SOLIDSCAFF
THE BEST ERECTIONS IN TOWN

SolidScaff Manawatu Limited

Health and Safety Manual

Sepember 2025

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Solidscaff Manawatu Limited **(the Business**) will do everything reasonably practicable to ensure that workers can undertake their work in a healthy and safe manner. We all play a crucial role in achieving a workplace that is free of injury and illness. The Business will work towards achieving this goal by providing workers with the necessary resources.

1.2 PURPOSE OF THE HEALTH AND SAFETY MANUAL

The purpose of this Health and Safety Manual is to establish the minimum standards and guidelines that are reasonably practicable for this Business to manage the hazards and risks in the workplace. In addition to this manual, the Business utilises a Health and Safety Handbook and a number of forms to assist in managing health and safety.

These standards will provide greater consistency, certainty and clarity across the Business to make it easier to understand health and safety duties and responsibilities.

All workers will be given the opportunity to read this information and are encouraged to participate in following and improving health and safety in the Business.

2 DEFINITIONS

2.1 HSWA

The acronym HSWA represents the Health and Safety at Work Act 2015.

2.2 NZ

The acronym NZ represents the country of New Zealand.

2.3 HSW

The acronym HSW represents the term Health and Safety at Work.

2.4 PCBU

A PCBU is a 'person conducting a business or undertaking'. While a PCBU may be an individual person or a business, in most cases the PCBU will be a business (for example, 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 HSWA, 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)

2.5 REGULATOR

The New Zealand national Regulator for health and safety as determined by the HSWA is WorkSafe NZ (WorkSafe). Other Regulatory agencies who may also hold certain enforcement powers under the HSWA are:

- The Environmental Protection Authority (EPA)
- Maritime New Zealand
- New Zealand Police
- Fire and Emergency New Zealand
- New Zealand Transport Authority
- The Civil Aviation Authority
- A Medical Officer of Health
- The Ministry of Health
- The Accident Compensation Insurer (ACC)

- Local Authorities (City and District Councils), and
- The Ministry of Business, Innovation and Employment.

2.6 BUSINESS

For the purpose of this manual the term 'Business' refers to the PCBU as defined in Part 1, Section 17 of the HSWA. As prescribed by the HSWA this does not include volunteer associations.

2.7 OFFICER

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

- company 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, and
- any person who exercises significant influence over the management of the business or undertaking (e.g. the Chief Executive).

An officer does not include any person who merely advises or makes recommendations to one of the above persons.

2.8 DUE DILIGENCE

Officers must exercise due diligence to make sure that the Business complies with its health and safety duties. They must exercise the care, diligence and skill a reasonable officer would exercise in the same circumstances, taking into account matters including the nature of the business or undertaking, and officer's position and nature of their responsibilities.

2.9 WORKER

A worker is an individual who carries out work in any capacity for the Business, including work as:

- an employee
- a contractor or subcontractor
- an employee of a contractor or subcontractor
- an employee of a labour hire company who has been assigned to work in the Business
- an outworker (including a homeworker)
- an apprentice or a trainee

- a person gaining work experience or undertaking a work trial
- a volunteer worker, and
- a person of a prescribed class.

2.10 VOLUNTEER WORKER

A volunteer worker is an individual who carries out work in any capacity for the Business:

- with the knowledge or consent of the Business
- on an ongoing and regular basis
- that is an integral part of the Business

This definition does not include a volunteer worker undertaking any of the following voluntary work activities:

- participating in a fund-raising activity
- assisting with sports or recreation for an educational institute, sports club, or recreation club:
- assisting with activities for an educational institute outside the premises of the educational institution, or
- providing care for another person in the volunteer's home.

2.11 REASONABLY PRACTICABLE

Reasonably practicable means what is or was reasonably able to be done to ensure health and safety taking into account and weighing up relevant matters including:

- the likelihood of the risk concerned occurring or workers being exposed to the hazard
- the degree of harm that might result
- what the person concerned knows, or ought reasonably to know, about:
    - the hazard or risk, and
    - ways or eliminating or minimising the risk
- 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.

3 HEALTH AND SAFETY POLICY STATEMENT

Solidscaff Manawatu Limited and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our Business. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

Through the co-operative efforts of management and workers, we are committed to:

- complying with the Health and Safety at Work Act 2015, and all other legislative requirements and relevant codes of practice
- the provision and maintenance of a work environment that is without risks to health and safety
- the provision and maintenance of safe systems of work
- ensuring that management has an understanding of health and safety management relative to their position
- the safe use, handling, and storage of plant, substances, and structures
- the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace
- the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and
- ensuring that the health of workers and the conditions at the workplace are monitored for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking.

The focus of the company's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the Business.

Philip Hiku
Director

on behalf of **Solidscaff Manawatu Limited** SEPTEMBER 2025

Review date: SEPTEMBER 2025

4 HEALTH AND SAFETY RESPONSIBILITIES

4.1 BUSINESS RESPONSIBILITIES

The Business has a duty to ensure, so far as reasonably practicable, the health and safety at work of all its workers. In particular, it is responsible for:

- the provision and maintenance of a work environment that is without risks to health and safety
- the provision and maintenance of safe systems of work
- the safe use, handling, and storage of plant, substances, and structures
- the provision of adequate facilities for the welfare at work of workers in carrying out work for the Business or undertaking, including ensuring access to those facilities
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace
- the provision of any information, training, instruction, or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and
- that the health of workers and the conditions at the workplace are monitored for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking.

4.2 OFFICER AND MANAGEMENT/SUPERVISOR RESPONSIBILITIES

Officers, as defined in section 2.7 of this Health and Safety Manual, will take reasonable steps:

- to acquire, and keep up to date, knowledge of work health and safety matters
- to gain an understanding of the nature of the operations of the business or undertaking of the Business and generally of the hazards and risks associated with those operations
- to ensure that the Business has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking
- to ensure that the Business has appropriate processes for receiving and considering information regarding incidents, hazards, and risks and for responding in a timely way to that information
- to ensure that the Business has, and implements, processes for complying with any duty or obligation of the Business under the HSWA, and
- to verify the provision and use of the resources and processes referred to above.

The Business recognises that the successful implementation of any process or procedure is dependent on workers at all levels playing their part. To ensure that all workers have a good understanding of their responsibilities, all workers at a management or supervisory level will have the same responsibilities as those listed above for officers of the Business. The Business recognises that this does not absolve officers of their responsibilities and all workers at this level will take reasonable steps to ensure that their responsibilities are met.

4.3 WORKER RESPONSIBILITIES

Workers are responsible for:

- not undertaking any work required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to themselves or others at work
- taking reasonable care for the health and safety of themselves and others who may be affected by their actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- co-operating with any reasonable health and safety policy, procedure or instruction given by the Business or employer that has been notified to workers
- ensuring all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (**PPE**)
- reporting any incidents or injuries sustained while working and seeking appropriate first aid when required
- advise management as soon as practicable of any symptoms that may lead to adverse health issues arising from work activities or of any health issue, or of any health issue or condition that may be adversely affected by work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- not using any plant or equipment that has not been deemed safe to use
- rectifying minor health and safety issues where authorised and safe to do so
- co-operating with any health and safety initiative, review, inspection or investigation
- actively participate in the development and review of procedures designed to eliminate or minimise work related risks
- actively participating in any return to work or recovery at work program
- ensuring that any plant or equipment that may be issued to them or used by them has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently or be in breach of the Business's workplace policies, and
- ensuring that they present to the workplace fit for duty and do not undertake any task or work activity for which they are not fit to do or where their health, safety or welfare may be compromised by undertaking such a task or activity.

5 NOTIFICATION OF HAZARDOUS WORK

The Health and Safety in Employment Regulations 1995 require all NZ businesses to provide at least 24hours notice to WorkSafe before commencement of any hazardous work as defined below.

The types of work that must be notified to WorkSafe are:

- Any licensed asbestos removal work, as required by the Health and Safety at Work (Asbestos) Regulations 2016, at least 5 days before work commences.
- Any commercial logging operation or tree-felling operation.
- Any construction work of one or more of the following:
    - Work where workers could fall 5 m or more, excluding work on a two-storeyed house, or work on a power or telephone line, or work carried out from a ladder only, or maintenance or repair work of a minor or routine nature
    - The erection or dismantling of scaffolds from which a person could fall 5 m or more
    - Every excavation which is more than 1.5 m deep and which is deeper than it is wide at the top
    - Any form of tunnel or drive where workers work underground, irrespective of timbering or support
    - Those excavations where the excavated face is steeper than 1 horizontal to 2 vertical
    - Any construction work where explosives are used or stored
    - Work such as diving, where construction workers breathe air or any other gas that has been compressed or is under pressure
    - Any construction work in connection with asbestos fibres
    - Lifts of half a tonne (500 kg) or more (a vertical distance of 5 m or more) carried out by mechanical means other than by a mobile crane, excavator or forklift, and
    - 'Restricted work' as defined by the Asbestos regulations is also notifiable work.

Notification of hazardous works will be made by management using the online notification form on the WorkSafe website prior to any of the above works being completed.

6 WORKER ENGAGEMENT AND PARTICIPATION

6.1 INTRODUCTION

The Business will ensure that it has appropriate processes in place to engage with any person who carries out work for the Business if that person is, or likely to be, affected by matters relating to workplace health and safety. Worker representatives will also be given a chance to participate in engagement and participation processes as and when this is required.

The Business will consult with these persons regarding the implementation of practices and systems that will ensure that they are protected against harm to their health and safety. Engagement and participation at all levels is essential for ensuring the successful implementation of these practices and systems. The primary medium for engagement and participation will be direct dialogue between management and workers.

The arrangements regarding worker engagement and participation at the Business will be monitored and reviewed as the need arises to ensure they continue to be meaningful and effective.

6.2 BUSINESS'S RESPONSIBILITIES

There are a number of situations in which a worker may be affected by workplace health and safety matters. The Business will ensure that appropriate worker engagement is undertaken when:

- identifying hazards and assessing risks arising from the work carried out or to be carried out
- making decisions about how to eliminate or minimise identified hazards and risks
- making decisions about the adequacy of facilities for the welfare of workers
- changes are proposed that may affect the health and safety of workers, and
- there are proposed changes to key health and safety policies and procedures, including those relating to consultation, issue resolution, the monitoring of the health of workers, conditions in the workplace, and the provision of information and training for workers.

To ensure that the Business has meaningful engagement processes in place, worker engagement will be undertaken in a way which:

- ensures that relevant information about matters are shared with workers in a timely manner
- gives workers a reasonable opportunity to raise and express their views on health and safety issues, and
- gives workers an opportunity to contribute to any health and safety decision-making processes which are undertaken by the Business.

6.3 WORKER ENGAGEMENT AND PARTICIPATION PROCEDURES

i) Staff meetings

The Business recognises the involvement of workers as essential in identifying potential hazards that can be eliminated, or minimised, before incidents or injuries occur. To facilitate this, the Business will make health and safety an agenda item at regular staff meetings.

Staff/team meetings will be used to:

- notify and remind workers of health and safety policies and procedures
- provide a forum for workers to have their say about health and safety issues, and
- maintain awareness of health and safety.

Where required, specific health and safety issues will be raised, incidents and accidents reviewed, procedures developed and communicated, and health and safety alerts discussed.

Meetings will be used to induct workers into new or amended health and safety procedures and 'sign off' their understanding of the controls provided for the specific work in which they will be involved.

If a worker is absent from a staff meeting, the worker will be provided with any relevant information and training upon their return to work.

ii) Team toolbox meetings and communication

To assist in the identification and control of hazards, the Business will conduct toolbox meetings at regular intervals and on an 'as needed' basis.

Toolbox meetings will be conducted to help supervisors manage safety, to provide a forum for workers to have their say about safety issues and to help ensure safety awareness is maintained. Where required, specific safety issues will be raised, accidents reviewed, safety procedures developed and presented for evaluation and familiarisation, and safety alerts discussed.

Toolbox meetings will also be used to induct workers into and 'sign off' their understanding of the controls provided in safety procedures for the specific work which they will be involved.

All toolbox meetings will be recorded on the **Toolbox Talk form** and signed off by participants. Where corrective actions are identified, these will be followed up and signed off by the nominated person.

7 RISK MANAGEMENT PROCESS

Risk management is the key process in ensuring a safe and healthy workplace. In health and safety terms, risk management is the process of identifying situations which have the potential to cause harm to people or property, and then taking appropriate steps to prevent the hazardous situation occurring or reduce the risk of injury to workers.

The Business has a duty to undertake risk management activities to ensure the health and safety of its workers, contractors, visitors and others in the workplace. The Business will as far as is reasonably practicable, ensure that the workplace is free from hazards that could cause injury or illness.

Control of hazards takes a variety of forms depending on the nature of the hazard and must be based on the hierarchy of control options emphasising the elimination of the hazard at its source.

7.1 THE RISK MANAGEMENT PROCESS

The risk management process consists of four well-defined steps. These are as follows:

Step 1: *Identifying* - Identifying the problem, this is known as hazard identification

Step 2: *Assessing* - Determining how serious a problem it is, the likelihood of an incident/accident occurring and the consequence and potential severity, this is known as risk assessment

Step 3: *Controlling* - Deciding what needs to be done to solve the problem, this is known as risk elimination or control

Step 4: *Monitoring and Review* – This involves reviewing the actions taken to determine the effectiveness of the controls implemented

i) Hazard identification

Hazard identification aims to determine what hazards exist (or could foreseeably exist), so that control measures can be implemented to address the hazard before it causes any harm.

Hazard identification activities will include:

- conducting workplace inspections to identify hazards
- regular work area observations and discussions with workers
- identifying and assessing hazards on an ongoing basis
- assessing products and services prior to purchasing to identify potential risks
- undertaking incident and injury investigations and reviewing past incident and accidents data
- talking to workers performing the task to find out what they consider as safety issues
- reviewing any information already available, for example safety data sheets, manufacturer's specifications and instructions and safe operating procedures to see what hazards have already been identified and how these are controlled, and
- thinking creatively about what could happen if something went wrong

Identified hazards will be recorded on a **Hazard Report Form** or **Risk Register** which will be used in conjunction with the monitoring and review of identified hazards and implemented controls.

ii) Risk assessment

Once a hazard has been identified, the Business, in consultation with workers, will conduct a Risk Assessment to determine how likely it is that someone could be harmed by the hazard and how serious the injury or illness could be. The risk assessment will be recorded on the **Risk Assessment Record Form**.

If a hazard is obvious and the risk of injury or illness is high, action will be taken immediately to control the risk, even if only as an interim measure. Where a control is implemented as an interim measure, a thorough risk assessment will be conducted to decide on more permanent control measures.

When assessing the risk of injury or illness the following information regarding the hazard will be reviewed where relevant:

- any hazard information supplied with a product or substance such as safety data sheets
- workers experience with similar hazards or from incident/injury data
- guidance materials available from government health and safety bodies/Regulators in relation to particular hazards, processes or work tasks
- industry codes of practice
- relevant New Zealand Standards
- the working environment, including the layout and condition of the premises and equipment and the materials used in the workplace
- the capability, skill, experience and age of people ordinarily undertaking the work
- the training, supervision and work procedures being used, and
- any reasonably foreseeable changes in the working conditions and environment.

Once the above information has been considered, an initial risk ranking can be applied to the hazard to enable the Business to set priorities for control measures. The Risk Ranking Matrix is used to provide a priority list for control actions. The Initial Risk Ranking is recorded for each hazard on the **Risk Assessment Record Form.**

Identified risks and any control measures implemented should be recorded on a **Risk Register** which will be used to assist in the monitoring and review process.

Risk assessments undertaken for specific tasks/items will be recorded on the **Risk Assessment Record form**.

iii) Hazard elimination or risk control

Once the hazards in the workplace have been identified and assessed, priorities will be set determining what action is to be taken to eliminate or control the hazard. Control of risk takes a variety of forms depending on the nature of the hazard and should be based on the 'hierarchy of control' options emphasising the elimination of the hazard at its source, or if this is not reasonably practicable, then reducing the risks to the worker. The hierarchy of control measures will be applied when determining control measures for each identified hazard in the workplace.

Where a hazard is identified, the Business will use the below hierarchy to determine the most effective and appropriate control measure:

- **Level 1** controls provide the highest level of health and safety protection and are the most reliable in preventing harm. They involve eliminating the hazard from the workplace, for example, by bringing a job to ground level to eliminate the need to work at heights.

- **Level 2** controls provide a medium level of health and safety protection, and as such will only be used if a Level 1 control is not reasonably practicable. Level 2 controls may involve:

    - substituting (either wholly or partly) the hazard from the workplace with something that presents a lesser risk. For example, substituting a non-toxic, organic cleaner for a toxic cleaner

    - isolating the hazard so that no worker is exposed to it. For example, removing power or energy from a malfunctioning piece of equipment, or blocking access to an area of the workplace deemed hazardous, and

    - implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, erecting a guard or barrier to prevent a worker from reaching into machinery whilst it is operating.

- **Level 3** controls provide the lowest level of health and safety protection, and as such will only be used if a Level 1 or Level 2 control is not reasonably practicable. These controls will be used in conjunction with a Level 2 control to reduce the risk to an acceptable level. This may involve:

    - implementing administrative controls to reduce the exposure of workers to the remaining risk. For example, training everyone to work safely, writing a Safe Work Method Statement (SWMS), rotating the work or managing the time workers are exposed to the risk, and

    - providing PPE in conjunction with other Level 2 and Level 3 controls

    Agreed control measures should not introduce any new hazards or risks to the workplace. The implemented controls are recorded in the **Risk Register** and on the **Risk Assessment Record Form** for individual tasks and items. Periodic review of control measures must be undertaken to determine their suitability and effectiveness.

8 INCIDENT AND INJURY REPORTING

8.1 INTRODUCTION

The reporting of incidents, injuries and near hits/misses is essential for the identification of hazards in the workplace. Depending on the nature of an incident or injury, there may also be a legal obligation to report this to WorkSafe.

To ensure compliance with these obligations, incidents and injuries will be reported in accordance with the below procedures.

8.2 REPORTING REQUIREMENTS

All incidents resulting in or with the potential for injury or property damage will be reported. Investigations of incidents will be undertaken at a level consistent with the actual or potential for injury/damage, with the goal of preventing future occurrences.

i) Internal reporting and investigation procedures

Minor injuries which require no treatment or first aid treatment only should be recorded on the **First Aid Treatment Log**.

An incident, injury, illness or near hit/miss that requires (or has the potential to require) medical treatment should be reported on the **Incident Report Form**. This should be done as soon as possible by the affected worker (or delegate) and no later than 24 hours after the event.

If full details of the incident, injury, investigation and corrective actions are not available within this timeframe, the essential details of the incident or injury as they are known should be submitted initially.

Reported incidents and injuries will be promptly investigated by appropriate management using the **Incident Investigation Form**. The investigation will identify the causes of the incident and assess any hazards that need to be controlled. management will discuss the incident with relevant workers and decide on suitable risk controls to be implemented using the risk management process.

The investigation and corrective actions are to be summarised on the **Incident Investigation Form**.

ii) External reporting requirements

The Business will notify WorkSafe as soon as practicable of any notifiable event, either by telephone on 0800 030 040, or by using the online notification form. Notification must be made using the fastest means possible in the circumstances. The Business will provide further details to WorkSafe NZ if this is requested following notification of an incident or injury by telephone.

A dangerous or notifiable incident is:

- an incident involving the death of a worker
- an incident involving a *serious injury or illness* of a worker
- an incident otherwise considered a *dangerous incident*

A *serious injury or illness* of a worker means an injury or illness requiring the worker to have:

- immediate treatment as an in-patient in a hospital
- immediate treatment for:
    - the amputation of any part of his or her body
    - a serious head injury
    - a serious eye injury
    - a serious burn
    - the separation of skin from an underlying tissue (such as de-gloving or scalping)
    - a spinal injury
    - the loss of a bodily function
    - serious lacerations
    - a serious infection which occurred, or may have occurred, due to the work being carried out by a worker
- medical treatment within 48 hours of exposure to a substance

A *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to health and safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the HSW regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of 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 capsize, or the inrush of water into a vessel

The Business will ensure that it reports any other events that are required to be notified in accordance with Health and Safety regulations. Records relating to any notifiable events will be kept on file for at least 5 years from the date on which notice of the event was given to WorkSafe.

iii) Site preservation (notifiable events)

When a notifiable event has occurred, the Business will take all reasonable steps required to preserve the site where the event has occurred. The site will not be disturbed except for in the following situations:

- where an injured person requires assistance
- to remove a deceased person
- where it is essential to make the site safe or to minimise the risk of a further notifiable event
- where the site is disturbed under the instruction of a constable acting in the execution of his or her duties, or
- when authorisation has been given by an inspector or the Regulator.

8.3 INCIDENT NOTIFICATION

One of the most important initial actions to any accident or incident is to notify those who have input, support and resources which may be required to ensure the injured worker is cared for, legislative obligations are met, and effective investigation and control measures established.

As little time as possible will be lost between the time of the accident or incident and the beginning of the response.

For significant injuries, fatalities and incidents notifiable to the authorities, management will arrange, without delay, to contact and advise the following as applicable:

- directors/other management as soon as possible following the event and not more than 24 hours after the event
- return to work coordinator
- the Police, where there has been a fatality
- trauma debriefing service
- next of kin (either the workers manager or supervisor should communicate this information)

9 INJURY MANAGEMENT AND RETURN-TO-WORK

9.1 INTRODUCTION

The Business is committed to the return to work of workers suffering a workplace related injury or illness.

As part of this commitment, it will:

- prevent workplace injury and illness by providing a safe and healthy working environment
- participate in the development of an injury management plan where required and ensure that injury management commences as soon as possible after a worker is injured
- support injured workers and ensure that early return to work is a normal expectation
- provide suitable duties for injured workers as soon as possible
- ensure that injured workers (and anyone representing them) are aware of their rights and responsibilities and the responsibility to provide accurate information about the injury and its cause
- consult with workers and, where applicable, unions to ensure that the return-to-work program operates as smoothly as possible, and
- maintain the confidentiality of records relating to injured workers.

9.2 PROCEDURES

To support the above, the Business has established the below procedures:

i) Notification of injuries

All injuries must be notified to management as soon as practicable.

All minor injuries will be recorded on the **First Aid Treatment Log.**

All injuries requiring medical treatment must be notified to management as soon as practicable using the **Incident Report Form**.

ii) Recovery

All injured workers will receive appropriate first aid or medical treatment as soon as possible.

Injured workers will be permitted to nominate a health practitioner who will be responsible for the medical management of the injury and assist in planning return to work.

iii) Return to work

A suitable person will be arranged to explain the return to work process to injured workers.

The injured worker will be offered the assistance of an accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices.

iv) Suitable duties

An individual return to work plan will be developed when injured workers are, according to medical advice, capable of returning to work.

Injured workers will be provided with suitable duties that are consistent with medical advice and are meaningful, productive and appropriate to the worker's physical and psychological condition.

Depending on the individual circumstances of injured workers, suitable duties may be at the same workplace or a different workplace, the same job with modified duties or a different job, and may involve modified hours of work.

v) Non work-related injury

Where the Business can accommodate a worker with a non work-related injury, it will make every endeavour to do so. A return to work plan will be developed, in consultation with the worker and his/her treating health practitioner, when modified duties can be provided.

vi) Dispute resolution

If disagreements about the return to work program or suitable duties arise, the Business will work with injured workers and their representatives to try to resolve the issue.

If all parties are unable to resolve the dispute, the Business will seek to involve ACC, an accredited rehabilitation provider, the treating health practitioner or an injury management consultant.

10 EMERGENCY PROCEDURES

10.1 INTRODUCTION

Building and premises emergencies may arise at any time. They can develop from a number of causes including fire, chemical spills, gas leaks, bomb threats, structural faults and civil disturbance. Any of these may threaten the safety of workers.

The Business is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers.

10.2 EMERGENCY PLANS

The Business will ensure the workplace has procedures in place to address emergency situations.

Where necessary, emergency personnel will be nominated, trained and ready to act in an emergency situation. Training of such personnel may include attendance at emergency procedure training conducted by the building owner.

Where an emergency situation does arise, the emergency personnel will be responsible for taking control of the situation and ensuring all workers are evacuated from the workplace in accordance with the workplace emergency procedures.

Emergency evacuation exercises will be conducted annually to test emergency procedures. All workers will be required to participate in the emergency evacuation exercises. The exercises will be observed, and the outcomes reviewed, to determine the effectiveness of the procedures in place.

The emergency procedures will be communicated to all workers and visitors as part of the induction process.

Where hazardous substances are stored in a workplace, the Business will determine the relevant emergency procedures.

The emergency procedures, or a summary of, will be readily accessible by workers or displayed in a prominent location within the workplace.

i) Medical emergencies

In the event a medical emergency arises, and someone requires emergency medical attention, the following procedure will be adopted:

- the situation will be assessed to ensure personnel safety
- help will be summoned from others in the immediate vicinity, or a nominated first aid officer. The affected worker will not be left alone unless it is unavoidable, and
- the alarm will be raised, and emergency services contacted. Clear instructions will be provided to emergency services on:
    - the location of the worker and directions to the workplace
    - the details of casualty (type of injury, age and condition of worker)

- the time of injury or illness.

ii) Bomb threat

In the event a bomb threat is received, the following procedure will be adopted:

- the worker receiving the bomb threat by telephone should not hang up, but instead should stay on the phone and take notes of the conversation
- the caller should be kept on the line for as long as possible, and asked to repeat the information provided and for additional information about the threat
- where possible, someone else should listen in to the call, and
- management, and any building security/management, should be contacted to evaluate whether an emergency evacuation is required.

If an evacuation is ordered in response to a bomb threat, all workers should quickly check their work area for any unusual objects and mark these with a sheet of paper without touching the object. They should then leave the building as instructed. The location of any unusual objects must be reported to the floor warden, building security or the attending emergency services.

iii) Fire

In the event a worker discovers a fire, the following procedure will be adopted:

- the worker should assess the situation and the safety of anyone in the immediate vicinity
- the worker should immediately call for help or operate the nearest fire alarm and have someone advise the nominated emergency co-ordinator or fire warden
- where it is safe to do so, the worker should attempt to put out the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame, and
- if it is not safe to do so, the fire increases in size, or the extinguisher runs out, the worker should evacuate to the nearest evacuation assembly point.

In the event a fire alarm is sounded, the following procedure will be adopted:

- warden/management staff will contact emergency services
- all workers should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point, and
- any missing worker will be reported to a fire warden or emergency services.

Fire exits will be kept clear from obstruction at all times. Fire extinguishers will be located in conspicuous, readily accessible locations in the workplace. A clearance of 1000mm must be maintained around each fire extinguisher. Signage that complies with NZS4503:2005 will be displayed. All workers must know their evacuation route and assembly point in case of a fire.

At all times workers should remain calm. Workers should not run, panic or take belongings with them when evacuating. The building will not be re-entered until it has been cleared as safe to do so by the emergency co-ordinator/fire warden or emergency services.

iv) Chemical spill

Appropriate emergency/clean up equipment is to be made available by the Business and maintained prior to a chemical spill occurring.

Specific advice on how to manage a chemical spill is contained within the product's Safety Data Sheet (SDS). Workers are to have access to and be familiar with each product's SDS so that appropriate health and safety control measures are implemented.

In the event of a minor chemical spill or leak, the following procedure will be adopted:

- the chemical will be cleaned up in accordance with the product's SDS, including the requirement to wear certain PPE
- if the spilt chemical is a flammable liquid, ensure that ignition sources are eliminated
- the spill or leak will be contained to prevent the chemical from spreading. This may be achieved with spill containment equipment or by placing a small leaking container into a larger container to contain the leak
- if required, isolate the area where the chemical has been spilt to control access
- clean the spill immediately
- dispose of waste in accordance with local regulations and do not mix substances in the waste bin because they might react, and
- notify their manager and complete an **Incident Report Form**. In certain situations, there may be a requirement to notify WorkSafe.

v) Infield or remote emergency

In the event an infield or remote emergency takes place, the following procedure will be adopted:

- determine physical location by urban street reference, rural address number, geographical feature and/or GPS coordinates (where available)
- confirm location using GPS mapping software, and obtain/confirm location coordinates for emergency services
- contact the appropriate emergency service or breakdown service to respond to the last known location of the worker
- establish who will be responsible to coordinate the recovery of workers and assets
- draft a log of events, maintain contact with workers requiring assistance, and relay instructions for the emergency response, and
- maintain contact with affected workers until emergency services or breakdown services reaches location.

vi) Environmental incident

In the event an environmental incident occurs, the following procedure will be adopted:

- immediately implement control or containment measures if safe to do so
- request medical aid where worker exposure warrants health intervention
- notify the state Environment Protection Authority (EPA) and any other relevant agencies
- where remediation is required, engage an accredited waste management company to clean up the site
- establish and maintain an accurate record of incident notifications, communication and actions, and
- complete appropriate health assessments of workers exposed to contaminants, seek advice from a registered health practitioner on requirements for medical intervention.

vii) Earthquake

In the event of an earthquake, the following procedure will be adopted:

- all workers should stop, drop and hold onto secured furniture, and
- if possible, stay away from shelves, windows or equipment that may fall.

Following the earthquake, the following procedure will be adopted:

- remain indoors until the shaking stops
- follow Civil Defence instructions
- if the fire alarm has been disarmed follow the above fire evacuation procedures
- check for any immediate hazards or risks
- ensure workers are advised to notify the Business of aftershocks that they notice, and
- the PCBU is to determine when it is safe for workers to return to work and where possible have the building inspected prior to workers return to the workplace.

10.3 INCIDENT REPORT

Where the workplace is affected by an emergency, the Business will complete an **Incident Report Form** as soon as reasonably practicable to identify the causes of the emergency, any control measures that can be implemented to prevent re-occurrence and improvements to the above emergency procedures.

11 DEALING WITH CORONAVIRUS IN THE WORKPLACE

11.1 INTRODUCTION

The Business will establish and maintain procedures to eliminate or reduce the spread of COVID-19 (the Coronavirus) in the workplace as far as possible. Risks associated with the Coronavirus will be addressed via a risk management approach.

11.2 IDENTIFYING HAZARDS ASSOCIATED WITH THE CORONAVIRUS

The Business, in consultation with workers and in accordance with Government guidelines, will identify the risks in the workplace related to the Coronavirus by:

- Reviewing tasks that are carried out, including:
    - Where workers, customers and members of the public may come into close contact in the workplace
    - Where there are frequently touched objects or high traffic areas
    - Where there is a risk of droplets spreading the Coronavirus (for example through coughs / sneezes or infected hands)
- Observing how workers perform their tasks
- Reviewing plant and equipment
- Checking workplace-specific documentation
- Consulting with workers
- Considering all risks associated with infection from Coronavirus

11.3 ASSESSING RISKS ASSOCIATED WITH THE CORONAVIRUS

When assessing risks associated with the Coronavirus, the Business will consider the following:

- Whether the work can be done remotely
- Whether there can be changes to its operations to avoid close personal contact
- The nature of the work area, including ventilation and frequency of use
- The level of knowledge and training required to operate safely
- How thoroughly and frequently surfaces can be cleaned
- The suitability of PPE to mitigate the risk of infection
- Any Government recommendations
- Any industry-specific guidelines that are officially endorsed by a Government department

11.4 CONTROLLING RISKS ASSOCIATED WITH THE CORONAVIRUS

The Business will ensure, as far as reasonably practice, that the risk of infection from the Coronavirus are controlled. The process of controlling these risks will be determined in consultation with workers.

The Business will, however practicable, eliminate the need to work where there is a risk of infection by changing it's operation (for example working remotely) in accordance with Government restrictions. Where this is not practicable, the Business will do the following where necessary and reasonably practicable:

- Have thorough cleaning and hygiene practices
- Have a physical distancing protocol
- Provide suitable controls, such as physical barriers and floor markings
- Have adequate supplies of soap, sanitiser and cleaning products
- Have adequate supplies of PPE (for example, masks and gloves)
- Ensure workers and customers are aware of the Businesses policies and procedures relating to the Coronavirus
- Ensure workers are consulted with and trained regarding the proper use of equipment, PPE and cleaning procedures

12 FIRST AID

12.1 INTRODUCTION

First aid is the emergency care of sick or injured persons.

The Business is committed to ensuring that a first aid service is available and accessible at all times to provide immediate and effective first-aid to workers or others who have been injured or become ill at our workplace.

The overall objective of this service is to reduce the severity of the injury or illness.

12.2 FIRST AID KITS

When considering how to provide first aid, the Business will consider all relevant matters including:

- the nature of the work being carried out in the workplace
- the nature of the hazards in the workplace
- the size, location and nature of the workplace, and
- the number and composition of workers in the workplace.

First aid kits provided in the workplace will:

- be constructed of hardy material, and if appropriate, be capable of being locked (the key being easily accessible in cases of emergency)
- be clearly and legibly marked on the outside with the words FIRST AID and a safety information sign complying with AS/NZS 1319:1994
- contain nothing except first aid equipment and resources in appropriate quantities
- provide a minimum of one first aid kit on each floor of a multi-level workplace
- have at least one first aid kit available for every 50 workers, and at least one additional kit will be provided for every additional 50 workers
- be audited on a regular basis and contents replenished as required, and
- be kept clean.

The first aid kit will have attached to the inside of the lid:

- an inventory of the first aid equipment and resources which the kit is required to contain
- a notebook and pen for the purposes of recording information regarding treatment and usage
- cardiopulmonary resuscitation (CPR) flow chart
- names, job titles and contact details for the first aider, including emergency contact details, and

- a **First Aid Treatment Log**, or instructions on where to obtain the log.

The Business will nominate a person(s), who will be responsible for monitoring and maintaining the first aid kit. The nominated person will:

- undertake regular checks to ensure the kit contains a complete set of the required items
- ensure any items used are replaced as soon as practicable after use
- ensure that the contents are in good working order, have not deteriorated, are within their expiry date and sterile products are sealed and have not been tampered with, and
- maintain a record of first aid kit inspection details indicating the date of inspection and the person who undertook the inspection.

12.3 FIRST AID PERSONNEL

A first aid officer will be appointed to be in charge of the first aid kit and will be readily available to render first aid when necessary.

A notice will be displayed in a prominent position near the first aid kit clearly showing:

- the name and telephone number (if applicable) of the appointed first aid officer(s), and
- the place where each first aid officer is normally located in the workplace.

12.4 ADDITIONAL FIRST AID PERSONNEL

The Business will consider the following factors in determining whether additional first aid officers are required:

- the maximum number of workers in the workplace at any one time
- the nature of the work being carried out in the workplace, in particular whether workers are at a risk of being exposed to hazards that could require immediate first aid treatment
- the location and proximity of the workplace to emergency services
- the way in which work is arranged and the access each worker has to a first aider, and
- any other factors that indicate that additional first aiders may be needed (for example, engaging workers on shift work, seasonal work, number of other persons in the workplace and industry specific hazards).

12.5 REGISTER OF INJURIES AND TREATMENT

The Business will provide and maintain a workplace **First Aid Treatment Log**. management will ensure the details of any workplace injury or illness are recorded on this log.

The first aid treatment log will:

- be kept in a readily accessible area of the workplace
- be made available for inspection when requested by an authorised inspector, and
- be kept for at least 5 years after the date of the last entry made in it.

In the event of a reportable incident being recorded in the **First Aid Treatment Log,** the Business must also notify WorkSafe in accordance with the notifiable events policy.

12.6 INCIDENT RESPONSE

The Business will take all steps necessary to provide emergency rescue and medical help to workers suffering a workplace related injury or illness.

Where an injury or illness requires immediate urgent attention, an ambulance will be called. When calling an ambulance, clear concise information will be relayed identifying the workers location and severity of the injury or illness.

Where the injury or illness requires the worker to leave the workplace for medical treatment, management will accompany the affected worker to provide all appropriate assistance. Where management are unavailable, another worker will accompany the affected worker, especially if there are concerns about the workers ability to travel.

Management will take any actions that will prevent or minimise the risk of further accidents, injury or property damage. For example, the accident site or equipment involved will be secured rendering it safe.

13 HEALTH AND SAFETY TRAINING

13.1 INTRODUCTION

The Business will provide the necessary health and safety training to ensure that work can be performed in a healthy and safe manner in the workplace.

Training will focus on the hazards and risks associated with the work, along with the control measures required to ensure the health and safety of the workers.

The Business will ensure that no worker will commence work where they may be exposed to a hazard(s) without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

13.2 AIMS OF HEALTH AND SAFETY TRAINING

The Business's commitment to health and safety training is communicated through the **Health and Safety Policy**.

Health and safety training is conducted to ensure that:

- appropriate health and safety information, instruction, training and supervision is provided to all workers
- health and safety competencies for all workers are identified and reviewed and the appropriate training provided
- health and safety competencies of contractors, labour hire workers, volunteers and visitors are assessed prior to engagement
- workers receive training in the health and safety requirements appropriate to their position and tasks (including re-training where necessary), and
- workers are protected from harm and exposure when using hazardous substances in the workplace.

Records of training conducted will be retained by the Business.

13.3 HEALTH AND SAFETY TRAINING PROVIDED

The Business will provide the following:

- health and safety inductions for all workers
- first aid training for nominated first aid officers
- emergency evacuation training for nominated fire wardens if appointed
- training on health and safety obligations for officers
- risk management training for workers, and
- skill training for plant and equipment.

A record of training will be kept, detailing when a worker was trained, and if required, when the skill expires and retraining is required. For example, first aid training renewal is required every 3 years.

14 INSPECTION AND TESTING

14.1 INTRODUCTION

A requirement of health and safety legislation is to inspect and/or test particular equipment and processes. The Business will conduct inspections and testing in accordance with health and safety legislation as part of the ongoing management of hazards in the workplace. A risk assessment will determine the frequency of the inspections if no prerequisite time frame exists.

14.2 REQUIREMENTS FOR INSPECTION AND TESTING

This Business will inspect and/or test the following:

- the workplace – site inspection – every 6 months
- portable electrical appliances – in accordance with the outcome of the risk assessment, and
- plant and equipment – before every use and as per the manufacturer's recommendations.

Records of the inspection/testing activities will be maintained on either an internal register, record/report supplied by the tester or in item specific records such as a logbook or checklist

Any item failing an inspection/test will be tagged out of service and isolated from use until it has been repaired and deemed safe for use.

Items that cannot be repaired will be disposed of in an appropriate manner.

14.3 REVIEW OF INSPECTION AND TESTING INTERVALS

Inspection and testing intervals will be reviewed as follows:

- at least annually
- after an incident or accident where a failure is attributed to inadequate inspection and testing
- when manufacturer or legislative requirements change, and
- in response to safety alerts.

14.4 INSPECTION AND TESTING OF REGISTERED PLANT

The Business will ensure that the regulatory requirements for the inspection and testing of registered plant and equipment complies with the requirements of the Regulator.

15 HSW MONITORING AND MEASURING

15.1 INTRODUCTION

The Business will establish and maintain procedures to monitor and measure the performance of the Health and Safety Management System (HSMS) and its requirements. This will allow the Business to identify those activities requiring corrective action to ensure continuous improvement in the development, implementation and management of the HSMS.

These processes will define responsibilities and requirements for the monitoring and measurement of the activities such as hazard identification, incident investigation, inspections and reviews.

15.2 BUSINESS'S RESPONSIBILITIES

The Business will establish and maintain processes for the following:

- monitoring and measuring the degree to which health and safety objectives and targets are being met
- monitoring and evaluating the effectiveness of risk controls in providing a safe and healthy working environment
- monitoring of effectiveness of corrective and preventive actions from hazard and incident reports and investigations
- undertaking any necessary health surveillance programs, monitoring of outcomes and reviewing effectiveness of corrective and preventive actions
- internal auditing of key activities and the HSMS
- analysis of injury/incidents and illness reports and data as part of the HSMS review process
- evaluation of effectiveness of HSMS elements as part of the annual HSMS review, and
- monitoring legislative compliance.

15.3 REVIEW OF HAZARD MANAGEMENT PROCESSES

The Business will review and evaluate the hazard management processes, including the risk assessment methodology as part of the management review process. The review will evaluate the effectiveness of the hazard management process and the outcomes of the HSMS activities.

Control measures will be monitored and reviewed as part of this process to evaluate their effectiveness to determine whether:

- the controls have eliminated or reduced the identified risks
- control measures have created new hazards
- workplace changes have impacted the risk (or introduced new hazards), and
- additional controls need to be considered.

The Business will ensure that **Hazard Report Forms** and the **Risk Register** are reviewed. The review will be conducted in consultation with workers and consider any changes to tasks, activities, legislation, relevant Codes of Practice, Standards, supplier or manufacturer recommendations or Industry Guidelines. The **Risk Register** will be updated to reflect the outcomes of the reviews and will provide an input into the HSMS review and management review processes.

In addition to these management reviews, additional reviews may also be conducted at any time as a result of any of the following:

- information being received of new hazards being identified
- consultation with relevant workers, or
- incident or hazards occurring.

15.4 HAZARD AND INCIDENT REPORTING

The Business will ensure that the appropriate level of hazard and incident reporting is occurring and that investigations undertaken are effective in identifying root cause and the implementation of effective controls to eliminate or manage hazards. The review process will be conducted in consultation with workers or their representatives.

The review will evaluate the effectiveness of existing controls and determine whether changes to controls are required.

15.5 WORKPLACE INSPECTIONS

The Business will ensure that workplace inspections are conducted and are undertaken in accordance with the criteria provided. Workplace inspections will monitor the effectiveness of existing hazard controls and relevant corrective and preventive actions.

15.6 HEALTH AND SAFETY AND SYSTEM AUDIT

The Business will audit the level of implementation and conformance with the HSMS. The audit process will identify where improvements are required in the HSMS, and will help determine the actions required to improve performance.

The effectiveness of the HSMS and the Business's hazard management processes will be reviewed through the regular undertaking of internal audits. Internal audit processes will also be developed and implemented for activities, processes or services that present an ongoing risk. Findings from audits will be tracked for close-out via the Business's corrective and preventive action processes.

15.7 REVIEW OF STATISTICAL DATA

The Business will develop a process for monitoring and analysing statistical data arising from incident and injury statistics (lag indicators) as well as proactive achievements (lead indicators).

The monitoring and analysis will be conducted within the management review process and form part of the annual HSMS review. Functional specialists will be provided with monitoring and analysis data for their review and input.

The Business will ensure consultation occurs with the relevant workers in relation to the identification, implementation, monitoring and review of all HSMS activities related to monitoring and measurement.

The Business will ensure as part of this consultation, relevant records will remain confidential at all times.

16 HSW OBJECTIVES AND TARGETS

16.1 INTRODUCTION

The planning of a Health and Safety management System (HSMS) includes the development, implementation, monitoring and review of the annual business HSMS Plan. This includes the allocation of an appropriate budget and resources to facilitate its effective implementation and overall management of health and safety. The aim of such a plan will be the continuous improvement in overall health and safety performance.

16.2 BUSINESS'S RESPONSIBILITIES

The Business will design, develop and implement a HSMS plan that will be effectively monitored and reviewed. To facilitate this, in consultation with workers, the Business will:

- establish appropriate objectives, targets and performance indicators for the HSMS
- define the responsibilities, actions, resources and timeframes required to meet the requirements of the HSMS
- ensure the allocation of adequate resources, including budget, to meet the requirements of the HSMS and to satisfy legislative requirements, and
- ensure that those with responsibility for any part of the design, development, implementation, monitoring and review of the HSMS have the sufficient knowledge, skills, level of competency and appropriate authority to undertake their defined role.

16.3 OBJECTIVES AND TARGETS

Health and safety objectives and targets for each planning period will be based upon performance analysis and outcomes identified in the HSMS review process and the Business's health and safety policy.

Objectives will be quantifiable and measurable and will include both outcome and process objectives.

The Business will measure the effectiveness of the HSMS plan through both outcome related objectives, or Key Performance Indicators (KPIs) and process related objectives, or Positive Performance Indicators (PPIs).

KPIs will include reduction and minimisation of the following areas:

- lost time injuries
- other injuries and near-miss incidents
- specific types of injury (eg manual handling)
- health of personnel, and
- any other objective arising from analysis of performance measurement and management reviews.

PPIs will include:

- HSMS implementation

- development, issue and implementation of HSMS procedures and work instructions
- the percentage (%) complete of audit and inspection actions, and
- number of hazards identified and improvements suggested by personnel.

The systematic approach required to achieve the strategic objectives and targets will:

- identify the resources required to undertake the various tasks
- assign responsibility for ensuring these tasks are completed
- determine the timetable of these tasks, and
- review and report on progress towards achieving the tasks.

16.4 VERIFICATION ACTIVITIES

The Business will ensure that suitable verification activities are undertaken periodically to measure the overall and/or ongoing performance of the HSMS. These will include:

- inspection and testing
- workplace inspections and monitoring
- health and safety reviews and/or audits
- process verification, particularly in relation to purchasing/procurement, design, training and competency assessment, contractor management and risk management, and
- document control and records management.

16.5 ANNUAL PERFORMANCE REVIEW

The Business will review the HSMS plan on an annual basis addressing objectives, targets, performance indicators and the actions, resources and timeframes required at the business level.

This review will also include an annual health and safety budget review which will be an integral part of the Business's health and safety and business planning process. The budget will detail the health and safety resource, its cost, the need and the consequences of non-approval.

17 ISSUE RESOLUTION

17.1 INTRODUCTION

Issues may arise anywhere within the Business in relation to health and safety matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues resolution process will ensure that the matter is resolved in a fair and equitable manner.

When a health and safety issue arises, the parties must make reasonable efforts to achieve a timely, final and effective resolution of the issue.

Any party to the issue may inform the other party of the issue as it may relate to:

- work carried out at the workplace, and/or
- the conduct of the Business.

When informing any other party of an issue, there must be a defined issue to resolve and the nature and scope of the issue must be identified. All parties involved in the issue must make reasonable efforts to come to an effective, timely and final solution of the matter.

17.2 BUSINESS'S RESPONSIBILITIES

The Business will consult with workers to ensure that there is genuine agreement on the issues resolution procedure and will ensure that:

- all workers have sufficient knowledge and understanding of the issues resolution procedures, and
- all issues raised are addressed in a timely and effective manner.

Where issues are raised by other parties within the Business that have not been resolved at the local level, the Business will agree to meet or communicate with all parties to the issue in a genuine attempt to resolve the issue, taking into account:

- the overall risk to workers or other parties to the issue
- the number and location of workers and other parties affected by the issue
- the measures or controls required to resolve the risk, and
- the person responsible for implementing the resolution measures or controls.

The Business will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and understanding of the issues resolution process and has the appropriate level of seniority in the decision-making process.

17.3 SUPERVISOR'S RESPONSIBILITIES

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a **Hazard Report Form** or an **Incident Report Form**. Where an issue cannot be resolved

at the localised level and/or the supervisor is unable to resolve the issue through effective consultation with the worker(s) affected, the matter will be escalated to the next level of management.

17.4 WORKER RESPONSIBILITIES

Workers are encouraged to resolve minor health and safety issues at the source of the issue, where they are authorised and it is safe to do so.

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor of the area concerned. Every endeavour should be made to resolve health and safety matters at departmental level before referring them to the next level within the Business.

Where an issue raised by workers has been considered by all levels within the Business and cannot be effectively resolved following genuine consultation and communication, a worker or their representative may refer the HSW issue to their union, representative association or health and safety Regulator for assistance with resolution.

17.5 ISSUES RESOLUTION OUTCOMES

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded to allow the Business to identify potential future risks and endeavour to prevent a recurrence.

Where the issue is resolved and any party to the issue requests, details of the issue and the resolution will be set out in a written agreement.

Where a written agreement is prepared:

- all parties to the issue must be satisfied that it accurately reflects the resolution, and
- the agreement will be provided to all people involved with the issue and/or their representative if requested.

Where an issue remains unresolved following all reasonable efforts being made to resolve it, any party to the issue can ask the Regulator to appoint an inspector to assist at the workplace. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue.

18 MENTAL HEALTH

18.1 INTRODUCTION

The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to suffer a psychological injury or exacerbating a pre-existing condition. This may occur at a physical workplace, or any location or situation related to work or in which work is performed.

Hazards in the workplace that may impact upon the mental health of workers, and therefore potentially result in psychological injuries, include the physical workplace environment, the nature and complexity of the work itself, work procedures, behaviour of workers towards one another, the structure of the Business and the potential exposure to violent or traumatic events.

The Business is therefore committed to helping to support the overall mental wellbeing of its workers and ensuring that the risk of psychological injuries in the workplace is eliminated as far as is practical and is effectively and pro-actively managed through a risk management approach.

18.2 IDENTIFYING MENTAL HEALTH RISKS

Workplace hazards that may result in mental health risks and psychological injuries include anything in the overall design or management of work and/or the workplace that increases the risk of work-related stress and results in a physical, mental or emotional reaction.

Such hazards may be identified by:

- having conversations with workers, supervisors and managers
- inspecting the workplace to see how work is carried out
- identifying how workers interact with each other during work activities
- reviewing relevant information and records such as reporting systems including incident reports, ACC claims, staff surveys, grievance records, absenteeism and staff turnover data, and
- using surveys to gather information from workers, supervisors and managers.

The Business recognises that individuals respond to hazards in different ways and that individual differences such as age, existing disabilities, injuries or illnesses as well as life experiences may make some workers more susceptible to harm from exposure to the same hazard. It is also recognised that there may be more than one aspect of the working environment or workplace that is contributing to the mental health of workers and the risk of psychological injuries.

To clearly identify the risk of psychological injuries to workers, the Business will ensure that the job, task and role hazards are identified, particularly where:

- work requires sustained high physical, mental and or emotional effort, including long work hours, shift work and related fatigue, excessive workloads, emotionally distressing work or episodes, exposure to traumatic events, and exposure to extremes in the work environment such as prolonged exposure to physical and environmental workplace hazards
- work requires only low levels of physical, mental or emotional effort, including repetitive and/or monotonous tasks

- workers have a low level of control over the work being undertaken and are not involved in decisions that may impact upon them

- work is performed in an area of the workplace that may have minimal support from supervisors and co-workers such as remote or isolated workers

- workers may not have received sufficient training, information and instruction to undertake the work required safely and correctly

- there may be known or potential poor relationships or conflict between management and workers or between co-workers. This includes the identification of workplace bullying, aggression, harassment (including sexual harassment), discrimination, or other unreasonable behaviour by co-workers, supervisors or clients

- there may be a perceived lack of fairness by workers in addressing business issues and resource allocation or where performance issues have not been previously addressed

- the role being undertaken by workers is not clearly defined, involves frequent changes or conflicts in expectations, procedures or performance standards, and

- the workplace is undergoing structural or business change.

18.3 ASSESSING MENTAL HEALTH RISKS

As part of the risk management approach, the Business will ensure that any work-related hazards that could impact upon a worker's mental health are assessed to determine the seriousness of these hazards.

The first step in assessing mental health risks will be to focus on those parts of the Business where risks to the mental health of workers have already been identified or where a potential of such risk has been identified.

The most suitable assessment methodology must be used, taking into account the nature of the risk and the process must also take into account the workers views of any known or potential work-related mental health hazards.

In assessing these risks, the following factors should be taken into account:

- the social and physical environment, such as the individual or group of workers':
    - role within the Business
    - opportunities for career development and their overall status within the Business, including remuneration levels
    - conflicting home/work demands
    - overall working environment, including physical and environmental conditions, the condition of plant and machinery used at work and the presence of workplace hazards such as hazardous noise, hazardous manual handling and hazardous chemicals
- the way that work and systems of work are organised, such as:
    - the complexity, content and demands of the work required
    - the workload expectations and pace of the work

- work schedules and working hours
- work procedures
- the extent of participation and control that workers have over the work

- the way that work is managed, including:
  - the level and quality of supervision provided to workers
  - the level of information, instruction and training provided to workers and whether it is sufficient to enable workers to do their work safely and correctly and allows them to meet the Business's expectations
  - the level of resources allocated to undertake the work
- interpersonal relationships, particularly where there may be poor existing relationships resulting from:
  - breakdowns in relations between management/supervisors and workers
  - breakdowns in relationships between co-workers
- business or structural change within the business, including restructures or potential sale of the business, and
- the introduction of new or additional resources or processes that may change the way work is undertaken.

18.4 CONTROLLING MENTAL HEALTH RISKS

The Business recognises that the management of work-related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from the Business. To this end, the Business will ensure as far as is practical that:

- any work-related factor that may impact upon the mental health of workers is identified, recognised, assessed and controlled
- the work expectations of workers are clearly identifiable, for example through job descriptions, relevant polices and work procedures
- all workers are provided with an appropriate induction that includes information related to the Business's commitment to the mental health of workers and the workers responsibilities related to helping to ensure a healthy and safe workplace
- all workers have sufficient training, instructions, tools and equipment to do their work safely
- the skills and experience of workers is appropriately utilised by the Business, and workers are not routinely underutilised or used in areas of work where they have not been deemed competent
- all managers and supervisors are provided with sufficient training in the identification, prevention and management of mental health risks and in good management practices

- all managers and supervisors understand the procedures and processes in place, including those relating to the taking of reasonable management action, to eliminate or minimise the risks of work-related mental health risks and psychological injuries to workers

- there is adequate and appropriate supervision of workers and that there is a mechanism for consultation between management, supervisors and workers in relation to mental health risks in the workplace

- all managers and supervisors understand the Business's operations, including the hazards to the mental health of workers and the overall health and safety of workers

- all workers understand the applicable business operations that may impact upon their mental well-being and the processes and procedures in place to eliminate, minimise and report any mental health risks

- the physical work environment is safe with appropriate and adequate plant and equipment for workers to perform their jobs properly and safely

- the systems of work are safe when properly followed and that they take into account the establishment of realistic deadlines, access to adequate breaks and leave and include fair and equitable work scheduling and rostering

- there are appropriate resources and processes in place to eliminate or manage mental health risks and the risk of work-related psychological injuries

- the resources and processes designed to eliminate or manage mental health risks and the risks of work-related psychological injuries are effectively and efficiently implemented, managed and utilised

- there are appropriate processes for receiving, monitoring and reviewing information on incidents, hazards and risks related to the mental health of workers

- any reports or information related to potential work-related mental health issues are responded to in a timely way

- investigations in relation to mental health issues will be completed in a timely manner, and (if substantiated) appropriate action will be taken promptly to prevent re-occurrence

- it acquires up to date knowledge of work-related mental health matters, the risks to the psychological health of workers and general health and safety matters

- a process is in place to verify that resources and processes are provided and used to manage work-related risks to the mental health of workers

- there are sufficient resources in place to assist workers with non-workplace related mental health issues and their overall mental health, including the provision of confidential counselling for affected workers, whether work related or not

- workers receive adequate and appropriate feedback on work performance and that due recognition is given for positive performance

- it is able to offer a safe and effective return to work to any worker who may be returning to work following mental health issues or may have sustained a psychological injury, and

- regular monitoring and review of the effectiveness of measures are in place to eliminate or reduce mental health hazards and the risks of workers sustaining a psychological injury.

18.5 BULLYING AND HARASSMENT

A major risk to the mental health and wellbeing of workers is bullying or harassment at the workplace. Regardless of whether bullying or harassment occurs via physical, verbal or non-verbal conduct, it can be a major risk factor for psychological injuries potentially resulting in anxiety, depression and suicide, and can adversely affect the psychological and physical health of a worker.

In line with its policy in relation to mental health risks, the Business will ensure that effective control measures are put in place to address and resolve workplace issues early, thereby minimising the risk of workplace bullying or harassment.

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Whether intentional or not, bullying creates a risk to health and safety and will not be tolerated by the Business. It includes, but is not limited to:

- abusive, insulting or offensive language or comments
- physical or emotional threats
- aggressive and intimidating conduct
- belittling or humiliating comments
- victimisation
- practical jokes or initiation
- unjustified criticism or complaints
- deliberately excluding someone from work-related activities
- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person's skill level
- denying access to information, supervision, consultation or resources to the detriment of the worker
- spreading misinformation or malicious rumours, and
- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment. Whether intentional or not, harassment creates a risk to health and safety and will not be tolerated by the Business. It includes, but is not limited to:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching, and
- abusive, threatening or insulting words or behaviour.

Where any incidents of bullying or harassment are identified, it will be addressed via a disciplinary procedure in line with our disciplinary policies and procedures.

If the behaviour involves violence such as physical assault or the threat of physical assault, the matter will be reported to the Police.

18.6 WORKER RESPONSIBILITIES

The Business recognises that the management of work-related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from the Business. However, the overall success of our risk management strategies is also dependent upon workers understanding their responsibilities in relation to helping to minimise the risks to their own mental health and the mental well-being of others at work.

To this end, workers are responsible for ensuring that they:

- have received an appropriate induction that includes information related to the Business's commitment to the mental health of workers and the workers responsibilities related to helping to ensure a healthy and safe workplace
- understand the Business's commitment to the overall mental health of workers and the policies and procedures developed to help identify, assess and control risks to mental health in the workplace
- understand their role at work, ensure that it has been clearly identified and it is clearly within the scope of their skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do their work safely
- actively participate in the consultation mechanisms or forums designed to help ensure their health and safety at work, including those targeted at the overall mental health of workers
- understand the applicable business operations that may impact upon their mental well-being and the processes and procedures in place to eliminate, minimise and report any mental health risks
- comply with all systems of work and procedures that are designed to help ensure their health and safety and the health and safety of others at work, including those specifically designed to eliminate or minimise mental health risks
- utilise the applicable reporting procedure to report any work-related hazard to their own mental health or the mental wellbeing of others at work as soon as it becomes evident, include any incidence of bullying or harassment (as outlined below) affecting themselves or another worker, and
- receive adequate, appropriate and timely feedback on work performance.

In minimising the mental health risks to others in the workplace, workers must not act or behave in a manner that could be considered bullying or harassment. Such behaviour creates a risk to health and safety and, whether intentional or not, will not be tolerated by the Business.

19 DRUGS AND ALCOHOL

19.1 INTRODUCTION

The misuse of drugs or alcohol by workers can affect their health or safety, as well as that of others (including other workers and members of the general public). Drug and alcohol misuse can also have an adverse effect on work performance, behaviour or attendance at the workplace.

The Business is committed to ensuring the health, safety and welfare of all workers and to preventing and reducing harm associated with being impaired by drugs or alcohol at work.

The Business may require screening for alcohol and drugs. This may include pre-employment testing or onsite testing prior to commencing work or at random intervals. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Business reserves the right to carry out random testing across all levels of workers. Testing may include urine and/or swab testing.

The Business is also committed to providing a smoke-free workplace in accordance with the Smoke-free Environments and Regulated Products Act 1990 (previously known as the Smokefree Environments Act 1990). Smoking in the workplace is not permitted. Smoking includes to smoke, hold or otherwise have control over an ignited tobacco product, weed, plant or object whose customary use includes inhaling smoke and includes using a vaping device or heated tobacco product.

19.2 MANAGER/SUPERVISOR RESPONSIBILITIES

Managers/supervisors are responsible for assessing the risks associated with workers who are under the influence of drugs or alcohol in the workplace and taking appropriate action to ensure these risks are managed.

This will include:

- directing any worker reasonably suspected of being under the influence of drugs or alcohol away from the work area
- where necessary, instructing any worker accused of being under the influence of drugs or alcohol to attend a health practitioner nominated by the Business for the purpose of undertaking a drug and alcohol test
- where necessary, arranging for on-site testing of any worker accused of being under the influence of drugs or alcohol
- arranging transport home for any worker accused of being under the influence of drugs or alcohol
- counselling workers who are found to be in breach of these guidelines
- authorising appropriate assistance for a worker whose performance is affected by drugs or alcohol
- initiating the appropriate disciplinary processes where any breach of this policy is identified
- ensuring that workers comply with the smoke-free workplace policy
- ensuring day to day compliance with this policy and any other necessary requirements to ensure health and safety in the workplace

19.3 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring they are fit for duty at all times while working
- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently
- complying with statutory limits for blood alcohol and drug content while driving any motor vehicle, or operating any machinery, or in connection with the performance of their duties
- complying with the smoke-free workplace policy
- questioning their doctor or pharmacist as to the potential effects or side effects when using any prescription or over-the-counter medication, and whether they are still able to perform their job safely (including driving, where applicable)
- notifying management when using any prescription or over-the-counter medication that may impair their ability to safely and effectively perform their job
- ensuring they do not use, possess or distribute any alcohol, drugs or medication of any kind while at work, nor use the Business's resources to do so at any time
- notifying management if they suspect another worker or visitor to be adversely affected by alcohol, drugs or medication of any kind
- complying with any reasonable request by management, or an authorised tester, to undergo testing and participate in rehabilitation programs in accordance with the Business's Policy

In addition, when working on client sites or at any other place of work, workers must comply with any site-specific drug and alcohol policies.

If a worker in this situation has any doubt about how to comply with both policies, or if the policies are inconsistent, the worker should contact management for clarification as soon as possible. In the interim, the worker should refrain from any conduct which is likely to breach either of the policies.

20 HAZARDOUS MANUAL HANDLING

20.1 INTRODUCTION

Hazardous manual handling describes any work requiring a person to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object and involves one or more of the following:

- high or sudden force
- repetitive or sustained force
- awkward posture, and/or
- exposure to vibration

Some manual handling and ergonomic activities are hazardous and may cause musculoskeletal disorders.

The Business and particularly the managers and supervisors have a duty to ensure that effective procedures are implemented to identify, assess and control manual handling hazards. Hazardous manual handling tasks in the workplace will be addressed via a risk management approach.

The risk management process is to be carried out in consultation with the workers who are required to perform manual handling. Representatives of workers, such as health and safety committee members or representatives, will also be consulted as required or requested.

20.2 IDENTIFYING MANUAL HANDLING HAZARDS

Manual handling hazards can be identified by:

- observing how workers perform the work
- reviewing injury and incident records, and
- consulting with the workers performing the manual handling.

20.3 ASSESSING MANUAL HANDLING RISKS

As part of the hazard management approach, the Business has an obligation to ensure that any manual handling that poses a risk of injury to workers are assessed to determine the seriousness of these hazards. In assessing risks arising from manual handling, the following factors will be taken into account:

- the positions, posture, actions and movements adopted by workers in performing manual handling tasks
- the layout of the workplace and workstation
- the duration and frequency of tasks performed by workers
- the location of loads and distances moved manually
- the weights and forces of loads that are manually handled

- the characteristics of loads and equipment available to assist in manual handling tasks
- the skills and experience of workers who are performing manual handling tasks, along with any special needs or requirements they may have
- any clothing (including protective clothing) that is available or worn whilst performing manual handling tasks, and
- any other factors considered relevant to the workers.

This risk assessment process is to be carried out in consultation with the workers who are required to perform manual handling. Representatives of workers, such as health and safety committee members or health and safety representatives, will also be consulted.

20.4 CONTROLLING MANUAL HANDLING RISKS

The Business will ensure, as far as reasonably practicable, that the risks associated with manual handling in the workplace are controlled. The process of controlling manual handling risks will be determined in consultation with the workers who are required to carry out the manual handling.

In the event that manual handling has been assessed as a risk, the Business will redesign the manual handling to eliminate or control the risk factors and ensure that workers involved in manual handling receive appropriate training, including training in safe manual handling techniques.

Where redesign of the manual handling is not possible, the Business will:

- provide mechanical aids or PPE
- arrange for team lifting in order to reduce the risk, and/or
- ensure that workers receive appropriate training in safe methods of manual handling appropriate for the work identified, and in the correct use of mechanical aids, protective equipment and group lifting procedures.

21 CONTRACTOR MANAGEMENT

21.1 INTRODUCTION

Contract workers that are engaged directly by the Business in core business functions and under the direct control of the Business are owed all the same duties and responsibilities for safety as for any other worker.

When the Business engages contractors in a 'contract for service' (workers are engaged by another business or in business on their own account), it is important to determine the health and safety responsibilities of both parties. The selection process for a contractor will determine whether the contractor (or sub-contractor) is able to meet the Business's safety expectations and ensure the well-being of workers that may be required to work with, or around the contractor(s) during the normal course of their duties, members of the public, others at the place of work any other infrastructure or aspects of the worksite.

21.2 BUSINESS'S RESPONSIBILITIES

The Business has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers. In particular, it is responsible to ensure:

- that contractors are able to provide evidence of their safety management arrangements for all work to be undertaken by them, acknowledging that any unsafe work will be stopped until it is resolved to the Business's satisfaction
- all contractual arrangements to engage contractors stipulates that safety performance is a condition of engagement and that their performance will be monitored and evaluated
- require contractors to have health and safety key performance indicators (KPIs) around lead and lag indicators
- prospective contractors are provided with sufficient information during the tendering/application process to enable them to respond to any and all identified hazards associated with the scope of work to be performed
- effective evaluation of any documentation required and provided as prequalification will be used as a selection criteria for the engagement of contractors
- development and utilisation of a preferred contractor system where possible to ensure that any contractors engaged are selected from this list and therefore already assessed as having appropriate health and safety management practices
- access to the proposed worksite to allow contractors to undertake specific hazard identification, risk assessment and development of Safe Work Method Statements (SWMS) or equivalent safety procedures before work commences
- evaluation of any and all Safe Work Method Statements (SWMS) or safety procedures created by contractors for accuracy and appropriateness
- implementation of a formal consultation schedule (safety meetings and feedback opportunities)
- communication of the safety requirements and expectations of the Business's contractors to the site or project managers, contract managers and/or site foremen
- that an appropriate corrective action plan is developed and issued to the contractor, or their representative, whenever contractor safety issues are raised on site, and

- that any work activity or unsafe work practice undertaken by the contractor, or their representative, is ceased immediately if any individual is placed at risk. The work activity will not resume until the issue is resolved.

21.3 CONTRACTOR'S RESPONSIBILITIES

The contractor and/or sub-contractor must:

- carry out a site safety assessment in relation to all proposed works
- undertake all contracted works safely and manage the risk of harm to persons or property
- have health and safety key performance indicators (KPIs) around lead and lag indicators
- ensure that all statutory requirements that requires a person to be authorised, licensed, supervised or to have prescribed qualifications or experience are met and be able to produce evidence of the same to the principal contractor if requested, prior to the contractors (or sub-contractors) work commencing
- ensure that all statutory requirements for the licensing, approvals and/or authorisation of any plant, substance, design or work (or class of work) are met and be able to produce evidence of the same to the head contractor if requested prior to the contractors (or sub-contractors) work commencing
- develop, implement and maintain a suitable and appropriate emergency management procedures relevant to the proposed contracted works
- if requested by the head contractor (Principal), produce evidence of any approvals including any authorisations, licences, prescribed qualifications or experience, or any other information relevant to health and safety (as the case may be) to the satisfaction of the head contractor (Principal) before the contractor or any sub-contractor commences any works, and
- generally comply with the requirements of all safety legislation (or any other legislation that may apply).

21.4 WORKER RESPONSIBILITIES

When managing or supervising contractors, workers are responsible to ensure that they:

- are familiar with the contents of the contractor's Safety Management Plan
- undertake monitoring activities as per the agreed schedule
- contractors maintain their inspection and review schedules
- report any safety observations to management
- take immediate action to halt any work being undertaken by contractors that is unsafe and poses an immediate threat to the safety and wellbeing of any persons
- provide an evaluation of the contractor's safety performance to management at the conclusion of the contracted works, and
- demonstrate positive safety behaviours and compliance with the Business's safety arrangements and instructions.

22 MOTOR VEHICLES

22.1 INTRODUCTION

Road crashes represent the most common cause of work-related fatality in New Zealand. Driving for work purposes is therefore a considerable risk to a worker's health and safety and those risks are considered to increase as the time driving on the roads also increases.

Some of the biggest health and safety risks for drivers include:

- time pressures for deliveries, pick- ups or meeting schedules
- work cycles, particularly where shift work may be involved
- driver fatigue - even multiple short trips can result in driver fatigue
- vehicle selection and design
- manual handling of goods or products
- working at height, particularly if driving vehicles other than cars, and
- exposure to gases and fumes.

The Business acknowledges that the driving of a motor vehicle is governed by a range of specific road rules. Therefore, nothing in this policy, either defined or implied, is designed to mitigate the responsibilities of drivers to obey the applicable road rules that apply.

However, the operation of a motor vehicles is a normal part of the Business's activities and where driving or travelling in a motor vehicle is required in the course work, the motor vehicle is considered as the worker's place of work.

The Business therefore recognises that it has health and safety obligations in respect of workers who drive or travel in motor vehicles as a part of their work. Risks associated with operating a motor vehicle as a part of work will be therefore addressed via a risk management approach.

The **Solidscaff** company vehicle policy gives employees guidelines for obtaining, qualifying for, and using a company vehicle. A "company vehicle" is any vehicle **Solidscaff** assigns to employees. This policy applies to all employees who use a company vehicle, and applies during and outside of working hours.

22.2 PERSONAL USE

Solidscaff on a case-by-case allows personal use of company vehicles. The vehicle cannot be taken out of Palmerston North for personal use. Personal use includes using the vehicle for personal errands between business activities, to commute between the workplace and home, or using the vehicle outside of business hours.** [All work safety rules continue to apply when a company vehicle is used for personal purposes.]**

22.3 COMPANY DRIVER RULES

- Must hold a valid New Zealand class 1 licence

- Obey traffic laws and be courteous toward other drivers.
- Document driving expenses.
- Monitor gas, tire pressure, and fluid levels.
- Report any damage or problems to your assigned vehicle immediately.
- Report changes to your driver privileges, such as driver's license suspension, immediately.
- Always lock company cars.
- Bring vehicle to scheduled maintenance appointments.
- Do not drive while intoxicated, fatigued, or on medication that affects your driving ability.
- Do not smoke in any company vehicle.
- Do not lease, sell, or lend a company vehicle.
- Do not use a phone or text while driving.
- Do not allow unauthorized drivers to use a company vehicle unless required by an emergency.

Employees who violate company vehicle rules are subject to disciplinary actions which may include verbal and written warnings, suspension or termination of vehicle privileges, termination and legal action.

Accident procedures.

In case of an accident, contact Philip Hiku immediately. He will contact the insurance provider. Follow legal guidelines for exchanging information with other drivers and report the accident to local police if required. Do not guarantee payment or accept responsibility without company authorization.

The company's responsibilities.

- Ensuring vehicles are safe before assigning them.
- Scheduling regular maintenance.
- Providing car insurance.
- Retiring and replacing cars as needed.

What the company is not responsible for.

- Paying fines employees receive while driving company vehicles they are responsible for.
- Making bail for employees who are arrested while driving cars from the company fleet.

This benefit may be removed at any time after reasonable consultation with the employee. The employee will not be compensated.

22.4 IDENTIFYING MOTOR VEHICLE HAZARDS

Motor vehicle hazards can be identified by:

- reviewing the tasks associated with motor vehicles
- observing how workers perform their tasks
- reviewing any documentation regarding the use of the vehicle that is provided by the motor vehicle manufacturer or that is otherwise available

- checking workplace specific documentation regarding the motor vehicle, for example pre-start checklists, and
- consulting with the workers carrying out the tasks.

22.5 ASSESSING MOTOR VEHICLE HAZARDS

As part of the risk management approach, the Business has an obligation to ensure that any motor vehicle operation that poses a risk of injury to workers is assessed to determine the seriousness of the hazard.

In assessing risks arising from motor vehicles, the following factors will be taken into account:

- the size, type and condition of motor vehicles in use
- the licensing requirements for the motor vehicle
- the distances and recommended driving times of trips
- loading and restraining of loads, regardless of size
- the power source of the vehicle (petrol, diesel, electricity)
- road and traffic conditions, and
- services and amenities on route for refuelling, recharging, rest breaks, break downs and emergencies.

In addition, any legislative requirements regarding the use of the motor vehicle (including prescribed work, rest, driver fatigue and logbook requirements) will be considered.

22.6 CONTROLLING MOTOR VEHICLE HAZARDS

The Business will ensure, as far as reasonably practicable, that the risks associated with motor vehicles in the workplace are controlled. The process of controlling motor vehicle risks will be determined in consultation with the workers who are required to carry out the task.

Only authorised persons will be permitted to operate the Business's motor vehicles. The Business will put in place systems to ensure that authorised persons are appropriately licensed to drive such motor vehicles, and that the motor vehicles being driven are registered and insured in accordance with the relevant legislation. Photocopies or other records of these checks with be retained.

In the event that motor vehicle operations have been assessed as a risk, as far as is practical, the Business will:

- ensure that workers have the appropriate and current licences or certificates and authority from the Business to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading
- ensure that records and details of licenses held by drivers is retained by the Business and recorded in the **Skills Matrix** or equivalent
- ensure that all motor vehicles used by workers and staff have been deemed appropriate for the task

- ensure that drivers are familiar with the motor vehicle they are required to operate and the safe operation of the vehicle

- ensure workers comply with any legislative requirements relating to the use or operation of motor vehicles for example by scheduling trips to ensure that a suitable or prescribed work/rest ratio is in place, that driver fatigue is effectively controlled, and logbook requirements are adhered to where required

- ensure that workers understand the Business's instruction and requirements to minimise the risk of injury or illness from operating a motor vehicle, including the scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle

- ensure that the motor vehicle is inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and prescribed timeframe

- provide mechanical aids where possible to reduce manual handling risks associated with motor vehicle operations, or otherwise train workers on appropriate manual handling techniques (in particular when loading/unloading the vehicle) and safe operating loads

- provide training where applicable to reduce hazards associated with refuelling or recharging of the particular vehicle type, be they a flammable, toxic and/or electrical hazard

- ensuring that workers undertake an inspection of the vehicle before use, preferably using the defined checklist, to confirm that as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy, and

- ensuring workers understand the Business's vehicle breakdown and vehicle accident procedures or in the event of an accident.

22.7 PROCEDURES

i) Vehicle breakdown procedure

When a motor vehicle breaks down, drivers can become distracted and unwittingly place themselves and others in danger. To minimise the risks associated with a breakdown, drivers should:

- stop and park the motor vehicle in a safe place as far off the road as practical

- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow

- use the motor vehicle's hazard lights to warn other road users

- know who to call for assistance and have the contact details of roadside assistance providers in the motor vehicle's glove box, and

- advise the Business of the breakdown as soon as practical and provide details of their location, the fault/issue, and immediate actions they have taken.

Drivers should not:

- attempt to repair the motor vehicle unless they are qualified and authorised to do so

- stay in the motor vehicle unless this is the safest option. Generally, it is safer for drivers (and passengers) to keep well clear of the motor vehicle and wait for help to arrive

- exit the motor vehicle on the traffic side, unless this is the safest option. Generally, it is safer for drivers (and passengers) to exit via the passenger side, and

- leave the motor vehicle's bonnet up once help has been arranged. Other drivers may stop which could compromise their safety.

ii) Motor vehicle accident procedure

If drivers are involved in a motor vehicle accident, they are required to follow the breakdown procedure if the vehicle is damaged to the extent that it cannot be operated. In addition, they should:

- exchange insurance details with involved parties

- seek medical attention if required

- notify the relevant emergency services as required, and

- advise the Business of the accident as soon as practical and provide details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions they have taken.

iii) Use of mobile phone while operating a motor vehicle

Drivers must operate motor vehicles in compliance with all road rules and in particular ensure that they:

- do not use a mobile phone whilst driving unless via an approved hand free or cradle device

- limit their usage whilst using an approved device to short conversations only

- do not use SMS, video and/or email whilst driving, and

- do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if they are just passing it to a passenger).

iv) Reversing

When reversing a motor vehicle and a clear line of sight from internal and external rear view mirrors is impeded or obscured in any way such as a load, drivers must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

22.8 WORKER RESPONSIBILITIES

To ensure that workers operate motor vehicles in a manner that eliminates or minimises the risk of injury or illness from driving or undertaking task related to the driving of a motor vehicle, they must:

- have the appropriate licence or certificate and authority from the Business to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading

- advise management immediately if they are disqualified or suspended from driving and be able to produce their license for scrutiny by management as requested

- be familiar with the motor vehicle they are required to operate and are able to operate the vehicle in a safe manner, taking into consideration the applicable road conditions and prevailing weather
- comply with any legislative requirements relating to the use or operation of the motor vehicle
- follow any reasonable health and safety instruction given to them by the Business, including scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- not drive or operate a motor vehicle if they are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish their perception, reflexes, responses or cognitive thinking
- comply with the Business's vehicle breakdown procedures when required
- in the event a vehicle accident, first seek medical attention if required. However, if they are able to do so, they must then ensure that they follow the Business's accident procedures
- ensure that the motor vehicle they are to drive has been inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirements and is suitable for the work to be undertaken, and
- ensure that they undertake an inspection of the vehicle, preferably using the defined checklist to confirm that, as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy.

23 TRUCK LOADING AND UNLOADING OPERATIONS

1.1 INTRODUCTION

The purpose of this guidance is to ensure truck loading and unloading operations are completed safely. This document is to be used in conjunction with site specific rules / traffic management plans, site induction training and regulations imposed on the commodity, plant and equipment.

1.2 GUIDANCE

Loading and unloading areas should be:

- Clear of other traffic, such as; pedestrians and people not involved in loading or unloading.
- Clear of overhead electric cables so there is no chance of touching them, or of electricity jumping to 'earth' through machinery, loads or people.
- Level. To maintain stability, trailers should be parked on firm level ground, loads should be spread as evenly as possible, during both loading and unloading. Uneven loads can make the vehicle or trailer unstable.

Loads should be secured, or arranged so that they do not slide around. Racking may help stability.

Safety equipment must be considered. Mechanical equipment and heavy moving loads are dangerous. Guards or skirting plates may be necessary if there is a risk of anything being caught in machinery (for example dock levellers or vehicle tail lifts). There may be other mechanical dangers and safety procedures to be considered.

Ensure the vehicle or trailer has its brakes applied and all stabilisers are used. The vehicle should be as stable as possible.

In some workplaces it may be possible to install a harness system to protect people working at height. Provide a safe place where drivers can wait if they are not involved. Drivers should not remain in their cabs if this can be avoided. No-one should be in the loading/unloading area if they are not needed.

Vehicles must never be overloaded. Overloaded vehicles can become unstable, difficult to steer or be less able to brake.

Always check the floor or deck of the loading area before loading to make sure it is safe. Look out for debris, broken boarding, etc.

Loading should allow for safe unloading.

Loads must be suitably packaged. When pallets are used, the driver needs to check that:

- They are in good condition
- Loads are properly secured to them.
- Loads are safe on the vehicle. They may need to be securely attached to make sure they cannot fall off.

Tailgates and sideboards must be closed when possible. If over-hang cannot be avoided, it must be kept to a minimum. The over-hanging part of the load must be clearly marked.

If more than one company is involved, they should agree in advance how loading and unloading will happen. For example, if visiting drivers unload their vehicles themselves, they must receive the necessary instructions, equipment and co-operation for safe unloading. Arrangements will need to be agreed in advance between the haulier and the recipient.

Some goods are difficult to secure during transport. Hauliers and recipients will need to exchange information about loads in advance so that they can agree safe unloading procedures. Checks must be made before unloading to make sure loads have not shifted during transit, and are not likely to move or fall when restraints are removed.

There must be safeguards against drivers accidentally driving away too early. This does happen, and is extremely dangerous. Measures could include:

- Traffic lights.
- The use of vehicle or trailer restraints.
- The person in charge of loading or unloading could keep hold of the vehicle keys or paperwork until it is safe for the vehicle to be moved.
- These safeguards would be especially effective where there could be communication problems, for example where culturally and linguistically diverse drivers are involved.

1.3 RISK ASSESSMENTS

It is recommended that before the start of any loading and unloading operation, a Risk Assessment Form is completed for the entire activity. This is particularly necessary when loading and unloading:

- an unfamiliar commodity or;
- in an unfamiliar location or;
- in inclement weather.

Any concerns or hazards should be recorded on the Risk Assessment Form, as well as, reported to the site supervisor and line manager for rectification. All activities should be suspended, until clearance is provided by the site supervisor and line manager, with rectifications noted on the Risk Assessment Form.

24 OFFICE SAFETY

24.1 INTRODUCTION

There are a variety of hazards that may arise in an office environment. Controlling these hazards will help to promote the health and safety of workers.

24.2 COMMON HAZARDS

i) Desk/workstation ergonomics

A well-designed desk/workstation can eliminate health and safety hazards.

The Business will ensure, as far as reasonably practicable, that the risks associated with desk/workstation ergonomics in the workplace are controlled. The process of controlling desk/workstation ergonomic risks will be determined in consultation with the workers who are required to utilise a desk/work station.

Specific areas of focus will include the workers chair, lighting and noise, the position of the screen and the keyboard.

ii) Furniture

The Business will ensure, as far as reasonably practicable, the risks associated with office furniture are controlled. This will include ensuring:

- office furniture is fit for purpose
- protruding keys are not left in filing cabinet locks
- filing cabinet and desk drawers are operated using the handles
- drawers are not left open, and
- furniture is arranged so as to avoid trip hazards and obstacles.

iii) Passageways and storage

Large objects or groups of people standing around blocking doorways and passageways increases the likelihood of bumps and knocks as vision is blocked and space is tight.

To control these risks, the Business will ensure, as far as reasonably practicable, that:

- doorways and passageways are free of obstruction at all times
- emergency access and egress are a minimum of 600mm wide and clear of obstruction
- any area where people walk up and down is sufficiently wide
- fire extinguishers, fire hydrants, fire alarms and emergency exits are kept free from obstruction
- items are stored in appropriate areas

- heavy objects are stored near floor level and appropriate equipment is used to reach objects at height (for example, a stepladder), and
- toxic chemicals are not stored in or near the office.

iv) Floors

The Business will ensure, so far as reasonably practicable, that floors do not have objects that can cause slips, trips or falls.

Extension cords and other wires that may cause injury will be secured to the floor or relocated to prevent trip hazards.

Likewise, small items (including litter) left lying on the floor will be removed immediately.

v) Kitchen

Kitchens within the workplace will be kept clean and tidy.

The Business will ensure, so far as reasonably practicable, that the following will be regularly cleaned, inspected and maintained:

- microwaves
- fridges
- electric kettles and other electrical equipment, and
- knives and sharp objects.

25 REMOTE/ISOLATED WORK

25.1 INTRODUCTION

Remote work can be performed by workers who are off-site, or by workers travelling in the course of their duties. It can also be work that is isolated from the assistance of others because of the location, time or nature of the work being performed. It includes workers who are working by themselves or in isolated areas.

Remote workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote workers may not have the same access to support and emergency services.

25.2 IDENTIFYING REMOTE/ISOLATED WORKING

Workers may be deemed working remotely or in isolation if they:

- physically work alone, for example, at night or isolated from other workers
- work separately from others, for example, in a regional office building
- work at home or engage in teleworking activities
- work outside normal working hours, for example, on call workers
- work shift work or night work
- travel as part of work
- travel long distances, for example, freight transport drivers
- work unsupervised, for example, teleworkers
- work in geographical isolation, for example, workers carrying out field work
- work on a reduced roster, for example, on public holidays, and
- work in isolation with members of the public, for example, health and community workers.

25.3 ASSESSING REMOTE WORK RISKS

As part of the risk management approach, the Business has an obligation to ensure that any remote work that poses a risk of injury to workers is assessed to determine the seriousness of these hazards. This will include determining:

- whether there is a possibility of exposure to violence or aggressive customers
- how long the worker will be working alone for
- what forms of communication and assistance the worker has access to
- the type of work they are undertaking, for example high risk work, and

- if the risks of the work can be controlled by one person, for example:
    - where there is risk of a fall
    - working with electricity, hazardous chemicals and/or plant
    - working near or on the road
    - working in confined spaces
    - working in an excavation

    (in these situations, it would be unlikely that working alone would be appropriate).

25.4 CONTROLLING REMOTE WORK RISKS

The Business will ensure, as far as reasonably practicable, that the risks associated with remote work are controlled. The process of controlling remote working risks will be determined in consultation with remote workers.

In the event that remote work has been assessed as a risk, the Business will:

- provide a mobile phone or cover the cost of a mobile phone for the remote worker. Where the provision of a mobile phone is not practical (for example, because the remote worker is working on a site where mobile phones cannot be used), the Business will consider alternatives such as satellite phones, digital two-way radios, GPS tracking devices, pagers or land line phones
- agree on arrangements for how frequently remote workers should call in. This may be at the start and end of each shift, at pre-set four hourly intervals, or as often as reasonably required based on the nature of work being performed
- ensure that appropriate management are contactable by the worker at all times whilst they are engaged in remote work
- ensure that there are procedures in place to manage any emergency situation that may arise, and
- ensure the worker is provided with appropriate training on emergency procedures.

26 WORKING OFFSITE

26.1 INTRODUCTION

At times, workers are required to work offsite in settings that are not under the control of the Business. This may result in the worker being exposed to additional risks to their health and safety.

Despite not being under its control, the Business recognises that offsite work locations may form part of the workplace and therefore health and safety obligations in respect of these sites do apply.

26.2 BEFORE WORKING OFFSITE

Where workers are going to work offsite at a location under the control of a host employer, the Business will verify with the host employer that all hazards and risks within that setting and associated with the work activity have been identified, assessed and controlled.

This may include:

- seeking written confirmation/evidence, and
- requesting the host employer complete and provide their own documentation or complete the Business's.

Where workers are working offsite in a setting that is not under the control of a host Business (for example, a public domain), a manager or supervisor of the worker is responsible for ensuring that a site risk assessment is completed prior to the work activity commencing. Where it is not practicable for this to occur, the workers will be directed to conduct the risk assessment when they first arrive onsite.

26.3 AT THE SITE

Where engaged on offsite work, workers will be directed to comply with any relevant site-specific health and safety policies and procedures. In particular, workers will be directed to:

- report to the site's reception area or designated contact person and announce arrival
- sign into the site's visitor attendance log, where required
- carry/wear any visitor passes whilst on site, as requested
- attend any site-specific health and safety induction, where required
- wear relevant safety protection clothing issued by the Business, including any hard hats, personal hearing protection, hi visibility vests, coats, water proof coats, boots, non-slip soled shoes or goggles
- abide by all instructions issued by the site, in particular safety instructions
- remain on any designated walkways or access paths, and obey any signage on the site
- report any hazards detected to the site, such as exposed leads or loose railings
- assess the risk posed by any hazards and determine whether it is safe to continue work. In the event it is not safe to do so, workers will be directed to take necessary steps to prevent an incident occurring and immediately report the hazard to the Business, and
- in the event of an emergency, follow the site-specific emergency evacuation response plan.

If a health and safety issue or hazard cannot be resolved, the worker will be directed to contact their manager immediately.

27 PLANT AND EQUIPMENT

27.1 INTRODUCTION

Plant is any machinery, equipment, appliance, implement or tool and any component or fitting used within the workplace.

Plant is machinery that processes material by way of a mechanical action which:

- cuts, drills, punches or grinds
- presses forms, hammers, joins, or moulds material, or
- combines, mixes, sorts, packages, assembles, knits or weaves material.

Plant also includes lifts, cranes, tractors, earth moving equipment, pressure equipment, hoists, powered mobile plant, plant that lifts or moves people or materials, chisels, chainsaws, photocopiers, desks, filing cabinets and temporary access equipment.

Risks associated with plant and equipment in the workplace will be addressed via a risk management approach.

27.2 IDENTIFYING PLANT AND EQUIPMENT HAZARDS

Hazard means the potential to cause injury or illness. Examples of potential harm that plant or associated systems of work may cause to people at work include, but are not limited to:

- injury from entanglement
- crushing by falling or moving objects, or plant tipping over
- crushing from people falling off or under plant
- cutting or piercing due to sharp or flying objects
- burns (friction, heat, chemical)
- injury from high-pressure fluids
- injury from electricity
- injury from explosion
- slips trips and falls
- suffocation
- ergonomic requirements, and
- dust, vibration, noise, or radiation.

27.3 ASSESSING PLANT AND EQUIPMENT HAZARDS

As part of the risk management approach, the Business has an obligation to ensure that any plant or equipment that may pose a risk of injury to workers is assessed to determine the seriousness of these hazards.

When assessing potential risks and hazards associated with specific plant and equipment considerations will be given to the following throughout the life of the plant:

- design and construction
- installation or erection and positioning plant in the workplace
- commissioning and operation
- electrical, radiation and thermal energy
- emergency procedures
- hazardous substances and dangerous goods
- machine guarding for plant with moving parts
- maintenance, repairs, servicing and cleaning requirements
- manual handling issues
- noise and vibration
- PPE requirements
- work environment including lighting, ventilation, interaction with others
- safe work procedures and auditing
- decommissioning, demolition and disposal of plant, and
- the relevant New Zealand and international standards.

27.4 CONTROLLING PLANT AND EQUIPMENT HAZARDS

The Business will ensure, as far as reasonably practicable, that the risks associated with plant and equipment are controlled from purchase through to disposal.

i) Installation, erection and commissioning

Commissioning is a process of verification. This involves an extensive check carried out during the trial phase, prior to the plant being accepted for use. It ensures that the plant performs according to the design criteria and is a process, agreed to by the manufacturer or supplier. The extent and complexity of the commissioning will vary between items of plant.

Plant installation, erection and commissioning must be performed by a competent person who has access to any necessary health and safety information, including any instructions from the designer or manufacturer.

Commissioning methods will:

- be in accordance with the manufacturer's/supplier's specifications
- not impose stresses which exceed the limitations of design capabilities include tests to ensure that the plant will perform to its design specifications
- include typical maintenance checks used by the operator and service personnel
- be documented, and
- ensure the location is suitable for the type of plant and provide sufficient clear space for the plant to be operated, maintained and repaired safely.

The results of the commissioning will include:

- information about any problems identified during commissioning that suggest the plant cannot be operated safely, and
- confirmation that the plant will perform the task for which it has been purchased.

- High risk plant may need to be registered. The Business will assess any plant to see if there is a requirement for the plant to be registered.

ii) Usage and competency

The Business may control a wide variety of plant and equipment in the workplace with workers performing a range of activities and tasks with this equipment. To ensure these activities are conducted in a safe manner, the following processes will be adopted:

- workers must only use plant when it is capable of performing safely within the design criteria and manufacturer's instructions
- workers are to be appropriately trained to use/operate the plant and equipment in a safe manner
- specific work instructions will be developed for the operation of each piece of plant and equipment
- maintenance and manufacturer's manuals will be kept for all relevant plant and equipment
- appropriate information that states the use for which the plant or equipment has been designed and tested and the conditions that must be followed to ensure the safe use of that plant, will be made available to workers
- plant and plant equipment are to be used and maintained according to manufacturer's guidelines, inspected and checked for any faults
- items of heavy plant and machinery need to be checked regularly and recorded in a logbook (a **daily pre-start checklist** is required)
- specific inspection checklists may need to be designed for items of plant, such as overhead cranes
- any incident associated with plant or equipment will be reported to the person's supervisors and they are required to complete an **Incident Report Form**

- workers are to be advised of the reporting requirements through conducting a toolbox talk, and
- supervisors are to regularly check if plant is being operated correctly.

Some plant and equipment and their use and operation are considered to be high risk work and as such any person who operates or uses the plant or equipment must hold a current National Certificate of Competency or recognised equivalent. The Business will maintain a register of licenced operators. Examples of high risk work include:

- scaffolding
- dogging and rigging
- crane and hoist operation (tower cranes, self-erecting tower crane, derrick crane, portal boom cranes, bridge and gantry crane, vehicle loading crane, non-slewing mobile crane, slewing mobile cranes, materials hoist, personnel and materials hoist, boom-type elevating work platform, vehicle-mounted concrete placing boom)
- forklift operation
- pressure equipment operation (boilers, turbine, reciprocating steam engine operation)
- load-shifting equipment (front-end loader/backhoe, front-end loader – skid steer type, excavator)
- formwork
- explosive-powered tools, and
- operation of motor vehicles requiring the relevant driver's licence.

iii) Modification of plant

As part of the risk management approach, the Business will consider all safety issues when considering any alterations to plant and equipment, by:

- consulting with the designer and manufacturer, and
- where the original designer or manufacturer cannot be contacted, the alterations will be carried out by a competent person in accordance with the relevant technical standards.

A competent person is one who has acquired through training, qualification or experience the knowledge and skills to carry out the task.

The Business will, so far as is reasonably practicable:

- ensure that the design and construction of the plant is such that persons who use the plant properly are not, in doing so, exposed to risks to their health and safety, and
- ensure that adequate information is supplied about any dangers associated with the plant and about conditions necessary to ensure that persons using the plant properly are not exposed to risk to their health and safety.

Modifications to protective systems, such as drilling holes or welding, may destroy the integrity of the protective structure. Modifications will not be undertaken unless they have been assessed and specified by a competent person.

iv) Guarding

In the event that machinery operations have been assessed as a risk, the Business will install machinery guarding according to the hierarchy of controls. This may include:

- installing a permanent barrier of a solid and secure nature so that it cannot be removed or interfered with by any non-authorised person, with automatic cut-off or starter prevention when the guarding is removed for any reason
- installing an interlocked physical barrier or a barrier requiring removal by a tool where access is required to a dangerous area of the machine during operation, and
- if the above are not practicable - installing a presence-sensing safeguard system.

Guarding that is provided will be maintained and will be designed so that it:

- does not create a risk in itself and should not introduce new hazards such as rough or sharp edges
- controls any risks arising from finished products being ejected from the machine, and
- allows for servicing and maintenance of the machine.

The Business will ensure that all hot and/or moving parts of plant and equipment are guarded against accidental contact, including:

- all shafts, pulleys, flywheels, gearing, cables, sprockets, belts, chains, clutches, couplings and all blades and wings of fans
- keyways, keys and grease nipples that protrude from moving parts
- run-on point of any belt, chain or cable
- ground wheels or tracks adjacent to the operator’s position and (where provided) passenger seat, and
- all exhaust systems or hot surfaces likely to cause burns.

v) Decommissioning and disposal

When decommissioning and planning for the disposal of plant, the Business will:

- identify and control hazards involved in the process of decommissioning and dismantling the plant
- dismantle plant in accordance with the designer’s and manufacturer’s instructions if available
- if re-selling, ensure that the plant is safe to load, transport, unload and store. Any available information relating to the plant design, registration, installation, operation and maintenance will be provided with the plant

- if scrapping, ensure that the plant is safe to load, transport, unload and dispose of, and
- inform the receiver of the scrap or spare parts (in writing) that they are not to be used as plant in their present form.

27.5 LOCKOUT AND TAGGING OF PLANT

The Business will ensure, as far as reasonably practicable, that the risks associated with plant being inadvertently activated, or stored energy being released unexpectedly, are controlled. Lockout and tagging of plant is the method the Business will use to control these risks.

The processes around lockout and tagging of plant will be determined in consultation with the workers who are required to operate the plant or carry out the activities involving risk.

i) Activities involving risk of plant activation/energy release

Activities that pose a risk to health and safety if plant is inadvertently activated or stored energy is released, include but are not limited to the following:

- cleaning plant
- maintaining plant
- repairing plant
- adjusting plant
- inspecting plant, and/or
- if plant is in an unsafe condition, is out of operation for repairs or is still being installed.

ii) Process for lockout and tagging

In the event that lockout of equipment is required, the Business will:

- only allow competent, authorised workers to maintain, repair, adjust, inspect and/or clean items of plant and equipment
- identify all energy sources likely to re-activate the plant and place people doing the work at risk (eg electricity, heat, fluids under pressure, stored energy or radiation)
- identify isolation points, noting that emergency stop buttons, lanyards and similar stop devices on their own will not necessarily achieve isolation
- isolate all energy sources, noting that some plant will have several control stations and sections of plant may have independent electricity sources
- de-energise all stored energy (eg inspect the plant to make sure all parts have stopped moving, release spring tension, purge tanks or lines)
- lock out the isolation points in accordance with the following points:
    - utilise suitable locking devices

- implement a policy that requires one lock per person so that if more than one worker is working on an item of plant, they both have a lockout device in place
- ensure there is only one key per lock to avoid a lockout device being inadvertently removed, and

- after plant has been locked out, all isolated power sources will be tested first with appropriate instruments and then by having a competent person try to activate the plant before any person attempts to start work on the isolated plant.

In the event that tagging of plant or equipment is required, the Business will:

- determine whether a tag is a suitable control measure and utilise lock out devices or remove the item from service in preference, where possible
- tag items of plant and equipment only as a means of providing information to others at the workplace, not as a lock out device
- provide the following information on each tag:
  - the person who put the tag in place
  - the time and date this occurred
  - the item of plant being isolated
- remove the tag before the item plant or equipment is returned to operational status, and
- ensure that a tag is only removed by the person whose name is written on the tag.

28 PERSONAL PROTECTIVE EQUIPMENT (PPE)

28.1 INTRODUCTION

Exposure and injury can be prevented with the use of PPE where preventative measures for a hazard require additional control. Use of PPE is only to be considered when more effective control measures have been ruled out.

Hearing protection, eye protection, skin protection, respiratory protection and other personal protection can be achieved by wearing specific items developed to prevent injury.

Risks associated with PPE in the workplace will be addressed via a risk management approach.

28.2 BUSINESS'S RESPONSIBILITIES

The Business will ensure:

- suitable PPE and protective clothing are supplied
- PPE and protective clothing meet relevant legislative, New Zealand Standard and/or industry requirements or guidelines
- information and training are provided in the correct use, wear and maintenance of PPE and protective clothing supplied
- tasks are assessed to determine correct level of PPE required
- PPE and protective clothing being used are in an appropriate condition for the works being performed
- damaged or worn PPE and protective clothing is replaced, and
- workers wear and use such items supplied to them.

28.3 WORKER RESPONSIBILITIES

Workers have a responsibility to:

- wear and use PPE and protective clothing provided as instructed
- maintain and care for the PPE and protective clothing supplied, and
- report damaged or worn PPE to their manager.

28.4 DETERMINATION OF PPE AND PROTECTIVE CLOTHING

Determination of whether PPE and/or specific protective clothing are required will be based on a risk assessment of a hazard or task and, where relevant:

- information contained in the SDS for hazardous substances

- operating procedures for plant
- SWMS, and
- safe operating or work procedures.

28.5 SELECTION OF PPE AND PROTECTIVE CLOTHING

All PPE selected shall conform to the appropriate legislative, New Zealand Standard and/or industry requirements or guidelines.

PPE supplied by the Business remains the property of the Business.

Before any PPE is used it should be inspected to ensure:

- a good fit on the user
- it is appropriate for the task and will protect the user from the hazards it is intended to control
- it does not introduce any new hazards
- is in good condition, and
- the user understands the correct usage of the equipment.

If there are any defects or deficiencies found with the PPE after inspection it must be taken out of service immediately and reported to the manager.

New products are continually being developed and made available this may mean an item that has been in use may be superseded and no longer available.

If new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or SDS information.

28.6 PROTECTION

Where defined by signage on plant, entrances to buildings/rooms or work sites all identified PPE must be worn.

29 SUN SAFETY

29.1 INTRODUCTION

Workers who work outdoors for all or part of the day have a higher than average risk of skin cancer. This is because ultraviolet radiation in sunlight or 'solar UVR' is a known carcinogen.

All skin types can be damaged by exposure to solar UVR. Damage is permanent and irreversible and increases with each exposure.

As part of the risk management approach, the Business has an obligation to ensure that any risks associated with exposure to solar UVR are eliminated or controlled. Through adopting a hierarchy of controls and as far as reasonably practicable, the Business will eliminate or minimise the risks from exposure to solar UVR for outdoor workers.

29.2 BUSINESSS RESPONSIBILITIES

The Business will:

- assess the risks in consultation with workers to identify those workers who have a high risk of exposure to solar UVR and work situations where exposure to solar UVR occurs
- minimise, so far is reasonably practicable, workers' exposure to solar UVR by consulting with workers and ensuring workers use sun protection control measures during sun protection times and at all times when working outdoors for extended periods
- recognise the SunSmart UV Alert as a means of identifying when it is necessary to use sun protection control measures while working outdoors
- actively supervise outdoor workers and monitor their use of sun protection control measures
- ensure injury reporting procedures are followed when an incident of sunburn or excessive exposure to solar UVR occurs in the workplace
- provide training to workers to enable them to work safely in the sun
- ensure training is provided as part of induction for new workers
- ensure managers and supervisors act as positive role models
- promote the use of sun protection control measures 'off the job', and
- recognise that a combination of sun protection control measures provides the best protection to workers from exposure to solar UVR.

29.3 IDENTIFYING AND ASSESSING THE RISK

The primary focus in identification of the risks is to ensure that the Business identifies those workers who have a high risk of exposure to solar UVR and work situations within the Business where exposure to solar UVR occurs. This will be achieved taking into consideration the:

- geographical location of the relevant workplace
- time of year that the work is being undertaken, particularly outdoor work
- time or times of day when the work is being undertaken
- pattern and length of exposure to solar UVR
- the nature of the work being undertaken
- relevant control measures available
- presence of reflective surfaces that may impact upon exposure levels, and
- potential impact, or presence, of photosensitisers, either to the worker directly or in the localised working environment.

29.4 CONTROLLING THE RISKS

In accordance with the risk management approach and using the hierarchy of controls, the Business will:

- provide shaded areas or temporary shade
- encourage workers to move jobs to shaded areas
- modify reflective surfaces
- identify and minimise contact with photosensitising substances
- provide indoor areas or shaded outdoor areas for rest and meal breaks
- schedule outdoor work tasks to occur when levels of solar UVR are less intense eg earlier in the morning or later in the afternoon
- schedule indoor and shaded work tasks to occur when levels of solar UVR are strongest eg in the middle part of the day
- encourage workers to rotate between indoor, shaded and outdoor tasks to avoid exposure to solar UVR for long periods of time
- ensure there is sufficient drinking water available for workers, and
- provide PPE, including:
    - sun protective work clothing such as long-sleeved shirts with some collar and trousers or knee-length shorts
    - sun protective hats covering the face, head, ears and neck
    - sunglasses meeting New Zealand Standards, and
    - broad-spectrum, SPF 30 or higher, water resistant sunscreen.

29.5 WORKER RESPONSIBILITIES

To ensure that the Business is able to eliminate or control the risk to workers health and safety from exposure to solar UVR, workers will ensure that they:

- have received sufficient training and instruction on the risks associated with exposure to solar UVR and the safe work practices implemented by the Business to reduce your risk of injury and illness from exposure to solar UVR
- actively participate in the development and review of safe work practices related to the elimination or control of exposure to solar UVR
- have a supply of consumable water sufficient to prevent dehydration
- utilise and wear appropriate and approved PPE and if working outside ensure they have a broad brimmed hat, protective clothing covering to at least the elbows and knees, sunscreen and sunglasses
- follow any reasonable instruction or work practice implemented by the Business designed to eliminate or control their risk of injury and illness from exposure to solar UVR, including the wearing of appropriate PPE and sunscreen, and
- advise the Business if there is any illness, disease or condition they may have that may be impacted by excessive exposure to solar UVR, or if you are currently taking any mediation or are in contact with any substance that may increase your risk if exposed to solar UVR.

30 HEAT STRESS

30.1 WORKING SAFELY IN HOT CONDITIONS

Heat stress may affect people during the summer months and in some workplaces, it can be an issue all year around.

Heat stress is the total heat burden the body is subjected to by both internal and external factors. The body must balance the heat inputs to the body, heat generated in the body and heat coming out of the body.

Risks associated with heat stress in the workplace will be addressed via a risk management approach.

30.2 IDENTIFYING HEAT STRESS HAZARDS

While some hazards associated with heat stress are well understood there may be factors you were not aware of. Some individuals will be more prone to heat stress if they are medically unfit, on certain medications, overweight, have heart disease, are pregnant, abuse alcohol, or are not acclimatised to the conditions. Heed medical advice.

Even for workers that are well accustomed to working in the heat, time away from work will change the body's normal response. Acclimatisation is lost to some degree after 3 days away from work and entirely lost after four weeks away. Re-acclimatisation takes 7 – 14 days after returning to this type of work and exposure.

If the body can't balance heat inputs heat stress may lead to heat illness, a physical response designed to reduce your body temperature.

Types of heat illness include:

- **Discomfort** - flushed skin, increased sweating, heat rashes (prickly heat)
- **Mild heat illness** – feeling tired weak or dizzy, cramps, reduced work capacity, reduced attention span, irritability
- **Heat exhaustion** – fainting, headache, low blood pressure, nausea, clammy pale or flushed skin, normal to high body temperature (up to 39^{C})
- **Heat stroke** – irritability, confusion, speech problems, hot dry skin, convulsions, unconsciousness, body temperature above 40^{C}, cardiac arrest – potentially fatal

Heat stress causes increased blood flow to the skin which allows release of heat. Blood is diverted to the muscles if physical work is being performed resulting in a lower release of heat through the skin.

30.3 CONTROLLING THE HAZARDS

Employees must be protected from extremes of heat and there is a recommended order of controls to eliminate or reduce the risk of harm; often a combination of controls will be needed and these risks will be determined in consultation with the workers who are required to carry out the task.

Engineering

- Increase air movement with supplementary fans
- Install shade structures to reduce radiant heat
- Install shields or barriers to reduce radiant heat from sources such as hot machinery

- Use mechanical aids to reduce exertion

Organisation of work

- Reschedule work during the cooler times of the day or year
- Reduce the time spent by individuals by task rotation
- Arrange more workers to do the job
- Ensure easy access to cool drinking water
- Provide additional rest breaks in the shade or indoors
-

Personal Protective Equipment

- Broad brimmed hat
- Protective clothing should cover to at least elbows and knees
- Sunscreen
- Sunglasses

30.4 MINIMISE THE RISKS

Workers should adopt the following points to reduce the likelihood that they will be affected by the extremes of heat:

- Drinks of 100 – 200ml of water, juice, sports drinks or other non-alcoholic drinks at frequent intervals will be adequate to reduce fluid loss in sweating
- Take rest breaks in a cool shaded place
- Minimise caffeine, carbonated drinks, alcohol or tobacco use
- Do not take salt tablets unless advised by your Doctor
- Inform your employer if a medical condition may increase your risk
- Maintain a healthy lifestyle – healthy diet and regular exercise
- Wear cool clothing wide brimmed hat and sunscreen
- Take a break and tell your supervisor if you are feeling tired, dizzy, weak or having trouble concentrating

30.5 TREATING HEAT ILLNESS

Have the affected person rest in the coolest available place and drink cool but not cold drinks slowly; provide an electrolyte supplement or sports drink.

Contact a first aid attendant, doctor, nurse, or ambulance service if the symptoms do not reduce quickly or if the symptoms of heat stroke are present.

31 HAZARDOUS NOISE

31.1 INTRODUCTION

Hazardous noise can destroy the ability to hear clearly. It can permanently damage the nerve cells in the inner ear causing what is called noise induced hearing loss and can also result in a permanent ringing in the ear known as tinnitus. The degree of hearing loss caused by hazardous noise is generally dependent on how loud the noise is and how long a person is exposed to it. However, if the noise is loud enough, it can cause an immediate loss in hearing ability.

Hazardous noise can also present as an added risk to the workplace as it can make it more difficult to hear sounds necessary for working safely such as instructions or warning signals.

The Business is committed to ensuring the risk to workers from hazardous noise is eliminated as far as is practical. Implementation of this policy will help to ensure that all relevant workers are informed about hazardous noise and have received sufficient training in the identification and control of potential noise hazards at work to help prevent noise induced hearing loss and other noise related illnesses.

Risks associated with hazardous noise in the workplace will be addressed via a risk management approach.

31.2 IDENTIFYING HAZARDOUS NOISE IN THE WORKPLACE

In consultation with workers, the Business will identify work tasks, processes and equipment that may present the risk of exposure to hazardous noise.

Indicators of hazardous noise at the workplace include:

- workers having to raise their voice to communicate with one another at a distance of one metre or less
- workers complaining of temporary reduction in hearing or ringing in the ears after leaving work
- the ability of workers to clearly hear work instructions or warning signals, and
- warnings that may accompany newly purchased plant or equipment.

Therefore, the Business will initially identify hazardous noise through:

- workplace inspections and consultation with workers
- reviewing available information regarding noise levels from manufacturers and/or suppliers of plant and equipment, and
- assessing the length of time workers are exposed to noise either from individual machines or tools or to the overall work environment.

31.3 ASSESSING HAZARDOUS NOISE

The international standard unit for measuring sound levels is called the Decibel (dB) and this is used to indicate the level of noise in the workplace. Legislative requirements for hazardous noise are defined by two noise exposure standards because noise can either cause gradual hearing loss over a period of time or be so loud that it can cause an immediate loss of hearing. These two standards are:

- L_{Aeq}, 8h means the eight-hour equivalent noise exposure. Using this exposure standard, an unacceptable risk of hearing loss occurs at levels above 85 dB (A), and

- $L_{C,peak}$ means the peak or maximum sound level and usually relates to loud sudden noises such as a gunshot or hammering. Using this exposure standard, noise levels above 140 dB (C) can cause immediate damage to hearing.

An increase in 3 dB represents a doubling of the sound energy which means that the exposure time of workers will be halved for every 3 dB increase in sound.

The table below demonstrates the length of time a person without hearing protection can be exposed before the standard is exceeded.

Equivalent Noise Exposure L_{Aeq}, 8h = 85 dB (A)	
Noise Level dB (A)	**Exposure Time**
80	16 hours
82	12 hours
85	8 hours
88	4 hours
91	2 hours
94	1 hour
97	30 minutes
100	15 minutes

Where noise has been identified as a potential risk to workers, the Business will undertake a risk assessment in accordance with the risk management process in this manual to determine the level of risk from exposure to noise.

The risk from noise being emitted from a single piece of machinery can be assessed considering length of time a particular machine or tool is operated and the number of workers who may be exposed to the emitted noise.

However, where there are multiple sources of noise in the workplace and the combined impact of the sources of noise levels is not easily determined, the Business will engage a noise specialist to undertake a formal noise assessment.

A noise assessment will quantify the noise to determine the extent of the risk over a typical working day and to help determine the appropriate control measures to be implemented. Such an assessment will be undertaken by a competent person with appropriate sound level measuring equipment.

31.4 CONTROLLING HAZARDOUS NOISE

Where noise is assessed as being potentially hazardous, in consultation with workers, the Business will develop and implement a noise control or hearing conservation program. This program will include regular monitoring of the workplace, education and training of workers and may include regular audiometric testing for workers exposed to hazardous noise.

To facilitate the implementation of the program the Business will address hazardous noise as part of the risk management approach. This will ensure, as far as practical, that risk to workers from hazardous noise is eliminated or minimised through the application of the hierarchy of controls such as:

- eliminating the source of the hazardous noise, for example ceasing the use of noisy machinery
- regular inspection and maintenance of machinery to ensure they are running efficiently and all components are appropriately secured and free from vibration
- substituting production methods or noisy plant with quieter alternatives where possible
- engineering modifications such as sound proof isolation barriers, the installation of anti-vibration mountings for machinery or dampening material to machinery panels, the fitting of silencers to compressed air exhausts and the fitting of sound absorbing material to hard surfaces
- ensuring noise emissions below the exposure standards are considered as criteria in the purchasing of plant and equipment
- administrative controls to reduce worker's daily exposure to noise such as relocating workers for periods of time throughout the working day, and
- implement a hearing protection program involving the use of PPE.

31.5 PERSONAL HEARING PROTECTION

Hearing protection will only be considered as hazardous noise control method:

- when the risks arising from exposure to noise cannot be eliminated or minimised by other means or where the noise exposure cannot be reduced below the exposure standards by more effective control measures
- as an interim measure until other control measures are implemented, or
- when protection is required in addition to what has been achieved using other noise control measures.

Where personal hearing protection is required to be worn by workers, the Business will ensure the hearing protection is:

- selected to minimise risk to health and safety
- suitable for the nature of the work and any hazard associated with the work
- a suitable size and fit and reasonably comfortable for the person wearing it
- maintained, repaired or replaced so it continues to minimise the risk, and
- used or worn by the worker, so far as is reasonably practicable.

Areas where people may be exposed to hazardous noise will be designated and sign-posted as hearing protection areas and the boundaries of these areas will be clearly defined. Workers and other persons, including managers and visitors, are not to enter these areas without wearing appropriate personal hearing protection, regardless of the length of time they will be in the area. Where sign-posting is not practicable, the Business will make other arrangements to ensure that workers and others know when personal hearing protection is required, for example:

- attach prominent warning notices to tools and equipment indicating that personal hearing protection should be worn when operating them
- provide written and verbal instructions on how to recognise circumstances in which personal hearing protection is needed, and
- ensure effective supervision of identified hazardous tasks.

31.6 AUDIOMETRIC (HEARING) TESTS

The Business will provide audiometric testing for all workers who are required to rely upon, and therefore frequently use, personal hearing protectors as a control measure for noise that exceeds the exposure standard. Audiometric testing will be provided within 3 months of the worker commencing work to provide a baseline as a reference for future audiometric test results. Regular follow-up tests will be carried out at least every 2 years.

31.7 WORKER RESPONSIBILITIES

Where working in and around hazardous noise, they are responsible for:

- ensuring that they have received sufficient training and instruction to understand the risks associated with working with noise, how to identify potentially hazardous noise sources and understand the use and function of any control measure implemented for their protection
- following any reasonable procedure, guidance or instruction given by the Business that is designed to reduce their risk of exposure to hazardous noise, including the effective use and maintenance of PPE
- actively participate in the development and/or review of any program designed to help eliminate or minimise the risk to workers of exposure to hazardous noise
- ensuring that they do not interfere with, or remove any noise control apparatus or device installed or any machine modification designed to reduce noise emissions
- ensuring that they do not enter a work area where hazardous noise has been identified and designated until all control measures required are implemented
- taking reasonable care to prevent risks associated with hazardous noise to themselves and other workers, and
- notifying management of any hazardous noise risk that they become aware of that may not have been previously identified, including where maintenance may be required to machinery to reduce noise levels.

32 ELECTRICAL SAFETY

32.1 INTRODUCTION

Electrical risks are risks of death, electric shock or other injury caused directly or indirectly by electricity and may include:

- electric shock causing injury or death
- arcing, explosion or fire causing burns
- toxic gases from burning and arcing associated with electrical equipment
- falls from ladders, scaffolds or other elevated work platforms after contact with electricity, and
- fire resulting from an electrical fault.

32.2 IDENTIFYING THE RISK

The Business will consult with workers to identify electrical hazards arising from electrical equipment or installations. The following will be considered to assist in the identification of electrical risk:

- the design, construction, installation, maintenance and testing of electrical equipment or electrical installations
- inadequate or inactive electrical protection, for example no or damaged safety switches
- where and how electrical equipment is used, for example electrical equipment may be at a greater risk of damage if used outdoors or in a factory or workshop environment
- electrical equipment being used in an area in which the atmosphere presents a risk to health and safety from fire or explosion, for example using grinders in areas where flammable fumes may be present
- type of electrical equipment, for example ‘plug in’ electrical equipment that is moved from site to site, including extension leads, are particularly liable to damage
- the age and condition of electrical equipment and electrical installations
- work carried out on or near electrical equipment or electrical installations such as electric overhead lines or underground electric services, and
- reviewing incident reports.

32.3 ASSESSING THE RISK

The Business will consult with workers to assess the risk associated with electrical hazards considering the following:

- the conditions under which the electrical equipment is used, for example wet conditions outdoors or at construction sites

- work practices and procedures, for example using electrical equipment in flammable atmospheres, and

- the capability, skill and experience of relevant workers.

32.4 CONTROLLING THE RISK

The Business will consult with workers to determine control actions for eliminating or minimising electrical risks.

Where the hazard cannot be eliminated, for example by using hand tools in place of power tools in flammable atmospheres, or de-energising equipment and circuits prior to conducting work, the Business will minimise the risk associated with electrical equipment and installations considering the following:

- replacing a power tool that is plugged into mains electricity with an extra-low voltage battery-operated tool

- using safety switches (portable or fixed) to minimise the risk, for example installing residual current devices to reduce the risk of receiving a fatal electric shock, and

- administrative controls and safe work practices, for example determining electrical and gas lines prior to the use of tools to penetrate walls, floors and ceilings, use of permits and warning signs.

Unsafe electrical equipment must be disconnected or isolated from its electricity supply. It must not be reconnected unless it is repaired by a competent person or tests by a competent person have confirmed it is safe to use. Alternatively, it could be replaced or permanently removed from use.

Unsafe electrical equipment will be labelled indicating it is unsafe and must not be used. This is to prevent inadvertent use before the electrical equipment can be tested, repaired or replaced.

Serious injuries and fatalities may be prevented by the use of properly installed and maintained residual current devices (RCDs), commonly referred to as ‘safety switches’. An RCD is an electrical safety device designed to immediately switch off the supply of electricity when electricity ‘leaking’ to earth is detected at harmful levels. RCDs offer high levels of personal protection from electric shock.

32.5 ELECTRICAL EQUIPMENT TESTING AND TAGGING

Although electrical risks can be controlled by means such as RCD protection and regular inspections, the Business recognises that testing and tagging can be an effective method of identifying unseen defects. To ensure that these defects are identified and eliminated, the Business will arrange for a competent person to conduct inspections and testing of electrical equipment.

The exact frequency of inspection and testing required will vary depending on the environment in which the equipment is operated, and accordingly the Business will consult with a competent person to determine the frequency of this. The following table indicates the maximum recommended intervals between inspection and testing.

Portable electrical equipment: appliances, flexible cords, cord extension sets, portable socket outlet assemblies (eg powerboards), generators, inverters		**Residual Current Devices (Safety Switches)**			
		Push button test by user		Operating time/ current test	
Environment	**Portable electrical equipment**	**Fixed**	**Portable**	**Fixed**	**Portable**
Construction work	3 months	monthly	daily	12 months	3 months
Manufacturing work: factories, workshops, places of manufacture, assembly, maintenance or fabrication.	6 months	6 months	N/A	12 months	N/A
Service work: environments where the equipment or flexible cord is subject to flexing in normal use OR is in a hostile environment.	12 months	6 months	3 months	12 months	12 months
Residential type areas: hotels, residential institutions, motels, boarding houses, halls, hostels, accommodation houses, and the like	2 years	6 Months	6 months	2 years	2 years
Office work: environments where the equipment or cord is NOT subject to flexing in normal use and is NOT open to abuse and is NOT in a hostile environment.	5 yearly	6 months	3 months	2 years	2 years
Rural industry work (all plug in equipment)	visual examination before each use	N/A	N/A	N/A	N/A
Commercial cleaning equipment	6 months	daily	N/A	6 months	N/A

33 FORKLIFTS

33.1 INTRODUCTION

A forklift is a powered industrial truck designed to raise, lower and travel with a load. This is achieved through a mast and an elevating load carriage, with a pair of fork arms (tines) or other load holding device attached to the carriage.

Operating a forklift in the workplace is hazardous and has the potential to result in injury or damage to workers, visitors, pedestrians and property. Risks include forklift rollover, instability, crushing, impacting and collisions, as well as risks associated with lifting loads and working in an area with overhead power lines.

Risks associated with operating a forklift in the workplace will be addressed via a risk management approach.

33.2 IDENTIFYING FORKLIFT HAZARDS

Forklift hazards can be identified by:

- the type of forklift in use, for example petrol, diesel, gas or electric powered forklifts
- reviewing the tasks associated with forklift operations
- observing how workers perform their tasks
- reviewing any documentation regarding use that is provided by the manufacturer or that is otherwise available
- checking workplace specific documentation regarding the forklift, for example pre-start checklists
- consulting with the workers carrying out the tasks, and
- observing the movement of pedestrian and vehicular traffic in the vicinity of the work area.

33.3 ASSESSING FORKLIFT RISKS

As part of the risk management approach, the Business has an obligation to ensure that any forklift operations that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing risks arising from forklift operations, the following factors will be taken into account:

- loading and unloading of the forklift, and in particular any manual handling risks that may arise as a result of this
- the areas in which the forklift will be operated, including identification of any pedestrian areas and potential obstructions
- the space required to safely manoeuvre the body of the forklift, including the space required to manoeuvre the load or mast around and beneath door frames, ceilings, structures, power lines, pipes, fitting and stored/stacked material
- the ventilation of the area in which the forklift will be operated

- the surfaces on which the forklift will be operated, including uneven surfaces, ramps/inclines that would place the forklift on an angle, or any surfaces which may be impacted by oil and other substances

- the impact of the forklift, its mast or load in creating blind spots, and

- the movement of workers, pedestrians and other vehicles in proximity to an area in which a forklift may be operated.

This risk assessment process is to be carried out in consultation with the workers who are required to operate the forklift. Representatives of workers, such as health and safety committee members or health and safety representatives, will also be consulted. In instances where it is identified that there is a high volume of vehicular and/or pedestrian traffic, a traffic management plan may need to be implemented.

33.4 CONTROLLING FORKLIFT RISKS

The Business will ensure, as far as reasonably practicable, that the risks associated with forklift operations in the workplace are controlled. The process of controlling forklift risks will be determined in consultation with the workers who are required to carry out the task.

In the event that forklift operations have been assessed as a risk, the Business will:

- ensure that the forklift is appropriate for the environment in which it is to be operated, for example by only providing electric forklifts in areas where ventilation is poor

- ensure that the forklift is inspected, tested and maintained in accordance with the manufacturer's requirements

- manage the areas in which the forklift is operated to reduce or eliminate obstructions and hazards, and ensure pedestrians have safe walkways

- ensure that workers who are required to operate forklifts hold the relevant licence and are competent in the use of the forklift. Details of this will be recorded in the **Skills Matrix**

- provide a **Forklift Pre-Start Checklist** to be completed at the start of each shift, working day or use, as appropriate

- provide seatbelts in forklifts and ensure these are used by workers, and

- provide mechanical aids where possible to reduce manual handling tasks associated with forklift operations, or otherwise train workers on appropriate manual handling techniques (in particular when loading/unloading the forklift) and safe operating loads.

In addition, the following controls will be used to control specific hazards associated with forklift operations.

i) Parking and unattended forklifts

Forklifts will not to be parked:

- in front of any doorway, entrance, or emergency exit

- in front of firefighting or other safety equipment, or

- on a slope without chocking the wheels or taking some precaution to avoid accidental movement down the slope.

When leaving a forklift unattended, workers will be directed to:

- lower the forks completely and tilt them forward so that the tines come into contact with the ground
- place all controls in neutral
- apply the park brake
- switch off the engine or power supply and remove the key, and
- close the fuel-isolating valve on LP gas-fuelled forklifts.

ii) Refuelling

Refuelling operations will be undertaken only by trained and authorised personnel in designated areas appropriate to the type of forklift. Suitable controls to manage the hazards specific to the type of plant will be in place. For example, within bunded and hardstand areas, away from water bodies and storm water drains to prevent spills, appropriate PPE will be provided and used.

iii) Attachments

Where specific attachments are fitted to forklifts (eg fork extensions, lifting brackets, hooks or drum carriers), the Business will ensure that:

- the attachment is compatible with the forklift and is able to be fitted in an appropriate manner
- the use of such attachments does not contravene manufacturer recommendations for safe use
- safety chains are fitted (where necessary)
- alternative safe working loads, load charts, and lifting precautions are sourced from manufacturers, with information displayed and communicated to workers, and
- workers are competent to fit and use the attachments.

iv) Malfunction and reporting

Upon identifying a forklift malfunction, or being notified of a forklift malfunction, the forklift will be tagged out with the relevant information and have its keys removed.

The Business will arrange for the inspection/repair of the forklift by a competent person (for example a mechanic or qualified technician) where necessary. The forklift will not be operated until it is repaired or declared safe for use by a competent person.

34 YARD TRAFFIC MANAGEMENT

34.1 INTRODUCTION

Yard traffic activity is part of the Business's daily operational activity. Yard traffic may include work activities such as loading, unloading, storage, transportation, picking, preparing and wrapping of goods.

The potential hazards associated with Yard traffic activity may include:

- collisions with pedestrians
- collisions with other vehicles, plant and equipment
- unexpected vehicle and personnel movement
- vehicles, plant and equipment unable to stop quickly, and
- reduced visibility around corners and when loading goods.

The Business has a responsibility to ensure health and safety of the workers and visitors during Yard traffic activities. Risks associated with Yard traffic in the workplace will be addressed via a risk management approach.

34.2 IDENTIFYING YARD TRAFFIC HAZARDS

Yard traffic hazards can be identified by considering the following:

- reviewing the tasks associated with traffic activities
- observing how workers perform their tasks
- reviewing any documentation provided by the manufacturer on plant, equipment and storage structures, and
- consulting with the workers carrying out work involving traffic activity.

34.3 ASSESSING YARD TRAFFIC HAZARDS

As part of the risk management approach, the Business has an obligation to ensure that any Yard traffic activity that poses a risk of injury to workers is assessed to determine the seriousness of these hazards.

In assessing risks arising from Yard traffic activity, the following factors will be taken into account:

- receiving and unloading of goods
- transferring goods onto pallets for storage
- storing of goods in designated areas

- responding to customer orders by picking, preparing and wrapping for transportation, and
- loading goods on to vehicles.

34.4 CONTROLLING YARD TRAFFIC HAZARDS

The Business will ensure, as far as reasonably practicable, that the risks associated with Yard traffic activity in the workplace are controlled. The process of controlling Yard traffic activity risks will be determined in consultation with the workers who are required to carry out the task.

In the event that Yard traffic activity has been assessed as a risk, the Business will consider the following:

- provide a clear separation area and zoning for both pedestrian and vehicle operations
- where possible provide and maintain protective structures and safe guards, such as elevated walkways, barriers, gates, mirrors and other traffic management equipment
- ensure that traffic management equipment implemented are inspected, tested and maintained
- ensure that workers and visitors have approval and are accompanied by a competent person in the traffic management area
- provide instruction and training to workers on this policy and associated procedures, and
- ensure appropriate PPE is worn when operating in Yard traffic areas.

35 WORKING AT HEIGHTS

35.1 INTRODUCTION

Falls are the third highest cause of deaths in New Zealand workplaces. Fall hazards are found in many workplaces where work is carried out at heights (for example, stacking shelves, working on a roof, or unloading a large truck). Fall hazards may also arise at ground level, for example trenches or service pits. Predominantly, fall hazards pose a risk to the individual worker, however hazards may also arise for workers on ground level where the risk of falling objects is a concern.

The workers performing work from heights (using harness - fall arrest systems, elevated work platforms, scissor lifts or man cage (forklift)) must have a rescue plan in place and all workers performing tasks must be trained in the plan.

Risks associated with falls in the workplace will be addressed via a risk management approach.

35.2 IDENTIFYING WORKING AT HEIGHTS HAZARDS

The Business, in consultation with workers, will identify working at heights risks in the workplace by:

- reviewing tasks that are carried out, including those that are carried out:
    - on plant or structures at an elevated level or to gain access to an elevated level
    - on or in the vicinity of an opening, void or fragile surface through which a person could fall (for example, cement sheeting roofs, rusty metal roofs, fibreglass sheeting roofs and skylights)
    - on or in the vicinity of an edge over which a person could fall
    - on or in the vicinity of a slippery, sloping or unstable surface
    - on or in areas where there is restricted and or limited access, or
    - on any structure or plant, including those being constructed, installed, demolished, dismantled, inspected, tested, repaired or cleaned
- observing how workers perform their tasks
- reviewing plant and equipment in the workplace and any documentation regarding the use of fall prevention, fall arrest and PPE provided by the equipment manufacturer or that is otherwise available
- checking workplace specific documentation regarding the work area or task
- consulting with the workers carrying out the tasks, and
- considering the risk of falling objects when working at heights.

35.3 ASSESSING WORKING AT HEIGHTS RISKS

When assessing the risks arising from working at heights, the Business will consider the following:

- the design and layout of elevated work areas, including the distance of a potential fall
- the number and movement of all people at the workplace
- the adequacy of inspection and maintenance of plant and equipment (for example, scaffolding)
- the adequacy of lighting for clear vision
- the nature of the work area and the potential impact of weather conditions, including rain, wind, extreme heat or cold
- the suitability of worker footwear and clothing for nature and location of work being performed
- the suitability and condition of any plant or equipment (for example, ladders) used to access heights or whilst working at heights, including where and how they are being used
- the level of knowledge of workers working at heights, and any training required to allow the worker to perform the task safely, particularly for young, new or inexperienced workers
- the adequacy of procedures for all potential emergency situations, and any amendments that may be required for workers working at heights
- the proximity of overhead power lines and the movement of workers, plant and equipment around the work site, and
- work practices where goods, materials and tools must be carried whilst ascending or descending stairs ramps and walkways.

In addition, the Business will consider the proximity of workers to elevated working areas (for example, loading docks) where loads are placed, and areas where work is carried out above people, to assess the risks associated with falling objects.

35.4 CONTROLLING WORKING AT HEIGHTS RISKS

The Business will ensure, as far as reasonably practicable, that the risks of falls and falling objects associated with working at heights are controlled. The process of controlling these risks will be determined in consultation with workers.

In the event that falls and falling objects have been assessed as a risk, the Business will wherever practicable eliminate the need to work at heights by carrying out work on the ground or on a permanent structure that complies with legislative requirements.

Where the above controls are not practicable, the Business will do the following where necessary and reasonably practicable:

- provide and maintain fall prevention devices (for example, guard rails)
- provide a work positioning system (for example, an industrial rope access system)
- provide a fall-arrest system, for example a harness
- provide appropriate PPE (for example, gloves and footwear)
- ensure that workers required to work at heights have any required licenses/certificates, and
- provide task specific training to workers required to work at heights, for example on the use of fall arrest devices, elevated work platforms or scaffolds.

36 SCAFFOLDING WORK

36.1 INTRODUCTION

A scaffold is a temporary structure erected to support access or working platforms. Scaffolds are commonly used so workers have a safe, stable work platform when work cannot be done at ground level or on a finished floor of a construction site.

A scaffold is constructed of scaffolding which are the individual components, for example tubes, couplers or frames and materials that when assembled form a scaffold. Scaffolding is classified as plant.

Scaffolding work is the erecting, altering or dismantling of a temporary structure erected to support a platform and from which a person or object could fall more than four metres from the platform or the structure.

A primary objective of scaffold planning and design is to prevent scaffold collapse before, during and after placement of the scaffold. The collapse of a scaffold can cause death or significant injury to workers or passers-by and damage to structures.

36.2 IDENTIFYING SCAFFOLDING RISKS

The Business, in consultation with workers, will identify any scaffolding risks in the workplace and will ensure that the scaffolding is safe to assemble and is used for the purpose it was designed for. All scaffolding work will be undertaken by a person competent to do so. Competency may be demonstrated by workers holding one or more of the following unit standards: 9184, 13016 and 13053. Where the highest point of the scaffolding is 5 metres or higher from the ground, any workers who erect, alter, repair or dismantle the scaffold must hold the appropriate class of certificate of competence.

36.3 CONTROLLING SCAFFOLDING RISKS

The following will be taken into consideration whenever scaffolding is required:

- the intended use of the scaffold
- the need for a Safe Work Method Statement (SWMS)
- hazards and risks for people who erect, dismantle, use or are near the scaffold
- the foundations including ground conditions
- the load bearing capacity of the surface where the scaffold is to be erected or the suspension systems for hung or suspended scaffolds
- dead loads, for example resulting from the size and weight of the scaffold
- live loads, for example workers, plant and material on the scaffold
- environmental loads for example wind loads
- bracing, tying and anchors for example, where anchors will be placed on the supporting structure and types of anchors to be used

- supporting structures
- edge protection
- protection against falls and falling objects
- emergency arrangements
- the need for containment sheeting
- safe entry and exit
- the need for exclusion zones
- any overhead services which are located near the location of the scaffold
- how non-authorised persons will be prevented from accessing the scaffold
- the need for a permit-to-work system
- the need for fall arrest systems, and
- inspection and maintenance of the scaffold.

Where necessary, improved scaffold stability will be achieved by:

- tying the scaffold to a supporting structure
- guying to a supporting structure
- increasing the dead load by securely attaching counterweights near the base
- adding bays to increase the base dimension, and
- worker competency and licensing requirements.

Where scaffolding is to be erected above 2 metres in height, a Safe Work Method Statement (SWMS) will be prepared that establishes the method to safely erect, use and dismantle a scaffold.

The potential for powered mobile plant and/or vehicular traffic may at times also be present in and around where scaffolding is constructed or where scaffolding work is being undertaken and may potentially affect worker safety and the structural integrity of the scaffold. Therefore, additional control measures that will need to be considered to minimise the risks associated with moving plant and traffic include:

- re-routing vehicles and mobile plant away from where the scaffold is located eg by using traffic controllers to redirect traffic
- using barricades, signs, posts, buffer rails, guards, concrete or timber kerbs to prevent mobile plant and traffic from coming into contact with a scaffold, and
- ensuring the scaffold does not have unnecessary protrusions eg over-length transoms, putlogs, tie tubes or over-height standards.

36.4 SCAFFOLD CERTIFICATION AND INSPECTION

Before any scaffold is used it must be certified by the installer as being safe to use. The following information must be recorded on a tag which must be located at any access point to the scaffold:

- the status of the scaffold (ie SCAFFOLD UNSAFE or SCAFFOLD SAFE)
- the name and contact phone number of the certified scaffolder (or erector if under 5 metres)
- the purpose (intended use) of the scaffold
- the duty loadings of the scaffold
- the maximum number of platforms or bays that may be loaded
- any limitations on the use of the scaffold, and
- a record of each inspection (these should be done weekly or after a significant storm or earthquake) or alteration, including who inspected or altered the scaffold and when it was done.

Minor scaffolds may be excluded from this requirement if appropriate for the situation. Minor scaffolds are lightweight, portable, single bay, with a working platform which can be no higher than 2 metres.

37 CONFINED SPACES

37.1 INTRODUCTION

Confined spaces pose dangers because they are usually not designed to be areas where people work. They often have poor ventilation which allows hazardous atmospheres to quickly develop, especially if the space is small. The hazards are not always obvious and may change from one entry into the confined space to the next.

The risks of working in confined spaces include:

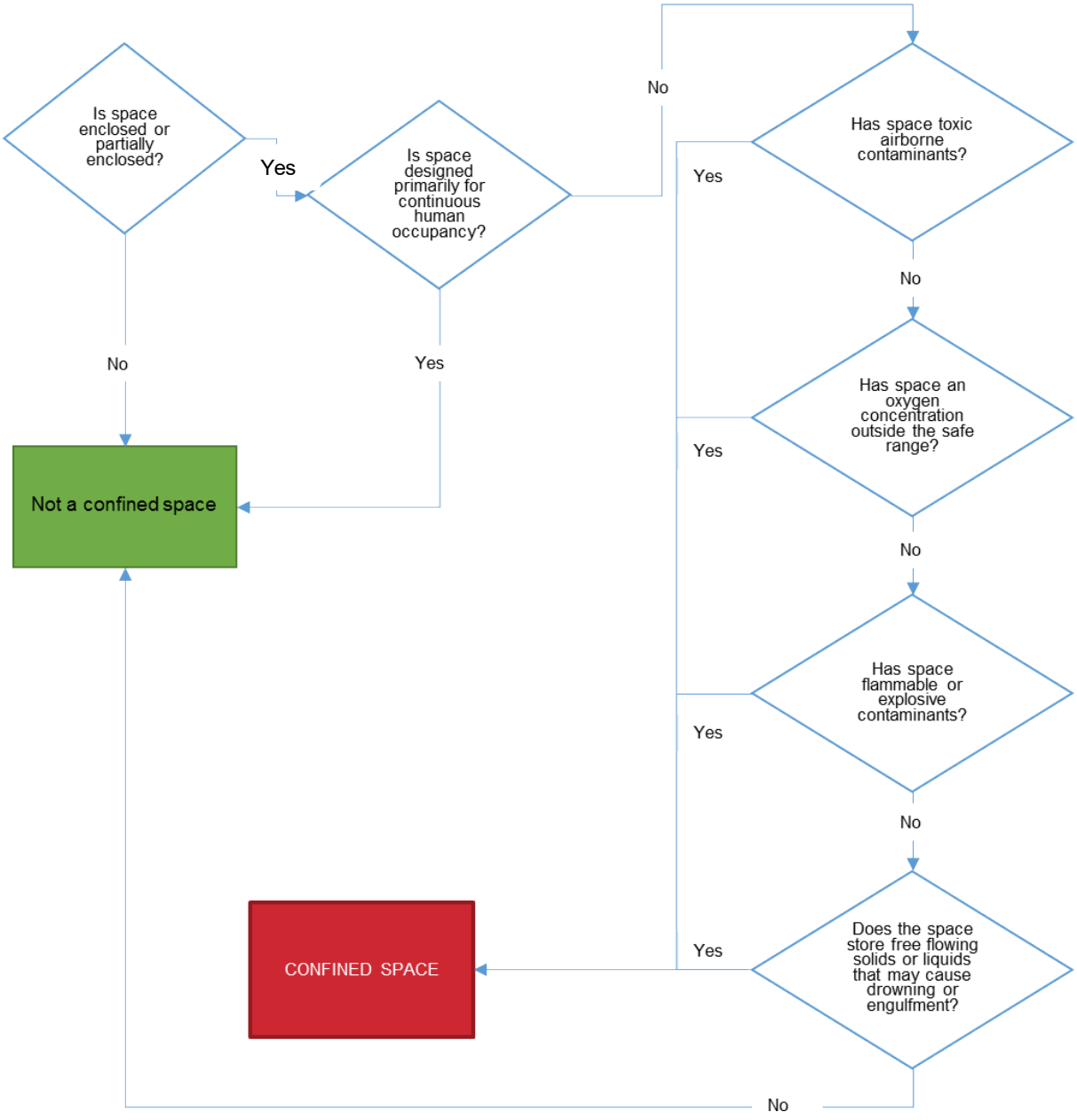
- loss of consciousness, impairment, injury or death due to the immediate effects of airborne contaminants
- fire or explosion from the ignition of flammable contaminants
- difficulty rescuing and treating an injured or unconscious person, and
- asphyxiation resulting from oxygen deficiency or immersion in a free-flowing material, such as liquids, grain, sand, fertiliser or water.

The Business is committed to ensuring the health, safety and welfare of all workers and to preventing and reducing harm associated with any work or works required in confined spaces.

37.2 ASSESSING CONFINED SPACES RISKS

In the first instance the Business will, in consultation with affected workers, identify confined spaces in the work place. The following flow chart can be used to assist in determining if a space is a confined space.

Once a space has been classified as a confined space the Business will undertake a risk assessment in consultation with workers.


Is space enclosed or partially enclosed?
Yes
Is space designed primarily for continuous human occupancy?
No
Yes
No
Not a confined space
Has space toxic airborne contaminants?
Yes
No
Has space an oxygen concentration outside the safe range?
Yes
No
Has space flammable or explosive contaminants?
Yes
No
Does the space store free flowing solids or liquids that may cause drowning or engulfment?
Yes
CONFINED SPACE
No

In assessing risks arising from confined space work, the following factors will be taken into account:

- the atmosphere in the confined space, including whether testing or monitoring is to be undertaken
- the risk of engulfment of a person
- all proposed work activities, particularly those that may cause a change to the conditions in the confined space
- the number of persons occupying the space
- the soundness and security of the overall structure and the need for lighting and visibility
- the identity and nature of the substances last contained in the confined space
- any risk control measures needed to bring the confined space to atmospheric pressure
- the number of persons required outside the space to maintain any related equipment, communications and to initiate any emergency response
- risks associated with other hazards, such as noise or electricity
- arrangements for emergency response, for example first aid and resuscitation
- the demands of the task and the competency of persons involved in the tasks or emergency response duties
- the adequate instruction of persons in any required procedure and the use and limitations of any PPE and other equipment to be used
- the availability and adequacy of appropriate PPE and emergency equipment for all persons likely to enter the confined space
- the need for additional risk control measures such as prohibiting hot work, smoking, naked flames and the use of machinery
- whether purging or cleaning in the confined space is necessary, and
- conditions that could impede entry and exit or the conduct of the tasks in the confined space, for example, plant layout, dimensions, manual handling and ergonomic aspects of the task activity.

37.3 CONTROLLING RISKS IN CONFINED SPACE WORK

The Business will ensure, as far as reasonably practicable, risks associated with confined space work are controlled. Entry of a worker into a confined space can only occur following a risk assessment and the provision and sign off of a confined space entry permit.

In the event that confined space work has been assessed as a risk, and entry into a confined space is necessary, the Business will:

- ensure, so far as is reasonably practicable, that a worker does not enter a confined space until all the duties in relation to the confined space have been complied with including a documented risk assessment and completion of a confined space entry permit
- establish first aid and rescue procedures to be followed in the event of an emergency in the confined space
- implement risk control measures
- ensure workers who are involved in carrying out work in or near a confined space are consulted during the process of identifying hazards, assessing risks and implementing control measures
- ensure that those workers required to work in or around confined spaces in the course of their work have the skills and knowledge to understand:
    - the hazards associated with working in a confined space
    - the contents of any confined space entry permit, and
    - the control measures implemented for their protection
- review risk control measures.

38 HAZARDOUS SUBSTANCES

38.1 INTRODUCTION

Hazardous substances are substances that have the potential to harm the health and safety of any person in the workplace. More specifically, hazardous substances are those substances which are explosive, flammable, corrosive, toxic, ecotoxic or have the capacity to oxidise. Substances which have the capacity to generate other substances with these properties upon contact with air or water are also considered to be hazardous.

This procedure will help to ensure that all relevant workers are informed about hazardous substances and exposures to prevent disease and injury to the workers involved in using any hazardous substance.

38.2 SAFETY DATA SHEETS AND REGISTERS

The Business will maintain a current Safety Data Sheet (SDS) issued within the last 5 years for all substances to be used.

Before a substance is used for a work activity, the Business will review the SDS to determine if the substance is classified as hazardous.

All workers involved in the use of substances classified as hazardous will be provided with information and training to allow safe completion of the required task.

No substances will be brought to the workplace without a current SDS. Copies of the SDS will be kept in the area where the substance is used.

Management will maintain the **Register of Hazardous Substances** for all substances used by the Business and provide notification to the Regulator of any manifest quantities if required.

i) Safety Data Sheets and the GHS

The Globally Harmonized System of Classification and Labelling of Substances (GHS) is a system used to classify and communicate substance hazards using internationally consistent terms and information on substance labels and SDSs.

Health and safety regulations impose a duty on manufacturers, importers and suppliers of substances supplied to a workplace to determine if a substance is hazardous and to correctly classify the substance according to the GHS. Manufacturers and importers are also responsible for ensuring that correct labels and SDS are prepared for hazardous substances.

38.3 IDENTIFYING HAZARDOUS SUBSTANCE RISKS

The manufacturer's SDS and labels of all substances will be checked prior to use to determine whether the substance is either hazardous or dangerous, or both.

Likewise, the risks associated with storing hazardous substances will be considered.

38.4 ASSESSING HAZARDOUS SUBSTANCE RISKS

As part of the risk management approach, the Business has an obligation to ensure that any substances that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing risks arising from substances, the following factors will be taken into account:

- the nature of the substance
- the label and/or a current SDS for the substance
- the uses of the substance
- the storage of the substance
- the potential for exposure to the substance, including through direct skin contact and inhalation, and
- whether there is an exposure standard for a hazardous substance and if so that it is not exceeded.

38.5 CONTROLLING HAZARDOUS SUBSTANCE RISKS

The Business will ensure, as far as reasonably practicable, that the risks associated with hazardous substances are controlled. The process of controlling hazardous substance risks will be determined in consultation with workers.

In the event that substances have been assessed as a risk, the Business will:

- eliminate the substance or task if it is not essential
- substitute the hazardous substance with something less hazardous
- isolate exposure by using barriers or distance
- use engineering controls, such as local exhaust ventilation or automation of the process
- minimise the volumes of hazardous substances used
- establish safe work practices, such as restricting access to the area, keeping the area free of clutter, replacing lids on containers, safe storage and disposal of substances, being prepared for spills
- provide spill containment systems such as spill kits or bunding appropriate to the type of substance on site
- ensure that the prescribed signage is in place to inform workers, visitors and emergency personnel of the type of hazard
- ensure appropriate emergency plans are in place where this is required by regulations
- provide instruction and supervision appropriate to the level of expertise of the worker involved, and/or
- provide PPE such as gloves and safety glasses as a secondary measure to supplement the other controls outlined above.

38.6 STORAGE OF HAZARDOUS SUBSTANCES

The Business will determine safe storage requirements for hazardous substances in conjunction with the SDS and the risk assessment.

In storing hazardous substances, the Business will ensure that:

- incompatible hazardous substances are stored at the appropriate separation distances
- placards and signage are located on the outside of storage areas and site perimeters as required by the relevant health and safety laws and/or New Zealand Standards
- appropriate fire protection and other emergency equipment are provided (for example, first aid equipment, emergency eye wash and safety showers)
- adequate lighting and ventilation and temperature control is provided in areas where hazardous substances are stored and/or decanted
- hazardous substances are not used or stored in proximity to any water or where they can potentially be released to water, such as via storm water drains
- all containers of hazardous substances are in good condition with no damage/corrosion or leaking contents wherever possible, hazardous substances will be stored in their original containers, labelled as supplied. When transferring substances or keeping them in other containers, these new containers must be compatible, suitable for the purpose and labelled. Containers, lids, caps and seals will be checked regularly for deterioration and containers replaced when necessary. Food and drink containers will not be used to store hazardous substances under any circumstances, and
- storage requirements for the specific hazardous substances will be detailed in the risk assessment.

Some hazardous substances may also fall into the classification of dangerous goods and may be subject to requirements under the Land Transport Rule: Dangerous Goods 2005.

The Business will ensure it is aware of any specific requirements of the Environmental Protection Authority (EPA) relevant to any hazardous substances held on site or used in the conduct of its business.

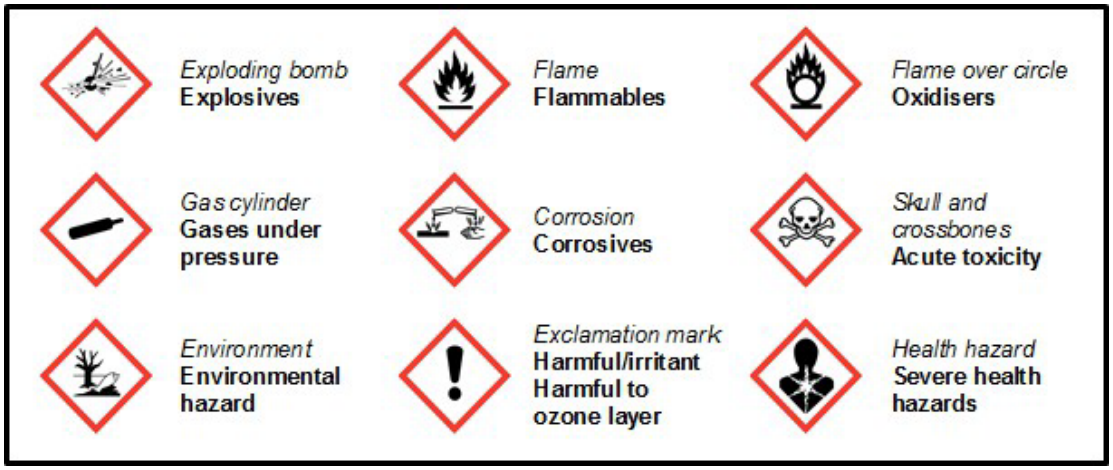
38.7 LABELLING OF HAZARDOUS SUBSTANCES

The GHS is a system used to classify and communicate substance hazards using internationally consistent terms and information on substance labels and Safety Data Sheets. The GHS provides criteria for the classification of physical hazards (eg flammable liquids) health hazards (eg carcinogens) environmental hazards (eg aquatic toxicity).

The GHS updates the way in which information about substance hazards is communicated to ensure safe storage, handling and disposal. The GHS uses pictograms, signal words, and hazard and precautionary statements to communicate this information.

i) Pictograms

There are nine hazard pictograms in the GHS which represent the physical, health and environmental hazards.



ii) Signal Words

The GHS uses 'Danger' and 'Warning' as signal words to indicate the relative level of severity of a hazard. 'Danger' is used for the more severe or a significant hazard, while 'Warning' is used for the less severe hazards.

iii) Hazard and Precautionary Statements

Hazard statements are assigned to a class and category that describes the nature of the hazards of a substance, including, where appropriate, the degree of hazard. For example, the hazard statement 'Toxic if swallowed' is the hazard statement for Acute toxicity category 3 (Oral).

Precautionary statements describe the recommended measures that should be taken to minimise or prevent adverse effects resulting from exposure, or improper storage or handling of a hazardous substance.

iv) Decanting and Labelling

The Business will ensure that any hazardous substance decanted at the workplace is decanted into a container which is correctly labelled. The following will be displayed on the label as a minimum:

- the product identifier, and
- a hazard pictogram or hazard statement consistent with the correct classification of the hazardous substance.

In addition to the information listed above, the Business will aim to provide as much information on the label as possible, pertaining to hazards and safe use of the hazardous substance.