business requirements are considered. In order to determine whether or not the objectives and targets are being met, they are measured where practical, to allow progress to be monitored, and metrics are gathered and analysed.
- The Managing Director has the overall responsibility for the approval of the WHS Objectives and Targets and the implementation of the WHS Plan.

3.7. Setting WHS Objectives and Targets

- At the commencement of each calendar year the WHS Objectives and Targets will be prepared for the next year.
- These objectives will be based on the Managing Director's overall goals and the particular needs of Reach Crane Trucks and the Overall WHS Program Objectives and Targets as outlined in the WHS Manual and specific Objectives and Targets shall be developed for Workplace Health and Safety
- WHS Program Objectives and Targets shall be recorded on the ***Form 03.1 WHS Program Objectives and Targets*** form and shall be authorised by the Managing Director which will form the basis for budgets and programs for the next year.

3.8. WHS Plan

- The ***Form 03.2 WHS Program Plan*** shall be developed by the WHS Manager which shall detail the activities to be conducted to meet the objectives and targets.
- The WHS Program Plan shall be authorised by the Managing Director.
- Both the Managing Director and WHS Manager shall monitor the ***Form 03.2 WHS Program Plan*** for the purpose of reviewing progress towards achievement of the various objectives and targets.

3.9. Communication

- The approved **WHS Program Objectives** and **Targets** and **WHS Program Plan** will be distributed to all employees for the purpose of communication and implementation.

4. RESPONSIBILITY AND ACCOUNTABILITY

4.1. PURPOSE

The purpose of this procedure is for Reach Crane Trucks to clearly define the responsibilities, authorities and duties in relation to Work Health and Safety Management System and to ensure everyone is aware of their responsibilities and accountabilities whilst at work for the organisation and to ensure sufficient resources are provided to implement, maintain, and improve the WHS requirements.

4.2. SCOPE

This procedure applies to the nominated roles within Reach Crane Trucks and includes defining, documenting and communicating the areas of accountability and responsibility (including those imposed by WHS legislation) of all personnel involved in the WHS operation. Where contractors are involved, these areas of accountability and responsibility shall be clarified with respect to those contractors.

4.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.1.2 Responsibility and Accountability
- Drivers Manual
- Reach Drivers Employment Form
- Punctuality and Fit for Work
- Drivers Responsibilities and Punctuality

4.4. DEFINITIONS

Plan

A list of activities with associated responsibilities and time frames for achieving each objective

4.5. FORMS

- Nil

ACTIONS AND RESPONSIBILITIES

4.6. Director

Key Responsibilities:

- Identify hazards and activities with potential to cause significant impact on the environment, assess those risks associated with the organisation's undertakings and document the control measures to be taken.
- Allocate sufficient resources to the management of WHS so that Reach Crane Trucks meets its commitment to its WHS Policy.
- Assess Sub-Contractors' and suppliers' abilities to comply with WHS requirements.
- Develop and implement accident and emergency procedures.
- Investigate and document all accidents and incidents.
- Report accidents and cases of occupational disease to the appropriate authority.
- Provide medical and first aid facilities.
- Ensure personal protective equipment is available.
- Isolate and minimise the occurrence of inherent unsafe work areas and equipment during work undertaken by Reach Crane Trucks.
- Identify the WHS training needs and ensure appropriate training for Management, Workers and Sub-Contractors is completed.
- Arrange the adequate filing and retention of WHS records.
- Ensure that all workers attend induction training prior to commencing work at Reach Crane Trucks.
- Provide a safe and healthy work environment by ensuring compliance with safe working rules.
- Ensure Sub-Contractors follow safe work practices and the requirements of safe work method Statements.
- Ensure that all Workers and Sub-Contractors comply with safety requirements.
- Immediately correct unsafe acts, conditions, and equipment.
- Communicate and promote safety and environmental awareness with Workers and Sub-Contractors.
- Ensure that equipment is properly maintained.
- Inspect workplaces regularly and take remedial action to minimise or eliminate hazards and also verify that safety procedures, plant and equipment comply with relevant safety legislation, regulations, standards and codes.
- Collate and monitor all relevant WHS records and ensure they are filed correctly.

4.7. Managers

Key Responsibilities:

- Identify hazards and activities with potential to cause significant impact on the environment, assess those risks associated with the organisations undertakings and document the control measures to be taken.
- Assess Sub-Contractors' and suppliers' abilities to comply with WHS requirements.
- Ensure that Workers as well as Sub-Contractors and their workers are trained and certified as required, including induction, task and refresher training.
- Investigate and document all accidents and incidents.
- Provide medical and first aid kits.
- Ensure personal protective equipment is available.
- Isolate and minimise the occurrence of inherent unsafe work areas, products, plant and equipment during work undertaken by Reach Crane Trucks.
- Identify the WHS training needs and ensure appropriate training for workers.
- Arrange the filing and adequate retention of WHS records.
- Provide a safe and healthy work environment by ensuring compliance with safe working rules.
- Ensure all contractors follow safe work practices and the requirements of Safe Work Method Statements if applicable.
- Ensure that all Sub-Contractors and Workers comply with safety and environmental requirements.
- Immediately correct unsafe acts, conditions, plant and equipment.
- Communicate and promote safety and environmental awareness with Sub-Contractors and Workers.
- Ensure that equipment is properly maintained.
- Inspect workplaces regularly and take remedial action to minimise or eliminate hazards and also verify that work areas, work methods, products, plant and equipment comply with safety legislation, regulations, standards and codes.

4.8. Workers

Key Responsibilities:

- Comply with minimum standards outlined in the Reach Crane Trucks induction.
- Comply with safety procedures, the requirements of Stand Operating Procedures (SOPs), Risk Assessments and other directives of the employer to assist with meeting obligations under WHS Legislation and the Reach Crane Trucks WHS Management System.
- Report any injury or illness immediately to the Manager.
- Comply with all relevant Acts, Regulations, Codes of Practice and Standards.
- Report hazards and WHS issues to the Manager immediately.
- Actively participate in company WHS consultation process.
- Take all reasonable steps to ensure the objectives of Reach Crane Trucks WHS policy are achieved on all Reach Crane Trucks worksites and offices.

4.9. Sub-Contractors

Key Responsibilities:

- Comply with minimum standards outlined in the induction.
- Comply with standard operating procedures, the requirements of Safe Work Method Statements and other directives of the employer to assist with meeting obligations under WHS Legislation and the Reach Crane Trucks WHS Management System.
- Complete Safe Work Method Statements or Risk Assessments as required.
- Report any injury or illness immediately to the Manager.
- Comply with all relevant WHS Acts, Regulations, Codes of Practice and Standards.
- Report hazards and WHS issues to the Manager immediately.
- Actively participate in company WHS consultation process.
- Take all reasonable steps to ensure the objectives of Reach Crane Trucks WHS policy are achieved on all Reach Crane Trucks worksites and offices.

5. COMPETENCE, AWARENESS AND TRAINING

5.1. PURPOSE

Reach Crane Trucks is committed to ensuring that the training needs for all employees are organised in a planned way; are appropriate to a person's position and tasks to be conducted and timely retraining is conducted and full training records kept.

Our staff are selected for their roles after careful consideration has been given to their previous work history (if any), both within and outside Reach Crane Trucks, their relevant academic study and any task-related training already completed.

Where a need for training is identified, this will be arranged to an agreed priority and a record of this training will be kept.

5.2. SCOPE

This procedure details the methods and responsibilities associated with training including: Employee Induction Training, WHS Procedures Training, General Safety Awareness Training, Supervisor Training, Specific Task Training.

5.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.2 Training and Competency
- NSW WHS Regulation 2011

5.4. DEFINITIONS

Nil

5.5. FORMS

- From 05.1 Training Needs
- Form 05.2 Training Plan
- Form 05.3 Induction Training

ACTIONS AND RESPONSIBILITIES

5.6. Training Needs

- The training needs for personnel employed by Reach Crane Trucks shall be analysed in the context of their work activities. Training needs shall be identified and training will be provided when necessary, to ensure that all personnel have the specific skills and qualifications to perform their work.
- The Manager/s shall identify their training needs. In addition, it is encouraged for workers to discuss their individual training needs with the Manager/s.
- Training needs for all employees shall be recorded on ***Form 05.1 Training Needs***

5.7. Training Plan

- Prior to the commencement of a new year (calendar or fiscal) the WHS Manager will assess the training requirements for all the employees.
- The objectives shall take into account individual training needs and recorded on the ***Form 05.2 Training Plan.***
- In identifying the training needs of each employee the WHS Manager shall identify any language or literacy requirements and the required actions to address these issues.
- Reach Crane Trucks will ensure that everyone in a ``quality-critical' role is suitable for the role by having regard to their existing skills and through the provision of on-going training.

5.8. Induction Training

- All new employees and contractors shall not be allowed to commence work at Reach Crane Trucks without having first completed the Reach Crane Trucks Induction program.
- Topics that should be covered in WHS training sessions include, but are not limited to -
  - WHS Policy and Procedures
  - Manual Handling
  - Incident investigation and reporting
  - Hazard Reporting
  - Use of Personnel Protective Equipment
  - Role of the WHS Consultative arrangements
  - Emergency Procedures - Evacuation, Fire extinguishers.
  - First Aid Facilities
  - Workers Compensation/Injury Management Program
  - Chemical awareness.
- Relevant SOP’s shall also be covered in the Induction Training.
- This training shall documented utilising ***Form 05.3 Induction Training***

5.9. WHS Procedures Introductory Training

- Following the authorisation of a WHS procedure and prior to the commencement of its implementation, introductory training for all potential users must be conducted.
- Such sessions shall cover at least the following.
  - The Purpose and Scope of the procedure
  - The work process requirements
  - The relevant legislative and other requirements
  - All forms, work instructions etc attached to the procedure.

5.10. Assessment

- Reach Crane Trucks shall ensure competency assessment are conducted to identify any deficiencies providing necessary training/education or other actions (such is the recruit of suitable qualified personnel, including subcontracting) to overcome these deficiencies; and ensuring that records of such training and education are adequately maintained and preserved.

5.11. Records

- Training records shall be maintained as evidence of training delivery and assessment of competence.
- Copies of any WHS training certificates or qualifications should be kept on file to assist with verification and auditing purposes.
- Maintenance of records shall be kept in accordance with privacy and confidentiality requirements and in accordance with ***Procedure 17 Records Management.***

6. CONSULTATION AND COMMUNICATION

6.1. PURPOSE

The purpose of this procedure is to establish an appropriate consultative forum to assist in the development and implementation of the WHS and to ensure all employees in the workplace have the opportunity to participate in the development and implementation of the WHS. The purpose of this procedure is also to ensure that all WHS issues arising in the workplace are resolved in the most effective and efficient manner thereby ensuring the continued health, safety and welfare of Reach Crane Trucks' workers.

6.2. SCOPE

The purpose of this procedure is to outline the Work Health and Safety (WHS) consultative and communication arrangements that are developed and implemented at Reach Crane Trucks to ensure that:

- Required WHS matters are consulted on
- WHS information is regularly communicated
- WHS Legislative requirements are met.
- Processes are established for the resolution of WHS issues.

6.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.3 Consultation, communication and reporting, 4.4.3.1 Consultation, 4.4.3.2 Communication
- NSW WHS Act 2011 - Part 5 Consultation, representation and participation
- NSW WHS Act 2011 - Part 5 Consultation, representation and participation, Division 5 Issue resolution
- NSW WHS Regulation 2011 - Chapter 2 Representation and participation, Part 2.2 Issue resolution
- NSW Code of Practice – Work health and safety consultation, coordination and cooperation.

6.4. DEFINITIONS

Consultation

Meaningful and effective consultation involves drawing on the knowledge, experience and ideas of employees and encouraging their participation and input to improve the systems the employer has in place or proposes for managing OHS.

WHS Issue

A situation, activity, behaviour or item that poses a health and safety risk to a person.

6.5. FORMS

- Form 06.1 Constitution / Terms of Reference for WHS Committee.
- Form 06.2 Committee Minutes
- Form 06.3 Toolbox Talks

ACTIONS AND RESPONSIBILITIES

6.6. Consultation

- Reach Crane Trucks shall ensure:
  - that relevant information about the matter is shared with workers,
  - that workers be given a reasonable opportunity:
    - to express their views and to raise WHS issues
    - to contribute to the decision-making process
  - that the views of workers are taken into account by Reach Crane Trucks
  - that the workers consulted are advised of the outcome of the consultation in a timely manner.

6.7. Types of Consultation

- Reach Crane Trucks consultation shall be conducted when;
  - identifying hazards and assessing risks to health and safety arising from the work carried out or to be carried out,
  - making decisions about ways to eliminate or minimise those risks,
  - making decisions about the adequacy of facilities for the welfare of workers,
  - proposing changes that may affect the health or safety of workers,
  - making decisions about the procedures for:
    - consulting with workers, or
    - resolving work health or safety issues at the workplace, or
    - monitoring the health of workers, or
    - monitoring the conditions at any workplace under the management or
    - control of the person conducting the business or undertaking, or
    - providing information and training for workers, or
  - carrying out any other activity prescribed by the regulations for the purposes of this section.

6.8. Consultation Arrangements – WHS Committee

- As defined in the WHS Act 2011, Reach Crane Trucks and its workers have agreed to the established consultation arrangement of a Committee.
- The WHS Committee is established and act as the vehicle for consultation on WHS matters as well as monitoring the implementation of the WHS system in their area of responsibility.
- More information on the role, function and responsibility of the WHS Committees is in the ***Form 06.1 Constitution / Terms of Reference for WHS Committee.***
- The request for nominations is to be distributed electronically, in hard copy and placed on all WHS noticeboards, with sufficient time for all staff to become involved.
- WHS Committee Meetings are recorded on ***Form 06.2 Committee Minutes***.

6.9. Promotional strategies may include:

- Reach Crane Trucks promotional strategies include:
  - WHS Board/Safety Posters
  - Video's /Newsletters
  - Monthly Office Meetings
  - Toolbox Talks

6.10. Toolbox Talks

- Toolbox Talks are conducted on site by the Managers to inform workers of all possible hazards and risks associated with a job.
- Managers conducting toolbox talks will need to obtain confirmation that information presented and discussed during the talk has been understood by attendees.
- Toolbox Talks shall be documented on ***Form 06.3 Toolbox Talks*** and shall be signed by the person conducting the toolbox talk to confirm that they have tested this understanding.

6.11. Literacy and Language Considerations

- Reach Crane Trucks shall ensure an assessment shall be conducted to ascertain any literacy and language requirements needs of the employees.
- These needs of the employees shall be taken into consideration when providing information and promotional activities.

6.12. Issue Resolution - Reporting

- Before raising a workplace WHS issue, constructive steps should be taken to have a safety issue resolved in the workplace.
- These steps may include reporting the issue:
  - verbally to your supervisor or manager.
  - through the workplace's hazard reporting procedures.

6.13. Issue Resolution - Actions

- Where a worker identifies a WHS risk and may be uncertain how to resolve this issue the WHS Issue the following shall be followed to determine the appropriate actions. This includes;
  - The worker initially raises the WHS issue with their manager or supervisor,
  - The manager/supervisor and worker may be able to develop and implement a plan, procedure or process that resolves the WHS issue in consultation with the affected workers.

6.14. Issue Resolution - Issue Is Unresolved

- If the issue remains unresolved, the WHS issue should be referred to the WHS Manager for further advice and assistance.
- Where a WHS issue remains unresolved, the WHS issue can be referred to WorkCover NSW for an inspector to investigate and assist in the resolution. At any point listed above, the WHS issue may be resolved by the involved parties coming to agreement about a plan, procedure or process that adequately addresses the identified WHS issue.
- Depending on the nature of the WHS issue, advice or assistance from a range of experts may be required to reach an appropriate and informed resolution between the involved parties.
- WorkCover NSW expects parties to consult and make genuine efforts to resolve a WHS issue prior to contacting a WorkCover inspector for assistance.
- Workers, should be informed of the agreed outcomes for resolving the WHS issue.
- Where a WHS issue arises that presents an immediate or serious risk to health or safety, then appropriate actions to ensure the health and safety of all persons is required in the first instance and this may include a cease to work. Such actions may be required prior to commencing any of the above steps.

6.15. Issue Resolution - Referral of issue to regulator for resolution by inspector

- If an issue has not been resolved after reasonable efforts have been made to achieve an effective resolution of the issue any party may ask the regulator to appoint an inspector to attend the workplace to assist in resolving the issue.
- A request to the regulator under this section does not prevent a worker from exercising the right under Division 6 of the Act to cease work,
- On attending a workplace under this section, an inspector may exercise any of the inspector's compliance powers under this Act in relation to the workplace.
- Contact for assistance shall be made on 13 10 50 or by email to contact@workcover.nsw.gov.au.
- In order to action the request for service, WorkCover NSW will need information that allows them to:
  - find the address of the workplace and the location within that workplace where the work health and safety issues are occurring
  - identify the exact nature of the work health and safety issues/concerns (eg working at heights or plant safety risks)
  - identify the name and address of the organisation or individual in control of the workplace
- Inspectors will not reveal the source of the request to the workplace parties involved unless there is consent. If a person chooses to remain anonymous, it is not possible for an inspector to seek further information from you or provide feedback.

7. DOCUMENTATION AND DATA CONTROL

7.1. PURPOSE

The purpose of this procedure is to ensure the controlling of Reach Crane Trucks WHS related documents to ensure that only current revisions are in use throughout the organisation and to specify the processes required to control those documents needed to ensure the effective planning, operation and control of Reach Crane Trucks' processes; and to prevent the use, intended or unintended, of documents that are obsolete or have not been authorised.

7.2. SCOPE

This procedure applies to all documents needed to ensure the effective planning, operation and control of Reach Crane Trucks' processes. In most cases this will be written procedures and work instructions required for staff to carry out their activities. However, other documents (e.g. plans, drawings, reports) also need to comply with this procedure.

7.3. REFERENCES

- AS/NZS 4801: OH&S Management Systems – 4.4.4 Documentation, 4.4.5 Document and Data Control

7.4. DEFINITIONS

Controlled Document
A document which is relevant to the WHS, subject to future revision and is required to be of current issue at the point of use.

Document Control
A system of managing, distributing and controlling documents.

Controlled Copy
An authorised copy of a document. This copy has the same authenticity as the original.

Uncontrolled Copy
A copy of a document that has not been authorised and has no authenticity. Uncontrolled copies have no status since they could have had unauthorised changes made or not be the latest version.

7.5. FORMS

- Form 07.1 WHS Manual Template
- Form 07.2 Form Template - Portrait
- Form 07.3 Form Template - Landscape
- Form 07.4 SOP Template
- Form 07.5 Document Transmittal
- Form 07.6 Document Control Register

- Form 07.7 Document Change Request

ACTIONS AND RESPONSIBILITIES

7.6. Document Control

- The WHS Manager is responsible and accountable for the development, maintenance, review and evaluation of all WHS documents and their document control.
- It is the responsibility of each manager to identify those documents that need to comply with this procedure in order to meet this procedure's objective.
- Only electronic documents will be "CONTROLLED" and all hardcopies will be "UNCONTROLLED".

7.7. Document Format

- All WHS Procedure documents shall use a standard format, specific for the document type.
  - ***Form 07.1 WHS Manual Template***
  - ***Form 07.2 Form Template - Portrait***
  - ***Form 07.3 Form Template - Landscape***
  - ***Form 07.4 SOP Template***

7.8. Document Identification

- All WHS documents are identified in the Header Title and the Footer which includes: Title, Authorised By, Page, Document No., Revision, Date

7.9. Approval

- All documents shall be approved by the WHS Manager.

7.10. Version Control of Documents

- Each document must clearly identify the Version number and the date of drafting and, where appropriate, the date of authorisation. (Dates and Version numbers are most commonly placed in a header or footer.)
- Version numbers shall start at 1.0. Whole numbers (2.0, 3.0 etc) are to be used for major revisions, and decimals (1.1, 1.2, 1.3 etc) for minor revisions.
- Where the document is a draft (i.e. it has not yet been authorised for use) then the word DRAFT is to be part of the Version number. There may be more than one version of a draft.
- When the document is authorised and released then the Version number reverts to the next appropriate number in sequence.
- The date shall clearly identify the date of drafting and, where appropriate, the date of authorisation.

- Documents that are un-controlled copies are to be clearly marked as uncontrolled (e.g. when using an electronic file centrally located it is often marked 'Uncontrolled when downloaded or printed').

7.11. Issue

- The WHS Manager shall record the issue and distribution of new documents on the ***Form 07.5 Document Transmittal***
- Where electronic documents are to be circulated widely, it would be appropriate to use .pdf versions rather than Word documents. This avoids the potential for unauthorised changes.

7.12. Document Change

- Also changes in individual document, where content change is requested by auditors', employees and or contractors shall be validated through completion of the ***Form 07.7 Document Change Request***

7.13. Communication

- All staff are to be advised of the location of the controlled copies of documents. Staff are to be encouraged to use controlled copies rather than uncontrolled copies (e.g. printed versions of electronic documents that are kept on hand for convenience).
- Where printed copies of electronic documents are used it is the responsibility of managers to ensure these are the latest, authorised versions.

7.14. Review of Documents

- All WHS documents shall be reviewed at least every 3 years.
- All WHS documents may need to be reviewed prior to their allocated review date depending on changes to legislation, review of procedures following incidents or to ensure continuous improvement.
- Minor changes can be made at any time.

7.15. Document Register

- Every current document and document under development will be recorded on the ***Form 07.6 Document Control Register***
- The register includes:
  - the document title
  - version number
  - date of first issue

7.16. Location of Documents

- The WHS Manager is responsible for establishing a formal process for the "Backing Up" of all WHS related documentation.
- For electronic documents, IT procedures (e.g. backups) are required to ensure the documents are adequately maintained, cannot be changed and are readily available.
- For documents that only exist in hard copy, these documents shall be identified, their location advised to staff, stored so they don't deteriorate or are lost, and are readily available to those staff that need access to the document.

8. RISK MANAGEMENT

8.1. PURPOSE

Reach Crane Trucks is committed to identifying workplace health and safety hazards pertaining to its business operations and customer requirements and the purpose of this procedure is to identify and manage these risks in order to control or limit potential risks that may affect our organisation.

8.2. SCOPE

Applies to the requirements associated with Reach Crane Trucks' operational risks over which it has control or influence and the management of workplace hazards and risks. The framework includes the process for hazard identification, risk and assessment, the criteria for control measures and the implementation of such measures.

8.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.3.1 Planning identification of hazards, hazard/risk assessment and control of hazards/risks
- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW WHS Regulation 2011 – Chapter 3 General risk and workplace management, Part 3.1 Managing risks to health and safety
- NSW Code of Practice – How to manage work health and safety risks
- AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines

8.4. DEFINITIONS

Hazard

Anything capable of producing adverse effects on the health and safety of humans; it is the source of risk.

Risk

The chance of something happening that will have an impact upon objectives. It is measured in terms of consequences, probability and exposure.

Consequence

The outcome of an event expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain. There may be a range of possible outcomes associated with an event.

Probability

The likelihood that once a hazard/environmental aspect event occurs the complete accident sequence will follow to completion.

8.5. FORMS

- ***Form 08.1 Hazard Report***
- ***Form 08.2 Risk Assessment Control Worksheet***

ACTIONS AND RESPONSIBILITIES

8.6. Risk Management process

- Reach Crane Trucks has adopted the risk management process outlined in AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines.
- The risk management process at Reach Crane Trucks can be briefly described covering the following key stages:
  - Identifying the hazards
  - Assessing/analysing the risks
  - Eliminating or controlling the risks, considering the hierarchy of risk controls
  - Monitoring and reviewing risks and controls
  - Communicating and consulting during each step of the process.

8.7. Hazard Identification

Potential and existing hazards are identified using the following tools:

8.7.1. Hazard Reporting

- Managers shall ensure all employees and contractors have the opportunity of formally reporting any hazards or environmental aspects for attention.
- The ***Form 08.1 Hazard Report*** shall provide documented evidence of Hazards reported and the actions taken.

8.7.2. Task Analysis

- A Task Analysis is conducted to identify existing and potential hazards/environmental aspects in new, modified, or existing jobs.
- Refer to ***Procedure 9. Standard Operating Procedures***.

8.7.3. Incident Reports

- Existing and potential hazards/aspects are identified through the review of incident and investigation reports.
- Refer to ***Procedure 16. WHS Incident Management***.

8.7.4. Workplace Inspections

- Existing and potential hazards are identified through workplace inspections which are a type of work monitoring completed by managers to determine how well work is meeting Reach Crane Trucks practices and procedures.
- Refer to ***Procedure 15. Workplace Inspections.***

8.7.5. Equipment Hazard Assessment

- Existing and potential hazards associated with equipment are identified through the completion of the **Form 25.1 Plant Hazard Checklist.**
- Refer to ***Procedure 25. Plant and Equipment.***

8.7.6. Ergonomics and Manual Handling

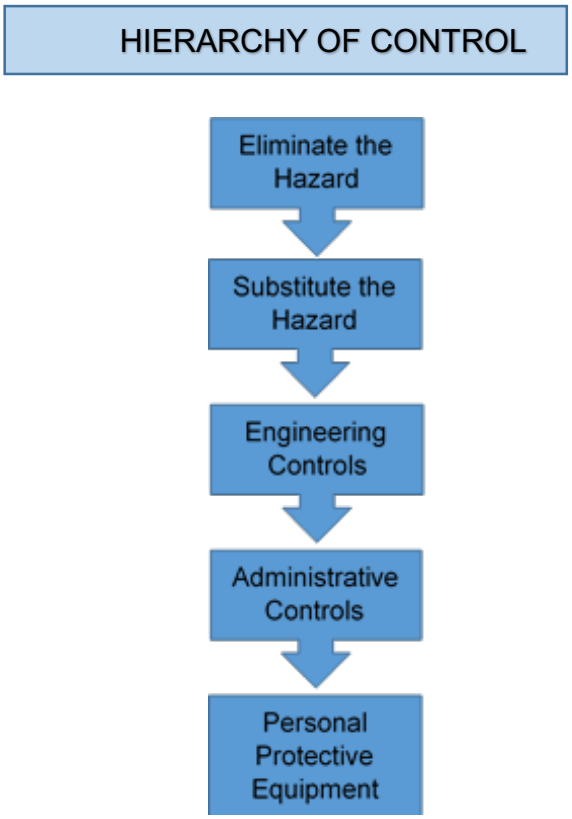
- Surveys of manual handling activities and workplace ergonomics are conducted to identify the associated hazards and to place in priority order the jobs or tasks which require risk assessment.
- Refer to ***Procedure 21.Manual Handling.***

8.8. Assessing/Analysing the Risks

- During this stage of the process Reach Crane Trucks will evaluate the likelihood of the hazard happening against the consequences.
- This will include the following:
  - A Risk Assessment is performed to assess each identified hazard and evaluate the risks of an unwanted event associated with that hazard
  - The assessment of risks is in essence the process of deciding whether the risk is acceptable or should be controlled.
  - The ***Form 08.2 Risk Assessment Control Worksheet*** shall be used and the Risk Assessment Matrix is used to determine the level of Risk.
  - The applicable legislative requirement, applicable Code of Practice and/or Australian Standard shall be reviewed where appropriate and incorporated into the Risk Assessment process.

8.9. Risk Matrix

CONSEQUENCE OR IMPACT *What type of impact do you expect could result from exposure to this hazard ?*	LIKELIHOOD *How often are people exposed to the hazard under assessment and how likely is that these circumstances can and will lead to an accident ?*			
	Very Likely The event could happen at any time.	**Likely** The event could happen sometime	**Unlikely** The event could occur but very rarely	**Very Unlikely** The event could happen but probably never will
Catastrophic • Death • Toxic release off-site with detrimental effect • Huge financial loss (eg over $ 1 million)	**1**	**1**	**2**	**3**
Major • Extensive injuries • Loss of production capability • Off-site release with no detrimental effects • Major financial loss (eg $ 100,000 - $ 1million)	**1**	**2**	**3**	**4**
Moderate • Medical treatment required • On-site release contained with outside assistance. • High financial loss (eg $ 10,000 - $ 100,000)	**2**	**3**	**4**	**5**
Minor • First Aid treatment • On-site release immediately contained. • Medium financial loss (eg $ 1,000 - $ 10,000)	**3**	**4**	**5**	**6**
Insignificant • No injuries • Low financial loss (eg less than $ 1,000)	**4**	**5**	**6**	**6**



8.10. Consequence And Likelihood Criteria

Consequence Criteria
1. Catastrophic • Significant public interest, media involvement or regulatory intervention • Significant impact on business reputation • Fatality of employees, Sub-Contractors, or the public.
2. Major • Moderate public interest, media involvement or regulatory intervention • Moderate impact on business reputation • Extensive injury or hospitalisation of employees, Sub-Contractors, or the public.
3. Moderate • Some public interest, media involvement or regulatory intervention • Some impact on business reputation • Medical treatment of employees, Sub-Contractors, or the public.
4. Minor • First-aid treatment of an employee, Sub-Contractor, or a member of the public
5. Insignificant • Other than above

Likelihood Criteria
1. Very Likely • Likely to occur on several jobs • Might occur once in 2 years
2. Likely • Likely to occur on at least one job • Might occur once in 5 years
3. Unlikely • Possible, but unlikely to occur on a job • Might occur once in 10 years
4. Very Unlikely • Highly unlikely to occur on a job • Might occur once in 100 years

8.11. Hazard Controls

Hazards controls shall be implemented considering the following Hierarchy of Controls.

8.11.1. Elimination

- Eliminating the hazard is the best method of control.
- The process of eliminating the workplace condition, equipment, chemical, or act causing the hazard.
- Example:
  - Removing objects that could be tripping hazards.
  - Conduct work scheduled for a very cold day in warmer weather.

8.11.2. Substitution

- Substituting a work method, person, substance, tool, or equipment for a less hazardous one.
- Examples:
  - Substituting the need for electrical cords across walkways by installing more electrical outlets.
  - Substituting chemical cleaners with less toxic agents.

8.11.3. Engineering

- Engineering controls are methods build into the design of a plant, equipment, or process to minimize, eliminate, or contain the hazard.
- Very reliable with proper design, use, and maintenance.
- Examples:
  - Isolation: Keep the hazard away from workers using control rooms, machine guards, protective barriers, security fences, guardrails, and clearance distances.
- Process: Change the way workers perform a job activity or process to reduce risk, such as automating a process to reduce the amount of manual handling.
- Ventilation: Provide ventilation to improve air quality to an acceptable level.

8.11.4. Administrative

- Administrative controls limit worker exposure to a hazard.
- They do not eliminate the hazard, but they provide an acceptable way to work around the hazard.
- Examples:
  - Procedures: Safe Work Practices and or Safe Job procedures.
  - Reduction: Reduce the frequency with which one worker performs a hazardous task.
  - Rotation: Rotate workers to reduce exposure time.
  - Training: Train workers to recognize the hazards and employ safe work practices.
  - Maintenance: Establish procedures for ongoing maintenance of equipment and facilities.
  - Inspections: Establish regular formal safety inspections and safety audits.

8.11.5. Personal Protective Equipment

- If the hazard cannot be eliminated or reduced to an acceptable level, the worker must be protected from exposure.
- This protection requires the worker to wear or use appropriate personal protective equipment (PPE).
- PPE is the last line of defence and is a critical part of a health & safety program.
- Examples:
  - Rubber gloves
  - Hard hat
  - Safety glasses
  - Fall protection
  - Respiratory protective equipment.

8.12. Specific requirements for high risk activities/high risks

- The WHS Regulation specifies control measures that must be implemented for high risk activities/high risks and Reach Crane Trucks has developed the following procedures:
  - Asbestos – Refer ***Procedure 31. Asbestos Management.***
  - Hazardous chemicals - ***Refer to Procedure 22. Hazardous Chemicals.***
  - Noise - Refer to ***Procedure 26. Noise Management.***
  - Plant and Equipment - Refer to ***Procedure 25. Plant and Equipment procedure.***
  - Hazardous Manual tasks - - ***Refer Procedure 21. Manual Handling procedure.***

8.13. Hazard Control Implementation

Activities that may be conducted to implement hazard controls include:

8.13.1. Standard Operating Procedures

- Developing/updating Standard Operating Procedures (**Refer Procedure 9. Standard Operating Procedures)** to include new hazard controls.

8.13.2. Communication and Training

- Workers affected by new hazard controls shall be informed of the changes and the reasons for the changes.
- The training needs relating to the hazard control changes shall be identified and the training shall be conducted. (***Refer Procedure 5. Competence, Awareness and Training)***

8.13.3. Supervision and Review

- Once the training has been completed, Managers shall check that the new Hazard/Environmental control measures are being implemented as required.
- Checks and reviews shall be more frequent immediately after the control measure has been introduced, with a reduction in frequency once satisfied the control measure is being implemented as planned.

8.14. Monitoring and Reporting

- Hazard controls shall be reviewed regularly to ensure they are effectively eliminating or reducing the hazards and are protecting the work health & safety of workers.
- Events that may trigger the need to review or revise a hazard assessment include:
  - Start of a new project.
  - Change in the work process or change or addition to tools, equipment, machinery, or location.
  - New worker.
  - Introduction of new chemicals or substances.
  - New information becomes available about a product.
  - An accident, injury, near-miss or environmental incident occurs.
- The WHS Manager shall evaluate the effectiveness of the Risk Management program on an annual basis by conducting a formal review of the following documents & information:
  - Incident and Incident investigation reports.
  - Injury and environmental statistics.
  - Workplace inspection reports.
  - Audits.
  - Conditions related to the workplace & the activities of the workers.
- The WHS Manager shall develop an annual overview report following the review of the effectiveness of the Risk Management program which shall be submitted to the Reach Crane Trucks Senior Management in accordance with ***Procedure 20. Management Review***.

8.15. Information, Training and Instruction

- It is the manager's responsibility to ensure that every worker (employees, contractors, consultants) receives training in hazard identification, risk assessment, and hazard control processes prior to starting work with Reach Crane Trucks. Training shall include:
- The methods for identifying hazards including:
  - Hazard reporting
  - Task Analysis
  - Incident Reports
  - Workplace Inspections
  - Equipment Hazard Assessment
  - Ergonomics and Manual Handling
- Hazard Controls
- Specific requirements for high risk activities/high risks
- Hazard Control Implementation
- Monitoring and Reporting

9. STANDARD OPERATING PROCEDURES (SOPS)

9.1. PURPOSE

The purpose of this procedure to establish Standard Operating Procedures (SOPs) which are the documented processes that Reach Crane Trucks has in place to ensure services and/or products are delivered consistently every time.

9.2. SCOPE

Applies to the development of Standard Operating Procedures (SOPs) in support of hazard assessment and control within Reach Crane Trucks workplaces. Standard Operating Procedures are based on industry best practice, manufacturer specifications, and applicable legislation. They are reviewed and revised annually and/or when changes to generalized work processes occur.

9.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards

9.4. DEFINITIONS

Standard Operating Procedure (SOP)

A set of written instructions that document a routine or repetitive activity followed by an organisation.

9.5. FORMS

- Form 09.1 Job Safety Analysis
- Form 08.3 Safe Work Method Statement
- Form 07.4 SOP Template

ACTIONS AND RESPONSIBILITIES

9.6. Introduction

- SOPs detail the regularly recurring work processes that are to be conducted or followed within an organisation.
- They document the way activities are to be performed to facilitate consistent conformance to workplace health and safety requirements.
- SOPs are intended to be specific to the organization or facility whose activities are described and assist that organization to maintain their WHS control and ensure compliance with WHS regulations.
- If not written correctly, SOPs are of limited value. In addition, the best written SOPs will fail if they are not followed and therefore, the use of SOPs needs to be reviewed and re-enforced by management, preferably the direct supervisor.

- Current copies of the SOPs also need to be readily accessible for reference in the work areas of those individuals actually performing the activity, either in hard copy or electronic format, otherwise SOPs serve little purpose.

9.7. SOP Development

- The Manager in consultation with the employees will identify the key activities which require SOP's and the WHS Manager shall prepare a list of all tasks based on the following criteria:
  - personal knowledge of the tasks,
  - incident reports
  - consultation with the work group.
  - observation of persons performing the task
- From this a priority list shall be established to identify which tasks should be proceeded with first in developing an SOP for that task.
- A Task Analysis shall be conducted to identify problems and corrective actions for each task. The ***Form 09.1 Job Safety Analysis*** form shall be used for this process.
- The required SOP's is developed using the step-by-step ***Form 07.4 SOP Template or Form 08.3 Safe Work Method Statement***

9.8. SOP Review and Approval

- SOPs should be reviewed (that is, validated) by one or more individuals with appropriate training and experience with the process.
- It is especially helpful if draft SOPs are actually tested by individuals other than the original writer before the SOPs are finalised.
- The finalised SOPs should be approved as described in the ***Procedure 7. Documentation and Data Control.***

9.9. Frequency of Revisions and Reviews

- SOPs need to remain current to be useful. Therefore, whenever procedures are changed, SOPs should be updated and re-approved. If desired, modify only the pertinent section of an SOP and indicate the change date/revision number for that section in the document control notation.
- SOPs should be also systematically reviewed on a periodic basis, e.g. every 1-2 years, to ensure that the policies and procedures remain current and appropriate, or to determine whether the SOPs are even needed.

9.10. Information, Training and Instruction

- All supervisory staff will ensure that all employees, contractors and other relevant parties are trained in the use and application of relevant SOP's.

10. EMERGENCY PREPAREDNESS AND RESPONSE

10.1. PURPOSE

The purpose of this procedure is the identification of potential emergency situations that could arise either within the workplace or because of outside activities and define the required generic controls for those emergency risks.

10.2. SCOPE

Applies to the requirements established which sets out the emergency control organisation structure, nominates the personnel involved and details their individual responsibilities in the event of an emergency which may result from acts of nature, internal catastrophic equipment failures, first aid incidents and external events, particularly any likely to occur in the near vicinity.

The procedure also applies to the provision of First Aid in the workplace.

10.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.7 Emergency preparedness and response
- NSW Code of Practice – Managing the Work Environment and Facilities

10.4. DEFINITIONS

Emergency

A sudden unexpected event or condition which has caused, or is causing or has the potential to cause major damage to property, and/or serious injury to personal.

Emergency Plans

Documented procedures to control site operations in the event of all anticipated on-site and off-site emergencies effecting the organisation concerned.

Emergency Procedures

Emergency procedures in an emergency plan explains how to respond in various types of emergency, including how to evacuate people from the workplace in a controlled manner.

10.5. FORMS

- Form 10.1 Emergency Procedure template
- Form 10.2 Emergency Equipment Register
- Form 10.3 Emergency Evacuation Review Sheet.
- Form 16.1 Incident Report
- Form 16.4 First Aid Treatment Register.

ACTIONS AND RESPONSIBILITIES

10.6. Predictable emergency situations

Reach Crane Trucks predictable emergency situations have been identified as the following:

Flood	Earthquake
Lightning strike	Power failure
Equipment failure - internal	Equipment failure - adjacent properties.
Fire & Explosion - Internal	Fire & Explosion - External
Security	Medical
Hazardous substance leak – internal/external	

10.7. Emergency Plans

- Emergency Plans shall be developed for the Reach Crane Trucks sites which must provide for the following:
  - emergency procedures, including:
  - an effective response to an emergency
  - evacuation procedures
  - notifying emergency service organisations at the earliest opportunity
  - medical treatment and assistance, and
  - effective communication between the person authorised to coordinate the emergency response and all people at the workplace
- testing of the emergency procedures—including the frequency of testing
- information, training and instruction to relevant workers in relation to implementing the emergency procedures.
- The ***Form 10.1 Emergency Procedure template*** shall be used in the development of the Emergency Plans.
- Copies of the evacuation plan must be displayed in all work places.
- For emergency plans to remain current and effective they must be reviewed and revised (if necessary) on a regular basis or when:
  - when there are changes to the workplace such as re-location or refurbishments
  - when there are changes in the number or composition of staff including an increase in the use of temporary contractors
  - when new activities have been introduced, and
  - after the plan has been tested.

10.8. Emergency Equipment

- All Emergency Equipment on site shall be identified and recorded on the ***Form 10.2 Emergency Equipment Register.***
- Testing of the equipment shall be conducted in accordance with the Manufacturers Specifications and/or Local Government Requirements applicable to the organisation.
- Equipment shall include Fire Extinguishers, Fire Alarms, Sprinklers, Smoke Alarms, Emergency Exit Signs and First Aid Kits.

10.9. Evacuation exercises

- Evacuation exercises will be conducted at least twice per year.
- The exercise shall include:
  - Briefing of all personnel.
  - Trial evacuation - specific simulated emergency.
- Documentation of exercise, including observer reports and recommendations for further action and training to be recorded on the ***Form 10.3 Emergency Evacuation Review Sheet.***

10.10. First Aid

10.10.1. First Aid Provision

- A Senior First Aid Certificate holder and a CPR trained person will be on site at all times during work hours. The name of the Senior First Aid and CPR trained personnel will be displayed on the notice board and they will be named during the Site Induction.
- Senior First Aid Certificate holders are reminded not to exceed the scope of their training when administering first aid.

10.10.2. First Aid Facilities

- Reach Crane Trucks will provide and maintain first aid supplies (First Kit Aid A, B or C) in accordance with the NSW WHS Regulations 2011.
- The first aid kits shall be regularly maintained by an approved provider and included in the ***Form 10.2 Emergency Equipment Register*** to ensure these checks are carried out.

10.10.3. First Aid Reporting

- All injuries must be recorded on the ***Form 16.1 Incident Report*** and First Aid treatments must be recorded on the ***Form 16.4 First Aid Treatment Register.***

10.11. Information, Training and Instruction

- Before commencing work, all Reach Crane Trucks new employees will receive training on the Reach Crane Trucks Emergency Plans including:
  - Emergency Control Organisations
  - Location of fire extinguishers, emergency exits and assembly areas.
  - Identification of emergency alerts, alarms.
  - Emergency procedures
- Employees will attend re-training on the Reach Crane Trucks Emergency Plan at least every two years.

11. CONTRACTOR MANAGEMENT

11.1. PURPOSE

Reach Crane Trucks is committed to selecting contractors and suppliers on the basis of their ability to meet requirements, including quality, safety and environmental requirements. Reach Crane Trucks shall ensure that:

- the prequalification process is completed prior to awarding the contract; and that
- contact is maintained with the contractor, providing job supervision and inspection of the quality of the work.

11.2. SCOPE

The procedure will provide specific details of contractor management requirements for both Reach Crane Trucks managers and contractors working on their site. Reach Crane Trucks Managers are responsible for contractor engagement, induction/training, in accordance with legislative requirements, including the ongoing processes related to contractor management and evaluation.

11.3. REFERENCES

- NSW WHS Act 2011
- NSW WHS Regulation 2011

11.4. DEFINITIONS

Contractors

Individuals, organisations or legal entities engaged under a contract for services to perform any work, provide any service, or supply any goods at an agreed price or rate. For the purpose of this policy contractors are people who are not employees of the health service and invoice us for a service/skill. Contractors carry their own tools/equipment and are free to perform work for others.

Sub- Contractor

A person who may be sub-contracted by the principal contractor

11.5. FORMS

- Form 11.1 Contractors Assessment Checklist
- Form 11.2 Safe Work Method Statement Checklist
- Form 11.3 Subcontractor Evaluation
- Form 11.4 Subcontractor Register
- Form 09.2 Safe Work Method Statement

ACTIONS AND RESPONSIBILITIES

11.6. Reach Crane Trucks Responsibilities

- Reach Crane Trucks has a legal obligation to comply with the WHS Act and the WHS Regulations 2011 to exercise due diligence to ensure (where practical), or controlled according to risk management practices.
- Reach Crane Trucks will, as far as is reasonably practicable, ensure the health and safety of all who may be affected by work undertaken by contractors (and if applicable their employees and/or subcontractors) at Reach Crane Trucks site.
- All contractors engaged to perform work at Reach Crane Trucks sites must work in ways that maintain a safe working environment. This will be achieved by ensuring contractors (and if applicable their employees and subcontractors):
  - have the necessary licensing, skills, knowledge and systems to carry out the work safely; and are provided with site specific health and safety orientation including site specific hazards and controls;
  - are adequately supervised whilst onsite;
  - health and safety performance is reviewed.

11.7. Contractor Responsibilities

- Reach Crane Trucks regards work health and safety as a shared responsibility between the contractor, their employees or sub-contractors, and Reach Crane Trucks itself and therefore, it is the responsibility of contractors to ensure that:
  - they are competent and have the qualifications, training, experience and certificates of competency that will be needed for the job;
  - they maintain the sites in which they work in a safe and healthy manner for themselves and for the employees and subcontractors;
  - they employ safe systems of work to do a job;
  - they comply with appropriate standards;
  - instructions and supervision from the contracting company are adequate.
  - they communicate regularly with their Reach Crane Trucks contract supervisor/project officer;
  - methods of work are approved by the contract supervisor/project officer.
  - they hold the necessary licences, certificates and/or approved evidence of competency for all plant and equipment they operate on site.
  - they ensure that their equipment is current for inspection purposes and inspected prior to use to ensure that it is fit for purpose.

11.8. Contracts

- All Contracts will include health and safety requirements and reference to Reach Crane Trucks' requirements for adherence to specific WHS standards.
- In preparing contracts, the Manager will ensure that the WHS requirements, and general responsibilities of the contract, are clearly documented and

communicated and will identify the means by which conformance to requirements is to be demonstrated.

11.9. Contractor Selection

- Contractors are selected on the basis of their ability to meet the performance requirements of the project concerned, especially their ability to comply with WHS requirements, based on their demonstrated past performance on previous Reach Crane Trucks projects, or by thorough review of their WHS systems together with the results of reference checking to determine past performance with other organisations.
- To be a contractor for Reach Crane Trucks, it is necessary to have the capacity to meet specific WHS requirements.
- The Manager must ensure that contractors/sub contractor's employees possess the insurances, licences, registrations and certificates required by Federal, State and Local Legislation. This includes certificates of competency to carry out the specific tasks required.
- The Manager will evaluate potential contractors and suppliers on their capability to meet all the requirements for the specified project at the tender stage or before the start of work and shall:
  - Issue the ***Form 11.1 Contractors Assessment Checklist*** which is to be completed by all contractors prior to being granted any contract works.
  - The Manager shall conduct an assessment of the contractor's submission and completed ***Form 11.1 Contractors Assessment Checklist***.
  - Where applicable, copies of the contractors written Safe Working Methods Statements (SWMS) shall be requested, particularly if the work to be carried out is unusual for the organisation e.g. Working At Heights. The SWMS is assessed by the Manager using ***Form 11.2 Safe Work Method Statement Checklist.***
  - Reach Crane Trucks has ***Form 9.2 Safe Work Method Statement*** as an example.
  - If approved the Manager shall notify the contractor.
- Approved Contractors are recorded on the ***Form 11.4 Subcontractor Register***.

11.10. Monitoring

- The Manager should arrange for the work of the contractor to be monitored by a responsible person to ensure their compliance with safe working procedures, good maintenance of equipment provided by the organisation and observance of good housekeeping.
- If the contractor is not working to expected health and safety standards, the Manager must discuss the deficiencies with the persons concerned and work with the contractor to resolve the problems.
- Actions to be taken in the event of a non-conformance should be openly discussed before any contractor is engaged.

11.11. Contractor Performance Review

- At the completion of the project the Manager shall evaluate the overall performance of the contractor during the project using ***Form 11.3 Subcontractor Evaluation***. This shall include a review of:
  - WHS performance
  - Quality assurance
  - Management & supervision
  - Time control/Delays
  - Cost control/Variations
  - Attitude & co-operation
  - Provides required documentation with progress claims (Admin only)
- The completed form shall be submitted to the WHS Manager for review and comment, and then to the Manager or Director for approval.

12. PURCHASING

12.1. PURPOSE

The purpose of this procedure is to provide a framework for the management of Reach Crane Trucks to ensure that materials, equipment, machinery and substances that are purchased and brought onto the sites are assessed and do not present a hazard to employees, contractors or visitors to the site.

12.2. SCOPE

This procedure covers the requirements associated with the purchasing of equipment and materials, purchasing specifications and documentation to be obtained from suppliers with regard to Work Health and Safety requirements.

12.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards/risks

12.4. DEFINITIONS

- Nil

12.5. FORMS

- None

ACTIONS AND RESPONSIBILITIES

12.6. Purchasing

- Prior to the purchasing of any new materials, equipment, machinery or substances (with the exception of all general office supplies) an assessment must be carried out in accordance with ***Procedure 8. Risk Management.***
- Where appropriate the results of the risk assessment should be made available to the supplier along with a request to make any changes agreed during the risk assessment process and how much these would cost.
- Items such as Personal Protective Equipment (PPE) must comply with the relevant Australian Standards refer to ***Procedure 24. Personal Protective Equipment.***
- Sufficient information in the form of advertising material, manuals/specifications, photographs, etc. shall be obtained from the supplier to enable an informed decision to be made.
- In accordance with ***Procedure 22. Hazardous Chemicals***, before any new chemical/substances are purchased the hazards and risks involved in handling, storage and use must be determined and information from the Safety Data Sheet (SDS) must be used for this purpose.

13. INJURY MANAGEMENT

13.1. PURPOSE

The purpose of this procedure is to ensure that personnel who have suffered injury, illness or disease as a result of their work are able to return to safe and suitable duties to assist in their recovery and allow them to resume normal duties without undue delay. This also includes the requirements for post injury management and rehabilitation of all employees who have suffered work related injury, illness or disease.

13.2. SCOPE

Applies to the Workplace Injury Management and Workers Compensation Act 1998 which focuses on management, prevention and administration of workplace injuries. The emphasis is on a safe, timely and durable return to work of injured workers. The Act introduced the concept of injury management to include treatment, rehabilitation, retraining, claims management and employment management practices.

13.3. REFERENCES

- Workplace Injury Management and Workers Compensation Act 1998

13.4. DEFINITIONS

Accredited Rehabilitation Provider
Is a multi-disciplinary team of health professionals who specialise in occupational return-to-work and is accredited to provide this service by the WorkCover Authority

Injured Worker
Means a worker who has sustained a workplace injury.

Injury Management
Formally referred to as **Rehabilitation** may be defined as the process of bringing injured workers back from occupational ill-health to the fullest physical, mental, social occupational usefulness of which they are capable. It is a process, which begins when a professional diagnosis of injury and / or ill health is made and continues until the worker is as fully restored as possible.

Return to Work Plan
Is provided by the return-to-work coordinator or rehabilitation provider outlining physical retractions, suitable duties, hours or work, supervision arrangement and treatment times for the injured worker.

Injury Management Plan
Is a plan for coordinating and managing those aspects of injury management that concern the treatment, rehabilitation and retraining of an injured worker, for the purpose of achieving a timely, safe and durable return to work for a particular worker and is developed by the Insurer.

Return-To-Work Coordinator
Is an accredited WorkCover professional who will act on behalf of Reach Crane Trucks to assist injured employees to return to work and provide advice, where necessary.

Rehabilitation Provider
Is a WorkCover accredited organisation to provide injured workers with specific rehabilitation services to assist them in return-to-work. Rehabilitation providers are staffed with occupational health professionals such as occupational therapists, physiotherapists, rehabilitation counsellors, psychologists and nurses with occupational health experience.

Nominated Treating Doctor or NTD
Means the treating doctor nominated by an employee for the purpose of treatment and consultation with Reach Crane Trucks in development of a return-to-work plan for the employee.

Significant Injury
Means a workplace injury where the worker in unlikely to be able to undertake their usual duties and/or normal hours for a continuous period of more than 7 calendar days.

Suitable Duties
Defined as meaningful work for which the employee is suited, having regard to:

- the nature of the employee's incapacity and pre-injury employment
- the employee's age, education, skills and work experience
- the employee's place of residence
- the details given in the medical certificates supplied by the employee
- the provisions of any return-to-work plan for the employee
- any suitable work for which the employee received return-to-work training.
- the length of time the employee has been seeking suitable work
- any other relevant circumstances

Workers Compensation Commission
Was established to provide a single place to help parties come to agreement about a dispute (conciliation) or when needed, will make a decision about a dispute (arbitration). The WCC is headed by the President who is also a judge of a court of record, as required under legislation

13.5. FORMS

- Nil

ACTIONS AND RESPONSIBILITIES

13.6. Employers Obligations

- The Managing Director shall ensure that an Injury Management Program is established for the organisation in accordance with the relevant Legislation.

13.7. Return-To-Work Coordinator

- Jason Kvisle is the appointed Return-To-Work Coordinator for the organisation.

13.8.

13.9. Managers/Supervisors Responsibilities

- Report any injury or illness and liaise with the Return-To-Work Coordinator regarding medical treatment and the preparation and implementation of return to work plans.

13.10. Employee Obligations

- An injured employee must:
  - notify their employer they have received an injury as soon as possible after the event occurred.
  - participate and cooperate in the establishment of the Injury Management (IM) plan
  - comply with their obligations under the IM plan
  - nominate a treating doctor who will agree to participate in the development of the IM plan
  - authorise the treating doctor to provide relevant information to the insurer or the employer for the purposes of the IM plan
  - make all reasonable efforts to return to work with their pre-injury employer, as soon as possible, having regard to the injury.

13.11. Return To Work and Injury Management Program

- The Reach Crane Trucks Return-To-Work and Injury Management Program is established and provided by their Workers Compensation provider, a WorkCover accredited insurer.
- Reach Crane Trucks Workers Compensation insurer will nominate approved providers of Occupational Rehabilitation Services to assist in an employee's return to work if such services are required for the organisation.
- The Reach Crane Trucks Return-To-Work and Injury Management Program shall be communicated with all employees.

RETURN-TO-WORK AND INJURY MANAGEMENT PROGRAM

13.12. Rehabilitation Commitments

13.12.1. Work Place Health and Safety

- Reach Crane Trucks is committed to preventing injury and illness by providing a safe and healthy working environment.

13.12.2. Occupational Rehabilitation

- Reach Crane Trucks will manage the process of rehabilitation in the workplace to ensure that all injured workers have the opportunity to recover and return to work by:
  - Ensuring that return to work as soon as possible is a normal expectation.
  - Ensuring access to early intervention services such as occupational rehabilitation for workers who need them.
  - Providing suitable duties where practicable.
  - Consulting with workers and, where applicable, unions to ensure that the rehabilitation program operates smoothly and effectively.
  - Informing workers of their rights in relation to a workers compensation claim including the right to choose their own doctor and rehabilitation provider.
  - Providing access to interpreter services, where needed
  - Ensuring workers are not dismissed within six months of injury, solely or principally because of their injury
  - Advising employees that refusal to cooperate in rehabilitation may result in reduced or suspended weekly benefits.

13.13. Rehabilitation Providers

- Reach Crane Trucks Workers Compensation insurer will nominate approved providers of Occupational Rehabilitation Services to assist in an employee's return to work if such services are required for the organisation.
- An injured worker retains the right to nominate an accredited provider of his or her own choice.

13.14. Confidentiality

- Reach Crane Trucks will maintain the confidentiality of rehabilitation records by keeping all documentation in a locked filing cabinet in the office which is only available to the Return-To-Work Coordinator.
- When meetings are required between the parties, the boardroom or private room, if on site, will be made available to maintain privacy.

13.15. Insurance Companies Responsibilities

- After being advised that a worker has suffered a significant injury, the insurance company must initiate action within three working days, including making contact with the worker and the employer, and the nominated treating doctor if insufficient medical information has been provided. The insurance company must then:
  - establish an injury management plan for the worker in consultation with the employer, the doctor and the worker
  - distribute to the employer, worker, and any relevant parties information regarding the Injury Management plan by the 20th working day
  - keep the employer informed of significant steps taken or proposed to be taken under the Injury Management Plan.

13.16. Rehabilitation Procedures

13.16.1. When work injury or illness occurs

- It is the employee's responsibility to notify their supervisor of any injury as soon as reasonably practical.
- Once the employer is notified of an injury, they will ensure that the injured person receives appropriate first aid and /or medical treatment as soon as possible and will conduct an investigation to prevent a recurrence.
- If the injury is significant, the Return-To-Work Coordinator will contact the insurer within 48 hours of being notified. If the Return-To-Work Coordinator is not available the Manager should be contacted. If the injury is not significant, Reach Crane Trucks has 7 days to contact the insurer.
- The Return-To-Work Coordinator will complete a WorkCover Accident report within 7 days of a significant accident or incident occurring.

13.16.2. Follow–up after injury

- The designated Return-To-Work Coordinator will contact the injured employee within 24 hours of being notified of the injury to commence the return-to-work process:
  - Assist the worker in filling out workers compensation forms.
  - Explain the rehabilitation process to the injured worker.
  - Ensure that the worker is offered the help of an accredited rehabilitation provider, where necessary.
  - Ensure the provider will be given reasonable access to the workplace.
  - Arrange for the worker's return to work on the advice of their treating doctor or rehabilitation provider.
  - Ensure a Return-To-Work Plan is developed for all significant injuries. An accredited rehabilitation provider, a trained rehabilitation co-ordinator or an industry rehabilitation coordinator, in consultation with the treating doctor, will develop this plan.

13.16.3. Providing suitable duties

- A written Return-To-Work Plan will be developed when the injured employee is capable of returning to work, according to the nominated treating doctor. Reach Crane Trucks will provide suitable duties in consultation with the NTD and these duties will be reviewed regularly.
- **Suitable duties** will be provided having regard to:
  - the nature of the employee's incapacity and pre-injury employment
  - the employee's age, education, skills and work experience
  - the employee's place of residence
  - the details given in the medical certificates supplied by the employee
  - the provisions of any return-to-work plan for the employee
  - any suitable work for which the employee received return-to-work training.
  - The length of time the employee has been seeking suitable work
  - Any other relevant circumstances

13.16.4. Consultation

- The Return-To-Work Coordinator will consult with all relevant parties, i.e. the injured worker, nominated treating doctor, rehabilitation provider, the insurer, etc about the rehabilitation of individual workers.

13.16.5. Resolving disputes

- Reach Crane Trucks accepts the need to consult with the employees and their representatives on disputes and to contact the Workers Compensation Commission for assistance and advice if unresolved.
- However should it be necessary, refer to Reach Crane Trucks Workers Compensation provider's Injury Management Program.

13.16.6. Finding Alternative Employment

- If the injured worker cannot return to their pre-injury job, Reach Crane Trucks will consult with all relevant parties, i.e. the injured worker, nominated treating doctor, rehabilitation provider, the insurer, etc about finding alternative employment for injured workers.

14. MONITORING AND MEASUREMENT

14.1. PURPOSE

Reach Crane Trucks is committed to control the activities and to establish and maintain procedures for measuring and monitoring the operational performance of Reach Crane Trucks on an ongoing basis and to achieve ongoing improvements WHS management system.

14.2. SCOPE

This procedure details the means by which Reach Crane Trucks shall to monitor and measure the key characteristics WHS risks associated with Reach Crane Trucks' operations.

14.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.5.1 Monitoring and measurement

14.4. DEFINITIONS

Monitoring

Looking, recording, plot a parameter and decide that the process is stable and in control. Goes well with validation parameter.

Measurement

Take the measurement and decide that the process is stable and in control. Goes well with measurable parameter, that have spec and limits.

14.5. FORMS

- None

ACTIONS AND RESPONSIBILITIES

14.6. Workplace Inspections

- Procedures are established to ensure all areas of the workplace and work practices are inspected regularly for hazards and are recorded and remedial action taken.
- Refer to ***Procedure 15. Workplace Inspections.***

14.7. Audits

- Requirements and procedures associated with regular audits of the WHS Management System are established, including the planning and scheduling of audits, conduct of the audit, corrective action and provide information on the results of audits to management and employees.
- Refer to ***Procedure 18. WHS Audits***

14.8. Corrective and Preventative Actions

- Procedures are established to ensure corrective and preventive actions are taken in the event of a non-conformance, and Reach Crane Trucks shall implement our procedure to take corrective and preventive action which is designed to eliminate the chance of a similar event in the future.
- Refer to ***Procedure 19. Corrective and Preventative Action.***

15. WORKPLACE INSPECTIONS

15.1. PURPOSE

The purpose of this procedure is ensure all areas of the workplace and work practices are inspected regularly for hazards and are recorded and remedial action taken.

15.2. SCOPE

Applies to a program of regular workplace inspections will encompass all areas and activities of the organisation and will include the procedures for setting up the program and for conducting the inspections.

15.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.5.1 Monitoring and measurement

15.4. DEFINITIONS

Inspection

An assessment of workplace conditions to identify hazards - usually conducted against a simple itemised checklist.

15.5. FORMS

- Form 15.1 Workplace Inspection Checklist.
- Form 19.1 Corrective Action Request

ACTIONS AND RESPONSIBILITIES

15.6. Principles of an Inspection

- Workplace inspections are an important part of any organisational WHS program. The inspection is carried out for the following three basic reasons:
  - To check specific conditions (e.g. building, fixtures, fittings, safety systems and equipment, etc.) while at the same time checking actual performance against predetermined standards to confirm if acceptable safety and health conditions are being achieved.
  - To monitor and evaluate the performance and compliance against organisational policy, procedures and other predetermined requirements.
  - To identify hazards/environmental aspects and workplace practices which have the potential to cause an accident, injury or harm to the environment.

15.7. Inspection Frequency

- As a minimum, workplace inspections must be carried out monthly on Reach Crane Trucks site.
- Inspections may need to be conducted more frequently dependent on the nature of the work environment. For example, if inspections are identifying too many hazards to deal with effectively at one time, then inspections may need to be conducted on a fortnightly or weekly basis.

15.8. Workplace Inspection Forms

- Workplace inspections are conducted using:
  - ***Form 15.1 Workplace Inspection Checklist.***
- If required, additions can be made to the inspection forms to suit the specific needs of the site. However, the following points must be retained:
  - Items such as plant, equipment that is used in the workplace
  - Specific tasks undertaken in that workplace such as working at heights Inspection of all areas of the workplace (i.e. work areas, office area);
  - Inspection of issues such as housekeeping, safe storage, slip/trip/fall hazards, security, fire, electrical, chemical, manual handling, and other work environment risks relevant and to the workplace.

15.9. Conducting a Workplace Inspection

- The manager or their delegated member/s of staff carries out the workplace inspection at least monthly, preferably working in pairs.
- When doing the inspection it is important to identify that staff have been trained in the use of a piece of equipment, and the safety precautions that must be followed.
- If a person is observed not wearing ear protection for example, rather than just make a note on the checklist that the area was non-compliant, ask the employee why they are not wearing the equipment provided. This will allow a much better opportunity for providing recommendations.
- Staffs that carry out the Workplace Inspection and complete the Inspection Checklist give each identified hazard a risk priority and recommend actions to be taken to minimise the risk. This includes any carry over items from the previous month.

15.10. Follow-up and Reporting

- On completion of the Workplace Inspection the checklist must be completed in order to report on the hazards or faults identified, with suggestions for necessary action.
- In accordance with ***Procedure 19. Corrective and Preventive Action*** when any corrective and preventive action is required the details are recorded on the ***Form 19.1 Corrective Action Request***. The ***Form 19.1 Corrective Action Request*** form is issued to the appropriate person for addressing the corrective action.

16. INCIDENT MANAGEMENT

16.1. PURPOSE

The purpose of this procedure is to ensure all WHS incidents are reported, investigated to determine the root cause, corrective actions are implemented and analysis performed to establish system failures and to ensure injuries, illnesses and incidents are notified to the WHS Regulatory Authority in the format and time frame required by legislation.

16.2. SCOPE

This procedure details the requirements associated with the reporting and investigation of incidents including fatalities, injuries, occupational illnesses and damage to property, equipment or the environment.

This procedure also details the requirements associated with the notification and reporting to the State Regulatory Authorities of accidents, injuries as defined, occurring at the organisation involving employees, contractors and visitors.

16.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.5.2 Incident investigation, corrective and preventive action
- NSW WHS Act - Part 3 Incident notification

16.4. DEFINITIONS

Accident/Incident
An unplanned sequence of events which may result in injury/illness or damage to property or which had the potential to do so.

First Aid Injury
A work injury, which is treated by approved first aid techniques (whether applied by a first aider, nurse or medical practitioner) at the time of the injury.

Medical Treatment Injury
A work injury treated by a medical practitioner which is beyond the scope of normal first aid at the time of the injury.

Lost Time Injury
An event resulting in a fatality or permanent disability, or where time lost from work is one day/shift or more.

Occupational Disease
Is a disease caused by exposure to environmental factors associated with employment work related disability includes such ailments as silicosis, pneumoconiosis, tenosynovitis, bursitis, and loss of hearing. Even through there is no traumatic injury in such disabilities, if they are work related, they are considered work-related injuries.

Notifiable Injury or Illness
A work injury or illness that is required to be reported to the statutory authority.

16.5. FORMS

- Form 16.1 Incident Report
- Form 16.2 Incident Investigation Report
- Form 16.3 Incident Register
- Form 16.4 First Aid Treatment Register.

ACTIONS AND RESPONSIBILITIES

16.6. Incident Response and Notification

- When an incident occurs, the following actions must be taken:
  - Attend to the injured and notify emergency services if necessary. Enlist assistance if required.
  - Make the site safe to prevent further injury, accident or incident.
  - Secure the site of the incident to ensure that it is not disturbed
  - Notify the manager responsible for the workplace of the hazard or incident immediately or as soon as safe to do so.
  - The supervisory staff member to whom the hazard or incident is reported must immediately notify the WHS Manager of serious hazards or incidents as previously defined.
  - The WHS Manager will provide information as to the appropriate personnel to contact and provide advice on keeping the site undisturbed until the investigation is complete, unless necessary to prevent further injury, loss or contamination.
  - The WHS Manager shall notify the statutory authority, WorkCover NSW (13 10 50), of all notifiable hazards and incidents or notification to the statutory authority, Environmental Protection Authority (EPA) NSW (13 15 55), of all notifiable environmental aspects and incidents

16.7. Incident reports

- All Incident Reports shall be completed as soon as possible after the accident or in any case within 24 hours and recorded on ***Form 16.1 Incident Report.***
- The ***Form 16.1 Incident Report*** should be completed by the person involved in the incident or the person reporting the hazard whether they are staff, contractors or visitors;
- Where this is not possible, it is the responsibility of the supervisor of the person/area/activity to complete the report.

16.8. First Aid Reporting

- All injuries must be recorded on the ***Form 16.1 Incident Report*** and First Aid treatments must be recorded on the ***Form 16.4 First Aid Treatment Register.***

16.9. WHS Notifiable Hazards and Incidents:

- A 'notifiable incident' as outlined in the WHS Act is:
  - the death of a person
  - a 'serious injury or illness', or
  - a 'dangerous incident' arising out of the conduct of a business or undertaking at a workplace.

- Notification to the statutory authority, WorkCover NSW is required where a hazard or incident at a workplace or equipment site results in:
  - death
  - serious injury
  - medical treatment within 48 hours following exposure to a substance
  - immediate treatment as an in-patient in a hospital
  - immediate treatment for:
    - amputation;
    - serious head injury;
    - serious eye injury;
    - serious burn;
    - separation of skin from underlying tissue (de-gloving or scalping);
    - electric shock;
    - spinal injury;
    - loss of bodily function, including loss of consciousness; and
    - serious lacerations.

- Notification is also required of situations that expose a person in the immediate vicinity to an immediate health and safety risk through incidents including:
  - collapse, overturning, failure or malfunction of, or damage to, items of plant required to be licensed or registered;
  - collapse or failure of an excavation or the shoring supporting of excavation;
  - collapse or partial collapse of a building or structure;
  - implosion, explosion or fire;
  - escape, spillage or leakage of substances; and
  - objects or substances falling from a height

16.10. Incident Investigation

- All accidents resulting in a lost time injury or medical treatment injury and all incidents or first aid injuries which had the potential to be a lost time or medical treatment injury shall be investigated within 24 hours of their occurrence.
- The investigation shall be recorded on ***Form 16.2 Incident Investigation Report.***

16.11. Requirements to effectively complete an investigation

- The prime purpose of an incident investigation is to establish both the immediate and underlying causes of the hazard or incident so as to identify actions to:
  - prevent any incident that may result from the hazard/environmental aspect, and/or
  - correct the problem and to prevent a recurrence of any incident.
- So far as is reasonably practicable, the management representative must consult with any employee representatives of the area concerned during investigations.

16.12. Procedure for completing an investigation

- Identify the sequence of events that occurred prior, during and after the incident being identified.
- Identify the hazards applicable.
- Identify the nature of any injury or affliction that was sustained as a result, not just immediate but upon further information.
- Identify any contributing factors.
- Identify if the activity was a process, and if this is the case initiate a review of the risk management associated with this process and attach this to the finalised investigation.
- Identify suitable controls measures in line with the hierarchy of controls.
- The Manager is responsible for conducting the investigation and preparing the report.
- The WHS Manager may provide technical input or arrange appropriate expert advice or assistance as required. Other staff, as necessary, can be invited to participate.

16.13. General investigation guidelines

- An investigation must begin as soon as possible after the incident is reported and the medical needs of any injured people have been met
- Where practicable, nothing at the immediate site area must be disturbed until after the completion of the investigation other than what is necessary to prevent further injury, loss or contamination until the investigating officer has authorised clearing away.

- Where appropriate, photographs or video footage should be taken and equipment held for subsequent examination or testing.
- It is desirable to take statements from witnesses. These statements must be taken as soon as possible after an incident. Witnesses must be interviewed separately and questions must be carefully considered so that facts and opinions are not confused.
- It must be emphasised that the purpose of an investigation is not to assign blame for the incident but to establish the causes so as to identify actions necessary to correct the problem and to prevent a recurrence.
- It is essential that investigations are sufficiently broad to assess the full range of technical, human and administrative factors involved in the incident even if some factors are outside the chief responsibilities of the area. Both the immediate and underlying causes of the incident must be investigated.

16.14. Corrective/Preventive action

- Following an incident, it is the responsibility of the Manager to take steps to correct the problem and to prevent a recurrence by implementing the recommendations arising out of the investigation.
- Corrective Actions shall be addressed in accordance with the requirements of the ***Procedure 19. Corrective and Preventative Action.***

16.15. Recording

- The ***Form 16.1 Incident Report*** form shall be held by the WHS Manager and kept for at least 10 years.
- All incidents shall be recorded on the ***Form 16.3 Incident Register***

17. RECORDS MANAGEMENT

17.1. PURPOSE

The purpose of this procedure is to ensure that all records relating to our WHS and verifying the conformance of our product to specification, will be kept and held for a suitable period. The records held shall be adequate to demonstrate achievement of the required workplace health and safety requirements and the effective operation of the WHS System.

17.2. SCOPE

This procedure applies to the identification, collection, indexing, accessing, filing, storage, maintenance and disposal of records and details the requirements:

- Nominate what constitutes a 'record' showing the performance of the WHS;
- State how records will be collected, filed, stored and maintained;
- Allocate a retention period and the disposition for each type of WHS record.
- The procedure will also provide guidance on how to handle records which are to be available to our clients.

Most financial records are outside of the WHS since they are required to meet other requirements such as Accounting Standards and Government reporting.

17.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.5.3 Records and Records Management

17.4. DEFINITIONS

Record

A document stating results achieved or providing evidence of activities performed.

17.5. FORMS

- Form 17.1 WHS Records Index

ACTIONS AND RESPONSIBILITIES

17.6. Records and Data

- WHS records and data include but are not limited to completed copies of forms, checklists, risk assessments contained in the WHS system.
- Additionally, WHS records may include externally produced documentation such as but not limited to material safety data sheets, external WHS audit reports, and workplace monitoring reports.
- Records may include but not limited to the following:
  - Management reviews of operations and the WHS
  - Education, training, skills and experience of staff
  - Evidence that the processes used in developing products and services, and the resulting product or service meets requirements
  - Results of the review of requirements (prior to supply) related to the product or service and actions arising from the review
  - Results of supplier (for purchases of physical products and services) evaluations and any necessary actions arising from the evaluations
  - Internal audit results and follow-up actions
  - Nature of the product nonconformities and any subsequent actions taken, including concessions obtained
  - Results of corrective and preventative action
  - Hazard identification and hazard/risk assessments
  - Inspection, calibration and maintenance activity
  - Monitoring data
  - Details of incidents, complaints and follow-up action
  - Evidence of fulfilment of objectives/targets.

17.7. Identification and Traceability

- Whether a record is stored locally or centrally in electronic or hardcopy form, the records shall be traceable.
- The record is required to be assigned a unique identifier.
- Traceability of a record will come from identification methods, e.g. alpha numeric's, sequential numbering, computer generated and managed record management.
- WHS records shall be recorded on the ***Form 17.1 WHS Records Index.***

17.8. Storage and Maintenance

- Where possible the storage and maintenance of all WHS records shall be in accordance with the requirements specified on the ***Form 17.1 WHS Records Index.***

17.9. Privacy, Confidentiality and Access

- All data and information contained within WHS records shall observe the general privacy conditions.
- Any WHS records which require the collection of private or confidential information shall be identified on the ***Form 17.1 WHS Records Index*** where appropriate to do so.
- Any document listed as having privacy or confidentiality properties shall have its access restricted to personnel with legitimate business needs.

17.10. Electronic Document Protection

- Electronic records are controlled by levels of security on the specific electronic system.

17.11. Retrieval

- Records shall be retrieved using the appropriate retrieval process for the record stored.
- Electronic records may be retrieved using electronic system search and retrieval mechanisms, hardcopy records must be retrieved using a manual process.
- Retrieval of records is for persons authorised to access such record.

17.12. Retention and Disposal

- WHS records are to be retained in accordance with the requirements specified on the ***Form 17.1 WHS Records Index.***
- Methods of disposal for documents shall be prescribed in the Master and Local Records Index.

17.13. WHS Records Index

- Updating (addition, modification, removal) of records contained on the ***Form 17.1 WHS Records Index*** occurs as and when the requirements of the WHS change (as per ***Procedure 7. Documentation and Data Control***).
- The ***Form 17.1 WHS Records Index*** is a list of records required to be kept as per the WHS and the index details:
  - the system component requiring the record;
  - the type of record;
  - the location of the storage;
  - the custodian or responsible officer;
  - confidential and privacy requirements;
  - time period for keep the document; and'
  - how to dispose of the document.

18. WHS AUDIT

18.1. PURPOSE

The purpose of this procedure is to support continuous improvement by ensuring that the WHS Management System is regularly audited to determine whether the WHS:

- conforms to planned arrangements;
- has been properly implemented and maintained; and
- is effective in meeting the organisation's policy as well as objectives and targets for continual improvement.
- to ensure the WHS Management System is reviewed by the Management Team to ensure its continuing suitability, adequacy, and effectiveness.

18.2. SCOPE

Applies to the requirements and procedures associated with regular audits of the WHS Management System, including the planning and scheduling of audits, conduct of the audit, corrective action and provide information on the results of audits to management and employees.

18.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.5.4 OHSMS audit

18.4. DEFINITIONS

Audit

A systematic and independent examination to verify by examination or evaluation of objective evidence the adequacy of and compliance with established systems. An audit is conducted against defined standards

Observation

A suggestion made by the auditor to enhance or improve the component of the quality system.

18.5. FORMS

- Form 18.1 Annual Schedule of Planned Audits
- Form 18.2 Internal Audit Checklist
- Form 18.3 Internal Audit Report

ACTIONS AND RESPONSIBILITIES

18.6. Schedule

- The WHS Manager shall prepare a ***Form 18.1 Annual Schedule of Planned Audits.***
- The schedule shall be developed, based on an evaluation of the importance of specific WHS processes, the results of previous audits and significant WHS risks associated with the business or site.
- It shall include:
  - Internal (first party) audits against the WHS system and performance standards.
  - External (third party), WHS certification audits.
- Unscheduled Audits may be initiated by the WHS Manager at their discretion in response to trends of non-conformance or incidents point to a potential deficiency.
- Follow-up audits may be conducted where instances of non-conformance are detected and the auditor considers it necessary.

18.7. Auditors

- The auditor(s) appointed shall be suitably trained.
- The auditor(s) shall verify that Reach Crane Trucks procedures and commitment to the WHS is understood and maintained by all employees.

18.8. Internal Audit Checklist

- The ***Form 18.2 Internal Audit Checklist*** is prepared based on the WHS Audit Protocols and the site WHS Procedures.

18.9. Internal Audit Report

- Summary findings recorded on the ***Form 18.3 Internal Audit Report.***

18.10. External Audits

- External Audits of Health and Safety shall be carried out as determined by the WHS Manager. An external audit must be undertaken by experienced and trained consultants.

18.11. Follow-up and Reporting

- On completion of the Audit in accordance with ***Procedure 19. Corrective and Preventive Action*** when any corrective and preventive action is required the details are recorded on the ***Form 19.1 Corrective Action Request***. The ***Form 19.1 Corrective Action Request*** form is issued to the appropriate person for addressing the corrective action.

19. CORRECTIVE AND PREVENTATIVE ACTION

19.1. PURPOSE

The purpose of this procedure is to ensure corrective and preventive actions are taken in the event of a non-conformance, and Reach Crane Trucks shall implement our procedure to take corrective and preventive action which is designed to eliminate the chance of a similar event in the future.

19.2. SCOPE

This procedure applies to action taken on any reported non-conformances and potential non-conformances, regardless of how they are detected, in our activities, services and products.

19.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.5.2 Incident investigation, corrective and preventive action

19.4. DEFINITIONS

Corrective Action

Any action taken to eliminate or remedy an undesirable situation or condition.

Preventive Action

Preventive Action is a proactive process and is initiated to stop a potential problem from occurring or from becoming too severe.

19.5. FORMS

- Form 19.1 Corrective Action Request
- Form 19.2 Corrective Action Request Register

ACTIONS AND RESPONSIBILITIES

19.6. Corrective Actions

- Opportunities to identify corrective actions include:
  - conducting workplace inspections
  - testing, inspecting, and monitoring of plant and equipment
  - consulting with staff
  - client feedback
  - audits
  - hazard reporting
  - dealing with any non-conforming product
  - investigating complaints
  - reviewing system failures
  - reviewing regulatory requirements.

19.7. Preventive Actions

- Opportunities to identify preventive action include:
  - Through the management review process
  - Process / Performance monitoring
  - Analysis of warranty data and client feedback for trends
  - Process analysis
  - Look for trends in the root causes of corrective actions
  - Risk assessment
  - Employee suggestions for improvement
  - Emergency planning, disaster recovery planning.
  - Production planning
  - Monitoring changes in legislation, regulations,
  - Reviewing changes in the marketplace
  - Assessing new technology
  - Internal / External WHS Audit Findings
  - Employee Observation

19.8. Corrective and Preventive Action Steps

- Review and document the problem
- Contain or temporarily fix the problem. e.g. remove the defective product from production and quarantine it in a designated area for later investigation
- Investigate the cause of the problem – how did it happen, why did it happen, could it happen again?
- Propose an appropriate solution that will prevent the problem happening again. This will often mean a change to the process.
- Report on what actions were actually taken.
- After an appropriate period of time, you will need to assess whether the actions taken were successful in preventing recurrence. Document the evidence to support your decision.
- Once you are satisfied the problem is not recurring, you can close the issue.

19.9. Recording the Corrective and Preventive Action Process

- When any corrective and preventive action is required the WHS Manager shall record the details on the ***Form 19.1 Corrective Action Request*** form.
- The ***Form 19.1 Corrective Action Request*** form is issued to the appropriate person for addressing the corrective action.
- All Corrective Actions Requests shall be recorded on the ***Form 19.2 Corrective Action Request Register*** by the WHS Manager.
- When actions have been completed the ***Form 19.1 Corrective Action Request*** form shall be completed and returned to the WHS Manager who shall update the ***Form 19.2 Corrective Action Request Register*****.**

19.10. Reporting

- The WHS Manager will prepare Corrective Action Request Report monthly and forwarded to the Executive Management Team.
- The Monthly Corrective Action Request Report shall be reviewed by the Executive Management Team in accordance with the ***Procedure 20. Management Review.***

20. MANAGEMENT REVIEW

20.1. PURPOSE

The purpose of this procedure is to ensure the WHS Management System is reviewed by the Management Team to ensure its continuing suitability, adequacy, and effectiveness. The objectives of management review are to establish that the WHS Management System is achieving the expected results and meeting the organisations requirements, continuing to conform to the Standards, continuing to satisfy the clients' needs and expectations, and functioning in accordance with established procedures.

20.2. SCOPE

This procedure details the requirements for Reach Crane Trucks conducting Management reviews of the WHS Management System.

20.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.6 Management review

20.4. DEFINITIONS

Nil.

20.5. FORMS

- None

ACTIONS AND RESPONSIBILITIES

20.6. Monthly Management Review

- Reach Crane Trucks Management Team shall conduct a review monthly of the WHS Management System.
- The purpose of the review is to ensure its continuing suitability, adequacy and effectiveness of the WHS Management System and performance against stated objectives.
- The review shall evaluate any need for change and establish actions to improve the system, its processes and resource needs.
- The review shall consider:
  - result from audits;
  - the extent to which objectives and targets have been met;
  - the continuing suitability of the WHS Management System in relation to changing conditions and information;
  - workplace health and safety performance reports;
  - incident reports;
  - statutory WHS performance;
  - corrective and preventive action reports;
  - changes to regulatory requirements;

20.7. Annual Management Review

- Reach Crane Trucks Pty Ltd. Senior Management shall conduct a review annually of the WHS Management System.
- The purpose of the review is to ensure its continuing suitability, adequacy and effectiveness of the WHS Management System and performance against stated objectives.
- The review shall evaluate any need for change and establish actions to improve the system, its processes and resource needs.
- The review shall be led by senior management and consider:
  - The suitability of the policy\policies.
  - The impact of changing legislation.
  - The management of risk.
  - WHS objectives, targets and performance indicators.
  - Changing expectations and requirements of relevant stakeholders/communities (including complaints).
  - Changes in the products or activities of the organisation.
  - Changes to the structure of the organisation.
  - Communication and feedback (particularly from workers and clients).
  - The effectiveness of the management of change process.
  - The status of corrective and preventive actions.
  - Performance statistics,
  - Findings of completed audits and reviews.
  - Follow up on actions from previous management reviews.
  - Recommendations and opportunities for improving the effectiveness of the management system.
- Records of completed management review(s) shall be retained and include:
  - Decisions and actions relating to possible changes to policy/policies, objectives and targets.
  - Information relating to revised risks and any proposed treatment and controls.
  - Improvement suggestions for inclusion into future management plans.
  - Any other alternation, modification and improvement to the management system that demonstrates a commitment to continual improvement.
- Relevant outputs from the management review(s) shall be made available for communication and consultation throughout Reach Crane Trucks.

SECTION 3 HAZARD MANAGEMENT PROCEDURES

21. MANUAL HANDLING

21.1. PURPOSE

The purpose of this procedure is to provide a systematic approach to the identification, assessment and control of manual handling risks and to prevent manual handling injuries in the workplace and to ensure legal compliance.

21.2. SCOPE

Applies to tasks involving manual handling which are to be identified and risk assessed so that hazards are eliminated or controlled to prevent injuries or adverse health effects. This applies throughout Reach Crane Trucks.

21.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW WHS Regulation 2011 - Chapter 4 Hazardous work, Part 4.2 Hazardous manual tasks
- NSW Code of Practice – Hazardous manual tasks

21.4. DEFINITIONS

Hazardous Manual Task:

Means a task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing that involves one or more of the following:

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

These factors (known as characteristics of a hazardous manual task) directly stress the body and can lead to injury

Musculoskeletal Disorders (MSDS)

A musculoskeletal disorder means an injury to, or a disease of, the musculoskeletal system, whether occurring suddenly or over time. It does not include an injury caused by crushing, entrapment (such as fractures and dislocations) or cutting resulting from the mechanical operation of plant.

21.5. FORMS

- Form 21.1 Manual Handling Risk Assessment

ACTIONS AND RESPONSIBILITIES

21.6. Musculoskeletal Disorders (MSD)

- A musculoskeletal disorder means an injury to, or a disease of, the musculoskeletal system, whether occurring suddenly or over time. It does not include an injury caused by crushing, entrapment (such as fractures and dislocations) or cutting resulting from the mechanical operation of plant.
- MSD may include conditions such as:
  - sprains and strains of muscles, ligaments and tendons
  - back injuries, including damage to the muscles, tendons, ligaments, spinal discs, nerves, joints and bones
  - joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knee, ankle, hands and feet
  - nerve injuries or compression (e.g. carpal tunnel syndrome)
  - muscular and vascular disorders as a result of hand-arm vibration
  - soft tissue hernias
  - chronic pain.
- MSD occur in three ways:
  - gradual wear and tear to joints, ligaments, muscles and inter-vertebral discs caused by repeated or continuous use of the same body parts, including static body positions
  - sudden damage caused by strenuous activity, or unexpected movements such as when loads being handled move or change position suddenly.
  - exposure to vibration.
- These factors (known as characteristics of a hazardous manual task) directly stress the body and can lead to injury.

21.7. Manual Task Risk Management Process

- As the prevalence and cost of MSD can be high, Reach Crane Trucks aims to reduce the incidence of MSD and comply with the WHS Regulation by managing the risks associated with hazardous manual tasks. This is undertaken through a risk management process and to do this Reach Crane Trucks will, so far as reasonably practicable;
  - Identify hazardous manual tasks,
  - Assessing the risks,
  - Eliminate the risks from the hazardous manual tasks,
  - Implement control measures in accordance with the hierarchy of controls to minimise the risks from hazardous manual tasks where elimination is not practicable,
  - Maintain, monitor and review the risk control measures.
- Consultation with the worker performing and affected by the hazardous manual tasks is required at all steps in the process described above.

21.8. Identify hazardous manual tasks

- The first step in managing risks from carrying out manual tasks is to identify those tasks that have the potential to cause musculoskeletal disorders (MSDs).
- Hazardous manual tasks are ones that involve involving one or more of the following:
  - repetitive or sustained force
  - high or sudden force
  - repetitive movement
  - sustained or awkward posture
  - exposure to vibration.
- Hazards that arise from manual tasks generally involve interaction between a worker and:
  - the work tasks and how they are performed
  - the tools, equipment and objects handled
  - the physical work environment

21.9. Identifying hazardous manual tasks

Hazardous manual tasks shall be identified through a range of means including;

- **Consultation with workers** – it can be beneficial to observe workers and seek information from them about tasks that may cause MSD and may be a potential hazard. This may include tasks that are difficult to perform, cause fatigue, involve awkward postures or positions or result in discomfort.
- **Review available information and identify trends** – reported injuries, incidents, inspection reports and workers compensation claims provide information about activities that may involve hazardous manual tasks. Particular jobs or trends may be apparent that indicate the need for further investigation about the incidence of hazardous manual tasks in some areas or for some jobs.
- **Observation** – observing or inspecting work areas can assist in examining how work is completed and provide information on the posture and movements that may be linked to a MSD.
- **Review** – Evaluation of the characteristics of a task or environment should be undertaken when changes to activities or processes are being introduced or new tools, machinery or equipment is being considered. This evaluation should consider whether hazardous manual tasks are being introduced with these changes.

21.10. Characteristics of Hazardous Manual Tasks

The following characteristics should be considered when identifying a hazardous manual task.

- **Force** – this is the amount of muscular effort required to perform the task. Forceful exertions can result in overload to soft tissues associated with MSD. The types of force to consider are;
  - Repetitive force – involving force applied repeatedly over time
  - Sustained force – involving application of continual force for a period of time
  - High force – where heavy loads or poor positions may be involved in the task
  - Sudden force – where jerky or unexpected force may be needed to manage a task
- **Movement** – this relates to the change in the position of a body part. Movements to consider include;
  - Repetitive movement – where a body part repeatedly uses the same motion over a period of time
- **Posture** – this relates to the position of the body while the task is completed. Postures to consider are;
  - Sustained postures – where a body part is kept in one position for a prolonged period
  - Awkward postures – where a body part is held in an uncomfortable or unnatural position including where the joint is at an extreme angle, or where bending, twisting, asymmetrical or unbalances postures may be required
- **Vibration** – exposure to vibration can impact blood supply, nerve function and other soft tissues. Common forms of vibration include;
  - Whole body vibration – where equipment, machinery or vehicles may transmit vibration to the whole body through the supporting surfaces.
  - Hand-arm vibration – where the hand or arm have vibration transferred through tools or equipment and the resulting vibration can result in repetitive shock loads to the upper limbs.

21.11. Assessing the risk of Hazardous manual tasks

- Where Managers have identified hazardous manual tasks a risk assessment shall be conducted using the ***Form 21.1 Manual Handling Risk Assessment form.***
- A risk assessment allows you to examine the characteristics of a manual task in more detail.
- A risk assessment for any manual tasks that you have identified as being hazardous, unless the risk is well-known and you know how to control it.
- A risk assessment can help you determine:
  - which postures, movements and forces of the task pose a risk
  - where during the task they pose a risk
  - why they are occurring
  - what needs to be fixed
- When conducting a risk assessment of manual tasks the following factors must be taken into consideration.
  - The posture of the worker
  - The forces exerted by the worker and any forces exerted on the worker by the object, person or animal
  - Speed of movements by the worker
  - Exposure of the worker to vibration; and
  - The duration and frequency of the task
- You must also take into consideration the possible sources of the risks including;
  - The layout or design of the work area. For example is the area set up to prevent awkward postures.
  - The work environment. Sources of risk in a work environment include temperature, humidity, floor surfaces, lighting and obstructions.
  - Consider the nature, size, weight or number of persons, animals or things handled including any tools used ; and
  - Work organisation and the system of work. For example the pace of the work and time constraints.

21.12. Controlling the risks

- Effective risk control will require that you know what risk factors are present, where they occur and why they are present (sources of risk).
- Risk control measures are ranked in terms of the level of protection and reliability from highest to lowest. This is known as the Hierarchy of Controls and includes;
  - Eliminate the risk
  - Minimise the risk through the a) substitution, b) isolation or c) engineering controls
  - Administrative controls
  - Personal Protective Equipment

Consider the following in examining effective risk controls. Selection of risk controls needs to be undertaken in consultation with the worker performing and affected by the hazardous manual tasks.

- **Purchasing to minimise risk** – consider the design, space requirements, physical characteristics and specifications (including vibration) of plant, equipment, tools, machinery, vehicles and containers prior to purchase. This may allow a hazardous manual task to be eliminated or minimised prior to its use in the workplace.
- **Changing the work design or layout** – changes to the workstation design, the heights, postures and positions used when working at as well as the space available can all be varied to control the identified risks.
- **Changing the nature, size, weight or number of items handled** can include varying the size, shape and handling points of loads, the tools and equipment available or the position of the work. Tools and equipment also need to be inspected and maintained to ensure correct operation.
- **Mechanical aids** – equipment and tools such as conveyers, cranes, hoists, turntables, and mechanical devices may be implemented to minimise risks. Mechanical aids need to suit the load and function and implementation should include providing workers with information, instruction and supervision on the use of the mechanical aid.
- **Changing systems of work** – organising the work to minimise the duration or number of handlings of material should be considered. Changes in controls of the pace of the work, frequency of breaks or the ability to rotate tasks are possible areas for risk minimisation.
- **Changing the work environment** – changes to the conditions where the work is conducted may eliminate or minimise risks such as changes to temperature, floor surfaces, lighting, vibration or other conditions in the work environment.
- **Administrative Controls** –can include job rotation, rest breaks, implementing team handling practices or information/training/instructions which may all be used to minimise the risk of hazardous manual tasks. Controls at this level may be used in conjunction with controls at a higher level.
- **Personal Protective Equipment** – equipment is selected to assist in minimising a risk. This is the lowest level of control offered and control measures from further up the hierarchy should be considered before selecting a control at this level.

21.13. Implementing Controls

- To implement effective risk controls, a range of options may be needed including short term and long term solutions.
- Employees should be involved in the selection and planning of implementation of risk controls including any trials that may be possible.
- Effective risk controls should be implemented with training, instructions, information and supervision provided to employees using and affected by the risk control measures.
- The training and information should include safe operation, use and maintenance of equipment (where relevant) as well as how to identify and report on problems or issues with the control measure/s.
- Implemented control measures should be reviewed and revised, if necessary and this should be planned prior to implementation.
- Risk control measures also need to be regularly inspected and maintained to ensure effective operation.

21.14. Review controls

- Control measures that have been implemented must be reviewed and, if necessary, revised to make sure they work as planned and to maintain a work environment that is without risks to health and safety.
- Control measures may be reviewed using the same methods as the initial hazard identification step. Consult the employees involved in the manual task and consider the following:
  - Are the control measures working effectively in both their design and operation, without creating new risks?
  - Are employees actively involved in the risk management process?
  - Are they openly raising health and safety concerns and reporting problems promptly?
  - Have new work methods or new equipment reduced physical strain or difficulty?
  - Has instruction and training on hazardous manual tasks and the implemented control measures been successful?
  - Is the frequency and severity of MSDs reducing over time?
  - Is an alteration planned to any structure, plant or process that is likely to result in a worker being exposed to a hazardous manual task?
  - Has an incident occurred as a result of a worker being exposed to a hazardous manual task?
  - If new information becomes available, does it indicate current controls may no longer be the most effective?
- If problems are found, go back through the risk management steps, review your information and make further decisions about risk control.

21.15. Information, Training and Instruction

- Training in the type of control measures implemented should be provided during induction into a new job and as part of an on-going training needs. Training should be provided to employees required to carry out, supervise or manage hazardous manual tasks
- The training should include information on:
  - manual task risk management, including the characteristics of hazardous manual tasks
  - specific manual task risks and the measures in place to control them
  - how to perform manual tasks safely, including the use of mechanical aids, tools, equipment and safe work procedures
  - how to report a problem or maintenance issues.

22. HAZARDOUS CHEMICALS

22.1. PURPOSE

The purpose of this procedure is to ensure that any chemicals, hazardous substances and dangerous goods used as part of the organisation operations are identified and controlled in a manner to minimise the risk of adverse health effects to employees, customers, contractors and the public.

22.2. SCOPE

Applies to the identification and assessment of all chemicals, hazardous substances/dangerous goods, including labelling and the provision of SDS's, information and training.

Under the WHS Regulations, a hazardous chemical is any substance, mixture or article that satisfies the criteria of one or more Globally Harmonised System of Classification and Labelling of Chemicals (GHS) hazard classes, including a classification in Schedule 6 of the WHS Regulations.

22.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW WHS Regulation 2011 – Chapter 7 Hazardous chemicals
- NSW Code of Practice – Labelling of workplace hazardous chemicals
- NSW Code of Practice – Managing risks of hazardous chemicals in the workplace
- NSW Code of Practice – Preparation of safety data sheets for hazardous chemicals
- Reach Crane Truck Spill Kit Policy 2014

22.4. DEFINITIONS

Globally Harmonised System of Classification and Labelling of Chemicals (GHS)
A single internationally agreed system of chemical classification and hazard communication through labelling and Safety Data Sheets (SDS).

Hazardous Chemicals
Workplace hazardous chemicals are substances, mixtures and articles used in the workplace that can be classified according to their health and physicochemical hazards

SDS - Safety Data Sheet.
Term used by GHS for Material Safety Data Sheet (SDS).

Hazard Group
While not given a formal definition, GHS divides hazards into three major groups - health, physical and environmental.

Class
The term used to describe the different types of hazards.

Category
The name used to describe the sub-sections of classes.

Pictogram
Refers to the GHS symbol on the label and SDS. Not all categories have a symbol associated with them.

Hazard Statement
For each category of a class, a standardised statement is used to describe the hazard.

Signal Word
There are two signal words in the GHS system - Danger and Warning. These signal words are used to communicate the level of hazard on both the label and the SDS. The appropriate signal word to use is set out by the classification system.

22.5. Forms

- Form 22.1 Chemical Register
- Form 22.2 Chemical Risk Assessment

ACTIONS AND RESPONSIBILITIES

22.6. WHS Regulatory Requirements

- The WHS Regulations include specific duties for Reach Crane Trucks to manage the risks to health and safety associated with using, handling, generating and storing hazardous chemicals at a workplace.
- The duties include:
  - correct labelling of containers and pipework, using warning placards and outer warning placards and displaying of safety signs
  - maintaining a register of hazardous chemicals
  - identifying risk of physical or chemical reaction of hazardous chemicals and ensuring the stability of hazardous chemicals
  - ensuring that exposure standards are not exceeded
  - provision of health monitoring to workers
  - provision of information, training, instruction and supervision to workers
  - obtaining the current Safety Data Sheet (SDS) from the manufacturer, importer or supplier of the chemical
  - provision and availability of fire protection, firefighting equipment and emergency and safety equipment

22.7. Identification of Hazardous Chemicals and Emissions

- Reach Crane Trucks shall identify and list all substances/chemicals at the site and list on the ***Form 22.1 Chemical Register.***
- A hazardous chemical can be identified by:
  - A clear statement in the SDS defining the product has hazardous
  - The use of pictograms, warning words and phrases on labels and packaging
  - The product fits within one of the categories listed in the Classification.
- Managers must provide SDS for each hazardous chemical and ensure that staff can readily access them. The SDS must be renewed at least every 5 years or if a substance/chemical changes.

22.8. Risk assessment

- A risk assessment (RA) is not mandatory for hazardous chemicals under the WHS Regulation in situations where the hazards and associated risks are well-known and have well established and accepted control measures, for example, if there are a small number of chemicals and the hazards and risks are well understood.
- However, it is still necessary to document the agreed controls utilised for Hazardous Substances (HS), Dangerous Goods (DG) and for this purposes use the SDS to develop a Standard Operating Procedure which outlines the correct use of the chemical.
- Risk assessment (RA) shall be conducted using the ***Form 11.2 Chemical Risk Assessment Form***

22.9. Controls

22.9.1. Pre Purchasing

- Before any new chemical/substances are purchased the hazards and risks involved in handling, storage and use must be determined.
- Information from the Safety Data Sheet (SDS) must be used for this purpose.
- Keep the Chemical Register up to date by entering new substances/chemicals as they come into the workplace; and removing obsolete substances/chemicals that are no longer used or kept in the workplace.
- Chemicals purchased must be labelled as per Schedule 9 of the WHS Regulation.

22.9.2. Storage

- Quantities of hazardous chemicals should be kept to a minimum.
- Storage conditions stipulated in the SDS must be followed to ensure stability for hazardous chemicals this includes requirements for separation and segregation by class type for all incompatible substances.
- It may require having dedicated Australian Standard approved cabinet for each type of dangerous good (depending on quantity stored).

22.9.3. Packaged products

- Chemical products purchases from suppliers, manufactures or importers must comply with the following labelling requirements. Where a chemical does not comply with these requirements it must be returned to the vendor.
- The label must be in English and contain the following:
  - the product identifier
  - the name, Australian address and business telephone number of either the manufacturer or importer
  - the identity and proportion disclosed, in accordance with Schedule 8 of the WHS Regulations, for each chemical ingredient
  - any hazard pictogram(s) consistent with the correct classification(s) of the chemical
  - any hazard statement(s), signal word and precautionary statement(s) that is consistent with the correct classification(s) of the chemical
  - any information about the hazards, first aid and emergency procedures relevant to the chemical, which are not otherwise included in the hazard statement or precautionary statement, and
  - the expiry date of the chemical, if applicable.
- If the manufacturer has amended a SDS, the label should be changed to ensure that it is consistent with the information in the amended SDS.

22.10. Labelling Decanted Products

- If products are decanted for immediate use, by the person who decanted them, they will not require a label providing the container is cleaned out directly afterwards.
- If a hazardous chemical has been decanted or transferred from the container in which it was packed and it will not be used immediately or is supplied to someone else, the following labelling conventions must be complied with:
  - If used within 12 hours, the label must be written in English and include the full product name and a hazard warning such as a pictogram (as per Appendix F of the Code of Practice Labelling of Workplace Hazardous Chemicals), or hazard statement consistent with the correct classification of the chemical e.g. appropriate risk and safety phrases
  - If the hazardous chemical remains in the decanted container for an extended period or the container is repeatedly used to decant the hazardous chemical, then a permanent label with all the general labelling information must be attached to the container. Permanently labelled containers must not be used to contain any other substances or mixtures than those specified on the label.
- All decanted chemicals should be placed into a container that is easily identifiable or has a label, supplied by the supplier of the chemical, that can be attached to the container bottle.
- If there is a timeline applied to the decanted chemical, this should be recognised within the SOP that is derived from the SDS and communicated to all staff using that chemical.

22.11. Standard Operating Procedures

- Standard Operating Procedure (SOPs) are required for any tasks which involve chemicals which are described within the SDS as being either and/or hazardous chemicals / dangerous goods and have a HazChem code or poison schedule attached.
- The SOP for these chemicals should reflect the SDS in the following areas:
  - Storage and handling including compatibility with other chemicals within your area
  - Risks to staff arising from exposure
  - PPE Requirements.
- All staff who do these tasks must receive training on the SOPs, which is commensurate with level of risk and level of competency of the user.
- The SOPs should also be used when inducting new staff/students etc. Records of the training/inductions should be retained and stored as part of the unit's WHS Documentation.
- Refer: ***Procedure 9. Standard Operating Procedure (SOP).***

22.12. Personal Protective Equipment

- Personal protective equipment (PPE) includes items such as overalls, aprons, gloves, dust masks, respirators, self-contained breathing apparatus, footwear, goggles or face shields, hard hats, and fully encapsulated suits.
- PPE must meet Australian Standards and be selected in accordance with the relevant chemical SDS.
- Refer: ***Procedure 24. Personal Protective Equipment Procedure (PPE)***

22.13. Disposal

- All chemical waste needs to be: handled, stored, labelled, and disposed of safely in accordance with the environmental legislation.
- If a new chemical is introduced into the workplace, and an old chemical is replaced within this process, then it is the Manager's responsibility to contact the supplier of the old chemical to find out how to dispose of that chemical at the time of the replacement.

22.14. Monitor and Evaluate

- Managers must periodically monitor and evaluate the control measures to ensure they have been effectively implemented and to ensure new hazards haven't been inadvertently introduced.
- This may include observations, air monitoring and health surveillance or formal inspections depending on the hazard and the risk control measures
- SOP's must be reviewed if new information about the hazard and the harm it could cause becomes available via the updated SDS being supplied/ notified to the manager.
- They also need to be reviewed when:
  - more effective risk control methods become available;
  - the risk control measures fail or are not as effective as intended;
  - the effectiveness of the risk control measures could be impaired by any proposed changes;
  - the SDS is updated.
  - injury or illness results from exposure to the hazard

22.15. Changes and Improvements

- Managers shall communicate all changes or improvements to all workers, contractors and others that may be affected by the change relating to:
  - A change in substance or the way it is used;
  - The equipment involved in the task;
  - PPE requirements; and/or
  - Health and environmental monitoring
- Updates to SWP's, PPE, equipment and monitoring must be revised in line with any agreed changes and all contact workers must be briefed accordingly.

22.16. Health Monitoring

- Health monitoring may be required for hazardous chemicals which are toxic or have other health hazards and risks.
- Many hazardous chemicals have personal exposure standards that must not be exceeded (WHS Regulation 2011, Clause 49)
- If health monitoring is identified Reach Crane Trucks shall:
  - inform workers and prospective workers about health monitoring requirements
  - ensure health monitoring is carried out by or under the supervision of a registered medical practitioner with experience in health monitoring
  - consult workers in relation to the selection of the registered medical practitioner
  - pay all expenses relating to health monitoring
  - provide certain information about a worker to the registered medical practitioner
  - take reasonable steps to obtain a report from the registered medical practitioner after the monitoring has been carried out
  - provide a copy of the report to the worker if the report contains adverse test result or recommendations that remedial measures should be taken. Also provide the report to all other persons conducting a business or undertaking who have a duty to provide health monitoring for the worker
  - keep reports as confidential records for at least 30 years after the record is made (40 years for reports relating to asbestos exposure)
  - not disclose the report to anyone without the worker's written consent unless required under the WHS Regulations.

22.17. Information, Training and Supervision

- An induction and training program must include information about hazardous chemicals to which workers are (or may be) exposed to in the course of their work.
- Information should include the nature of the hazards, risks to health arising from exposure, the degree of exposure and routes of entry of the hazardous substances into to the body. This includes information on the forms of hazardous substances including dusts, fumes and other atmospheric contaminants.
- The training is to ensure that where required, staff can:
  - recognise Dangerous Goods and Hazardous Substances hazard(s) and the harm they could cause;
  - access, read and understand the SDS and label;
  - accurately follow work procedures and instructions to control the risk of the hazard harming them;
  - accurately follow first aid and emergency procedures in place to manage incidents related to Dangerous Goods and Hazardous Substances; and
  - accurately fit, use and maintain any personal protective equipment required to protect them from the hazard.

23. ELECTRICAL SAFETY

23.1. PURPOSE

The purpose of this procedure is to ensure that all electrical equipment is maintained and operated safely which includes the requirements associated with the safe operation and maintenance of all electrical equipment used on the site.

Reach Crane Trucks has the primary duty under the WHS Act to ensure, so far as is reasonably practicable, that workers and other persons at the workplace are not exposed to electrical risks arising from the business or undertaking. This duty requires eliminating electrical risks or, if that is not reasonably practicable, minimising the risks so far as is reasonably practicable.

23.2. SCOPE

This procedure details the requirements associated with the safe operation and maintenance of all electrical equipment used on the organisation site.

23.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW WHS Regulation 2011 - Chapter 4 Hazardous work, Part 4.7 General electrical safety in workplaces and energised electrical work
- NSW Code of Practice – Managing electrical risks in the workplace
- AS/NZS 3760:2010 In-service safety inspection and testing of electrical equipment
- AS/NZS 3012:2010: Electrical installations – Construction and demolition sites.
- AS 3000-2007, Electrical Installations

23.4. DEFINITIONS

- Nil

23.5. FORMS

- Form 23.1 Electrical Equipment Register.

ACTIONS AND RESPONSIBILITIES

23.6. General Electrical Requirements

- All electrical equipment purchased and brought onto the organisation site shall comply with the relevant Australian Standards.
- Only qualified electrical trades persons shall work on electrical equipment and installations.
- All electrical wiring and equipment shall conform with and be maintained to Australian Standard AS 3000-2007, "Electrical Installations", “AS/NZS 3012:2010: Electrical installations – Construction and demolition sites” and other relevant standards, and statutory requirements.
- An adequate number of power outlets need to be provided for electrical needs of the area. The positioning of the outlets shall take into consideration the creation of trip hazards and ease of access. Where extra power outlets are required on a short term or occasional basis, portable multi-plug power outlets, with built in overload switch, may be used. Double adaptors shall not be permitted.
- Residual current devices (RCD's), are known as Earth Leakage Circuit Breakers (ELCB's), or safety switches, and should be installed in all workplaces to protect people and equipment.
- Safety switches are available as a switchboard unit which is preferable as it provides complete installation protection. Other options include power point units, portable units, or direct wiring into portable electrical tools or equipment. RCD's are not a substitute for fuses or circuit breakers, and will not protect against all causes of electrical accidents, particularly high current circuit overload.
- Extension leads shall be used as a last resort. Where possible, a permanent power outlet is to be installed. Leads shall be kept as short as possible and shall have heavy duty sheathed insulation. They may be purchased commercially or made up by an electrician.
- Leads are to be inspected and tagged in accordance with the relevant standards. They are to be permanently and correctly repaired if wires or the insulation breaks. The use of insulation tape for permanent repair is not acceptable.
- In use, extension leads must not introduce physical hazards such as tripping. Pin and socket fittings must be kept dry and located where they will not be damaged.
- Extension leads should not be used in traffic areas. Barricades shall be used to protect the area.
- Electrical appliances are to be kept in good condition, inspected tested and tagged regularly and records kept in accordance with any relevant statutory requirements.
- Leads are to be replaced if the insulation becomes frayed or broken. Repair is to be carried out by a qualified electrician.
- Portable power tools shall be kept in good condition, inspected and tagged in accordance with the relevant statutory requirements. Ensure the equipment is

correct for the work being carried out, and do not overload the power tool so that it stops or overheats. Ensure appropriate personal protective equipment is worn and guarding is in place and adjusted properly.

- Where available tools are to be double insulated. Leads are to be kept in good condition and replaced if the insulation becomes frayed or broken - repair with insulation tape is not acceptable.
- Electrical distribution boards and switch rooms must be sign posted, clearly labelled and kept locked and with clear access. Flammable and combustible materials must not be stored adjacent to a distribution board or switch room. As damage to these facilities can cause serious business interruptions, fire protection devices, such as smoke detectors and alarms, should be installed and linked to local emergency services.
- Ladders used for electrical work or in the vicinity of live electrical equipment, must be non-conductive e.g. fibreglass, or timber. Aluminium or wire reinforced wooden ladders must not be used in these situations.

23.7. Unsafe electrical equipment

- Managers shall ensure workers (if competent to do so) undertake a check of the physical condition of the electrical equipment, including the lead and plug connections, prior to commencing use
- Ensure that electrical equipment is out of service if in doubt as to safety, including at any time during use
- Unsafe electrical equipment must be disconnected or isolated from its electricity supply. It must not be reconnected unless it is repaired by a competent person or tests by a competent person have confirmed it is safe to use.
- Alternatively, it could be replaced or permanently removed from use.
- Unsafe electrical equipment should be labelled indicating it is unsafe and must not be used. This is to prevent inadvertent use before the electrical equipment can be tested, repaired or replaced.

23.8. Inspecting and testing electrical equipment

- Inspecting and testing electrical equipment will assist in determining whether it is electrically safe.
- Regular visual inspection can identify obvious damage, wear or other conditions that might make electrical equipment unsafe.
- Many electrical defects are detectable by visual inspection.
- Regular testing can detect electrical faults and deterioration that cannot be detected by visual inspection.
- AS/NZS 3760:2010 sets out indicative inspection and testing intervals for certain electrical equipment, including RCDs, used in a variety of different operating environments.
- In addition to regular testing, electrical equipment should also be tested:

  - after a repair or servicing that could affect the electrical safety of the equipment (ie undertaken by the person carrying out the repair or servicing before return to service)
  - before its first use if bought second-hand.
- Inspection and testing of electrical equipment may involve, in part:
  - looking for obvious damage, defects or modifications to the electrical equipment, including accessories, connectors, plugs or cord extension sockets
  - looking for discolouration that may indicate exposure to excessive heat, chemicals or moisture
  - checking the integrity of protective earth and insulation resistance
  - checking that flexible cords are effectively anchored to equipment, plugs, connectors and cord extension sockets
  - looking for damage to flexible cords
  - checking that operating controls are in good working order ie they are secure, aligned and appropriately identified
  - checking that covers, guards, etc. are secured and working in the manner intended by the manufacturer or supplier
  - checking that ventilation inlets and exhausts are unobstructed
  - checking that the current rating of the plug matches the current rating of the associated electrical equipment.

23.9. New equipment

- Brand-new electrical equipment that has never been put into use (ie other than second-hand equipment) does not have to be tested before first use.
- Brand-new electrical equipment, however, should still be visually inspected to ensure that no damage occurred during transport, delivery, installation or commissioning.
- If the electrical equipment is required to be tested regularly for safety, take the necessary steps to ensure that it does not miss its first required test.
- The date the electrical equipment was placed into service should be recorded (eg on the record of installation or elsewhere). The electrical equipment may also be fitted with a tag stating:
  - that the equipment is ‘new to service’
  - the date of entry into service
  - the date when the first electrical safety test is due
  - that the equipment has not been tested.
- Fitting a ‘new to service’ tag is an administrative task that can be carried out by an appropriately trained in-house person.
- Alternatively, a different system may be put into place to ensure the electrical equipment is properly inspected and tested as required (eg the new electrical equipment can be included in the next round of electrical testing carried out at the workplace).

23.10. Competency requirements for those carrying out inspection and testing of electrical equipment

- Inspection and testing of electrical equipment must be carried out by a person who has acquired, through training, qualification or experience, the knowledge and skills to carry out the task (ie be a 'competent person').
- Inspection and testing of electrical equipment must be carried out by a competent person who has the relevant knowledge, skills and test instruments to carry out the relevant inspection and testing. The person carrying out any testing of electrical equipment should also be competent to interpret the test results of any equipment they use.
- For example, a person carrying out testing under AS/NZS 3760:2010 must be:
  - a licensed or registered electrician (whichever applies), or
  - in some jurisdictions, a licensed electrical inspector, or
  - a person who has successfully completed a structured training course and been deemed competent in the use of a pass-fail type portable appliance tester and the visual inspection of electrical equipment.

23.11. Isolation

- The Manager shall ensure all personnel working on the site have in place Isolation, Safety Tagging and lock out procedures which are developed as required under the ***NSW Code of Practice – Managing electrical risks in the workplace.***

23.12. Electrical Equipment Register

- An Electrical Equipment register shall be generated for all electrical plant items and entered into ***Form 23.1 Electrical Equipment Register.***

24. PERSONAL PROTECTIVE EQUIPMENT

24.1. PURPOSE

The purpose of this procedure is to ensure Personal Protection Equipment (PPE) is introduced carefully, used properly and regularly maintained and monitored.

Personal Protective Equipment (PPE) will not remove the hazard itself, nor will it provide permanent or total protection however, it does have an important role in the safety, health and environment program. PPE at Reach Crane Trucks includes protection for head, eyes, respiratory system, hands and feet as well as protective clothing.

24.2. SCOPE

This procedure applies to the assessment of hazards, selection of PPE and the control of the issue, use and maintenance of PPE. PPE includes protection for head, eyes, respiratory system, hands and feet as well as protective clothing. These requirements apply to all people who work within the organisation including contractors and visitors.

24.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW WHS Regulation 2011 – Chapter 3 General risk and workplace management, Division 5 Personal protective equipment
- AS 2210-1994 Safety footwear
- AS 2161-2008 Industrial safety gloves and mittens
- AS 1716-2012 Respiratory protective devices
- AS 1270-2002 Acoustic - Hearing protection
- AS 2919-1987 Industrial clothing
- AS 2210-1994 Protective footwear

24.4. DEFINITIONS

Personal Protective Equipment

Clothing or equipment required to be worn or used by a worker to reduce the risk of injury.

24.5. FORMS

- Nil

ACTIONS AND RESPONSIBILITIES

24.6. Management of PPE

- Reach Crane Trucks shall assess the workplace to identify hazards that necessitate the use of PPE. Suitable PPE will then be identified.
- All PPE shall be of safe design and construction for the work to be performed and shall be maintained in a sanitary and reliable condition.
- Care shall be taken to recognize the possibility of multiple and simultaneous exposures to a variety of hazards. Adequate protection against the highest level of each hazard shall be provided.
- Careful consideration shall be given to the comfort and fit of PPE in order to ensure that it will be used.
- PPE devices shall be available in a variety of sizes.
- In cases where items of PPE are required to be worn together it shall be confirmed that no piece will compromise the protection provided by another.

24.7. PPE Selection and Use

- Only those items of protective clothing and equipment that meet Australian Standards are accepted for use.
- Newly purchased PPE shall conform to current Australian Standards and must be pre-approved by the WHS Manager.

24.8. PPE Fit

- PPE shall be properly fitted to the worker to ensure reliable protection. Individual characteristics of the wearer must be considered.

24.9. Care and Inspection of PPE

- Hard Hats: shall be inspected for cracks and damage prior to daily use. Hard hats shall be cleaned as necessary with a mild soap and water solution. Damaged hard hats and accessories (e.g., suspensions, chin straps, winter liners) shall be replaced immediately.
- Ear Defenders: shall be inspected regularly and cleaned as necessary using a mild soap and water solution. Pads and liners may be replaced when damaged or heavily soiled.
- Cotton Coveralls: shall be cleaned using regular laundry facilities. Cuts and abrasions in the fabric may be repaired using common thread, sewing techniques, and iron-on patches as required.
- Safety Glasses (both prescription & non-prescription): shall be cleaned using a lens cleaning solution and lens cleaning cloth. Damaged lenses and removable side shields shall be replaced by the supplier.
- Rubber Gloves: shall be visually inspected prior to each use and air tested daily prior to initial use. Gloves that fail the visual and/or air test shall be replaced immediately. Gloves shall be sent for high voltage testing every six months by the Logistics Department.

- Gloves: shall be replaced when heavily soiled, heavily worn, or torn.
- Fall Arrest Gear: shall be kept clean and stored in a dry location. The worker shall inspect the webbing, clips, buckles, latches, and rings for damage prior to each use. All fall arrest gear shall be inspected and repaired by a qualified manufacturer's representative.
- High-visibility clothing shall have highly reflective properties and/or a colour that is easily discernible from any background, as well as a pattern of retro-reflecting parts that helps to distinguish between objects and people. High-visibility vests shall be of the fit that is roomy enough for comfort but fitted enough to avoid becoming entangled or hung up. Vests should also be adjustable for multiple users. Vests shall be maintained in a clean fashion to allow for the greatest reflective capability.

24.10. PPE Cleaning and Maintenance

- It is important that all PPE be kept clean and properly maintained by the worker to whom it is assigned. Cleaning is particularly important for eye and face protection where dirty or fogged lenses could impair vision.
- PPE is to be inspected, cleaned, and maintained by workers at regular intervals as part of normal job duties so that the PPE provides the requisite protection. Managers are responsible for ensuring compliance with cleaning and maintenance.
- If an item of PPE is in need of repair or replacement it is the responsibility of the worker to bring it to the immediate attention of the manager.
- PPE that is in disrepair or is not able to perform its intended function shall not be worn.
- Contaminated PPE which cannot be decontaminated shall be disposed of in a manner that protects employees from exposure to hazards and in compliance with environmental regulations.

24.11. PPE – Signage Requirements

- The WHS Manager shall ensure the need for PPE is communicated via signage at the entrance to the workplace.
- This will include pictograms in areas like workshops depicting the PPE requirements etc.

24.12. Information, Training and Instruction

- Reach Crane Trucks shall ensure that workers are trained in the correct use, care, limitations, and assigned maintenance of the PPE and periodic re-training shall be offered and coordinated, as needed.
- Training shall include, but is not limited to, the following subjects:
  - When PPE use is necessary.
  - What type of PPE is necessary.
  - How to properly use PPE.
  - The limitations of the PPE.
  - The proper care, maintenance, useful life, and disposal of the PPE.
- Workers required to use PPE must understand the items covered in the training session and must be able to demonstrate to the manager the ability to use the PPE properly before performing tasks requiring its use.
- Training shall take place:
  - as part of new employee induction.
  - when any new types of PPE are issued
  - annually for all employees to reinforce PPE requirements.
  - When an employee demonstrates a lack of understanding and skill required using PPE.
  - When changes in the workplace render previous training obsolete.
  - When changes are made in the type of PPE used.

25. PLANT AND EQUIPMENT

25.1. PURPOSE

The purpose of this procedure is to ensure that the risks associated with the use of plant are assessed and that control measures are implemented in accordance with the hierarchy of controls. Reach Crane Trucks shall ensure the inspection and maintenance of plant and equipment required by statutory regulations and that which could become hazardous as a result of use, misuse or failure.

25.2. SCOPE

Applies to plant that relies exclusively on manual power for its operation and is designed to be primarily supported by hand, for example a screw driver, is not covered by the WHS Regulations. The general duty of care under the WHS Act applies to this type of plant. Also applies to the inspection and maintenance of plant and equipment required by statutory regulations and that which could become hazardous as a result of use, misuse or failure.

25.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW WHS Regulation 2011 - Chapter 5 Plant and structures
- NSW Code of Practice – Managing the risks of plant in the workplace
- Reach Crane Truck - Crane Lift Analysis
- Plant Analysis
- OHS Vehicle Load Book
- Plant Start Up (Trucks)
- Plant Start Up (Cranes)

25.4. DEFINITIONS

Plant

Includes any machinery, equipment, appliance, container, implement and tool, and includes any component or anything fitted or connected to any of those things. Plant includes items as diverse as lifts, cranes, machinery, conveyors, forklifts, vehicles, and power tools.

Competent Person

Means a person who has acquired through training, qualification or experience the knowledge and skills to carry out the task.

Fixed Plant

Plant which has been designed and installed such that during its normal operation it does not change its location. It includes ovens, presses, conveyors, mixers, mills, lathes, bench drills, computers and photocopiers.

25.5. FORMS

- Form 25.1 Plant Hazard Checklist
- Form 25.2 Plant Register

ACTIONS AND RESPONSIBILITIES

25.6. Duty of Care

- Reach Crane Trucks has the primary duty under the WHS Act to ensure, so far as is reasonably practicable, that workers and other persons are not exposed to health and safety risks arising from the business or undertaking.
- This duty includes ensuring, so far as is reasonably practicable:
  - the provision and maintenance of safe plant, and
  - the safe use, handling, storage and transport of plant.
- The WHS Regulations include specific duties and requirements to:
  - manage the health and safety risks associated with plant
  - prevent unauthorised alterations to or interference with plant, and
  - use plant only for the purpose for which it was designed unless the proposed use does not increase the risk to health or safety.
- The management of the risks associated with plant in the workplace includes a systematic process that involves:
  - identifying hazards
  - if necessary, assessing the risks associated with these hazards,
  - implementing and maintaining risk control measures, and
  - reviewing risk control measures.

25.7. Identification of hazards

- Managers shall inspect each item of plant in the workplace and identify the hazards and environmental aspects associated with that plant using the ***Form 25.1 Plant Hazard Checklist***
- For each of these activities, the Manager shall consider whether the plant could:
  - cause injury due to entanglement, falling, crushing, trapping, cutting, puncturing, shearing, abrasion or tearing
  - create hazardous conditions due to harmful emissions, fluids or gas under pressure, electricity, noise, radiation, friction, vibration, fire, explosion, moisture, dust, ice, hot or cold parts, and
  - cause injury due to poor ergonomic design, for example if operator controls are difficult to reach or require high force to operate.
- Other factors to consider include:
  - the condition of the plant, for example its age, its maintenance history and how frequently the plant is used
  - the suitability of the plant, for example is it actually being used for its intended purpose
  - the location of the plant, for example what is its impact on the design and layout of the workplace and are workers able to access the plant without risk of slips, trips or falls
  - abnormal situations, for example what abnormal situations, misuse or fluctuation in operating conditions can you foresee.

25.8. Assessing the risks

- Where hazards and environmental aspects are identified on the ***Form 25.1 Plant Hazard Checklist*** the Manager shall ensure that a risk assessment is completed as per the requirements of ***Procedure 8. Risk Management*** and documented on the ***Form 8.2 Risk Assessment Control Worksheet***
- Other factors to consider when undertaking a risk assessment include:
  - In what type of conditions is the plant used in (for example, in a confined space, muddy or dusty environment)?
  - What is the condition of the plant? For example, is it old and missing safety features found on new plant? Is it reliable or often needing emergency maintenance?
  - If there are other people or items of plant in the vicinity, what effect do they have on the likelihood or consequence?
  - Where and when is access required during the installation, operation or maintenance of plant and in an emergency?
  - What work practices and procedures exist in relation to plant safety (for example, isolation to carry out maintenance, emergency shut-down)?
  - What kind of training, information, instruction and supervision is provided to workers and other persons who may be exposed to plant?
  - Does the plant's safety depend on the competency of its operators?
  - How is work organised? For example:
    - pedestrian and vehicular traffic around the plant
    - time spent on repetitive tasks
    - shift work arrangements, and
    - any production incentives that may affect health and safety.

25.9. Controlling Plant and Equipment Risks

- The Manager shall ensure suitable controls, as outlined in the ***Procedure 8. Risk Management*** are selected and implemented where plant and equipment risks are identified.
- Examples of plant and equipment controls (from most to least effective) could include:
  - determining whether the task can be completed by an alternative method e.g. purchasing timber pre-cut to the correct length;
  - installing and maintaining fixed guarding on machinery;
  - training employees in appropriate courses to obtain the required competencies;
  - developing SOP's;
  - providing Personal Protective Equipment (PPE) such as ear and eye protection.
  - Plant and equipment that is identified as being unsafe must be isolated and tagged as per the ***Section 25.15 Isolation of Energy Sources***

25.10. Purchasing and hiring plant

- Managers shall ensure before purchasing or hiring plant, check that it is suitable for the intended use, including the environment it will be used in and the workers using it.
- Managers should discuss your needs with the plant supplier, who must provide you with information about:
  - the purpose for which the plant was designed or manufactured
  - the results of any calculations, analysis, testing or examination
  - any conditions necessary for the safe use of the plant, and
  - any alterations or modifications made to the plant.
- Before purchasing, hiring or leasing plant Managers should also determine:
  - the hazards and risks associated with installation, commissioning, operation, inspection, maintenance, repair, transport, storage and dismantling of the plant
  - control measures needed to minimise these hazards and risks
  - the manufacturer's recommendations in relation to the frequency and type of inspection and maintenance needed
  - any special skills required for people who operate the plant or carry out inspection and maintenance
  - any special conditions or equipment required to protect the health and safety of people carrying out activities such as installation, operation and maintenance, and
  - any alterations or modifications to be made to the plant.

25.11. High risk work licences

- Certain types of plant, such as industrial lift trucks and some types of cranes, require the operator to have a high risk work licence before they can operate.
- Schedule 3 of the WHS Regulations sets out the classes of high risk work licences and the types of plant involved.

25.12. Inspecting plant

- Managers shall ensure the inspection of plant should be conducted in accordance with a regular maintenance system to identify any:
  - potential problems that were not anticipated during plant design or task analysis
  - deficiencies in plant or the equipment associated with use of plant, for example wear and tear, corrosion and damaged plant parts
  - adverse effects of changes in processes or materials associated with plant,
  - inadequacies in control measures that have been previously implemented.
  - Inspection of associated work processes should be conducted regularly to identify any:
  - unsafe work practices associated with the use of plant
  - negative effects of changes in processes or materials associated with plant,
  - inadequacies in control measures that have been previously implemented.

25.13. Plant Register

- Manager shall keep an up-to-date ***Form 25.2 Plant Register*** of the items of plant requiring regular inspection and maintenance.
- It should include information on:
  - allocated responsibilities for people dealing with inspections
  - standards against which plant should be inspected
  - the frequency of inspections
  - critical safety instructions to be followed during inspection, for example, the isolation procedure
  - the procedures for particular types of inspections, including:
    - periodic inspections
    - specific tests
    - repaired or modified plant
  - any variations from normal operation or dangerous occurrences and any trends that may be occurring.

25.14. Maintenance, repair and cleaning of plant

- Managers shall ensure a record of inspections and maintenance is kept for each item of plant and equipment.
- This includes scheduled maintenance, breakdown maintenance and replacement of parts outside the scheduled maintenance program.
- Maintenance requirements should be determined in accordance with the supplier or manufacturer recommendations.
- Details recorded for plant and equipment should as a minimum include:
  - plant and equipment name;
  - location;
  - serial or identification number;
  - description of work performed;
  - completion date of repairs/maintenance;
  - who the work was performed by.
- Managers shall ensure that contractors engaged to undertake maintenance are managed as per the ***Procedure 11. Contractor Management***.
- When items of plant are being maintained or repaired they must be isolated and tagged as per Section 5.10 Isolation of Energy Sources

25.15. Isolation of Energy Sources

- The following isolation procedure should be followed when workers are required to perform tasks such as maintenance, repair, installation and cleaning of plant.
- Isolation procedures involve the isolation of all forms of potentially hazardous energy so that the plant does not move or start up accidentally.
- Isolation of plant also ensures that entry to a restricted area is controlled while the specific task is being carried out.

- The lock-out process is the most effective isolation procedure and the process is as follows:
  - shut down the machinery and equipment
  - identify all energy sources and other hazards
  - identify all isolation points
  - isolate all energy sources
  - control or de-energise all stored energy
  - lock out all isolation points
  - tag machinery controls, energy sources and other hazards, and
  - test by 'trying' to reactivate the plant without exposing the tester or others to risk. Failure to reactivate the plant means that the isolation procedure is effective and that all stored energies have dissipated. This may require further measures to safely release these energies, for example hydraulic or pneumatic pressure, suspended weight or compressed springs.
- In order for the isolation procedure to be effective, identify all energy sources likely to activate the plant or part of it and isolate or de-energise these to avoid the plant being inadvertently powered.
- Energy sources include:
  - electricity (mains)
  - battery or capacitor banks
  - solar panels
  - fuels
  - heat
  - steam
  - fluids or gases under pressure (water, air, steam or hydraulic oil)
  - stored energy (e.g. compressed springs)
  - gravity, and
  - radiation.
- In order to isolate plant use a device that effectively locks out the isolation points. These devices include switches with built-in locks and lock-out circuit breakers, fuses and valves. Other devices include chains, safety lockout
- jaws (also known as hasps) and safety padlocks.
- When isolating an energy source use a lock that allows one or more padlocks to be fitted. If more than one person is working on the plant at the same time, ensure that each worker is able to attach a padlock to the device. This will prevent access to the energy sources while the work is being carried out.
- Each worker involved in the maintenance, cleaning or repair of the plant should have a lock, tag and key for each isolation point. There should be no duplicate key for any lock, except a master key that is kept in a secure location and should only be used in an emergency.
- If more than one energy source needs to be isolated to enable safe shut-down of the plant, the single key to each lock-out device should be held by the same person.
- Tags should only be used as a means of providing information to others at the workplace. A tag should not be used on its own as an isolation device; only a lock is effective at isolating the energy source.

25.16. Plant registration

- Schedule 5 of the WHS Regulations requires certain plant designs and items of plant to be registered (registrable plant).
- Managers must not allow the use of any registrable plant in the workplace if it has not been registered.

25.17. Records

- Managers shall ensure records associated with plant in the workplace.
- Keeping records of the risk management process demonstrates potential compliance with the WHS Act and Regulations. It also helps when undertaking subsequent risk assessments.
- Records on items of plant that may be kept may include:
  - the unique plant identification number
  - compliance statements and/or test certificates
  - manufacturer's specifications and user manuals
  - results of inspections
  - information on maintenance and major repairs carried out
  - results of risk assessments carried out on plant
  - information, instruction and training provided to workers
  - competencies of operators.

25.18. Information, Training and Instruction

- Before plant is used in your workplace, Managers must provide workers and other persons who are to use the plant with information, training, instruction or supervision that is necessary to protect them from risks arising from the use of the plant.
- Managers shall also provide the necessary safety information to persons who are involved in installing, commissioning, testing, maintaining or repairing plant, as well as decommissioning, dismantling or disposing of plant. This should include information on the types of hazards and risks the plant may pose to the person when they are carrying out these activities.
- This information may be supported with Standard Operating Procedures that include instructions on:
  - the correct use of guarding and other control measures
  - how to safely access and operate the plant
  - who may use an item of plant, for example only authorised or licensed operators
  - how to carry out inspections, shut-down, cleaning, repair and maintenance
  - traffic rules, rights of way, clearances and no-go areas for mobile plant
  - emergency procedures.
- Managers should take action to correct any unsafe work practices associated with plant as soon as possible.
- Training records are to be maintained by the Manager as outlined in ***Procedure 5. Competence, Awareness and Training.***

26. NOISE MANAGEMENT

26.1. PURPOSE

The purpose of this procedure is to ensure occupational and environmental noise is monitored, the hazards identified are measured where possible, assessed and effective control measures implemented, such that statutory requirements are complied with and the organisation's standards met.

Reach Crane Trucks has specific obligations under the WHS Regulations to manage the risks of hearing loss associated with noise at the workplace, including:

- ensuring that the noise a worker is exposed to at the workplace does not exceed the exposure standard for noise
- providing audiometric testing to a worker who is frequently required to use personal hearing protectors to protect the worker from hearing loss associated with noise that exceeds the exposure standard.

26.2. SCOPE

Applies to noise which is also related to noise from organisation's operations which could affect the working environment of the site, that are detectable outside the site boundaries, which may affect acceptance by neighbours and the community; and may cause complaints, legal claims or action by statutory requirements.

26.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW WHS Regulation 2011 – Chapter 4 Hazardous work, Part 4.1 Noise
- NSW Code of Practice – Managing noise and preventing hearing loss at work
- AS/NZS 1269 Occupational Noise Management

26.4. DEFINITIONS

Engineering controls

Means any engineering procedure that reduces the sound level either at the source of the noise or in its transmission but does not include the use of a hearing protection device.

Hearing Protection Device

Means a device or pair of devices worn by a person or inserted in the ears of a person to reduce noise exposure.

26.5. FORMS

- Form 26.1 Noise Hazard Identification Checklist

ACTIONS AND RESPONSIBILITIES

26.6. Identifying a noise hazard

- Once a noise hazard has been reported or identified, the Manager and staff should use the ***Form 36.1 Noise Hazard Identification Checklist*** to help identify if any noise processes and tasks exist that require risk assessment and control.
- This should be done by inspection of the workplace and reviewing information supplied by manufacturers or suppliers.

26.7. Noise Assessment

- A noise assessment should be done by a competent person in accordance with the procedures in **AS/NZS 1269.1 Measurement and assessment of noise emission and exposure**.
- A competent person is one who has accurately calibrated noise measuring instruments and, has an understanding of the WHS regulations for noise requirements, knows how to check the performance of instruments, how to take measurements properly and can interpret the results of the noise measurements.
- A noise assessment report should be used to select appropriate control measures. The main findings should be included in training for all workers.

26.8. Controls

- A requirement of the WHS Regulations is to work through a hierarchy of control to choose the control measure that most effectively eliminates or minimises the risk in the circumstances.
- The hierarchy ranks the ways of controlling the risk of hearing loss from noise from the highest level of protection and reliability to the lowest so that the most effective controls are considered first.
- Effective risk control may involve a single control measure or a combination of two or more different controls.
- Examples of ways to reduce risk of injury within the hierarchy of control are:

Eliminate the Risk:

- The most effective control measure is to eliminate the source of noise completely, for example by ceasing to use a noisy machine, changing the way work is carried out so hazardous noise is not produced or by not introducing the hazard into the workplace.

Substitute equipment or processes to reduce noise.

- Equipment purchased or hired should be from suppliers who can demonstrate a lower noise design.
- Use engineering controls.
- Equipment and working environments may be able to be modified to reduce the sound pressure levels experienced.

- Fitting sound absorbing materials to hard surfaces within a room, fitting exhaust silencers to compressors and lowering operating speeds of equipment are examples of engineering controls to reduce noise.

Isolate the source of the noise.

- If the worker is able to move away from the noise source, or vice versa, the sound pressure level will drop significantly and may reduce the risk of injury due to noise.
- In open space, sound levels reduce by about 6dB for every doubling of distance separating them.
- Isolation may also be achieved by using barriers to reduce the sound level experienced by the worker.

Use administrative controls.

- Administrative noise control measures reduce the amount of noise to which a person is exposed by reducing the time they are exposed to it. Examples include:
  - Organising schedules so that noisy work is done when only a few workers are present
  - Sending Disruption Notices notifying workers and others in advance of noisy work so they can limit their exposure to it
  - Keeping workers out of noisy areas if their work does not require them to be there
  - Sign-posting noisy areas and restricting access

Use personal hearing protectors.

- Personal hearing protectors, such as ear-muffs or ear-plugs, should be used in the following circumstances:
  - when the risks arising from exposure to noise cannot be eliminated or minimised by other more effective control measures,
  - as an interim measure until other control measures are implemented
  - where extra protection is needed above what has been achieved using other noise control measures.
- If the use of personal hearing protectors is necessary, it is important that the hearing protectors are worn throughout the period of exposure to noise.
- Areas where people may be exposed to hazardous noise should be sign-posted as hearing protector areas and the boundaries of these areas should be clearly defined.
- Where sign-posting is not practicable, you should make other arrangements to ensure that workers and others know when personal hearing protectors are required.

26.9. Employees

- Employees are required to use control measures introduced to reduce noise exposure, wherever possible, and if they have been given appropriate training in their selection, use, fit and maintenance shall use identified Ear Protection.

26.10. Audiometric Testing

- The WHS Manager shall arrange audiometric testing for a worker if the worker is required to frequently use personal hearing protectors as a control measure for noise that exceeds the exposure standard
- Hearing is also to be monitored with audiometric testing in situations any of the following occur:
  - exposure to ototoxic substances occurs where airborne exposure is greater than 50% of the national exposure standard for the substance, regardless of noise level,
  - exposure to ototoxic substances occurs at any level, and noise exceeds the equivalent of 80dB(A) averaged over an 8 hour period or peak noise occurs at any time greater than 135 dB(C),
  - hand-arm vibration at any level and noise and noise exceeds the equivalent of 80dB(A) averaged over an 8 hour period or peak noise occurs at any time greater than 135 dB(C),
  - Audiometric testing must be provided within three months of the worker commencing the work, and at least every two years during employment More frequent testing may be needed if the 8 hour equivalent exposures exceed 100 dB(A).
  - Workers are to be given the results of audiometric testing accompanied by a written explanation of the meaning and implications. Only with the consent of the worker should you provide their results to other parties.

26.11. Information, Training and Instruction

- Information, training and instruction must be provided to workers and others who may be exposed to hazardous noise or other agents that may contribute to hearing loss.
- The training program should include but not limited to:
  - The tasks the workplace have with a potential to give rise to noise exposure
  - How to select, fit, wear, maintain and store personal hearing protectors.
  - The purpose and nature of audiometric testing
  - How to report defects in hearing protectors and noise control equipment.

27. DRUGS AND ALCOHOL

27.1. PURPOSE

Reach Crane Trucks is committed to protecting the health and safety of all employees and members of the public by eliminating accidents, incidents, or injuries arising from the use of drugs or alcohol in the workplace wherever possible.

The purpose of this procedure is to outline Reach Crane Trucks' policy and procedures in relation to alcohol and/or other drugs at the workplace. The objective of Reach Crane Trucks' Alcohol and Drug Policy is to ensure, as far as is possible, that workers are free from the influence of alcohol and/or other drugs when reporting for work and whilst at work.

By implementing this procedure, Reach Crane Trucks will not only provide a safe workplace increasing the levels of safety of everyone present at the workplace, but will ensure that high levels of productivity, efficiency and quality are maintained.

27.2. SCOPE

The focus of this procedure is drug and alcohol use that affects work performance or renders a risk to the individual, other employees or the public. This policy is directed towards maintaining a satisfactory level of employee health, safety and work performance and addresses both the welfare of the individual and the health and safety of others. Although disciplinary action may be necessary, this policy focuses on preventative measures.

27.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW Code of Practice – Alcohol and Other Drugs In The Workplace
- AS/NZS4308 "Procedures for specimen collection and the detection and quantitation of drugs of abuse in urine".

27.4. DEFINITIONS

BAC

Blood Alcohol Concentration.

Drug

Refers to all substances, other than alcohol, which affect the central nervous system.

27.5. FORMS

- Form 27.1 Impairment Checklist For Drug and Alcohol.

ACTIONS AND RESPONSIBILITIES

27.6. Drug & Alcohol Program

- Reach Crane Trucks recognises that there is not a single way to prevent or address safety and health issues arising from alcohol and/or other drugs at the workplace. Therefore, the following strategies have been developed by Reach Crane Trucks as part of its health and safety obligation to workers:
  - Provide education and training for all new and existing workers in relation to this procedure;
  - Communicate, to all levels of the workplace, Reach Crane Trucks' policies, procedures and expectations in relation to WHS, including alcohol and/or other drug usage;
  - Ensure those in management positions support these procedures;
  - In some circumstances Reach Crane Trucks will require alcohol and other drug testing of workers and anyone else who is present at the workplace to ensure a safe working environment is provided; and
  - Where Reach Crane Trucks considers it appropriate, provide counselling and rehabilitation services to workers in relation to alcohol and/or other drug usage.

27.7. Risk Management

- Alcohol and/or other drugs present a hazard in the workplace and Reach Crane Trucks assesses any risks that may arise in the same way as another other WHS issue.
- This involves a three step process:
  - identification of foreseeable hazards that may arise;
  - assessing risk of injury or harm arising from each hazard identified; and
  - controlling risks through implementation of control measures to eliminate or reduce such risks.

27.8. Indicators of Hazards in the Workplace

- The following hazards may be created by alcohol and/or other drugs at the workplace:
  - intoxication;
  - affecting work performance or conduct;
  - possession of illegal drugs in the workplace;
  - consumption of illegal drugs in the workplace;
  - distribution of illegal drugs in the workplace;
  - sale of illegal drugs in the workplace;
  - chemicals used legally in the workplace that can impair a person's performance or magnify the effect of alcohol and/or other drugs in persons if exposed.

27.9. Assessment of Impairment

- Identifying whether a particular worker is impaired by alcohol and/or other drugs can be a complex process. For this reason Reach Crane Trucks will ensure that a sufficient number of workers are properly trained in assessment of impairment and are available in circumstances where a person at the workplace is suspected of being impaired.
- The Manager shall conduct an impairment assessment using the assessment ***Form 27.1 Impairment Checklist For Drug and Alcohol.***
- Such persons may include workers acting in the supervisory capacity and safety representatives. Some indicators that may suggest the presence of alcohol and/or other drugs include:
  - 'near miss' incidents;
  - violence;
  - habitual lateness;
  - frequent absences;
  - neglect of personal grooming;
  - interpersonal problems; and
  - worker experiencing poor co-ordination, poor concentration and/or visual disturbance.

27.10. Procedure to be followed where impairment is suspected

- If a worker is of the opinion that a person who is present at the workplace (which could be a fellow worker, a visitor or a customer) is impaired by alcohol and/or other drugs, he/she should;
  - Immediately inform the Manager;
  - Not approach the person who appears to be impaired directly unless in their view it is safe to do so. This is because it is preferable that only appropriately trained personal approach a person who may be under the influence of alcohol and/or other drugs as this task requires skill and sensitivity;
  - If a Manager is not available and the worker is of the view that the apparently impaired person may present a danger to him/herself or others, they should attempt to isolate that person to reduce the risk of anyone else being harmed;
  - If it is considered necessary to approach the apparently impaired person, non-judgemental language should be used, which focuses on safety rather than on the apparent use of substances;
  - Locate a Manager as soon as possible to assist in managing the situation.

27.11. Procedures to be followed Managers

- If a Manager forms the opinion that a worker under their supervision may be impaired by alcohol and/or other drugs, they are to:
  - Ensure that the worker is not signed on to duty at that time;
  - Where the worker has already commenced carrying out his or her duties, take such steps as are reasonable to cause the worker to immediately cease carrying out duties;
  - If considered necessary for safety reasons, immediately isolate other workers from the apparently impaired worker;
  - Make arrangements for the worker to be immediately assessed by a previously agreed nominated person. If the Site Supervisor has received training he or she can undertake this assessment.
  - If the worker is subsequently assessed to be impaired by alcohol and/or other drugs, organise for the safe removal of the worker from the workplace to avoid risk of injury or harm to the worker or other persons at the workplace;
  - If considered appropriate, facilitate an alcohol and/or other drug test, in accordance with AS/NZS4308 “Procedures for specimen collection and the detection and quantitation of drugs of abuse in urine” ; and
  - Document the incident in accordance with Reach Crane Trucks’ in accordance with ***Procedure 16. WHS Incident Management.***

27.12. Programmed Testing

- Reach Crane Trucks may undertake alcohol and/or drug testing in the following circumstances:
  - Pre-employment testing – it is a requirement of acceptance of an offer of employment with Reach Crane Trucks that a pre-employment alcohol and/or other drug test, as well as a medical examination be satisfactorily completed by a prospective worker;
  - Post incident – those involved in an incident may be tested after the incident to assess if alcohol and/or other drugs may have been a factor;
  - Fitness for work – where there is reasonable cause to indicate that a person’s fitness for work may be affected;
  - Site specific – prior to engaging workers for projects/jobs to ensure fitness for work;
  - Voluntary/self-assessment – where a person wishes to voluntarily assess their own fitness to work; or
  - Randomly – persons randomly selected to review compliance.

27.13. Who can test a worker

- A worker may be breath-tested by an authorised officer, including any of the following:
  - Medical practitioner
  - Police Officer
  - Service Provider Nominated by Reach Crane Trucks

27.14. Disciplinary Action - Alcohol

- Reach Crane Trucks' prescribed Limit 0.02% Blood Alcohol Concentration (BAC)
- Negative Test Result – person returns to work.
- Positive Test Result – person is re-tested after 15 minutes (Initial Test) and before 1 hour.
- Confirmed Positive Test Result – person is transported home and not paid for the day. First warning issued, result recorded on file and person offered counselling.
- Second Positive Test Result (within a 2 year period) – second warning issued and explained that a further positive may result in a review of the person's employment status and may result in termination. Person will be required to undergo counselling and/or seek medical advice. Not paid for time off work.
- Third Positive Test Result (within a 2 year period) – final warning issued and the person's employment status reviewed which may include termination.
- The person will be re-tested before commencing his/her next shift.

27.15. Disciplinary Action - Drugs

- Exceeds prescribed limits detailed in the Standards.
- Negative Test Result (First Positive) – person returns to work.
- Initial Positive Test Result (Non-negative) – a result is triggered and requires a confirmatory test to be verified by a Laboratory. The person will be transported home until a confirmatory test is conducted. If test is negative, paid for time off. If positive leave entitlements can be used on the FIRST positive test result only.
- Positive Test Result – person will be unfit for work until the levels of the substance are under the levels prescribed by the Standard and will not be paid for that time taken off work (except where approval for leave is granted for such as a FIRST positive) offered counselling. Further positives may result in termination of employment.
- Second Positive Test Result (within a 2 year period) – second warning issued and explained that a further positive may result in a review of the person's employment status and may result in termination. Person will be required to undergo counselling and/or seek medical advice. Not paid for time off work.
- Third Positive Test Result (within a 2 year period) – final warning issued and the person's employment status reviewed which may include termination.

- Refusal or falsification of tests - will be treated as a positive test result with the same consequences as returning a positive.
- Non/Prescription medication – non-negative results can be produced from prescription and pharmaceutical medication. The person is obligated to declare any medication they are taking to the person conducting the sampling.
- NOTE: Repeated positive test results will accumulate for 2 years from the date of the first positive. Three positive test results in two years of the first positive will lead to a review of the person's employment status which may include termination of their employment.
- Reach Crane Trucks will also ensure that health and medical information will be treated as strictly confidential and will be stored in accordance with the National Privacy Principles established by the Privacy Act 1998 (Cth).

27.16. Information, Training and Instruction

- Reach Crane Trucks promotes a workplace culture that is drug and alcohol free and is of the view that providing education and information to its workers is an important step in achieving this goal.
- Reach Crane Trucks will ensure that all new and existing workers are aware of Reach Crane Trucks' policy in relation to alcohol and/or other drug use, including any relevant counselling, treatment and rehabilitation services available in the workplace and/or externally.
- Reach Crane Trucks will ensure that supervisors are appropriately trained on how to deal with alcohol and/or other drugs in the workplace and that nominated persons are provided additional training in relation to the assessment of impairment and programmed testing.

27.17. Support Services

AA – Alcoholics Anonymous Central Service Office
127 Edwin Street
North Croydon NSW
24 hour helpline (02) 9799 1199
www.aasydney.org.au
Email: aacroydon@bigpond.com.au

Alcohol & Other Drugs Council of Australia
17 Napier Close
Deakin ACT 2600
Phone: (02) 6281 0686
www.adca.org.au

Centre for Drug and Alcohol NSW Dept of Health
Phone: (02) 9391 9000
www.health.nsw.gov.au

Lifeline Sydney
15 Belvoir Street, Surry Hills NSW
24 hour counselling
Phone: 13 11 14
Face to Face Counselling
Phone: (02) 9951 3377

Narcotics Anonymous
Helpline Phone: (02) 9519 6200
www.na.org.au

WorkCover NSW
92-100 Dennison Street
Gosford NSW 2250
Phone: 13 10 50
www.workcover.nsw.gov.au

ADIS (Alcohol & Drug Information Service)
366 Victoria Street, Darlinghurst NSW
Phone: (02) 9361 8000

28. VIOLENCE AND HARASSMENT

28.1. PURPOSE

The purpose of this procedure is to establish and maintain a Zero Tolerance culture towards bullying, harassment, violence and aggression throughout the organisation. Reach Crane Trucks is committed to supporting and promoting an organisational culture where all employees can enjoy good working relationships with each other, in a workplace free from offensive behaviour and where diversity is respected and acknowledged.

28.2. SCOPE

This procedure applies to any form of harassment or behaviour which is not asked for and not wanted, where it offends, upsets, humiliates or scares another person or creates an intimidating, hostile or offensive work environment. This also includes all forms of violence including verbal abuse, physical violence, intimidation, bullying and threats.

28.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW Anti-Discrimination Act 1977
- SafeWork Australia - Dealing With Workplace Bullying - A Worker's Guide

28.4. DEFINITIONS

Harassment

Any behaviour which is not asked for and not wanted, where it offends, upsets, humiliates or scares another person or creates an intimidating, hostile or offensive work environment.

Workplace bullying

Generally defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

Violence and aggression

Includes verbal and emotional abuse or threats; and physical attack to an individual or to property by another individual or group. The impact of violence on a victim depends on the severity of the violence, his or her own experiences, skills and personality.

28.5. FORMS

- All documents relating to the management of the complaint, regardless of the outcome, should be kept on a confidential file.
- A separate, confidential file should be kept for each complaint.
- The findings from the investigation will dictate what, if any, information regarding the matter is to be placed on the personnel file of a person against whom a complaint was made out, or the complainant's personnel file where vexatious or malicious claims have been made.

ACTIONS AND RESPONSIBILITIES

28.6. Harassment and Bullying in the Workplace

- Reach Crane Trucks is committed to supporting and promoting an organisational culture where all employees can enjoy good working relationships with each other, in a workplace free from offensive behaviour and where diversity is respected and acknowledged.
- This procedure applies to any form of harassment and bullying which is:
  - sexual or sex based,
  - racial (including colour, nationality & ethnicity),
  - religious,
  - or relates to a person's;
    - marital status (including family responsibilities),
    - disability,
    - HIV/AIDS,
    - age (including compulsory retirement),
    - pregnancy,
    - homosexuality
- Reach Crane Trucks adopt the following:-
  - Harassment WILL NOT BE TOLERATED. A proper standard of conduct and behaviour is required to be maintained in the workplace at all times.
  - Any complaint of harassment will be treated with the utmost urgency.
  - Complaints will be INVESTIGATED IMPARTIALLY and the complainant advised of the outcome.
  - Complainants and witnesses WILL NOT BE VICTIMISED.
  - If after investigation, the claim of harassment IS PROVEN, the following action may be taken:-
    - warning and counselling on misconduct
    - closer supervision of the conduct of the offender
- Disciplinary measures being taken as stipulated under the relevant Award.

28.7. Violence in the Workplace

- Reach Crane Trucks recognises its duty of care towards persons present at our workplaces and violent acts include:
  - Verbal abuse, in person or over the telephone
  - Written abuse
  - Harassment
  - Threats
  - Ganging up, bullying and intimidation
  - Physical or sexual assault
  - Armed robbery
  - Malicious damage to the property of staff, customers or the business
- Internal violence - Employees can be at risk of violence from co-workers, supervisors, managers or other staff. Common types of violence include harassment, bullying, peer pressure and verbal or physical abuse. Violence

can also come from former employees seeking revenge on the business, its manager or other staff.

- Violence from external sources - This may be of two types:
  - Material gain: where offenders are motivated to seek money, drugs or valuable goods.
  - Non-material gain: this can include sexual assault, hostage taking and incidental violence to other people in the area immediately near the workplace.

28.8. Controlling the Risk

- Controlling the risk of bullying, harassment or violence involves taking preventative measures to avoid or minimise the risk of harm. These include:
  - Clearly stating a policy of intolerance to bullying, harassment and violence
  - Ensuring workers are aware of the process for raising a complaint of bullying, harassment and violence
  - Ensuring all workers demonstrate and understand a commitment to Reach Crane Trucks values
  - Ensuring workers understand what behaviours do and do not constitute bullying, harassment and violence
  - Ensuring workers have a good understanding of their roles and responsibilities and expected standards of conduct
  - Ensuring workers are aware of staff support mechanisms
  - Ensuring Managers are trained to respond promptly and effectively to complaints related to bullying or harassment.

28.9. Resolving complaints of workplace bullying, harassment and violence

- Reach Crane Trucks encourages all workers to report workplace bullying, harassment and/or violence. Managers and supervisors must ensure workers who make complaints, or workers who provide witness statements are not victimised in any way.
- Disciplinary action will be taken against any person who victimises a worker who:
  - Lodges a complaint of workplace bullying, harassment and/or violence;
  - Intervenes on behalf of another person in an attempt to prevent an occurrence of workplace bullying, harassment and/or violence;
  - Is required to provide witness statements during an investigation.
- The person who is the subject of the workplace bullying, harassment and/or violence complaint is not to be deemed guilty of the allegation until proven.
- The person/s a complaint is made against and any witnesses should also be protected from victimisation. It is important to ensure that anyone who raises an issue of workplace bullying, harassment and/or violence is not victimised for doing so.
- Once a complaint is made, the workers involved must be advised of the support options available.

- The person the allegations have been made against must also be advised of the same support available to them.
- All workers must be treated with sensitivity, respect and courtesy. The matter is to be treated confidentially at all times.
- All workers involved shall be advised they are able to have a support present at interviews or meetings.
- There are both internal and external processes available for dealing with workplace bullying, harassment and/or violence complaints. External procedures fall under the jurisdiction of external organisations such as WorkCover, the Anti-Discrimination Board, or the Industrial Relations Commission.

28.10. Procedure for Managing Complaints – Informal Resolution

- Workers are encouraged to try to resolve issues of workplace bullying and harassment at the local level, either directly with the person/s they believe is responsible for the bullying or harassment or with the support and guidance of their Manager or Supervisor.

Step 1: Keep a diary

1. Bullying can sometimes be difficult to prove if it is subtle or covert.
2. In these circumstances, it may be helpful to keep a diary detailing each bullying incident.
3. Make detailed notes of what is happening – be sure to include places, dates, times, persons involved (both those involved and witnesses),what was said or done, what attempts were made to resolve the matter and the outcome of the resolution process.
4. Ensure that your records are accurate and factual. This information may be useful later, particularly if the matter is unresolved or escalates.

Step 2: Resolve any issues in a respectful manner directly with the other person

1. You can seek resolution of the issue directly and in a respectful manner with the person/s involved. This is done through a verbal or written request for the person/s to stop the unacceptable behaviour.
2. You may invite a support person (this can be a work colleague or union representative) to be present when you make your request of the person/s to stop the unacceptable behaviour.
3. When communicating directly with the other person, do so respectfully by:
    - Stating the purpose of the conversation;
    - Describing the behaviour specifically;
    - Describing the effect of the behaviour on you;
    - Giving the other person an opportunity to respond;
    - Stating what you would like them to do differently; and
    - Asking the other person to take responsibility for not engaging in the behaviour and stating your support for positive workplace behaviour

Step 3: If the issue remains unresolved, or you feel unable to resolve the

issue directly, you can refer to your Supervisor/Manager

(Your manager or supervisor), should be the first point of contact to:

1. Provide access to confidential advice and support;
2. Determine the seriousness of the allegation. All managers are required to undertake an objective and impartial assessment of a bullying concern that is brought to their attention
3. Attempt to impartially resolve issues at the local level by the agreed procedure;
4. Act promptly and ensure investigation of the complaint begins immediately;
5. After investigation, subsequent steps may involve:
    - Laying the ground rules for acceptable behaviour; or
    - Specifying particular changes required in behaviour or work practices; or
    - Providing refresher training on Code of Conduct and/or Promoting a positive workplace for the work team: or
    - Disciplinary action

Step 4: If you are unable to refer the issue to your work Supervisor or Manager, or you believe that your Manager may not act impartially, then you need to escalate the matter to the next level of management

28.11. Procedure for Managing Complaints – Formal Resolution

- When informal resolution procedures do not adequately resolve the matter, or the worker decides not to use the informal procedures he/she may follow the formal workplace bullying, harassment and/or violence complaint resolution procedure.
- If the situation cannot be resolved satisfactorily, the worker shall formally report the problem to the WHS Manager and the complaint shall be documented.
- The WHS manager shall either conduct the investigation immediately or request an investigation by an objective third party Investigator.
- All complaints of alleged discrimination, harassment, or violence shall be investigated and, if substantiated, the appropriate corrective actions taken.
- The identity of the worker(s) or the circumstances of the complaint shall not be disclosed except where disclosure is necessary as part of the investigation or disciplinary process or where required by law.
- Both the complainant and the alleged offender shall be informed of the results of the investigation.

28.12. Information, Training and Instruction

- It is the Manager's responsibility to ensure that every worker (employees, contractors, consultants) receives Induction training for workers which should include information on:
  - the standards of behaviour expected in the workplace including the use of social media if relevant
  - how workplace bullying should be reported and how such reports are managed
  - where to go for more information and assistance.
  - Training for workers can be provided in various ways including through online courses, podcasts and face-to-face training. A training program should cover:
  - awareness of the impact certain behaviours can have on others
  - the work health and safety duties and responsibilities relating to workplace bullying
  - measures used to prevent workplace bullying from occurring
  - how individuals can respond to workplace bullying
  - how to report workplace bullying
  - how workplace bullying reports will be responded to including timeframes.
- Managers and supervisors should also be trained in how to respond to workplace bullying reports and in skills that will help develop productive and respectful workplace relationships.

29. OFFICE SAFETY

29.1. PURPOSE

The purpose of this procedure is to ensure the office occupational hazards are identified, are measured where possible, assessed and effective control measures implemented, such that statutory requirements are complied with and the organisation's standards are met.

Although working in an office has always been considered relatively safe, office workers face occupational hazards that include eyestrain, overuse syndrome, headaches, discomfort, trips and falls and manual handling injuries.

29.2. SCOPE

Applies to the minimum standards for the office environment, keyboard equipment and occupational health and safety in the office.

29.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW Code of Practice – Managing the Work Environment and Facilities
- AS/NZS 3590 Screen-based workstations
- AS/NZS 1680.2.2:2008 Interior and workplace lighting

29.4. DEFINITIONS

- Nil

29.5. FORMS

- Form 29.1 Office Safety Inspection Checklist
- Form 29.2 Workstation Assessment Checklist

ACTIONS AND RESPONSIBILITIES

29.6. Introduction

The WHS Manager is responsible for ensuring the minimum standards for the office environment, keyboard equipment and workplace health and safety in the office are met as defined in this procedure and include the following standards:

- Office work areas recommends a **temperature range** of 21°- 24° Celsius for offices in summer.
- **Humidity** refers to the amount of water vapour in the air. The optimum comfort range for relative humidity is 40-60 per cent. Low humidity can cause dryness of the eyes, nose and throat and may also increase the frequency of static electricity shocks.
- **Relative humidity** above 80 per cent can be associated with fatigue and reports of "stuffiness". If relative humidity is consistently high or low, call in an air conditioning expert to conduct a review.
- **Ventilation** refers to the movement of air and rate of fresh air input. Air movement of less than 0.1 metres per second can lead to stuffy rooms whereas above 0.2 metres per second draughts can be felt. AS 1668 Part 2 1991 Mechanical ventilation for acceptable indoor-air quality sets out the absolute minimum requirements for fresh air. For each person a minimum rate of ten litres per second per person for general office space or 10 litres per second for every 10 square metres of floor space recommended.
- **Photocopiers** and laser printers produce ozone gas during operation. It is possible to smell ozone at a concentration of between 0.01 and 0.02 parts per million (ppm), well below the Australian Exposure Standard of 0.1 ppm. Ozone does not build up in the air. It breaks down into oxygen quickly after is it released into the air. At concentrations above the Exposure Standard limit ozone can cause eye and upper respiratory tract irritation, headache and temporary loss of the ability to smell.
- To keep **ozone levels** well below acceptable limits:
  - have photocopiers regularly serviced.
  - ensure that an ozone filter is fitted to photocopiers and laser printers.
  - ensure that there is adequate ventilation.
- **Photocopiers** are not placed in or in close proximity to the personal workstations of office workers because of possible discomfort from the heat, light and noise generated during the photocopying process.
- Suitable **light levels** based on AS 1680 - 1990 Interior lighting are:
  - General background 200 Lux
  - Routine office work (typing, filing) 400 Lux
  - Work with poor contrast (proof reading) 600 Lux
- A good rule of thumb for **personal space** is to allocate 6.25 square metres per individual workstation, including furniture and fittings, but excluding passageways and amenities. Ten square metres per person for the general, air-conditioned office areas including passageways and amenities, is recommended in Australian Standard AS 1668 Part 2 - 1991 Mechanical ventilation for acceptable indoor-air quality.

29.7. Slips, Trip and Falls

- Slips are caused by slippery floors, uncleaned spillages or grip less shoes. Trips occur over objects lying on the ground or jutting out into aisles or because of poorly maintained floor surfaces. Falls can be from ladders or from standing on chairs to reach an object.
- Many of these accidents can be avoided by simple planning and good housekeeping:
  - Traffic ways and aisles should be well lit, and be kept clear of materials, equipment, rubbish and electric leads.
  - Floors should be level and the use of mats discouraged. Spilled liquids and anything else dropped on the floor should be immediately picked up or cleaned away.
  - Free standing fittings should be completely stable or secured to the wall or floor. Filing cabinets should be placed so that they do not open into aisles and should never be left with cabinet drawers open. For stability load cabinets starting from the bottom and do not open more than one drawer at a time.
  - Office machines and equipment should be kept in good working order. Equipment using hand-fed processes such as electric staplers and paper guillotines should be guarded and staff trained in their proper use.
  - Many pieces of equipment using electricity can mean trailing cables, overloaded circuits, broken plugs and sockets. Ensure that these dangers are seen to by qualified personnel.

29.8. Manual Handling

- For office workers this can include tasks such as moving boxes of stores, filing, getting equipment from cupboards and filling the photocopying machine with paper.
- Refer to ***Procedure 21.Manual Handling*** for the requirements for tasks involving manual handling which are to be identified and risk assessed so that hazards are eliminated or controlled to prevent injuries or adverse health effects.

29.9. Keyboard equipment

- Office workers of all kinds spend many hours using a variety of keyboard equipment. Keyboard equipment that is properly selected, coordinated and adjusted will help prevent a range of injuries caused by overuse, poor posture and poor lighting.

29.10. Workstation Assessments

- Reach Crane Trucks shall ensure keyboard equipment is properly selected, coordinated and adjusted. This helps to prevent a range of injuries caused by overuse and poor posture.
- Generally, the more a keyboard is used, the higher the risk of muscle soreness or injury. This does not mean that people should not use a keyboard extensively in their work; however job design and adjustable equipment and furniture are important considerations for people who use computers for extensive periods of time.
- Where employees report discomfort at work due to the use of keyboards, the manager shall complete an assessment using ***Form 29.2 Workstation Assessment Checklist*** to assist in the identification of problems associated with individual workstations.
- Following the assessment staff and supervisors discuss the outcomes and any adjustment if necessary.
- If an employee continues to experience discomfort or suffers a musculoskeletal injury, they are encouraged to seek medical advice from their doctor.
- The doctor or other health professional may recommend a professional workstation assessment, treatment and/or workstation adjustments.

29.11. Office Inspections

- The WHS Manager is responsible for ensuring regular workplace inspections are conducted in the office areas.
- Inspections shall be conducted using the ***Form 29.1 Office Safety Inspection Checklist***
- In accordance with ***Procedure 19. Corrective and Preventive Action*** when any corrective and preventive action is required the details are recorded on the ***Form 19.1 Corrective Action Request*** form. The ***Form 19.1 Corrective Action Request*** form is issued to the appropriate person for addressing the corrective action.

30. TRAFFIC MANAGEMENT

30.1. PURPOSE

Reach Crane Trucks is committed to ensuring that there is a consistent approach to Traffic Control & Traffic Management across the site activities. The purpose of this procedure is to ensure:

- pedestrian safety is provided the maximum reasonably practicable level possible as a result of vehicle operations at the worksite;
- protection to workers and guests from potential traffic hazards that may arise as a result of site operation (both during normal operations and during other times e.g. events / emergencies);
- the safe and responsible use of vehicle transportation in operation at the site; manage potential adverse impacts on traffic flows to ensure site performance is maintained at an acceptable level;

30.2. SCOPE

This procedure will provide requirements for the development of a Site Traffic Management Plan that identifies and controls hazards and risks associated with the interaction of pedestrians, vehicles, powered industrial trucks and other mobile equipment.

30.3. DEFINITIONS

Vehicles

Any means of transport (licensed, unlicensed, or conditionally registered vehicles) that is used to move human or other cargo (including animals) from one place to another.

30.4. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- SafeWork Australia - General Guide For Workplace Traffic Management

30.5. FORMS

- Form 30.1 Traffic Management Risk Assessment

ACTIONS AND RESPONSIBILITIES

30.6. Traffic Management Plan

- The WHS Manager shall ensure a ***Form 30.1 Traffic Management Risk Assessment*** is developed for each Reach Crane Trucks worksite in accordance with the requirements outlined in ***SafeWork Australia - General Guide For Workplace Traffic Management.***
- The purpose of the Traffic Management Plan (TMP) is to minimise mobile plant interactions with people and other vehicular equipment within the entire site and to establish efficient controls to minimise the risk of personal injury and damage due to those interactions.
- The WHS Manager shall ensure a formal Traffic Management Assessment is conducted and the development of a Traffic Management Plan that can help manage risks and communicate information regarding control measures. It may include details of:
  - the designated travel paths for vehicles including entry and exit points, or traffic crossing another stream of traffic
  - pedestrian and traffic routing
  - traffic controls for each expected interaction, including illustrations of the layout of barriers, walkways, signs and general arrangements to warn and guide traffic around, past, or through the workplace or temporary hazard
  - where practicable, the interaction between pedestrians and vehicles/mobile equipment by having “No Go” or exclusion zones for both pedestrians and vehicles/mobile equipment.
  - identify and register all types of vehicles and powered mobile equipment on site. ie forklifts, stock pickers, turret trucks, ride on stock carriers, EWP’s and Wave work assist vehicles.
  - requirements for special vehicles (e.g. over-dimensional)
  - appropriate signage to ensure safe movement into and within the site
  - parking provisions for staff vehicles, visitors and contractor’s vehicles
  - appropriate speed limits for safe and orderly movement into, out of, and within the site.
  - travel paths on routes remote from the workplace such as places to turn around, access ramps and side roads
  - designated delivery and loading/unloading areas
  - the expected frequency of interaction of vehicles and pedestrians
  - roles and responsibilities of persons in the workplace for traffic management
  - instructions or procedures associated with the control of traffic, including in an emergency.

30.7. Reviews of Traffic Management Plan

- The WHS Manager shall ensure is regularly monitored and reviewed to ensure it is effective and to take into account any changes at the workplace.
- The WHS Manager shall ensure a formal review is conducted of the Traffic Management Plan on an annual basis or when there has been any change to the site that affects traffic management.
- If the review identifies any change to the traffic management processes for the site, a risk assessment is required and documented updates are to be completed.

30.8. Information, Training and Instruction

- Managers/supervisors shall ensure that the required level of information, instruction and training is available to workers in the site Traffic Management Plan.
- All staff will undertake basic awareness of the Traffic Management Plan process to enable them to meet their accountabilities and responsibilities. The main aim of this training will be to: gain an understanding of the hazards and risks associated with motorised vehicle operation; and ensure that their areas have the appropriate level of resources and processes to eliminate or minimise reasonably foreseeable motorised vehicle risks.

31. ASBESTOS MANAGEMENT

31.1. PURPOSE

The purpose of this procedure is to managing the risks associated with the presence and removal of asbestos and Asbestos Containing Material (ACM) in accordance with legislative requirements.

31.2. SCOPE

Applies to the requirements to ensure Reach Crane Trucks employees and contractors comply with all relevant legislation, Australian Standards, approved Codes of Practice relating to the management of risks associated with asbestos by ensuring:

- All hazards and risks to health and safety as a result of the exposure to asbestos or ACM are managed in accordance with the How to Manage and Control Asbestos in the Workplace Code of Practice.
- The removal and disposal of asbestos from Reach Crane Trucks workplaces is undertaken in accordance with legislative requirements
- All facilities/sites funding and managing the removal and/or disposal of asbestos from Reach Crane Trucks workplaces is undertaken by a licensed asbestos removalist
- Information, instruction and training are provided by a competent person to all persons exposed to hazards as a result of the exposure to asbestos and ACM.

31.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW WHS Regulation 2011 – Chapter 8 Asbestos
- NSW Code of Practice – How to manage and control asbestos in the workplace
- NSW Code of Practice – How to safely remove asbestos

31.4. DEFINITIONS

Asbestos

Means the asbestiform varieties of mineral silicates belonging to the serpentine or amphibole groups of rock-forming minerals, including actinolite asbestos, grunerite (or amosite) asbestos (brown), anthophyllite asbestos, chrysotile asbestos (white), crocidolite asbestos (blue) and tremolite asbestos.

Asbestos Containing Material (ACM)

Any material or thing that, as part of its design, contains asbestos.

31.5. FORMS

- None

ACTIONS AND RESPONSIBILITIES

31.6. Asbestos or ACM Identification Procedure

- When asbestos or ACM is encountered in the workplace, the Manager shall be notified, and a risk assessment is to be carried out to define the hazards, associated risk rating, controls that can be implemented to eliminate or minimise the risks and the residual risk rating.
- The assessment is to be carried out by a competent person, and the controls identified should strive to be in line with the hierarchy of control. The hierarchy of controls aims to eliminate the risk in the first place, and works down through controls to PPE. It is as follows:
  - Elimination – completely remove the hazard from the work environment
  - Substitution – replace the process or material with a less hazardous option
  - Engineer – redesign the work process or equipment
  - Administration – implement policies, procedures and training for people to follow when working with a hazard
  - PPE – provide people with equipment and training for PPE only
- Depending on the risks identified, a combination of the above control methods may be required to adequately control and manage the asbestos or ACM hazard.
- There are four main methods by which asbestos will be managed:
  - **Leave and Monitor** – Can be used when asbestos or ACM's are stable and not prone to damage
  - **Encapsulate/seal** – Can be used on stable asbestos or ACM's that are stable but have elements that are prone to damage. Encapsulating/sealing is a surface treatment that forms a barrier over the damage prone areas. This method cannot be used if the will create significant disturbance to the asbestos fibres.
  - **Enclosure** – Can be used on relatively stable asbestos or ACM that have elements that are prone to damage. This method involves containing the asbestos within a sealed area.
  - **Removal** – Can be used on unstable asbestos or ACM that is prone to damage. This method completely eliminates the hazard but is often not economically viable.
- For any asbestos or ACM encountered that is suspected to be friable, a licensed asbestos removalist will be consulted and contracted to undertake the removal works.

31.7. Documentation in the event of exposure to Airborne Asbestos Fibres

- Managers must document all records of individuals exposed to airborne asbestos fibres and notify the WHS Manager.
- The WHS Manager must notify WorkCover NSW on 13 10 50 immediately to report a dangerous incident involving asbestos.
- A dangerous incident includes both immediate serious risks to health or safety, and also a risk from an immediate exposure to a substance which is likely to create a serious risk to health or safety in the future, for example asbestos or chemicals.

31.8. Asbestos Management Plans

- The Manager must ensure that a site Asbestos Management Plan (AMP) is prepared, by who carries out asbestos related work at the workplace.
- The AMP sets out how asbestos or ACM that has been identified at the workplace will be managed. The plan should set out clear aims, stating what is going to be done, when it is going to be done, and how it is going to be done. It must include:
  - The identification of asbestos and ACM, for example a reference or link to the asbestos register for the workplace, and the locations of signs and labels.
  - Decisions and reasons for the decisions about the management of asbestos at the workplace (e.g. Safe Work Procedures and control measures).
  - Procedures for detailing accidents, incidents or emergencies of asbestos at the workplace.
  - Workers carrying out work involving asbestos, for example consultation, information and training responsibilities.
- Other information that may be included in the asbestos management plan is:
  - An outline of how asbestos risks will be controlled, including consideration of appropriate control measures.
  - A timetable for managing risks of exposure, for example priorities and dates for any reviews, circumstances and activities that could affect the timing of action.
  - Identification of each person with responsibilities under the asbestos management plan and the person's responsibilities.
  - Procedures, including a timetable for reviewing and, if necessary, revising the asbestos management plan and asbestos register.
  - Air monitoring procedures at the workplace, if required.

31.9. Class A Friable Asbestos

- If asbestos is friable and it has been determined that it should be removed, it must be removed by a Class A licensed removalist as soon as reasonably practicable.
- Instances where removal should be of the highest priority would include friable asbestos that is in poor condition and is located in an area where it poses a significant risk of exposure.
- See Work Health and Safety Regulation 2011 Part 8 Work involving asbestos or ACM—prohibitions and exceptions.

31.10. Asbestos Repairs and Removal

- The Manager must ensure the site AMP and asbestos register are provided to any contractor prior to the commencement of any scheduled building and/or maintenance works, whether the work involves asbestos or ACM or not.
- All site initiated works involving the repair, removal and/or replacement of asbestos or ACM must be undertaken by a licensed asbestos removalist who will undertake the work in accordance with the How to Safely Remove Asbestos Code of Practice.
- The asbestos register must be updated when repairs, removal and/or replacement of asbestos or ACM has occurred. This is the responsibility of Facility, Site or Service Manager.
- Damaged asbestos or ACM is to be safely removed and appropriately disposed of wherever reasonably practicable. If not, then repairs or maintenance to asbestos or ACM must be undertaken in accordance with the How to Manage and Control Asbestos in the Workplace Code of Practice.

32. CONFINED SPACES

32.1. PURPOSE

The purpose of this procedure is to eliminate or minimise the need to enter confined spaces; and provide for the health and safety of all persons who need to enter or work in confined spaces by preventing exposure to hazards which may otherwise be experienced when working in a confined space, and thereby prevent collapse, injury, illness or death arising from exposure to those hazards.

32.2. SCOPE

Applies to Reach Crane Trucks employees and contractors to meet the need for requirements and procedures for the prevention of occupational illness, injuries and fatalities associated with persons entering and working in a confined space and sets out the processes for meeting our commitments under confined spaces legislation and requirements of AS/NZS 2865 Safe Working in a Confined Space.

32.3. REFERENCES

- AS/NZS 4801:2001 OH&S Management Systems – 4.4.6 Hazard identification, hazard/risk assessment and control of hazards
- NSW WHS Regulation 2011 – Chapter 4 Hazardous work, Part 4.3 Confined spaces
- NSW Code of Practice – Confined spaces
- AS 2865 Safe Working in a Confined Space
- AS1319:1994 Safety signs for the occupational environment

32.4. DEFINITIONS

Confined Space

An enclosed or partially enclosed space that:

- is not designed or intended primarily to be occupied by a person, and
- is, or is designed or intended to be, at normal atmospheric pressure while any person is in the space, and
- is or is likely to be a risk to health and safety from:
  - an atmosphere that does not have a safe oxygen level, or
  - contaminants, including airborne gases, vapours and dusts, that may cause injury from fire or explosion, or
  - harmful concentrations of any airborne contaminants, or
  - engulfment.

Permit

A document authorising a person to undertake specific work in a designated area.

Standby Person
A person assigned to continually monitor the well-being of those inside the confined space, if practicable observe the work being carried out and initiate appropriate emergency procedures when necessary.

Lower Explosive Limit (LEL)
Lower explosive limit is the minimum concentration of contaminant in air that will produce a flame.

Upper Explosive Limit (UEL)
Upper explosive limit is the maximum concentration of contaminant in air, above which an explosive atmosphere will not be formed.

32.5. FORMS

- Form 32.1 Confined Space Identification and Assessment Checklist
- Form 32.2 Site Confined Space Register.
- Form 32.3 Confined Space Entry Permit
- Form 32.4 Hot Work Permit

ACTIONS AND RESPONSIBILITIES

32.6. Identify and assess

- When potential confined spaces are encountered in the workplace, the Manager shall be notified, and a risk assessment is to be carried out to define the hazards, associated risk rating, controls that can be implemented to eliminate or minimise the risks and the residual risk rating.
- Managers are to identify and assess confined spaces and their particular hazards and for existing premises, plant and equipment,:
  - identify all confined spaces using the ***Form 32.1 Confined Space Identification and Assessment Checklist***, and
  - record their location in a ***Form 32.2 Site Confined Space Register*.**
  - Managers are to maintain completed Confined Space Identification and Assessment Checklists as part of the Confined Space Register.
  - If there is doubt about whether an area is a confined space, it should be treated initially as a confined space and the following actions taken:
    - do not enter
    - obtain further guidance from safety professionals competent in confined spaces.

32.7. Design and Installation Stages

- The features to be incorporated at the design and installation stages are provision of:
  - adequate and convenient means of entry and exit for persons who may be required to wear Personal Protective Equipment (PPE), including breathing apparatus, and clothing
  - outlets and facilities for cleaning to eliminate or minimise the need for entry
  - ventilation facilities to avoid the build-up of any contaminants or combustible atmospheres
  - intrinsically safe lighting providing levels of illumination that comply with AS1680.1, and are sufficient to permit safe entry, conduct of work and exit
  - fixed ladders, platforms and walkways that comply with AS1657
  - signs at each entry appropriate to the workplace and comply with AS1319
  - outlets and effective means of isolating energy sources
  - drain valves or other means of positive isolation in pipework to reduce risk of possible pressurisation and incursion of contaminants
  - provision for persons to work in positions that are not stooped, awkward or cramped
  - use of cladding or lining materials that are durable, require minimal cleaning and do not react with materials in the confined space
  - design of structure and mechanical parts to allow safe and easy maintenance without the need for persons to enter.
  - Where a confined space cannot be eliminated and entry into the space is unavoidable, work practices are to be developed at the design stage to minimise the amount of time to be spent in the space. All associated hazards and risks are to be identified and appropriate controls applied.

32.8. Identify hazards and assess risks for work involving confined space entry

- Prior to any work taking place in or on a confined space, Managers are to ensure that Safe Work Method Statements are developed and the author is to:
  - review the Confined Space Register and ***Form 32.1 Confined Space Identification and Assessment Checklist*** for the particular confined space to make sure identified hazards, risks and controls are addressed in the SWMS
  - specify the controls for the work to be performed in or on the confined space
  - specify the emergency and rescue procedures to be used, including any necessary equipment and specific training requirements for the rescue team.

32.9. Isolation and control of services

- Managers are to make sure that prior to entry into a confined space that:
  - steps have been taken to prevent accidental introduction of materials into the confined space through equipment such as piping, ducts, vents, drains, conveyors, service pipes or fire protection equipment
  - machinery, including stored energy, has been de-energised, and/or locked-out or tagged-out at each isolation point for each person
  - other energy sources that may be external to, but are still capable of adversely affecting the confined space (such as heating or refrigeration methods) have been isolated.

32.10. Purging before entry

- Where necessary and prior to entry, a suitable purging agent is to be used to clear the confined space of contaminants.

32.11. Safety of atmosphere

- Managers are to make sure no one enters a confined space until the atmosphere has been tested to make sure:
  - it contains a safe level of oxygen
  - atmospheric contaminants have been removed
  - temperature extremes have been controlled
  - concentration of flammable gases is below 5%LEL.
- Atmospheric testing and monitoring is to be carried out to make sure levels of contaminants do not exceed the appropriate national exposure standards.
- Where natural ventilation is insufficient to provide a continuous supply of fresh air and remove contaminants from the atmosphere, the confined space is to be artificially ventilated.
- A forced draft fan or air blower is to be supplied for general ventilation of a confined space, or to prevent a space (such as a trench under construction) becoming a confined space.

- If a safe atmosphere cannot be provided, workers may only enter the space if equipped with and suitably trained in the use of PPE, including air supplied breathing apparatus suitable for the task.
- Hazardous substances introduced by the work should be identified and controlled accordingly.

32.12. Minimise the need for entry

- Where the hazards of working in a confined space cannot be eliminated, controls are to be applied using the hierarchy of controls.
- Before any work commences in or on a confined space, consider alternatives to sending workers into the confined space. These may include:
  - use of intrinsically safe closed-circuit television (CCTV) cameras to inspect the inside of the space if the atmosphere is unknown
  - use of remote control equipment, such as drills, hammers and saws once the atmosphere has been declared safe from an explosive gas source
  - use of automated cleaning systems that may involve an initial need to enter the space but may reduce the frequency of entry.

32.13. Stand-by Persons

- A Stand-by Person is to be used when anyone is inside a confined space. Stand-by Persons are to be trained and competent in:
  - confined space entry and first aid
  - remain outside and in close proximity
  - be in continuous communication with those inside, and where possible be able to see them
  - be capable of operating any monitoring equipment used to make sure continued safety inside the confined space
  - be capable of initiating emergency procedures, including rescue procedures if required
  - have communication and first aid equipment available.

32.14. Emergency equipment and procedures

- Emergency equipment, including rescue and first aid equipment, is to be available in close proximity to where the confined space work is carried out.
- The type of equipment required is determined by the nature of the space and work. It is not considered sufficient to rely upon the emergency services to make a rescue where time is a critical factor in the rescue.
- Rehearsals of emergency/rescue procedures are to be carried out. Rehearsals may range from a simple walk through by workers before entry for lower risk spaces or work, to scheduled drills involving air supplied breathing apparatus, fall arrest equipment, stretchers and the involvement of the emergency services for higher risk spaces or work.
- The factors that determine the complexity, frequency and formality of rehearsals are:

  - frequency of confined space work
  - number of persons who may require rescue
  - ease of entry into the confined space
  - distance from the entry of the workers inside the space
  - risk to those undertaking the rescue
  - quantity and complexity of equipment to be used.
- Before work begin Managers are to ensure personnel are briefed in safety and emergency procedures. Go over the following:
  - previously rehearsed emergency routines including availability and access to emergency equipment
  - hazards that could not be eliminated and the controls that are in place
  - SWMS relevant to the work space or type of work.

32.15. Hot work

- Hot work can increase the risk of work in confined spaces as it can deplete the oxygen levels and produce hazardous substances/fumes. To reduce the risk, take the following precautions:
  - remove all combustible materials not required for the task
  - protect combustible materials that cannot be removed with a suitable flame retardant covering
  - place portable hand-held water or dry chemical powder fire extinguishers in the space
  - switch off the power to arc welding equipment at source and if practical remove it from the space during rest breaks or overnight
  - remove and depressurise torches and hoses from the confined space if welding or thermal cutting using gases is suspended during meal breaks or overnight
  - identify and remove any flammable coatings on a surface being welded or cut before the hot work begins
  - use exhaust ventilation to extract fumes from the confined space
  - make sure the stand-by person checks the area for fire 30 minutes after the work has completed (the person checking for fire is not to enter the space to do so)
  - keep gas cylinders outside the confined space.
- These controls and any others deemed necessary are to be incorporated into the SWMS for the task.
- A ***Form 32.4 Hot Work Permit*** is also to be issued prior to commencement of related work.

32.16. Cleaning

- Wherever practical, a confined space is to be cleaned to remove any hazardous substances prior to workers entering it; these cleaning operations are to occur from outside wherever practicable.
- Any chemicals used are to be assessed as part of the SWMS development process to make sure they do not introduce additional hazards. Consult the Safety Data Sheet (SDS) for additional information.
- Where high-pressure water or steam cleaning is used the following control measures are to be applied:
  - employees to be trained in the use of the equipment and in confined space work
  - warning signs to be placed in accordance with AS1319 Safety signs for the occupational environment
  - area to be barricaded
  - earth the pipe or nozzle of the equipment to reduce the risk of static electricity in flammable environments
  - continuously remove fluids during the operation
  - make sure there is direct visual or audible contact between nozzle operators and the pump operators
  - use high-pressure jets intermittently rather than continuously to allow replacement of air
  - hoses and fittings are to comply with AS 2283 – 1990 and AS/NZS 4433.1 – 1999
  - high-pressure hoses to be tagged indicate working pressure and age
  - immediately dispose of high-pressure hoses with exposed reinforcing
  - make sure steam temperatures are significantly lower than the auto-ignition temperature of stored products.

32.17. Use of entry permits

- Entry into a confined space is not permitted without written authorisation that is documented on the ***Form 32.3 Confined Space Entry Permit***.
- The information and control measures listed on the ***Form 32.3 Confined Space Entry Permit*** is to be updated whenever it becomes obvious that the work being undertaken involves one of the following:
  - change of the person responsible for the direct control of the work
  - significant stoppage of the work or break in work continuity, such as change of shift
  - significant change in risk, such as atmosphere or work to be performed.
- The ***Form 32.3 Confined Space Entry Permit*** is to be displayed or immediately available for workers to sign-in and sign-out.

32.18. Prevent unauthorised access

- Personnel are to be protected against unauthorised access where practicable to confined spaces and have warning signs placed at each entry point.
- This is particularly important where a confined space is identified as containing an atmospheric contaminant or an oxygen level of less than 19.5%.
- Signage is to conform to the requirements of AS 1319. Other safety signs such as those that denote the presence of a particular hazard or need for PPE may also be required to be placed at the entry point of the confined space.

32.19. Information, Training and Instruction

- In relation to confined spaces, appropriate training is mandatory for all:
  - Employees including contractors required to work in a confined space.
  - Managers/delegates or facilities manager required to issue entry permits.
  - Employees required to supervise work in a confined space.
  - Persons required to undertake a risk assessment.
- Managers must ensure that training is provided by a recognised training provider in compliance with the National Standard for Working in a Confined Space.