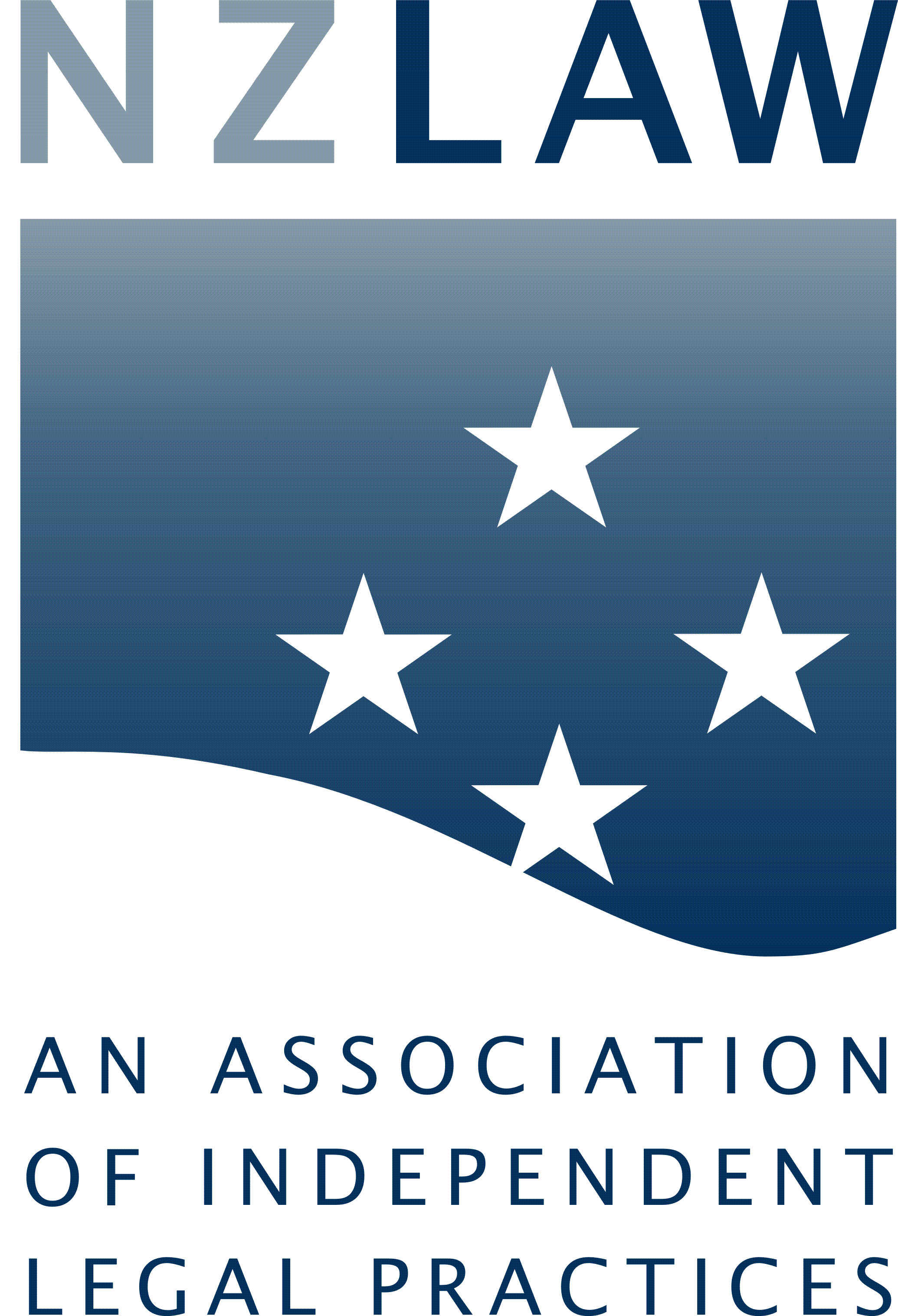
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**PRIVATE & CONFIDENTIAL**

**Health and Safety**

**Management System**

**POLICY & PROCEDURES MANUAL**

Sponsored by:

****

**Document Control**

|  |  |
| --- | --- |
| Approved by: | [Business Principal] |
| Date Issued: | September 2016 |
| Version: | 1.0 |
| Status: | Final |
| Developed by: | Grow HR |

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# Introduction

Our Health and Safety Management System supports the achievement of our business aims and ensures we are compliant with the Health and Safety at Work Act 2015, associated regulations, and any other relevant legislation and codes of practice. It covers our activities in locations throughout New Zealand, including office and on-site operations.

We believe that employer commitment to health and safety is the foundation on which effective safety management practices are built. By leading by example, we will create a safer working environment for our workers (employees and contractors) and visitors.

## Scope

These arrangements apply to all operations within our organisation.

## Responsibilities

The Directors / Managing Partners are responsible for the development and implementation of this Policy and Procedures Manual, and for ensuring it continues to reflect the nature and ethos of our business.

|  |
| --- |
| Disclaimer: |
| *“The preparation and drafting of this Health and Safety system (or related documents) was undertaken by Grow Human Resources Limited, relying on the honest, complete and full disclosure by the client business or entity, or their agent, of all relevant and current information used in the preparation and development of the system at that time. Where site visits cannot be conducted by Grow Human Resources Limited to confirm, to verify or to observe actual operational or conditional situations or events, the client business or entity, or their agent accepts that it is their responsibility to ensure the relevance and application of, and full compliance with, any Health and Safety System prepared by Grow Human Resources Limited. Grow Human Resources Limited accepts no liability or responsibility for any injury, loss or damages arising from non-compliance with this Health and Safety system or related documents, or arising from unauthorised alteration of the system or related documents.”* |

# Definitions

## Definitions

### Person conducting a business or undertaking (PCBU)

A PCBU is a ‘person conducting a business or undertaking’. While a PCBU may be an individual person or an organisation, in most cases the PCBU will be an organisation (e.g. a business entity such as a company).

An individual, such as a sole trader, can also be a PCBU.

While the terms ‘business’ and ‘undertaking’ are not defined in Health and Safety at Work Act 2015, the usual meanings of these terms are:

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

### Officers

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

Officers are:

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

Every officer has a duty – it is not a joint duty. Officers have a duty because they make policy and investment decisions that can affect workers’ health and safety. People in senior leadership positions have an important role in leading health and safety culture throughout a PCBU.

### Workers

The definition of a worker (under the Health and Safety at Work Act 2015) now includes employees, contractors, sub-contractors, employees of contractors and sub-contractors, out workers, labour-hire workers, volunteers and trainees.

### Primary duty of care

A PCBU must ensure, so far as is reasonably practicable, that the health and safety of workers and that other persons are not put at risk by the PCBU’s work. This is called the ‘primary duty of care’.

This means ensuring, so far as is reasonably practicable:

* the health and safety of workers who work for the PCBU (e.g. employees or contractors, including their sub-contractors or workers) while they are at work in the business or undertaking;
* the health and safety of workers whose work activities are influenced or directed by the PCBU while the workers are carrying out the work (e.g. a franchise company whose franchise requirements influence or direct the workers of the franchisee);
* that other persons are not put at risk by the work of the business or undertaking (e.g. a visitor to the workplace, or members of the public who could be affected by a work activity).

A PCBU who is a self-employed person must also ensure, so far as is reasonably practicable, his or her own health and safety while at work.

### Multi – PCBU Workplaces

It is clear that more than one PCBU can have the same or similar duty to the same workers.

In accordance with the Act, where there is more than one PCBU present, each PCBU will need to ensure that they take all practicable steps ***within their influence and control*** to keep workers safe.

In a multi-PCBU situation, the PCBU with more influence and control over a matter will have greater health and safety responsibilities in respect of that matter than the other PCBUs.

However, regardless of a PCBU’s level of control over a matter, it must still collaborate and consult with the other PCBUs by:

* discussing what work activities are being carried out;
* agreeing on the degree of influence and control of each PCBU;
* agreeing on who will manage what and how it will be managed; and
* monitoring and checking how things are going on a regular basis.

In any situation in which there are one or more PCBUs operating at the workplace, the PCBUs have a duty to consult with each other and co-operate in their hazard and risk management activities.

### Workplace

Under the Health and Safety at Work Act 2015, a workplace is:

* a place where work is being carried out, or is customarily carried out, for business or undertaking; and
* includes any place where a worker goes, or is likely to be, while at work.

Place includes:

* a vehicle, vessel, aircraft, ship, or other mobile structure; and
* any waters and any installation on land, on the bed of any waters, or floating on any waters.

### Hazard and Risk Management

The identification, assessment and control of hazards and risks are a key health and safety activity. Effective management of hazards will mitigate the risk of and reduce the severity of workplace injuries.

Hazards in a workplace are controlled by a combination of "local controls" specific to a hazard, and "management controls" for ensuring that these are implemented and remain active.

### Hazard

A hazard is anything that can cause harm. This can be any activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation, substance, or behaviour.

Hazards can be caused by physical, environmental, chemical, biological, psychological or ergonomic sources of harm.

### Harm

Harm is any illness, or injury, either acute or chronic; and includes physical or mental harm caused by work-related stress. We also define harm as damage to property and equipment, productivity, quality and business reputation.

### notifiable events

A notifiable event is a:

* death;
* notifiable illness or injury; or
* notifiable incident.

These incidents would occur as a result of work. Only serious events are intended to be notified to WorkSafe New Zealand.

### Notifiable Incidents

A notifiable incident is an unplanned or uncontrolled incident in relation to a workplace that exposes the health and safety of workers or others to a serious risk arising from immediate or imminent exposure to:

* a substance escaping, spilling, or leaking;
* an implosion, explosion or fire;
* gas or steam escaping;
* a pressurised substance escaping;
* electric shock (from anything that could cause a lethal shock. For example, it would not include shocks due to static electricity, from extra low voltage equipment or from defibrillators used for medical reasons);
* the fall or release from a height of any plant, substance, or thing;
* damage to or collapse, overturning, failing or malfunctioning of any plant that is required to be authorised for use under regulations;
* the collapse or partial collapse of a structure;
* the collapse or failure of an excavation or any shoring supporting an excavation;
* the inrush of water, mud, or gas in workings in an underground excavation or tunnel;
* the interruption of the main system of ventilation in an underground excavation or tunnel;
* a collision between two vessels, a vessel capsizing, or the inrush of water into a vessel.

### Notifiable Injury (formerly serious harm)

A notifiable injury is any of the following injuries or illnesses that require the person to have immediate treatment (other than first aid):

* the amputation of any part of his or her body;
* a serious head injury;
* a serious eye injury;
* a serious burn;
* the separation of his or her skin from an underlying tissue (de-gloving or scalping);
* a spinal injury;
* the loss of bodily function;
* serious lacerations.

You ***must*** notify WorkSafe New Zealand if a worker or someone:

* suffers a notifiable injury as a result of work; or
* suffers an injury that requires or would usually require them to be admitted to hospital for immediate treatment; or
* is injured through exposure to a substance which requires, or would normally require, them to receive medical treatment within 48 hours of the injury occurring.

Notifiable injuries might be caused by a number of factors including:

* the condition of the work site;
* malfunction of equipment;
* the way the work activity is organised; or
* the way equipment or substances are used.

### Notifiable illness

If someone becomes seriously ill as a result of work, and the illness would normally require the person to be admitted to hospital for immediate treatment or medical treatment within 48 hours of exposure to a hazardous substance, then you ***must*** notify WorkSafe New Zealand.

An illness might arise from:

* the condition of the work site;
* exposure to toxic or hazardous substances;
* infections or illnesses that can be contracted from exposure to micro-organisms, from animals, or from treating or caring for another person;
* failure of controls or protective equipment;
* the way the work activity is organised, or
* the way equipment or substances are used.

### Notifiable Death

For a death to be notifiable, the death must have occurred as a direct result of a work activity.

This could be as a result of:

* the condition of the work site;
* the way the work activity is organised; or
* the way equipment or substances are used.

### Reasonably Practicable

Reasonably practicable, in relation to a duty of a PCBU means that which is, or was, at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters, including:

* the likelihood of the hazard or the risk concerned occurring; and
* the degree of harm that might result from the hazard or risk; and
* what the person concerned knows, or ought reasonably to know, about:
  + the hazard or risk; and
  + ways of eliminating or minimising the risk; and
* the availability and suitability of ways to eliminate or minimise the risk; and
* after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

*For further and full definitions, refer to the Worksafe New Zealand website:* [*http://www.worksafe.govt.nz/worksafe*](http://www.worksafe.govt.nz/worksafe)

# Leadership and Accountability

## Health and Safety Policy Statement

Our team is committed to the health, safety and wellbeing of our workers (employees). Our commitment is demonstrated in the Health and Safety Policy statement.

## Strategic Health and Safety Goals 2016-2018

Our current strategic goals for health and safety are as follows:

The detailed objectives and action plans for each year can be found in the Planning Review and Evaluation section.

### Forms and Tools

* Board-001 Annual Health and Safety Checklist
* Board-002 Board, Directors, Managing Partners Report
* PLA-004 Health and Safety Policy Statement

## BUSINESS Structure

We operate as shown in the structure below, with an office in [office location]. This Health and Safety Management System incorporates the health and safety systems for our organisation and its on-going management.

[Add organisation structure if applicable]

## Health and Safety Responsibilities

The following positions are allocated particular roles within the Health and Safety Management System.

A hierarchy of roles with designated duties ensures a consistent approach in the management and achievement of health and safety tasks to achieve minimum compliance. Where there is an absence of a designated Health and Safety Coordinator / Fire Warden, duties within these roles may be undertaken or delegated out by the Directors / Managing Partners.

Performance against health and safety responsibilities is reviewed as part of the performance review process for all positions.

### Directors / Managing Partners (Officers)

The Directors / Managing Partners have overall accountability for health and safety. The specific responsibilities relevant to health and safety management for this position are to:

* set a good example by always following good practice to stay safe and healthy in the workplace;
* initiate and monitor health and safety plans and objectives;
* initiate the annual review process to ensure the Health and Safety Management System is operating effectively;
* determine high-level health and safety strategy and policy, including providing a statement of policy;
* hold management or Health & Safety Coordinator to account for implementing the strategy;
* specify targets that will enable management to track the organisation’s performance in implementing board strategy and policy; and
* manage the health and safety performance of the Health & Safety Coordinator (if applicable), including specifying expectations and providing feedback.

### HEALTH AND SAFETY COORDINATOR (PRACTICE MANAGER / PARTNER)

The Health and Safety Coordinator has overall responsibility for ensuring health and safety systems and practices are implemented at an operational level. The specific responsibilities relevant to health and safety management for this position are to:

* set a good example by always following good practice to stay safe and healthy in the workplace;
* develop health and safety plans and objectives in consultation with the Directors / Managing Partners and any external consultants (as required), to give effect to strategic direction;
* compile frequent Board reporting activities on behalf of the Directors / Managing Partners;
* continuously review all health and safety systems;
* review and maintain the hazard register;
* coordinate annual reviews and self-assessments;
* consult with external advisors;
* maintain a collection of relevant legislation, codes of practice and guidance;
* ensure that incidents and injuries are reported recorded and investigated accurately and in a timely manner, including notifiable events to WorkSafe New Zealand within the necessary timeframe;
* initiate rehabilitation planning with injured workers (employees);
* review and select contractors using the contractor control process;
* carry out regular inspections to monitor existing hazards and identify new hazards;
* provide visitors with safety information and ensure they follow site safety protocols;
* ensure new workers are inducted (employees);
* maintain training records; and
* undertake duties as a fire warden as required.

### Fire Warden

The Fire Wardens role shall be required where there are ten or more workers congregating in one workplace or where there is an approved Fire Evacuation Scheme in place.

The Fire Warden and any deputy shall ensure the efficient operation of the emergency response for their workplace.

Fire Wardens:

* ensure evacuation of the part of the building that they are responsible for;
* carry out regular inspections to ensure evacuation systems are operational; and
* undertake fire warden training where a fire evacuation scheme or emergency plan is present.

### Workers (Employees / Contractors)

Good health and safety rely on individual workers (employees and contractors) making good decisions and having a clear understanding of their role and the scope of their work. Each worker (employee or contractor) is responsible for:

* making sure they do not harm themselves or others around them;
* reporting all accidents, hazards and unsafe practices as soon as practicably possible;
* following any rules, procedures and requirements set out by us in the interests of safety and health in the workplace;
* never interfering with, or misusing equipment, tools or other items;
* speaking up if they are unsure about anything – especially safety; and
* not disturbing a notifiable incident or accident scene, except to prevent on-going harm.

Workers are also responsible for taking part in staff meetings and notifying Management of opportunities for improvement of health and safety systems or practices.

## Legislative and Industry Requirements

We are committed to complying with all applicable legislative requirements and standards which are specific to our industry.

Legislation includes:

* Health and Safety at Work Act 2015
* Health and Safety at Work (General Risk and Workplace Management) Regulations 2016
* WorkSafe New Zealand Act 2013
* Accident Compensation Act 2001
* Building Act 2004
* Fire Service Act 1975 / Fire Safety and Evacuation of Buildings Regulations 2006
* Smoke-free Environments Act 1990
* Hazardous Substances and New Organisms Act 1996 and related legislation and regulations

***Staying safe, healthy and well***

# Planning Review and Evaluation

## Overview

The process of planning, review and evaluation are central to the continual improvement of health and safety performance. The following diagram shows how the process works.

## Health and Safety Objectives and Planning

Once every 12 months, we meet to review health and safety performance and set new objectives for the coming 12 months. These objectives align with our Health and Safety Policy strategic goals and overall business objectives.

These objectives form the basis of the 12-month health and safety plan, which details the actions required, assigns responsibilities, and identifies resources and timeframes for each objective.

Our objectives are **SMART**: **S**pecific, **M**easurable, **A**chievable, **R**elevant, **T**imely.

## Key Performance Indicators

We believe that it is important to measure our successes as well as our failures. When setting out to monitor our health and safety plan, we identify both positive and negative key performance indicators for each objective where possible.

Examples of the areas we set performance indicators in are:

|  |  |
| --- | --- |
| **Positive** | **Negative** |
| Number of site safety inspections conducted | Lost time injury frequency |
| Percentage of identified hazards controlled to acceptable risk levels | Lost time injury hours |
| Number of unsafe acts/near misses reported and successfully investigated | Damage value |

## Health and Safety Management Review

### Annual Review / Special Reviews

We will review the overall performance of the health and safety management system annually. This review will be carried out by the Health & Safety Coordinator and the Directors / Managing Partners as a collective. This is to ensure that the management system continues to meet business and legislative requirements.

We use the annual management review as an opportunity to evaluate progress towards our strategic health and safety goals, and the specific objectives detailed in the health and safety plan. The management review meeting is also when new objectives are set for the coming year.

In the review, we will also focus on the effectiveness of our hazard management processes by evaluating the hazard register, the results of hazard identification checks, and any hazards reported by workers.

The annual review is the point at which the Directors / Managing Partners reaffirm the leadership commitment to excellence in health and safety management by updating and signing the health and safety policy statement.

We will also review the Health and Safety Management System:

* after a critical event such as a notifiable death, notifiable incident, or dangerous occurrence;
* if there is a significant change to work procedures; or
* if there is a major update of the health and safety policy.

# Hazard and Risk Management

## Overview

The process of hazard and risk management is where we practically implement our health and safety principles. It is essential to creating a safer working environment. The following diagram shows how our process works.

## Responsibilities

* The Directors / Managing Partners are responsible for ensuring that the hazard management process is implemented and that resources are prioritised to control significant hazards.
* The Health & Safety Coordinator is responsible for keeping the hazard register up-to-date, checking progress on identified actions needed to control hazards, and communicating information about new hazard control measures.
* We all have a role in assisting with the design, implementation and monitoring of control measures.
* We are all responsible for reporting hazards, participating in the design of control measures, following safe operating procedures and using safety equipment.

## Identifying Hazards

We are committed to systematically identifying all chemical, physical, biological, environmental, psychological and ergonomic hazards relevant to our business.

Hazards can arise in different ways and in many different forms. Potential hazards to be considered include:

|  |  |
| --- | --- |
| **Hazard Types** | **Descriptions** |
| **Mechanical** | Portable equipment, fixed machinery, protruding, moving and rotating parts, pressurised fluids, |
| **Access/Egress** | Unsafe or uneven surfaces, falling objects |
| **Ergonomic Factors** | Tasks requiring repetitive movements, inappropriate posture, forceful handling |
| **Fire/Explosive** | Combustible materials, substances |
| **Environmental** | Noise, illumination, humidity, heat exposures |
| **Structural** | Falling objects, unstable items, height safety |
| **Organisational** | Poor maintenance, lack of supervision, lack of training, lack of information, inadequate instruction, unsafe systems, provision of unsuitable equipment, inadequate monitoring arrangement |
| **Individual Hazards** | Working alone |

The hazard identification process should be systematic, meaning that it is carried out the same way every time. This ensures a consistent level of identification is performed, and a majority of hazardous elements will be captured and identified. Hazardous elements will, therefore, have a greater chance of being risk assessed and controlled.

We do this both proactively (before any harm is caused) and reactively (in response to events such as accidents and near misses). The process to achieve this is shown below.

**Process for identifying hazards:**

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Who** |
| 1 | Identify hazards – using an area, process or task analysis to actively identify existing and new hazards in the workplace. | Health & Safety Coordinator with input from trained and/or experienced workers |
| 2 | Use information from incident report forms, incident investigations and audits to identify existing uncontrolled hazards. | Health & Safety Coordinator |
| 3 | Request and check hazard information from manufacturers and suppliers of all existing and planned substances, equipment and services, ***before*** they are put into use. | Health & Safety Coordinator |
| 4 | Check published industry codes of practice and industry guides for descriptions of hazards relating to tasks, processes and equipment. | Health & Safety Coordinator with support from an external Health and Safety Consultant if required |
| 5 | Record each hazard identified by the above methods on a hazard report form. This allows the hazards to be risk assessed and significant hazards prioritised for action. | Health & Safety Coordinator |

**When to follow this process:**

We follow this process every 12 months as part of our annual review. We will also follow this process in response to any major changes to the business that might introduce new hazards, or following any incident which suggests that there are hazards which have not yet been identified.

### Forms and Tools

* HAZ-001 Hazard Report Form
* HAZ-015 Hazard Types and Analysis Form
* HAZ-014 Hazard Register Master Template (refer completed office hazard register)
* INC-001 Incident Reporting Form
* INC-002 Incident Investigation Form

## Assessing Hazards and Deciding on Controls

Once we have identified hazards, we determine which hazards are of higher risk and require further action. We also identify what level of action is needed to meet our commitment to health and safety, as well as legal requirements. The process to achieve this is shown below.

**Process for assessing hazards and deciding on controls on a health and safety report form:**

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Who** |
| 1 | Decide who might be harmed by the hazard and how. | Health & Safety Coordinator with input from trained/experienced workers and Health and Safety Consultant if required |
| 2 | Estimate how likely the hazard is to cause harm in the circumstances, and the likely severity of the harm.  The higher the risk of a hazard causing harm, the sooner the hazard will need to be managed. | Health & Safety Coordinator with input from trained/experienced workers and Health and Safety Consultant if required |
| 3 | Decide on control measures, using the ***hierarchy of elimination and minimisation*** and the test for ***“so far as reasonably practicable”*** steps. | Health & Safety Coordinator with input from trained/experienced workers and Health and Safety Consultant if required |
| 4 | Plan for implementing the controls by setting dates and determining who is responsible.  Put in place interim control measures if the most effective controls cannot be implemented immediately. | Health and Safety Coordinator and external Health and Safety Consultant, with input from trained/experienced workers |
| 5 | Update the annual plan to include actions identified. | Health & Safety Coordinator |
| 6 | Document or update controls in standard operating procedures as required. | Health & Safety Coordinator |
| 7 | File completed hazard identification forms. Update the hazard and risk register also. | Health & Safety Coordinator |
| 8 | Communicate plans and/or actions for controlling hazards to relevant workers and others. | Health & Safety Coordinator |

**When to follow this process:**

We follow this process for each new hazard identified, when reviewing existing hazards as part of our annual review, after an incident, or when there is a significant change in the business.

## Assessing the Risk associated with Hazards

The objective of a risk assessment is to determine safety hazards which have, or can have, significant impacts on workers.

A risk assessment is performed by considering both the likelihood of an event occurring and the consequence (impact) of that event, and determining a risk rating from the following matrix:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Likelihood** | **CONSEQUENCE** | | | | |
| **Insignificant** | **Minor** | **Moderate** | **Major** | **Severe** |
| **Almost Certain** | **Moderate** | **High** | **High** | **Extreme** | **Extreme** |
| **Likely** | **Moderate** | **Moderate** | **High** | **High** | **Extreme** |
| **Possible** | **Low** | **Moderate** | **Moderate** | **High** | **High** |
| **Unlikely** | **Low** | **Moderate** | **Moderate** | **Moderate** | **High** |
| **Rare** | **Low** | **Low** | **Moderate** | **Moderate** | **High** |

**Risk Rating**

The risk rating resulting from the assessment determines which of the following actions need to be considered for responding to or controlling the risk.

|  |  |
| --- | --- |
| **Low** | * Controls or corrective/preventative actions may be considered * Hazard should be periodically monitored and reviewed to ensure no change in risk or that existing controls remain adequate |
| **Moderate** | * Must implement controls or corrective or preventative actions * Any controls that cannot reduce risk to below moderate are to be included in the monitoring program |
| **High** | * Workers have the right to refuse without prejudice * Administrative controls are to be actioned immediately to reduce likelihood * Action plans are to be completed to implement further controls to reduce risk |
| **Extreme** | * Everyone has the right to immediately halt activities or processes * Administrative or other controls are to be actioned immediately to reduce risk * Action plans are to be completed for further controls and prevent reoccurrence |

**Likelihood Assessment**

Each category contains 3 bullet points pertaining to:

* future likelihood or possibility of an event;
* the frequency of exposure to an event; and
* past history or similar events.

Use the bullet point that is most relevant to the specific assessment or that reasonably gives you the highest category. For example, if an event has occurred in the past you shouldn’t say it is not expected in the future.

|  |  |
| --- | --- |
| ***Likelihood*** | **Frequency** |
| ***Almost Certain*** | * Expected to occur sometime * Event occurs frequently (e.g. daily exposure) * Has occurred a number of times in the past |
| ***Likely*** | * Good chance it will occur * Event occurs occasionally or regularly (e.g. monthly exposure) * Has happened in the past |
| ***Possible*** | * Could occur sometime * Event occurs infrequently (e.g. yearly exposure) * May have occurred in the past |
| ***Unlikely*** | * Foreseeable but unlikely to occur * Event occurs rarely (e.g. less frequent than a yearly exposure) |
| ***Rare*** | * Future * Present * Has not occurred in the past |

**Consequence (Impact) Assessment**

The consequence (impact) categories are defined for each type of risk being assessed below. Guidance for selecting the consequence is provided in the table below. Each category contains bullets describing the physical impairment/work restriction, the treatment required and, where relevant, the legislative classification.

You should select the highest category that would most reasonably be expected for the specific assessment. If there is doubt between two levels, always choose the most severe. For example, if a moderate injury is likely but a major injury is possible then select severe.

Definitions are given below for the safety risk assessment. The Impact/Consequence is the most serious injury or illness that could reasonably be expected to result from employee exposure to the risk.

|  |  |
| --- | --- |
| ***Nature of Injury*** | **Impact/Consequence** |
| ***Severe*** | **Fatality/Multiple Fatalities**   * Fatality – loss of life or multiple lives |
| ***Major*** | **Permanent Impairment**   * Cannot be rehabilitated back to the same job and usual duties * Permanent impairment (loss of body part or loss of bodily function) |
| ***Moderate*** | **Harm caused by notifiable injury/temporary impairment**   * Temporary severe loss of bodily function (temporary impairment) * Hospitalisation or acute specialist medical treatment   (refer to WorkSafe New Zealand Notifiable Injury Classification) |
| ***Minor*** | **Medical Treatment**   * Medical treatment other than First Aid * Lost work day, or work restriction from usual duties |
| ***Insignificant*** | **Minor Injury or First Aid**   * No intervention required or First Aid treatment only * No lost work time other than day of injury |

### Forms and Tools

* HAZ-001 Hazard Report Form
* INC-001 Incident Report Form
* INC-002 Incident Investigation Form

## So far as reasonably Practicable Steps Test

We recognise that we have a legal responsibility to control hazards by using the “so far as reasonably practicable test” steps which are reasonable under the circumstances.

A step is practicable if it is possible or capable of being done. Whether a step is also reasonable takes into account:

* the likelihood of the hazard or risk occurring;
* the degree of harm that might result from the risk occurring;
* what is known or would be reasonably expected to be known about a hazard or risk;
* how to eliminate or minimise the risk;
* any specific legal requirements;
* codes of practice, standards and guidelines; and
* the availability and cost of safeguards.

The overall legal test is: “*What would a reasonable and prudent person do in the circumstances?”* There are no firm guidelines to this question - what is reasonably practicable is always a matter of fact and degree in each situation.

## Hierarchy of Control Measures

We are committed to controlling hazards following the hierarchy of control set out in the Health and Safety at Work 2016 Regulations – ***eliminate and minimise****.*

Control measures are designed to fix a specific hazard. The most effective control measures are those that control the hazard at the source and so give protection to everyone. Control measures that only protect individuals are less effective.

With this in mind, we aim to control hazards by carrying out the following ***“so far as reasonably practicable”*** steps test:

## Inspections

These are checks to see if safety controls are still in place and working as planned. Inspections are needed to ensure all hazard control measures are active and working.

We carry out two types of inspections:

* **Routine general site facilities inspections** using the general health and safety inspection checklist.
* **Specific inspections** of equipment, vehicles, areas and tasks, as identified by the hazard register where required.

All inspections are dated, signed by the person carrying them out, and checked and filed by the Health & Safety Coordinator or the Fire Warden.

### Forms and Tools

* INSP-002 Monthly General Facility Inspection
* HAZ-001 Hazard Report Form
* PLA-002 Health and Safety Year Planner

# Information, Training and Supervision

## Responsibilities

* The Health & Safety Coordinator is responsible for ensuring that everyone has the information and training he or she need to do their job safely and that people will be supervised until competent.
* The Health & Safety Coordinator is responsible for identifying information and training needs, and keeping training records up to date.
* All workers (employees and contractors) are responsible for speaking up when they feel they don’t have the information, knowledge or skills to complete a task safely.

## Overview

All workers and visitors to our office need to understand the hazards they are exposed to or can create, and how these hazards are controlled. We achieve this through an ongoing program of providing information and training.

Training records will be maintained for any high-risk tasks/equipment/processes used.

Signs and posters are used as safety reminders and to put across essential information.

## Induction

Induction is an introduction to working for or with us. It sets out expectations for behaviour and our approach to work – including safety, health, quality and performance. It explains our policies, rules and procedures, our hazards and how they are controlled emergency procedures and facilities. After induction, everyone should be clear about his or her role and responsibilities, and how to enjoy his or her work and get along with their colleagues.

Anyone working for us (full-time, part-time, temporary or employees, those under a contract for services, and volunteers), must complete the induction process. Health and safety are integrated into the general induction and is not a standalone activity. Our induction process is shown below.

**Induction process**

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Who** |
| 1 | Complete and sign the health and safety induction checklist as part of general induction. This includes:   * Emergency procedures; * Incident and injury reporting; * Hazard identification; * Employer and employee responsibilities; * Information about health and safety forum(s); * Roles and responsibilities for health and safety and rehabilitation; * Work injury claims process; and * Use and maintenance of relevant health and safety equipment, including personal protective equipment. | Health & Safety Coordinator |
| 2 | Complete a tour of the workplace, using the hazard register to identify workplace hazards and how they are controlled. | Health & Safety Coordinator |
| 4 | Assess the new worker as competent. Ensure they are relevantly skilled to complete the job required, or that supervision has been arranged until the new worker is assessed as competent. | Health & Safety Coordinator |

**When to follow this process:**

We follow this process for every new worker before they start work, and for existing workers if their role changes significantly.

### Records

Each worker has an individual training record that shows what training they have completed. Any specific hazard training completed in-house is recorded and filed. We review all training records as part of the annual health and safety review.

### Supervision

All new workers are supervised until assessed as competent. This is a joint responsibility between the employee and their direct supervisor/manager.

### Forms and Tools

* TRA-002 Individual Training Record
* TRA-003 Staff Induction Form

# Incident Management and Rehabilitation

## Responsibilities

* The Directors / Managing Partners are responsible for ensuring that everyone understands the importance of reporting all incidents and that we investigate these incidents to learn from them. The Directors / Managing Partners are also responsible for reporting notifiable incidents to WorkSafe New Zealand.
* The Health & Safety Coordinator is responsible for receiving reports, conducting investigations (with help from other managers or an external Health and Safety Consultant where needed), and for recording incidents so they can be analysed.
* All workers (employees and contractors) and visitors are responsible for reporting all incidents, as soon as possible, using the forms supplied.

## Overview

All workers (employees and contractors) and others working with us must report all incidents, whether or not they resulted in injury or harm. This enables us to meet our legal requirements and also advances our overall aim of continual improvement to:

* respond to incidents quickly and decisively – everyone knows what to do.
* record all incidents using the Incident Report form.
* notify WorkSafe New Zealand of all notifiable injuries immediately by telephone and follow up using the [online](http://www.dol.govt.nz/Tools/Accident/Home/SeriousHarmNotification) reporting form.
* investigate all incidents so that we learn from mistakes, avoid repeats and continually improve.
* keep records of incidents so the data can be analysed at Health and Safety Committee meetings and the annual Health and Safety review.

Our return to work and rehabilitation process aims to get the best treatment for workers (employees) and helps them to return to work as soon as possible.

## What To Report

### Incidents

An incident is any unplanned or uncontrolled event (accident) that caused ***or could have caused***, harm to:

* people;
* the environment; or
* the business and its assets.

Some of the examples of the types of incidents we want to know about include:

* sudden injuries;
* damage to equipment or property;
* near-misses that almost cause injury or damage.

### Illness and Discomfort

Early diagnosis and treatment is the best way to recover from health problems. We want to know immediately about:

* ‘gradual process’ injuries that come on over time;
* aches and pains that might be caused or made worse by work; and
* the illness that could be work-related.

### Hazards

**An uncontrolled hazard is an accident waiting to happen.**

Part of our hazard management programme involves identifying uncontrolled hazards. Rather than having a separate form for this, we use the hazard report form to record and report these hazards.

### Good Ideas and Suggestions

We encourage everyone to share their ideas and thoughts about how to improve the way we do things. This is especially important for:

* issues with product and/or service quality;
* efficiency savings; and
* opportunities to reduce, reuse or recycle waste and energy.

These suggestions are recorded and reported using the same system we use for reporting incidents.

We want to know your good ideas!

## Why Report?

### CONDITIONAL No Blame policy

We need to know as much as possible about what happens on our site, and to our people. The point of reporting and investigating is not to blame people, but to make sure that we find ways to prevent a reoccurrence. In most cases, incidents have lots of causes which all combine at the same time. They are almost never the fault of an individual alone.

But we must point out that an employee may be disciplined, if an incident is caused by:

* reckless and deliberate interference with property or equipment, horseplay;
* consciously breaking rules and procedures designed for safety;
* working under the influence of alcohol or drugs; or
* a criminal act.

### Preventing ReoccuRrence

We try our best to identify and control hazards before they cause harm. But accidents do happen, and we must learn from them. A near miss today might be a serious injury tomorrow. If we act quickly to investigate and sort out all incidents, we can make work a safer (and healthier) place to be.

### Identifying Patterns and Trends

We also keep an incident register containing the records of all incidents. Any personal details on the reports remain private and confidential. The purpose of the register is so that we can measure our performance against targets and also identify any trends or patterns.

### Legal Requirements

Employers have a legal duty to report to WorkSafe New Zealand incidents which fall under the notifiable events definitions of the Health and Safety at Work Act 2015.

See **Section 2 – Definitions** of this manual for general definitions and definitions of ‘***notifiable events, injuries, illnesses and deaths*’** as required by the Health and Safety at Work Act 2015.

### Compensation for Loss of Earnings

Accidents must be reported immediately using the Health and Safety Report form so that we can investigate and verify that ACC workplace injury claims actually took place and were work related. We are not in a position to accept ACC or other insurance claims for unreported injuries. We will work with ACC and meet its obligations under the Accident Compensation Act 2001.

## Recording and Reporting Incidents

Anyone working for or with us (including full-time, part-time, temporary workers, those under a contract for services, and volunteers) mustfollow our incident reporting process if they have an accident or are involved in one at work. The process is shown below.

**Incident reporting process:**

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Who** |
| 1 | **Respond to the incident** to deal with any ongoing harm, if safe to do so. This might include:   * giving First Aid or emergency treatment; * isolating damaged equipment; * raising the alarm if the incident is out of control (e.g. a fire or medical emergency) | Any workers involved or nearby |
| 2 | **Report the incident verbally** to your Director / Manager. | Any workers involved |
| 3 | **Preserve the incident scene** if possible – don’t move or take anything. This is especially important for more serious incidents. A scene examination must be undertaken (if work related) and cleared by a WorkSafe New Zealand Inspector prior to resuming work. | Workers and Director / Managing Partner |
| 4 | **Complete an** **Incident Report form** immediately and hand it into the Health & Safety Coordinator. | The affected person or Director / Managing Partner |
| 5 | **Report to an external agency** if necessary.  WorkSafe New Zealand must be notified immediately by telephone (followed up by a completed notifiable events form - [online](http://www.dol.govt.nz/Tools/Accident/Home/SeriousHarmNotification)) of:   * notifiable injuries; * work-related illness (notifiable disease); or * incidents involving electricity or gas.   The Regional Council must be immediately notified of reports of:   * incidents which may harm the environment. | Director / Managing Partner |
| 6 | **File** the completed Incident & Investigations report form, and [online](http://www.dol.govt.nz/Tools/Accident/Home/SeriousHarmNotification) WorkSafe New Zealand reporting form. | Health & Safety Coordinator |

**When to follow this process:**

This process should be followed as soon as possible after an incident happens.

### Forms and Tools

* INC-001 Incident Report Form
* INC-002 Incident Investigation Form
* Report to [WorkSafe online](http://www.dol.govt.nz/Tools/Accident/Home/SeriousHarmNotification)

**Contact information**

WorkSafe New Zealand: <http://www.business.govt.nz/worksafe> Phone 0800 030 040

## Investigating Incidents

We believe that every incident is an opportunity for learning and improvement. Every incident, no matter how small, is investigated. This is because sometimes many small incidents can point to a potential big incident, and we want to avoid these at all costs.

We are also sensible in our approach to investigation. In most cases, the Health and Safety Coordinator completes the investigation quickly with the help of the people involved. Sometimes, when the consequences of the incident are more serious, the Health and Safety Coordinator and external Health and Safety Consultant will take the lead in the investigation.

**Process for investigating incidents:**

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Who** |
| 1 | **Determine the level of investigation.** The H&S Coordinator and Health and Safety Consultant will lead the investigation of notifiable incidents or serious property or environmental damage. The H&S Coordinator leads all other investigations. | H&S Coordinator and external Health and Safety Consultant if appropriate |
| 2 | **Gather and analyse information by:**   * interviewing and completing witness statements; * taking photographs, notes, sketches; * talking to others involved; * looking at records and paperwork – hazard register, maintenance, training, inspections, operating instructions, manufacturer’s specifications, etc. | H&S Coordinator and external Health and Safety Consultant if appropriate |
| 3 | **Establish the sequence of events –** how the incident unfolded and what led up to it. The investigation form helps with this. | H&S Coordinator and external Health and Safety Consultant if appropriate |
| 4 | **Identify the underlying and root causes** of the incident. Again, the investigation form guides the investigator at this stage. | H&S Coordinator and external Health and Safety Consultant if appropriate |
| 5 | **Identify the actions needed to prevent a reoccurrence.** These are recorded on investigation form. The hazard register is also updated with a new hazard management plan or changes to existing plans. | H&S Coordinator and external Health and Safety Consultant if appropriate |
| 6 | **Monitor and communicate the action plan** to make sure the lessons are learnt by everyone. | H&S Coordinator and external Health and Safety Consultant if appropriate |

**When to follow this process:**

This process should be followed as soon as possible after an incident occurs. It must always follow within 2 days of the incident.

#### Forms and Tools

* INC-002 Incident Investigation Form

## Injuries – Rehabilitation and Return To Work

ACC helps workers to recover from all injuries and provides compensation while they get better. Recovery from injury and illness is usually more effective when there is support for an early return to work. We work with ACC to make sure that wherever possible, our workers (employees) can return to work as soon as possible to in the same, or similar position.

### Work Injury Claims

When an injury is caused by work, the employer has to pay for the first week of compensation for loss of earnings.

Accidents must be reported immediately using the Incident Report form so that we can investigate and verify that ACC injury claims actually took place and were work related. ***We are not in a position to accept ACC or other insurance claims for unreported injuries.***

**Process for work injury claims:**

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Who** |
| 1 | **Report the accident/injury** using the Incident Report form. | Employee |
| 2 | **Complete the ACC claim form**. Treatment is always the first priority. The health professional (doctor, physiotherapist, dentist, nurse) will usually help the injured person fill out an ACC claim form (ACC45) and send it to ACC, with a copy to sent to us. | Employee |
| 3 | **Register the claim.** You will need a copy of theIncident Report, ACC claim number and relevant medical certificate details. | Health & Safety Coordinator |
| 4 | **Investigate the injury** (if not already done) to determine whether the claim is a legitimate workplace injury. | Health & Safety Coordinator |
| 5 | **Accept or contest the claim.** | Directors / Managing Partners |

**When to follow this process:**

This process should be followed as soon as possible after the injury.

### Forms and Tools

* INC-001 Incident Report Form
* INC-002 Incident Investigation Form

### The Return To Work Plan

An injured worker may need a Return to Work Plan if the following situations apply:

1. the employee requires time off work or alternative/light duties;
2. ongoing medical treatment is likely; or
3. if the injury is a gradual process condition, such as tendonitis, carpal tunnel syndrome.

The purpose of a Return to Work Plan is to get an injured person back into their original work role, as much as possible. We recognise that in most cases it is better for everyone if people stay in work on alternative duties rather than have extended periods of time off work.

**Process for developing a Return to Work Plan:**

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Who** |
| 1 | **Talk to ACC:** Contact the injured employee’s ACC Case Manager/Coordinator (if assigned) to find out if ACC will also be developing a return to work plan. | Health & Safety Coordinator |
| 2 | **Talk to the employee:** give reassurance and support. Explain the purpose of the return to work plan, and gain consent to speak to their treatment provider and/or ACC, and to release of medical information to help plan their return to work. Involve them in team meetings, work social events, etc. | Health & Safety Coordinator and Director / Managing Partners |
| 3 | **Determine the demands of pre-injury duties:** All roles should have a position description which states the demands and requirements of the role. For serious or complex injuries, we may need a specialist assessor to do a full job analysis. | Health & Safety Coordinator and Director / Managing Partners |
| 4 | **Consider suitable alternative duties** in case the worker is not able to return to their usual job straight away. | Health & Safety Coordinator and Director / Managing Partners and Medical Professional |
| 5 | **Contact the treatment provider:** Give information about the demands of the worker’s usual job and any suitable alternative duties available. Ask the treatment provider for a medical opinion on when the worker can return to work, or any reasonable adjustment that could support an earlier return to work. | Health & Safety Coordinator |
| 6 | **Meet to discuss and document the plan:** This includes the worker, safety representative, and ACC Case Manager (if assigned). | Health & Safety Coordinator and Director / Managing Partners |
| 7 | **Follow up meetings:** Including the worker and support person, representative and ACC Case Manager in accordance with the Return to Work Plan to ensure it is progressing as expected. | Health & Safety Coordinator and Director / Managing Partners |

**When to follow this process:**

This process should be followed as soon as possible after the injury.

### Forms and Tools

* INC-001 Incident Report Form
* INC-002 Incident Investigation Form
* INC-004 Return to Work Plan
* INC-005 Work Capability Assessment
* ACC 45 claim form and medical certificate ACC18 *(the ACC 45 & 18 are normally provided by the Registered Medical Practitioner and can be used in collaboration with the forms and processes above).*

## Event Form Flow Chart

The flow chart below guides which forms to complete in the event of an improvement suggestion, near miss, incident or injury at our office.

Is it a notifiable event (injury, illness, death)?

Event occurs / reported

Yes

Notify Director / Managing Partner

No

Complete notification to WorkSafe New Zealand

Complete [Incident](file:///C:\Users\Andrew\Dropbox%20(GrowHR)\Team%20Shared\H&S\2014%20H&S%20System%20Master\Forms\6.1%20Health%20and%20Safety%20Report.docx) Report Form

Yes

No

Contact ACC and complete the Return to Work Plan

Did the injury involve work restrictions or time off?

Complete Work Capability Assessment Form to accompany employee to the Doctor

Did the Incident involve an injury and require a Doctor’s visit?

Complete Incident Investigation Form

Is an investigation required?

Yes

No

Yes

**When Reporting a Notifiable Event:** Refer to **Section 2 – Definitions** of this manual to determine what constitutes a notifiable event.

# Worker Engagement & Responsibilities

We are committed to actively engaging our workers in health and safety and promoting a safe working environment while at work.

* The Directors / Managing Partners are responsible for ensuring that everyone understands how they can be involved in health and safety management and that their opinions are valued.
* The Health & Safety Coordinator is responsible for overseeing health and safety communication channels, including emails, agenda items for meetings, and the updating of health and safety information relevant to workers where required.
* All workers (employees and contractors) are responsible for keeping up to date with all communications about health and safety, and for playing a full and active part in the health and safety system.

## Overview

We cannot look after our health and safety effectively unless everyone is informed and involved, and understands how he or she can participate in our systems for managing health and safety.

In a nutshell, this is how our employee participation and health and safety communication works:

* we actively encourage workers (employees) to participate in the day to day running of our health and safety system, encouraging all workers to raise matters and opportunities for improvement to the Health and Safety Coordinator as required;
* feedback may be provided to all workers with the outcomes of any changes in legislation, health and safety performance reviews, hazard and risk reviews, incident investigations and changes in safe work procedures.

Health and safety agendas may be built into regular team meeting events. Meeting minutes should be completed and include a record of agenda items and action points discussed. Outcomes of action points should be reviewed by the Board and Directors / Managing Partners on a frequent basis.

Note: Workers may request that the PCBU / Business enables a process for election of health and safety representatives. If a worker requests us to commence a process to initiate the election of one or more health and safety representatives, we will consider that request acknowledging our obligations to provide reasonable opportunities for our workers to participate effectively in improving health and safety – and our existing health and safety participation practices and procedures. Note that usually a PCBU / Business is not required to initiate the election of health and safety representatives where the work of the business or undertaking is carried out by fewer than 20 workers.

Provided we employ more than 20 workers, where a health and safety representative or five or more workers request a health and safety committee, we will also consider that request acknowledging our obligations to provide reasonable opportunities for our workers to participate effectively in improving health and safety – and our existing health and safety participation practices and procedures. Note that usually a PCBU / Business is not required to decide whether to establish a health and safety committee where the work of the business or undertaking is carried out by fewer than 20 workers. Further, a PCBU / Business may refuse a request for a health and safety committee if it is satisfied that existing worker participation practices sufficiently provide reasonable opportunities for workers to participate effectively in improving work health and safety on an ongoing basis.

## Communicating Health and Safety Information

We think that it is very important to have a two-way flow of information about day-to-day workplace safety practices, initiatives and concerns. This means we share information with workers and expect workers to be open and honest with us. We realise that good communication and timely consultation is the key to cooperation, and ultimately to controlling hazards successfully.

We share and exchange information about health and safety in the following ways:

* Face-to-face Communication:
  + we maintain good relationships and regular informal contact between managers and all workers;
  + directors / managing partners have an ‘open door’ policy;
  + we hold frequent team meetings, and health and safety is a standard agenda;
  + we provide coaching, training and supervision as required.

### Forms and Tools

* COM-003 Health and Safety Meeting Agenda
* COM-004 Health and Safety Representative Nomination

# Emergency Planning and Readiness

## Responsibilities

* The Health & Safety Coordinator is responsible for ensuring that we have robust and well-rehearsed emergency plans and that everyone understands their role and what to do in an emergency.
* The Health & Safety Coordinator is responsible for making sure that all workers, contractors on site and other visitors are aware of the basic emergency plan.
* The Fire Warden (or deputy) takes charge of the situation and is responsible for calling the emergency services and making sure everyone is following the plan.
* All workers and contractors on site are responsible for following the relevant site arrangements in an emergency, and should also be aware of the needs of others. We also welcome your feedback on how effective the plans are and how they can be improved.

We will ensure that there is an evacuation procedure or emergency plan, or have in place where applicable an approved New Zealand Fire Service evacuation scheme for buildings. The Building Owner must provide adequate signage, adequate means of escape and training for fire wardens where applicable, in adherence to any emergency plan or approved fire evacuation scheme.

All Tenants of buildings must ensure that any emergency procedure or plan implemented for use by the Building Owner for the purposes of emergency evacuation planning or management, is to be followed.

The Building Owner and Tenants will need to cooperate in the coordination of emergency and building risk management planning to ensure PCBU overlapping duty requirements of the Act are fulfilled.

## Overview

We recognise that emergencies can happen at any time and that a rapid, coordinated response is the key to minimising harm.

* we identify potential emergency situations likely to affect us.
* we have plans for responding to and dealing with these emergencies, with the aim of minimising harm.
* our plans take into account requirements and advice from the Fire and Emergency services.

## Emergency Situations

### Medical Emergencies

These are situations where someone on site or one of our workers off-site is injured or becomes ill. There is usually no need to evacuate the building. The response plan is for the nearest person to assess the situation, and call for a First Aider and/or the Emergency Services. For more about this, see Section 8 – Incident Management and Rehabilitation.

### Building Evacuation Emergencies

These are emergency situations where there is a threat to everyone in the building or on site, and we can’t deal with the situation ourselves.

We respond to these situations with the emergency evacuation plan. The aim of this plan is to get everyone to a place of safety as quickly as possible so that the emergency can be brought under control before anyone is hurt. Buildings can be rebuilt; insurance can pay for new equipment, but we can’t give people their lives back.

We use the emergency evacuation plan when there is an event such as a fire or an explosion, or when such an event is about to happen.

### Other Threats

Sometimes, evacuating the building is not the best thing to do. We have different response plans for specific threats, such as:

* a Civil Defense event or warning (e.g. an earthquake, flood, tsunami, or severe weather event); or
* a bomb threat or suspect package.

## Emergency Readiness

### Emergency Plans and Trial Evacuations

We have plans to respond to emergencies and practice them regularly, so that if an emergency does happen, we act quickly and decisively to minimise harm.

We are responsible for managing the approval and maintenance of an evacuation scheme for any relevant buildings.

* the plans are practised at least twice a year so that we are familiar with how they work and the roles we all play.
* we review the plans after every practice drill and actual emergency; to identify what we did well, what didn't go so well, and how we can improve.

### First aid Training and Equipment

We have First Aid kits onsite so that our people are never far away from basic medical support, should it be needed.

### Fire / Emergency Alarm System

The Fire/Emergency alarm is activated via an automated call point which notifies all people in the building to evacuate.

### Fire Extinguishers

We provide and maintain fire extinguishers. We have the following rules for fire extinguishers:

* all extinguishers are maintained and serviced.
* extinguishers are located near fire hazards and on escape routes, and must always be visible and unobstructed.
* if an extinguisher has been used, it must be recharged as soon as possible. An Incident Report form should be completed, and the Health & Safety Coordinator notified.

### Escape Routes and Signs

We have identified escape routes from all internal locations on our site to a place of safety. These escape routes are marked with signage where they are not obvious. These systems are managed as part of the building management role.

As part of our site safety monitoring program we check that:

* escape routes, including passageways and stairwells, are kept clear at all times;
* exit doors are not locked, barred, or blocked at any time when buildings are occupied;
* fire doors are kept closed and not wedged open, unless by “hold open devices” that comply with the Building Code; and
* flammable liquids or materials are not stored near or within any part of the building used as a means of escape from fire.

### Control of Fire Hazards

We use the hazard management process to identify and control fire hazards, in the same way, we control other hazards.

In particular, we make sure that reasonable precautions are taken with:

* electrical wiring and portable electrical equipment;
* gas reticulation, equipment and appliances including portable equipment;
* appliances fueled by flammable liquid;
* processes and equipment which generate open flames, sparks or radiant heat; and
* storage of flammable and combustible goods and substances.

### Provision for People with a Disability

Visitors to our site who have a disability which puts them at risk must be accompanied at all times. Workers with a disability are provided with a personal emergency evacuation plan which meets their needs.

## Emergency Evacuation Plan

The emergency evacuation plan information is displayed as a poster throughout the workplace.

### If You Discover a Fire or Other Threat to Everyone on Site

1. Operate the nearest fire alarm box (Call Point).
2. Call the emergency services (111) or make sure someone else has. Use a mobile phone, a phone in neighbouring premises, or, if safe to do so, a phone within the building. Clearly, state the name and address of the building and the nature of the emergency.
3. Leave immediately by the NEAREST safe exit route. Move quickly but DO NOT RUN. Don’t go back into the building to collect personal belongings.
4. Go to the assembly point
5. Stay outside the building until the “all-clear” is given.

### If You Hear the Alarm or Are Warned of an Emergency

1. Follow any instructions from the Fire Warden and/or your manager.
2. Leave immediately by the NEAREST safe exit route. Move quickly but DO NOT RUN. Don’t go back into the building to collect personal belongings.
3. Assist any person with disabilities.
4. Go to the assembly point.
5. Stay outside the building until the “all-clear” is given.

**Only use a fire extinguisher if you can’t escape, or if the fire is in its early stages and it is safe to do so.**

### FIRE Warden Duties

1. Wear evacuation ID, gather area tag.
2. Ensure evacuation is going on, assist people as they leave the building, directing them to the nearest exit and the assembly point.
3. Watch for people who require assistance.
4. Search and clear your area of the building as you are leaving – check toilets, locker rooms, etc.
5. Close fire doors behind you as you leave.
6. Meet the Emergency Services when they arrive; give information about anyone still left inside, and hazards in the building (e.g. flammable substances, gas bottles, etc.).
7. Complete the Evacuation Report and email/fax to the Fire Service.

### Forms and Tools

* FIR-002 Fire Signage

## Off-Site Emergencies

### Someone Else’s Site

Where an emergency event arises at our client’s premises, we will ensure our workers follow our client’s emergency procedures and instructions for a safe exit from their buildings or premises.

### Emergencies When Travelling

If you are travelling on company business, it is a good idea to carry a mobile phone.

Workers must contact the emergency services as appropriate and also stay in contact with the with the office when an emergency occurs.

## Response Plans For Specific Threats

### Bomb Threat Telephone Calls

If a bomb threat call is received, it must be treated as a potential danger. Every call must be treated as genuine until confirmed otherwise.

* be calm and courteous – do not interrupt the caller.
* write down as much information as you can.
* keep the caller talking as long as possible.
* pay attention to background noise that may give an indication of where the call is coming from.
* phone the Police as soon as the call ends – pass on all information to the Police who will determine what action to take.

### Suspect Package

Explosive devices may resemble almost anything. It is wise to treat any suspicious object found in an unusual place with care.

Report suspect packages to the Police who will determine what action to take.

### Earthquake

During an earthquake glass may shatter, ceiling tiles may fall and objects not secured may topple or slide. Water and sewerage mains may be broken. Electricity and gas may fail.

Minimise the risk from an earthquake by keeping heavy or sharp objects near the floor where they can’t fall on anybody, or secure them in place.

**During an earthquake:**

* get under shelter – a desk, a doorway, or a solid structure.
* if you are in a restricted space, consider evacuating the area if it is safe to do so.

**When the shaking stops:**

* if a fire has started, put it out if possible. An earthquake may affect a large area, and Emergency Services will be stretched.
* assist those nearest to you who may be injured.
* check for electrical and gas hazards.
* turn off water and electricity.
* do not go outside. Unless you are placed in danger by remaining in your building, the hazards outside may be worse (e.g. falling glass).
* monitor radio stations for information and for the locations of Civil Defense assembly areas.

### Chemical Spill

Contain any spilt material and dispose of the waste material appropriately.

Notify management if any chemicals are brought onto the site.

## FIRE Wardens – NOMINATION & Training

The role of Fire Warden is best suited to workers who are on site most of the time during normal working hours. Fire Wardens may be nominated or selected by the Director / Managing Partners.

All staff who act as a Fire Warden are trained.

## Trial Evacuations (APPROVED FIRE EVACUATION SCHEMES)

Trial evacuations are coordinated and are scheduled to be completed every 6 months. After an evacuation, a debrief is held, and the New Zealand Fire Service and the business are sent a report on the evacuation.

### Forms and Tools

* FIR-001 Fire Warden Training Checklist
* FIR-002 Fire Signage
* FIR-003 Evacuation Drills Record

# Contractor Pre-qualification and Control

## Overview

Due to the changes with the Health and Safety at Work Act 2015, contractors are now considered workers. The Directors / Managing Partners have a duty of care to ensure the safety of contractors, their workers and visitors while they undertake work duties on our behalf. We will still refer to contractors as being contractors under this policy section.

We take our legal duties around contractors seriously. Whether we engage contractors directly or work alongside other companies, we make sure we take “all practicable steps” to ensure contractors, sub-contractors and their workers, as well as our workers, are not harmed.

Contract types include:

* Projects;
* Regular maintenance and repair activities; and
* Routine service and/or cleaning contracts.
* All contractors and their workers are responsible for their own safety and health, and should also be aware of the safety and health of others.
* We place the same value on the health and safety performance of our contractors as we do on the quality and reliability of their work.
* We take an active approach to managing our contractors – not only setting out our requirements at the outset but also checking that systems are being implemented throughout the contract.
* We make sure that everyone communicates and shares information regularly because this improves efficiency as well as safety.
* We prefer to work with companies who share our values and can demonstrate to us that they take their legal and moral health and safety obligations seriously.

## Responsibilities

* The Directors / Managing Partners are responsible for ensuring that we use only contractors that have been assessed for health and safety competence.
* The Health & Safety Coordinator is responsible for making sure that the contractor management process is followed when engaging contractors. The Project Manager is also responsible for monitoring and giving feedback on contractors’ conduct and work practices, and any opportunities for improvement.

## Contractual Relationships

### The Principal

Broadly, a “principal” is any individual or corporate entity who engages another (other than as an employee) to do any work for gain or reward – the principal is the entity who pays the bills. The principal cannot contract out of legal obligations by attempting to pass duties on to contractors or sub-contractors.

We may also have legal duties under the Health and Safety at Work Act 2015, when:

* we are in control of a workplace (if we own it, lease it, or occupy it);
* we have day-to-day operational control of a work site or building; or
* when we are acting as a designer, advisor or project manager.

For this reason, we demand a high standard of health and safety management from all our contractors and partners in the projects we are involved in.

We recognise that regardless of the size of the project, there will be shared or overlapping responsibilities between clients, principals, contractors, sub-contractors, persons in control of the worksite, and workers. We endeavour to actively encourage teamwork and good communication between everyone so that projects are completed within specification, and safely.

## Contractor Management Process

This is an overview of the process recommended by WorkSafe New Zealand for the management of contractors:

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Who** |
| 1 | **Scope the work:** Determine what work needs to be contracted out, and consider the broad health and safety implications at the pre-tender stage.  Assess the health and safety management arrangements of potential contractors (Prequalification Assessment Form). | Directors / Managing Partners and Health & Safety Coordinator |
| 2 | **Provide information and negotiate terms:** share more detailed information about the project/work with prospective contractors.  Invite feedback on how the contractor plans to approach the work in the form of a draft health and safety plan. | Directors / Managing Partners and Health & Safety Coordinator |
| 4 | **Award the contract:** For larger projects, the successful contractor develops a job specific health and safety plan which details how hazards will be managed.  For smaller jobs or ongoing work, the contractor maintains agreed standards, systems and processes established by prequalification. | Directors / Managing Partners |
| 5 | **Monitor the contract:**   * Monitor/check arrangements throughout the duration of the contract. * Respond to new information as received. * Keep the contractor informed of the results of monitoring. * Check and ensure contractor performance meets the agreed standards. | Health & Safety Coordinator |
| 6 | **Post-contract review:** Review performance at the conclusion of the contract to determine the effectiveness of safety performance throughout the project.  This helps all parties to learn and make improvements moving forward. | Health & Safety Coordinator |

**When to follow this process:**

We follow this process every time a project is started where input from contractors is needed.

### Forms and Tools

* CONT-002 Contractor Induction Form
* CONT-003 Contractor Prequalification Form