

**PROCEDURES MANUAL**

**Prefect Agencies**  
**Wherever Money Matters**



# Table of Contents

<b>PURPOSE:</b> .....	<b>3</b>
<b>SCOPE:</b> .....	<b>3</b>
<b>REVIEW:</b> .....	<b>3</b>
<b>INDUCTIONS, TRAINING &amp; HEALTH PROMOTION</b> .....	<b>4</b>
<b>SITE INDUCTION PROCEDURE</b> .....	<b>4</b>
<b>TRAINING AND COMPETENCY PROCEDURE</b> .....	<b>4</b>
<b>CONSULTATION &amp; COMMUNICATION</b> .....	<b>8</b>
<b>CONSULTATION &amp; COMMUNICATION PROCEDURE</b> .....	<b>8</b>
<b>ANTI-DISCRIMINATION PROCEDURE</b> .....	<b>8</b>
<b>WORKPLACE BULLYING PROCEDURE</b> .....	<b>8</b>
<b>CONTRACTOR MANAGEMENT</b> .....	<b>15</b>
<b>CONTRACTOR MANAGEMENT PROCEDURE</b> .....	<b>15</b>
<b>INCIDENT &amp; EMERGENCY MANAGEMENT</b> .....	<b>18</b>
<b>INCIDENT PROCEDURE</b> .....	<b>18</b>
<b>EMERGENCY MANAGEMENT PROCEDURE</b> .....	<b>18</b>
<b>RISK MANAGEMENT</b> .....	<b>22</b>
<b>RISK MANAGEMENT PROCEDURE</b> .....	<b>22</b>
<b>EVALUATIONS</b> .....	<b>25</b>
<b>INTERNAL AUDITING PROCEDURE</b> .....	<b>25</b>
<b>EXTERNAL AUDITING PROCEDURE</b> .....	<b>25</b>
<b>DOCUMENTATION &amp; RECORD KEEPING PROCEDURE</b> .....	<b>25</b>
<b>DESIGN / PLANT &amp; EQUIPMENT</b> .....	<b>32</b>
<b>MANAGEMENT OF PLANT &amp; EQUIPMENT PROCEDURE</b> .....	<b>32</b>

This Procedures Manual has been designed to work in conjunction with the Policy Manual and Emergency Plan. The content of the Procedures Manual has been aligned with key elements from:

- AS/NZS4801 and 4804
- OHSAS 18001
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Relevant Codes of Practice (Safe Work Australia)

# ***Purpose, Scope and Review***

## **Purpose:**

The purpose of the Procedures Manual is to outline the procedures for Work Health and Safety (WHS) in accordance with the requirements of the Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011. Queensland Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011.

The Manual describes procedures covering processes for:

- Risk Management
- Worker Induction & Training
- Communication and Consultation
- Contractor Management
- Incident Management and Reporting
- Emergency Management
- Record Keeping, Auditing & Review

## **Scope:**

The Manual details important information for workers and other persons on site to enable them to follow procedures to ensure health and safety as far as is reasonably practicable. The Manual includes roles and responsibilities of key personnel (including managers/supervisors and Health and Safety Representatives), step by step guidelines and instructions and provisions for the regular review of procedures. The procedures contained in this Manual apply to all workers, while they are present in any building, facility or grounds owned, occupied or managed by Prefect Agencies irrespective of their employment relationship with Prefect Agencies, inclusive of employees, contractors, employees of contractors, volunteers, work experience students and other persons. Visitors to the Prefect Agencies sites are requested to cooperate and follow these procedures in so far as their responsibility to follow reasonable directions in respect of these procedures as given to them by the Prefect Agencies workers.

## **Review:**

All procedures will be reviewed if:

- It is identified that there are changes in the workplace that affect the procedure
- It is identified that the procedure is not effective
- There are legislative changes that affect the procedure

All procedures will be reviewed at least annually.

# **Inductions, Training & Health Promotion**

Site Induction Procedure

Training and Competency Procedure

# Site Induction Procedure

## Responsibilities:

All workers are responsible for actively participating in and completing the Site Induction and for following reasonable directions in respect of safety procedures whilst working at Prefect Agencies.

The HSR / WHS Manager is responsible for:

- Maintaining and reviewing the Site Induction Procedure as required
- Ensuring all workers complete their Site Induction prior to commencement of work
- Informing and consulting with the business owner/CEO regarding Site Inductions
- Maintaining worker induction records, including the Site Induction Checklist and the Site Induction Register

Managers / Supervisors are responsible for:

- Informing workers & others about the requirement to participate in and complete a Site Induction prior to commencement of work
- Ensuring that all people complete their Site Induction within the required timeframe

At Prefect Agencies the PCBU is responsible for ensuring that:

- There is an effective Site Induction procedure and system in place
- All workers are trained and familiar with the Site Induction procedure and complete their Site Induction as required by the procedure
- Review of the Site Induction procedure is conducted as required

## Procedure:

- 1) The inductee (new worker) will be informed that they are required to participate in and complete the Site Induction
- 2) *Person Responsible* will allocate a time and place for the site induction to be carried out, giving adequate notice to the new worker and in consultation with managers.
- 3) *Person Responsible* works through the induction with the inductee, step by step, and ensures that all the necessary site inspection and information is provided during the induction.
- 4) In consultation with the inductee, *Person Responsible* completes the Site Induction Checklist, as each part of the induction is successfully completed.
- 5) The Site Induction checklist is given to the inductee to sign and a signed copy is provided to:
  - a. The inductee (the worker)
  - b. The Human Resources Manager
  - c. The WHS Manager or HSR
- 6) Additional Site Induction will be provided if there are any changes to the work site that affect the health and safety of workers that requires new information / training to be given to workers.
- 7) A refresher of the Site Induction will be provided if it becomes evident that the worker is unfamiliar with any aspects of the induction or if they are determined to be deliberately non-compliant with site safety procedures by the appropriate manager
- 8) A Site Induction Register is maintained by *Person Responsible*.

## References:

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

# ***Training and Competency Procedure***

## **Responsibilities:**

All workers are responsible for actively participating in and completing training and competency assessments (on-the-job, internal/external courses, formal qualifications, licenses) relevant to the performance of their position whilst working at Prefect Agencies.

Managers / Supervisors are responsible for:

- Informing workers about the requirement to participate in and completion of training and competency assessment as per the normal requirements of their position
- Ensuring that all workers complete training and are assessed as being competent to perform their duties within the required timeframe
- Ensuring adequate allocation of time and resources for workers to complete training as required
- Assisting with the co-ordination of the training of workers they are responsible for with the WHS Manager.

The WHS Manager is responsible for:

- Sourcing training and licensing service provision from qualified and suitable training service providers and the co-ordination of timetabling of training delivery for workers
- Maintaining and reviewing the Training and Competency Procedure as required
- Ensuring all workers complete training and competency assessments as required
- Informing and consulting with the business owner/CEO regarding worker training and competency as necessary
- Maintaining records required by legislation relating to worker training and competency, such as the Employee Training & Competency Register, the Plant License & Training Register for Prefect Agencies

At Prefect Agencies the PCBU is responsible for ensuring that:

- Provision of budget, resources and time allocation to enable workers to undergo training and competency assessment in accordance with the requirements of the legislation
- There is an effective worker training & competency assessment procedure and system in place
- Review of the Training & Competency Procedure is conducted as required

## **Procedure:**

Prefect Agencies will:

- Conduct training needs analysis across the organisation
- Develop formal training needs and competencies for position requirements at all levels, including management
- Provide formal induction programs for new and transferred workers and contractors
- Record all completed Induction Training in the Site Induction Register
- Determine, assess & record the training & competency needs and levels of contractors
- Use Registered Training Organisations (RTO) and appropriately accredited and approved courses/trainers
- Ensure training is competency based
- Record all training in the Employee Training & Competency Register and the Plant Licence & Training Register as appropriate

- Utilise the High Risk Work Licence Reference List for workers involved with High Risk Work
- Review effectiveness of training
- Provide training for languages other than English and other relevant learning barriers
- Provide managers and supervisors with additional training to ensure that they are aware of their duties & responsibilities under the Prefect Agencies WHS management system and the WHS legislation.

A refresher of Training or Re-Certification will be provided if it becomes evident that a worker is unfamiliar with any aspects of their training or if they are determined, via assessment & consultation, to be no longer competent to perform their job tasks by the business owner/CEO.

### References:

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

SafeWork Australia (2011): Code of Practice – How to Manage Work Health & Safety Risks

SafetyCulture WHS Policy Manual

# Consultation & Communication

## Consultation & Communication Procedure

### Anti-Discrimination Procedure

### Workplace Bullying Procedure



# ***Consultation & Communication Procedure***

## **Responsibilities:**

All workers, and others, are responsible for actively participating in consultation and communication and for following reasonable directions in respect of WHS consultation and communication procedures whilst working at Prefect Agencies.

Managers / Supervisors are responsible for:

- Informing workers & others about the requirement to actively participate in, and follow, the Consultation and Communication Procedures and associated mechanisms whilst working at Prefect Agencies.
- Ensuring that all people are adequately trained in how to consult and communicate in the workplace.
- Conducting, and enabling, regular consultation with all workers and work groups.
- Maintaining records required by legislation relating to consultation and communication.

The HSR / WHS Manager / Co-ordinator is responsible for:

- Maintaining and reviewing the Consultation & Communication Procedure as required
- Ensuring all workers have access to adequate consultation mechanisms and that they actively participate in consultation and communication in the workplace
- Informing and consulting with the business owner/CEO regarding consultation and communication as necessary
- Maintaining formal, approved consultation mechanisms and records required by legislation

At Prefect Agencies the Managing Director is responsible for ensuring that:

- There is an effective Consultation and Communication Procedure and associated mechanisms in place that meet legislative requirements.
- All workers are trained and familiar with, have access to and participate in the Consultation and Communication Procedure and associated mechanisms while working at Prefect Agencies.
- Those other persons who are impacted by WHS at Prefect Agencies, such as PCBUs and visitors, are included in consultation and communication as required.
- Review of the Consultation and Communication Procedure is conducted as required.

## **Procedure:**

Prefect Agencies has established the following agreed consultative arrangements in line with State legislative requirements:

- Health and Safety Committee and regular meetings
- Work Groups
- Elected Health and Safety Representatives (HSRs)
- Regular toolbox/safety meetings with WHS as a standing agenda item. Prefect Agencies records the Minutes on the Toolbox Meeting Minutes Form.

Consultation and Communication mechanisms at Prefect Agencies include the following:

- Formal Induction Training following the Site Induction Procedure
- Training as outlined in the Training and Competency Procedure
- Information on hazards and the existing WHS Management System
- Emergency Response as outlined in the Emergency Plan
- WHS meeting minutes displayed
- Incident investigation and corrective actions as detailed in the Incident Reporting procedure
- Results of WHS evaluations including audits, non-conformances
- Review of WHS objectives
- Safe Work Procedures, Safe Work Method Statements
- Risk Assessments, Risk controls and feedback regarding long-term controls
- Safety Data sheets, product safety sheets, operating manuals etc.
- Reporting and keeping records in line with legislative requirements

In the first instance, workers who identify WHS issues in the workplace, or who wish to communicate with Prefect Agencies in regard to WHS, should contact their supervisor or manager.

If it is not possible, or the worker feels uncomfortable to raise a particular WHS issue with their supervisor or manager, they should contact their work group's Health & Safety Representative (HSR) for assistance and/or consultation.

Workers who are HSRs are deemed to represent workers in particular work groups and as such, will undertake regular meaningful consultation and communication with the workers in their work group. They will also respond to WHS issues raised with them by a worker or group of workers, in accordance with their duties as a HSR.

HSRs are then empowered to raise WHS issues formally at meetings with the supervisor or manager and may in certain circumstances contact the relevant State Authority for assistance and/or information.

The WHS Manager will co-ordinate, manage, resolve and document any formally raised WHS issues, in consultation with the relevant workers and HSRs involved with the issue. They will then report to the business owner/CEO to ensure they are fully consulted with regarding the nature and outcome of the WHS issue.

The business owner/CEO will be actively included and engaged with the consultation procedure in regard to WHS issues identified and raised at Prefect Agencies by the WHS Manager or HSR

### **References:**

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

SafeWork Australia (2011): Code of Practice - Consultation, Cooperation and Coordination

SafeWork Australia (2011): Code of Practice – How to Manage Work Health & Safety Risks

SafetyCulture WHS Policy Manual

# ***Anti- Discrimination Procedure***

## **Responsibilities:**

All workers are responsible to ensure their behaviour in the workplace is appropriate for the work environment at all times and are to not act in a manner which could be considered or interpreted as being discriminatory against other person/s. Workers are required to follow reasonable directions in respect of anti-discrimination whilst working at Prefect Agencies.

Managers / Supervisors are responsible for:

- Ensuring all workers they supervise understand and follow Anti- discrimination protocols
- Assisting workers with informal notifications and resolutions of discriminatory matters as required
- Informing and consulting with the WHS Manager or HSR regarding any reported discriminatory matters or concerns as necessary

The WHS Manager or HSR is responsible for:

- Maintaining and reviewing the Anti-Discrimination Procedure as required
- Ensuring all workers understand and follow Anti- Discrimination protocols in the workplace
- Assisting workers with notifications and resolutions of discriminatory matters or concerns
- Informing and consulting with the business owner/CEO regarding any reported discriminatory matters or concerns as necessary
- Maintaining records required by legislation relating to Anti-Discrimination

At Prefect Agencies the PCBU is responsible for ensuring that:

- There is an effective Anti- Discrimination procedure and supportive mechanisms in place
- All workers are trained and familiar with the Anti-Discrimination procedure
- Review of the Anti-Discrimination procedure is conducted as required

## **Procedure:**

A person who has been the subject of conduct which they believe constitutes discrimination may make a formal complaint or may seek to have the matter resolved on an informal basis. Information provided by a complainant will be kept confidential and will not be shared with any other person without the express consent of the complainant. This procedure should be used in conjunction with the Anti – Discrimination Policy.

## **Informal Complaint:**

- 1) Communicate directly with the person with whom you have a concern and ask that they stop further conduct of that nature.
- 2) If direct communication is not possible, or does not resolve your concerns, then discuss the matter with the WHS Manager or HSR who will explain strategies for dealing with the conduct complained of.
- 3) In consultation with the WHS Manager or HSR decide on a course of action to attempt a resolution.

- 4) If appropriate, Prefect Agencies may be able to assist in the informal resolution process by the appointment of a mediator agreed to by the parties involved.
- 5) Once a satisfactory resolution is achieved, the matter will be monitored by *Person Responsible* to ensure there are no re-occurrences or further concerns.
- 6) Documentation will be kept during the resolution process.

**Formal Complaint:**

- 1) Where attempts to resolve a complaint informally have failed, then a formal complaint can be made.
- 2) The particulars of the complaint should be submitted, in writing, to *Person Responsible*
- 3) *Person Responsible* will investigate the complaint in consultation with the relevant persons. The investigation will follow and apply the principals of Natural Justice.
- 4) Once the investigation has been completed, *Person Responsible* will determine whether discrimination has occurred, or whether it is likely to have occurred.
- 5) *Person Responsible* will then submit a report with a recommended course of action to the supervisor or manager.
- 6) An appropriate course of action will then be decided and implemented, inclusive of consultation.
- 7) Where formal disciplinary action against a worker is required, it will be initiated in accordance with the relevant Prefect Agencies policies and procedures.
- 8) If and when required, and in accordance with relevant legislation, assistance to achieve an acceptable resolution will be initiated by Prefect Agencies management from the appropriate external Authority.

**References:**

Work Health and Safety Act 2011  
Work Health and Safety Regulation 2011  
SafetyCulture WHS Policy Manual  
Australian Human Rights Commission

# ***Workplace Bullying Procedure***

## **Responsibilities:**

All workers are responsible to ensure their behaviour in the workplace is appropriate for the work environment at all times and are to not act in a manner which could be considered or interpreted as being workplace bullying against other person/s. Workers are required to follow reasonable directions in respect of workplace bullying whilst working at Prefect Agencies.

Managers responsible for:

- Identifying any inappropriate behaviour in the workplace that may lead to workplace bullying
- Assisting relevant workers with informal notifications and resolutions of workplace bullying incidents
- Informing and consulting with the WHS Manager or HSR regarding any reported workplace bullying matters or concerns as necessary

The WHS Manager is responsible for:

- Maintaining and reviewing the Workplace Bullying Procedure and records as required by legislation
- Ensuring all workers understand and are familiar with the Workplace Bullying Policy & Procedure
- Assisting relevant workers with informal or formal notifications and resolutions of workplace bullying
- Informing and consulting with the business owner/CEO regarding any reported workplace bullying matters or concerns as necessary

At the Managing Director is responsible for ensuring that:

- There is an effective Workplace Bullying Procedure and supportive mechanisms in place
- All workers are trained and familiar with the Workplace Bullying Procedure
- Review of the Workplace Bullying Procedure is conducted as required

## **Procedure:**

A person who has been the subject of conduct which they believe constitutes workplace bullying may make a formal complaint or may seek to have the matter resolved on an informal basis. Information provided will be kept confidential and will not be shared with any other person without the consent of the worker involved.

Use the Workplace Bullying Report Form in conjunction with this procedure.

## **Informal Complaint:**

1. Directly approach the person who is bullying and ask that they stop.
2. If direct communication is not possible, or does not resolve the bullying, then discuss the matter with the WHS Manager or HSR, who will explain possible strategies for dealing with the bullying.
3. In consultation with WHS Manager or HSR, decide on a course of action to attempt a resolution

4. Once a satisfactory resolution is achieved, the matter will be monitored by *Person Responsible* to ensure there are no re-occurrences or further concerns.
5. Documentation will be kept during the resolution process by *Person Responsible* and the worker.

**Formal Complaint:**

1. Where attempts to resolve a complaint informally have failed, then a formal complaint can be made.
2. The worker should complete a Workplace Bullying Report Form, with supporting statements or documents attached, and submit the documents to *Person Responsible*
3. *Person Responsible* will investigate the complaint in consultation with the relevant persons.
4. Once the investigation has been completed, *Person Responsible* will make a finding as to whether workplace bullying has occurred, or whether it is likely to have occurred.
5. *Person Responsible* will then submit a detailed report with a recommended course of action to the appropriate decision-maker in senior management.
6. An appropriate course of action will then be decided and implemented, inclusive of consultation.
7. Where formal disciplinary action against a worker is required, it will be initiated in accordance with the relevant Prefect Agencies policies and procedures.
8. If required, and in accordance with relevant legislation, assistance to achieve an acceptable resolution will be initiated by Prefect Agencies management from the appropriate external Regulator.
9. The Regulator will provide advice and guidance to relevant persons to assist the resolution process.
10. *Person Responsible* will then implement strategies following the guidance of the Regulator to reach a satisfactory resolution.
11. *Person Responsible* will monitor the outcomes, document and maintain records.

**References:**

Work Health and Safety Act 2011  
Work Health and Safety Regulation 2011  
Safety Culture WHS Policy Manual - Workplace Bullying Policy  
Australian Human Rights Commission  
Industrial Relations Commission

# **Contractor Management**

## Contractor Management Procedure

# ***Contractor Management Procedure***

## **Responsibilities:**

Prefect Agencies Contract Managers:

- Review WHS considerations for job
- Review contract to ensure WHS requirements are met
- Provide contractors with the Prefect Agencies WHS Management Plan and access to all relevant documentation and systems to enable them to operate safely during the project

Prefect Agencies Site Management:

- Induction for contractors
- Permits to work, Licences, competencies
- Safe Work Method Statements, hazard identification, risk assessments and risk controls
- Supervision
- Complete a Contractor Evaluation Form and ensure contractor requirements have been met
- Periodically conduct spot inspections and complete a Spot Inspection Form

Contractor/ Sub Contractor/Employees of Contractor:

- Provide evidence of WHS management system in place, before commencement of work
- Provide evidence of licenses, training and competency to perform work
- Development and implementation of Safe Work Method Statements and hazard identification, risk assessments and risk controls
- Compliance with above
- Compliance with WHS legislation, site rules and participate internal or external inspections and investigations where required
- Participate in site WHS/web toolbox meetings and site consultative arrangements

## **Procedure:**

Prior to the allocation of contracts, prospective Contractors must supply:

- Copies of relevant permits, licences, certificates
- Public liability insurance information and other insurances as relevant
- Safe Work Method Statements or documented safety instructions for intended tasks
- Evidence of an adequate WHS Management System in place and job ready

On award of contract:

- Copies of site-specific Safe Work Method Statements, Risk Assessments and other documented safety information relevant to the project
- SWMS must meet the criteria outlined in the SWMS Checklist
- Relevant training records for any person working onsite (e.g. General Construction Induction Cards)
- Evidence of the method of supervision for all workers
- Existing health and safety consultative arrangements (including any existing work groups, elected HSRs and Deputy HSRs)
- Contact numbers for management representatives



During project work all Contractors, Subcontractors and their employees must:

- Follow site safety rules
- Follow traffic management plans for site
- Follow site-specific SWMS and Safe Work Procedures
- Ensure all activities performed are in line with WHS legislation
- Conduct their work in a manner that does not put others at risk from their action or inactions
- Participate in consultative arrangements and inform others of potential WHS hazards that may arise from their activities
- Cooperate with spot checks and internal or external inspections and / or investigations
- Report any near-miss, injury or illness that occurs as part of the project
- Not bring any items onto site that are not maintained adequately or are unsafe in any way
- Complete all documentation as and when required
- Treat all shared amenities with respect
- Behave in an appropriate manner at all times when on the work site, being aware that Prefect Agencies has a ZERO tolerance policy for Workplace Bullying, Harassment and Discrimination

**References:**

SafeWork Australia (2011): Code of Practice - Consultation, Cooperation and Coordination  
SafeWork Australia (2011): Code of Practice - How to Manage Work Health & Safety Risks  
SafeWork Australia (2011): Code of Practice – Construction Work  
Safety Culture WHS Policy Manual

# **Incident & Emergency Management**

Incident Procedure

Emergency Management Procedure

# Incident Reporting Procedure

## Responsibilities:

All workers are responsible for the initial reporting of incidents.

Managers / Supervisors are responsible for:

- Informing workers & others about the requirement to report incidents promptly
- Ensuring that the Incident Report Forms are readily accessible for workers
- Complying with the Incident Reporting Procedure for incidents reported to them

The WHS Manager is responsible for:

- Maintaining and reviewing the Incident Reporting Procedure as required
- Ensuring all workers know about the procedure and are trained in how to follow the procedure
- Assisting managers, supervisors and workers to follow the procedure when required
- Informing and consulting with the business owner/CEO regarding incidents, in particular, Notifiable Incidents
- Notification of Notifiable Incidents to the relevant Regulator, within the prescribed timeframes
- Ensure, so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs
- Maintaining records required by legislation relating to incidents, including the Register of Injuries

At Prefect Agencies the PCBU is responsible for ensuring that:

- There is an effective procedure in place for the immediate response to and management of incidents
- There is an Incident Reporting Procedure in place for the notification and management of incidents
- All workers are trained and familiar with the Incident Reporting Procedure and have easy access to the report forms and procedure
- The regulator is notified immediately after becoming aware that a Notifiable Incident has occurred
- So far as is reasonably practicable, that the site where any Notifiable Incident has occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs
- Review of the Incident Reporting procedure is conducted as required

## Procedure:

- Follow the Incident Response Procedure to ensure that workers are cared for and the incident area is cleared of people and secured to prevent further incident
- Report all incidents as soon as possible to *Person Responsible*
- When a Reportable Incident has occurred, *Person Responsible* determines whether the site needs to be preserved for investigation by the relevant Regulator
- Person involved with the incident completes an Incident Report Form

- If the person involved with the incident is not able to complete the form, *Person Responsible* will complete the form, in consultation with the involved person, if possible.
- A copy of the Incident Report form is provided to – the person involved and to *Person Responsible*
- *Person Responsible* records the incident on the Incident/Near Miss/Hazard Register
- A copy of the Incident Report is provided to any Principal Contractor, as required
- *Person Responsible* reports all Notifiable Incidents to the relevant Authority, within the timeframe required by legislation
- *Person Responsible* keeps records of incidents and injuries in accordance with Statutory requirements
- Follow the Incident Investigation procedure, if required

**References:**

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

WorkCover NSW

Safe Work Australia

# ***Emergency Management Procedure***

## **Responsibilities:**

All persons employed or engaged by Prefect Agencies are responsible to ensure that they are familiar with the content of the Emergency Management Plan (EMP); that they are competent in carrying out the emergency response procedures contained within the EMP; and that they participate in consultation and emergency response drills when required to maintain emergency preparedness at all times.

## **Procedure:**

The Emergency Management plan includes details of the following that will be enacted during emergency & evacuation events:

- Facility (site and buildings) description and Site Plan
- Evacuation Plan
- Emergency contact numbers
- List of persons responsible for Emergency Response
- Evacuation communication procedures
- General emergency response procedure
- Emergency fire evacuation procedure
- Fire fighting use, equipment and procedures
- First Aid access/equipment details and First Aid staff register
- Medical emergency procedure
- Hazardous material emergency procedure
- Bomb threat procedure
- Emergency response drill records

## **References:**

Safety Culture Emergency Plan

# **Risk Management**

## Risk Management Procedure

# ***Risk Management Procedure***

## **Responsibilities:**

All workers are responsible for working safely and for following reasonable directions in respect of the WHS Risk Management Procedure and associated mechanisms whilst working at Prefect Agencies.

Managers / Supervisors are responsible for:

- Informing workers & others about the requirement to actively participate in risk management strategies and to follow risk management policies and procedures whilst working at Prefect Agencies.
- Ensuring that all people are adequately trained in how to participate in risk management activities in the workplace.
- Maintaining records required by WHS legislation relating to risk management.

At Prefect Agencies the PCBU is responsible for ensuring that:

- There is an effective Risk Management Procedure and associated mechanisms in place and that they meet WHS and Worker's Compensation legislative requirements.
- All workers are trained and familiar with, have access to, and participate in Risk Management policies, procedures and activities while working at Prefect Agencies.
- Those other persons who are impacted by WHS at Prefect Agencies, such as PCBU's and visitors, are included in risk management strategies as required.
- Review of the Risk Management Procedure is conducted as required.

## **Procedure:**

Prefect Agencies has implemented a step by step mechanism to provide the required system and tools to ensure effective risk management in the workplace. As follows:

1. Communication – the Consultation and Communication Policy and procedure is in place to enable risk management to be implemented in a systematic and effective manner, involving all people impacted by WHS at Prefect Agencies. Effective consultation and planning is important during every phase of the Risk Management Procedure and associated activities.
2. Hazards are identified and reported via the following:
  - a. Consultation – WHS Meetings, Health & Safety Representatives, briefings, direct discussions
  - b. Workplace inspections
  - c. Audits – internal & external (photos, observations, checklists, reports)
  - d. Reporting – Incident Forms & Incident Register, Hazard Report Form, Hazardous Chemical/DG Register etc.
  - e. Research – information is gathered and interpreted from State & Local Authorities, Manufacturers, Suppliers, Industry groups, other PCBUs & workers

3. Risk Assessment – site specific, task specific, chemical Risk Assessments are conducted as required by suitably trained and experienced workers.
4. Actions Prioritised – once risk levels have been assessed, a list of action priorities is determined.
5. Risk Control – identified hazards are systematically eliminated or reduced by implementing practical control measures. A Hierarchy of Controls as per the relevant Code of Practice guidance is used.
6. Monitor & Review – regular checks are carried out to ensure that suitable control measures have been implemented, that they continue to be adequate, and that no new hazards have been introduced into the workplace either by implemented control actions or by changes to the workplace.
7. Documentation – all risk management activities conducted and the outcome of those activities, in particular, those outlined in this procedure, are fully documented and records maintained.

It is important that workers continue to look for hazards in the workplace at all times, not just during risk management activities. All hazards that cannot be eliminated immediately must be reported to the Person Responsible using the Hazard Reporting Procedure.

The potential for the introduction of new hazards in the workplace should be considered when planning or changing work tasks, equipment etc. in the workplace.

### **References:**

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

Code of Practice: How to Manage Work Health & Safety Risks in the Workplace

ISO 31000:2009 – Risk Management – Principles and guidelines



# Evaluations

Internal Auditing Procedure

External Auditing Procedure

Documentation & Record Keeping Procedure

# ***Internal Auditing Procedure***

## **Responsibilities:**

All workers are responsible for participating in and co-operating with Internal Audits when required by the WHS Manager, in respect to being interviewed and providing information as required.

Managers / Supervisors are responsible for:

- Informing workers and others about the requirement to participate and co-operate with the audit process as required.
- Consulting with workers about audits.
- Ensuring that workers are made available for participation in audits when required.
- Liaison with the auditor and WHS Manager / HSR to ensure the smooth conduct of audits.
- Participating in and co-operating with the audit process as required. Attending audit meetings.
- Assisting with implementation of Corrective Actions and follow-ups as required.

The WHS Manager is responsible for:

- Maintaining and reviewing the Internal Auditing Procedure as required.
- Conducting Internal Audits including response to Corrective Actions as identified during the audit process.
- Assisting managers, supervisors and workers to participate in audits and/or Corrective Actions when required.
- Informing and consulting with the business owner/CEO regarding audits, in particular, the scheduling of audits, audit outcomes, and the address of Corrective Actions.
- Maintaining adequate records in respect of all Internal Audits.

At Prefect Agencies the PCBU is responsible for ensuring that:

- Prefect Agencies carries out adequate and regular Internal Audits as per legislative requirements.
- There is an effective Internal Auditing Procedure and supportive mechanisms in place.
- The workers who are required to co-ordinate, conduct and document Audits are adequately trained and qualified to undertake such tasks.
- All workers who are required to conduct and/or participate in audits are trained and familiar with the internal Auditing Procedure.
- Review of the Internal Auditing Procedure is conducted as required.

## **Procedure:**

1. The WHS Manager conducts an Internal Audit at Twice per year in November and May
2. The WHS Manager must be suitably trained and experienced in the conduct of WHS audits.
3. The Internal Audit will include Desk Top Audits and Site Audits.
4. At least one (1) Internal Audit will be conducted annually.
5. The WHS Manager will consult with relevant Managers and workers to schedule in the audits and to arrange for workers to be allocated time to participate in the audit process as required.

6. Information will be collected via:
  - a) Interviews:
    - Interview of a cross section of workers including managers, supervisors, team members
    - Interview will be conducted in a manner that provides individuals to provide information without being influenced by other team members, supervisors or managers.
  - b) Observation of Activities:
    - This may involve taking photographs for inclusion in audit reports.
  - c) Review of documents
    - Including Workers' Compensation records, Incident / Hazard Reports & Registers.
7. Information gathered during audit will be categorised into levels of compliance:
  - Compliant – minimum requirement met
  - Non-Compliant – legislative requirement is NOT met, corrective action required
  - Unknown – lack of evidence or information to enable verification during the audit
  - Not Applicable – not applicable for this workplace / task
8. Information and evidence collected during the audit will be documented in an Internal Audit Report by the auditor.
9. Notes from interview and original photographs will be kept with the Internal Audit Report as evidence collected by the auditor.
10. The Internal Audit Report will be submitted to the *WHS Manager* inclusive of a list of Recommended Corrective Actions for management to address.
11. Follow up meetings between the *WHS Manager and the company Directors* will occur to ensure the Corrective Actions are completed in a suitable timeframe.

Note:

Should any evidence collected during the Internal Audit suggest an extreme risk exists, this information must be communicated directly to *WHS Manager* immediately. Work tasks involving the identified extreme risk must stop until effective control measures have been implemented.

**References:**

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

# ***External Auditing Procedure***

## **Responsibilities:**

All workers are responsible for participating in and co-operating with External Audits when required by the WHS Manager in respect of being interviewed and providing information as required.

Managers / Supervisors are responsible for:

- Informing workers & others about the requirement to participate and co-operate with the audit process as required. Consulting with workers about audits
- Ensuring that workers are made available for participation in audits when required
- Liaison with the auditor and the WHS Manager to ensure the smooth conduct of audits
- Participating in and co-operating with the audit process as required. Attending audit meetings
- Assisting with implementation of Corrective Actions and follow ups as required.

The WHS Manager is responsible for:

- Maintaining and reviewing the External Auditing Procedure as required
- Appointment of suitably qualified External Auditors, negotiating the Terms of Engagement and determining the Scope of the External Audit with the proposed auditor, in consultation with the PCBU
- Ensuring that appropriate Audit documentation is available and used to conduct the External Audit
- Assisting managers, supervisors and workers to participate in audits and/or Corrective Actions when required
- Informing and consulting with the business owner/CEO regarding the audit process, in particular, the scheduling of audits, audit outcomes, and the address of Corrective Actions
- Coordinating the completion of corrective actions and follow up meetings and audits as required
- Maintaining adequate records in respect of all External Audits

At Prefect Agencies the PCBU is responsible for ensuring that:

- Prefect Agencies carries out External Audits as per legislative requirements
- There is an effective External Auditing Procedure and supportive mechanisms in place
- The auditors who are engaged to co-ordinate, conduct and document Audits are adequately trained and qualified to undertake such tasks
- All workers who are required to appoint, liaison with and assist auditors are trained and familiar with the External Auditing Procedure
- Review of the External Auditing Procedure is conducted as required

## **Procedure:**

- 1) The WHS Manager determines the need for an External audit and submits information and recommendations to the PCBU, for approval of an External Audit to proceed.
- 2) Upon approval to proceed, the WHS Manager / HSR:
  - a) Determines the nature and scope of the audit
  - b) Investigates a suitable experienced and qualified Auditor
  - c) Negotiates the Terms of Engagement of the Audit
  - d) Engages the Auditor

- 3) The WHS Manager will consult with relevant Managers and workers to schedule in the audits and to arrange for workers to be allocated time to participate in the audit process as required.
- 4) Information will be collected via:
  - a) Interviews:
    - Interviews of a cross section of workers including managers, supervisors, team members
    - Interviews will be conducted in a manner that provides individuals to provide information without being influenced by other team members, supervisors or managers
  - b) Observation of Activities:
    - This may involve taking photographs for inclusion in audit reports
  - c) Review of documents
    - Including Workers' Compensation records, Incident / Hazard Reports & Register
- 7) Information gathered during audit will be categorised into levels of compliance:

Compliant	- minimum requirement met
Non-Compliant	- legislative requirement is NOT met, corrective action required
Unknown	- lack of evidence or information to enable verification during the audit
Not Applicable	- not applicable for this workplace / task
- 8) Information and evidence collected during the audit will be documented in a detailed External Audit Checklist and Summary Report by the auditor
- 9) Notes from interviews and original photographs will be kept with the External Audit Summary Report as evidence collected by the auditor
- 10) The External Audit Checklist and Summary Report will be submitted to the WHS Manager/ CEO inclusive of a list of Recommended Corrective Actions for the management to address
- 11) Follow up meetings between the WHS Manager will occur to ensure the Corrective Actions are completed in a suitable timeframe.

**Note:**

Should any evidence collected during the External Audit suggest an extreme risk exists, this information must be communicated directly to WHS Manager immediately. Work tasks involving the identified extreme risk must stop until effective control measures have been implemented.

**References:**

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

# ***Document & Record Keeping Procedure***

## **Responsibilities:**

All workers are responsible for being aware of, understanding and following the Document and Record Keeping Procedure when undertaking tasks involving workplace safety and the WHSMS whilst working at Prefect Agencies.

Managers / Supervisors are responsible for:

- Informing workers and others about the requirement to appropriately record, store, and manage WHSMS information and documents in accordance with the Document and Record Keeping Procedure whilst working at.
- Ensuring that all people are adequately trained in how to access, record, store and manage WHSMS information and documents in the workplace.
- Ensuring that suitable tools and resources are available to all workers to enable readily accessible and effective document and record keeping to occur.
- Maintaining and managing documentation and records required by WHS legislation relating to WHS and Worker's Compensation.

At Prefect Agencies the PCBU is responsible for ensuring that:

- There is an effective Document and Record Keeping Procedure along with associated tools and resources in place and that they meet WHS and Worker's Compensation legislative requirements
- All workers are trained and familiar with, have access to, and follow the procedure required for aspects of document and record keeping for which they are personally responsible for while working at Prefect Agencies
- That other persons who are impacted by WHS at Prefect Agencies, such as other PCBU's and visitors, are included in or consulted about document and record keeping at Prefect Agencies as required
- Review of the Document and Record Keeping Procedure is conducted as required.

## **Procedure:**

- 1) Prior to creating new documents consider:
  - Approval – workers should first determine if they are the most appropriate person to create or revise a WHS Management System (WHSMS) document and if they require approval to do so before proceeding.
  - The need for the document – purpose, legislative requirement, availability of existing document in the WHSMS that has the same / similar purpose & scope, consultation required
  - The contents – scope, context and technical content.
  - Compliance – legislative requirement, related notifications.
  - References – legislation, Codes of Practice, Australian Standards, relevant information.
- 2) Select the type of WHS documentation required – Policy, Procedure, Risk Assessment, Safe Work Method Statement, Safe Work Procedure, Safety Alert, Record, Register, Tools (forms, checklists, templates, guidelines) etc.

- 3) Creating new or revised documents:
  - Use the standard format, content and templates that has been developed and approved.
  - Headings within templates are not to be removed and are required as a minimum when adding contents.
  - Headers and footers are not to be removed.
  - Compulsory actions are to be indicated by the word “shall”.
  - Agreed text format should be used (font type and size).
  - Documents in Draft form are to be clearly identified.
  - Version numbers and the date of issue are to be identified on the document.
  - The naming protocol should be determined prior to development and should follow the existing WHSMS naming protocols.
- 4) WHSMS documents are to be saved and edited as agreed.
- 5) Approval and Authorisation – documents are to be submitted to *Person Responsible* for consultation, approval and authorisation.
- 6) Notification:
  - Workers will be notified of changes and additions to WHSMS documentation in accordance with the Consultation arrangements at Prefect Agencies.
  - A record of all notifications will be maintained by the appropriate WHS Manager/HSR.
  - It is the responsibility of managers and supervisors to ensure all workers are informed of the changes and additions to WHSMS documentation.
- 7) Accessibility:
  - Documentation shall be available to workers electronically and/or in hard copy at all work locations.
  - If documentation is supplied in electronic form, all workers are appropriately trained and are readily able to access the documentation.
  - Workers who have been provided with a hard copy of documentation are responsible to ensure it is up to date and is not damaged so as to make reading or using the documents difficult.
  - A back-up system for both electronic and hard copy documentation is in place.
- 8) Superseded documents are to be removed from the WHSMS and stored in the Prefect Agencies archives.
- 9) Notifiable Documentation and records – are submitted to appropriate Authorities as and when required and within the necessary timelines.

**References:**

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

Code of Practice: How to Manage Work Health & Safety Risks in the Workplace

# **Design / Plant & Equipment**

## **Management of Plant & Equipment Procedure**



# ***Management of Plant & Equipment Procedure***

## **Responsibilities:**

Workers who are required to use, operate and /or maintain plant and equipment must ensure they follow the steps listed below and, as required, to follow those instructions at all times. Workers will be provided with information and training to enable them to comply with the procedure.

Managers / Supervisors are responsible to ensure that the Management of Plant and Equipment Procedure is implemented within their department, that all workers are familiar with the procedure, and that the procedure is followed.

The Managing Director is responsible to ensure there is a safe system in place for all aspects of the management of plant and equipment which meets both the purpose of this procedure and the requirements of WHS legislation.

## **Procedure:**

### Acquisition:

- Follow the Prefect Agencies Purchasing Procedure for the acquisition of all plant and equipment.

### Licensing and Certification:

- Determine the Certification requirements of plant and equipment, and Licencing requirements for operators, as required by the relevant Authorities. This must be done prior first use at Prefect Agencies.

### Worker Training and Qualification – Plant requiring Certification:

- Ensure that workers who will be responsible for the management, operation, use, maintenance and disposal of plant and equipment that requires Certification hold current operator's licenses and are fully trained and competent as required by the relevant Authorities.

### Worker Training – Equipment not requiring Certification:

- Workers must be trained to safely operate the equipment by a person who is suitably competent / experienced in its operation.
- If an experienced person is not available, the worker's manager must ensure the manufacturer's operating instructions are available, read and understood by the worker before operation commences.
- A Safe Work Procedure shall be explained and demonstrated during training, including any Risk Assessment for the equipment.
- The workers must be able to demonstrate the safe operation of the equipment under supervision before being allowed to operate the equipment unsupervised.

**Maintenance and Pre-start checks:**

- Before any plant or equipment is cleaned, serviced, repaired or modified appropriate control measures, including engineering controls where applicable, must be implemented to prevent accidental or deliberate operation. For example: isolation from electricity, removal of keys, lock out and tag etc.
- Pre- operational checks must be conducted on all plant prior to use. These may be daily, weekly, monthly, 6 monthly and annual checks as recommended by the manufacturer.
- All plant and equipment will be stored, cleaned, serviced, repaired and maintained as per the manufacturer's recommendations.

**Return of plant or equipment to service:**

- A record of any inspection, maintenance, repair or alteration to plant is to be made on the Plant & Equipment Register.
- A qualified person is to verify and approve that the plant or equipment is safe for use, prior to it being used again after having been taken out of service.
- If plant or equipment has been locked out or tagged, the qualified person will re-commission the plant or equipment and advise workers that it is back in service and is safe to use.

**Testing and Tagging:**

- Plant will be inspected / checked by an Authorised Person and will have inspection tags / labels placed on them as required by the relevant Authority.
- Equipment will undergo regular checks to ensure it is fully functional and safe to use.
- Plant or equipment that fails testing, or is found to be unsafe, damaged, will be removed from service and will be locked out / tagged as appropriate.
- Records shall be kept of all testing and tagging of plant and equipment.

**Operation:**

- All plant and equipment must be used or operated as per the manufacturer's recommendations.
- Workers will follow the guidance provided in Safe Work Method Statements, Safe Work Procedures, Risk Assessments and as outlined by on-the job training and/or supervision as required when using or operating plant and equipment.
- Under no circumstances is faulty or damaged plant or equipment to be used.

**Disposal:**

- Before disposal plant and equipment may need to be rendered inoperable, or de-commissioned to leave it safe for disposal. This may be required to prevent the potential of injury to persons and pollution or damage to the environment during or after disposal.
- All plant and equipment that is to be disposed of must be disposed of in an environmentally suitable manner and in accordance with Local Authority requirements.

**References:**

Work Health and Safety Act 2011

Work Health and Safety Act Regulation 2011

Code of Practice: How to Manage Work Health & Safety Risks in the Workplace

Code of Practice: Managing the Risk of Plant in the Workplace

