



Health and Safety Tool Kit

CONTRAX_{LTD}



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Introduction

INTRODUCTION

This document is an overview of Contrax Ltd's health and safety systems and procedures. Its purpose is to provide an outline of the health and safety systems and procedures that are used to ensure that any Worker, Sub-contractors or the public in the area of work are safe from harm during the operation of their business.

This Health and Safety Tool Kit has been developed to assist Managers and Workers to improve their understanding and management of Health and Safety in the workplace. The Tool Kit provides practical information and guidance in how Managers and Workers can work together to achieve a safe and healthy work environment. Using this manual will assist Contrax Ltd attain compliance with:

- Relevant statutory legislation and codes of practice
- Company policies and workplace standards; and
- Common law duty of care and
- Recognised health and safety best practice.

The primary responsibility for ensuring workplace health and safety is implemented and managed effectively within Contrax Ltd rests with managers. However, all PCBU's, Officers and Workers have a supporting role to play.

This Tool Kit reflects current trends in Health and Safety, by focusing on pro-active hazard management strategies designed to eliminate or minimise workplace injury and/or damage. Effective hazard management leads to measured improvements in workplace safety with a subsequent increase in worker morale, productivity and business profitability. This Health and Safety Tool Kit should therefore be used as the basis for establishing a hazard management programme in each work environment. It is essential that Manager and Workers consult together to review and/or develop health and safety plans for their workplace that meet the standards contained in this document. These plans should be simple to implement and have agreed and achievable outcomes aimed at improving health and safety performance.

For these health and safety procedures to be effectively implemented, it is important that:

- Responsibilities are identified and allocated to the appropriate personnel
- Relevant processes are communicated and understood at each level within Contrax Ltd
- A regular review of the systems and procedures is undertaken through worker participation, in line with the principles of continuous improvement
- Implementation must be monitored and reviewed to ensure that progress is maintained.

BELIEFS VERSUS COMPLIANCE

Beliefs

Our beliefs dictate our behaviour, and our behaviour determines the outcome. If you believe that accidents 'happen', and one does, then that belief has just been reinforced and accidents are seen as normal. However, if you believe that all accidents are preventable, then if something happens then your reaction should be "I could have done something about that."



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Compliance

Compliance can be defined as:

'Certification or confirmation that the doer of an action ... meets the requirements of accepted practices, legislation, prescribed rules and regulations, specified standards, or the terms of a contract.'¹

In the case of workplace health and safety, the main focus of many leaders is on complying with legislative requirements to reduce the risk of prosecution (and the costs associated with prosecution).

Contrax Ltd's Approach

Contrax Ltd believes that the personal wellbeing and safety of individuals can only be achieved with the right attitude, beliefs and behaviours. In fact, **'it is just the way we do things around here!'**

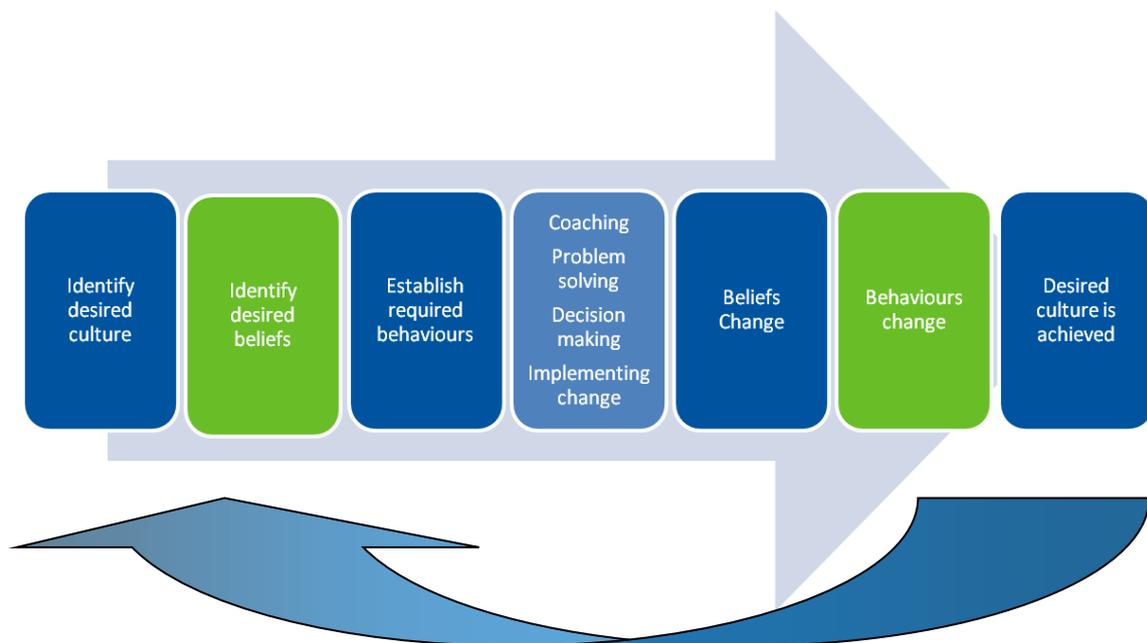
¹ Business PCBUy.com

What Are "Results Beyond Compliance?"

Why should you focus on achieving results that go beyond basic compliance to improve safety? While compliance with legislative requirements, Codes of Practice, Guidelines and Standards are important and helps protect Officer or Workers from injury, statistics show that injuries do not always align with 'non-compliance'. The reason it is important to look beyond compliance is to provide focus on the most important areas of safety to protect all of the stakeholders from injury and illness.²

Benefits of safety beyond compliance include:

- Worker satisfaction
- Reduced turnover of Officer or Workers
- Improved productivity and quality
- No serious injuries or deaths! (You do not have to make that phone call to their family!).



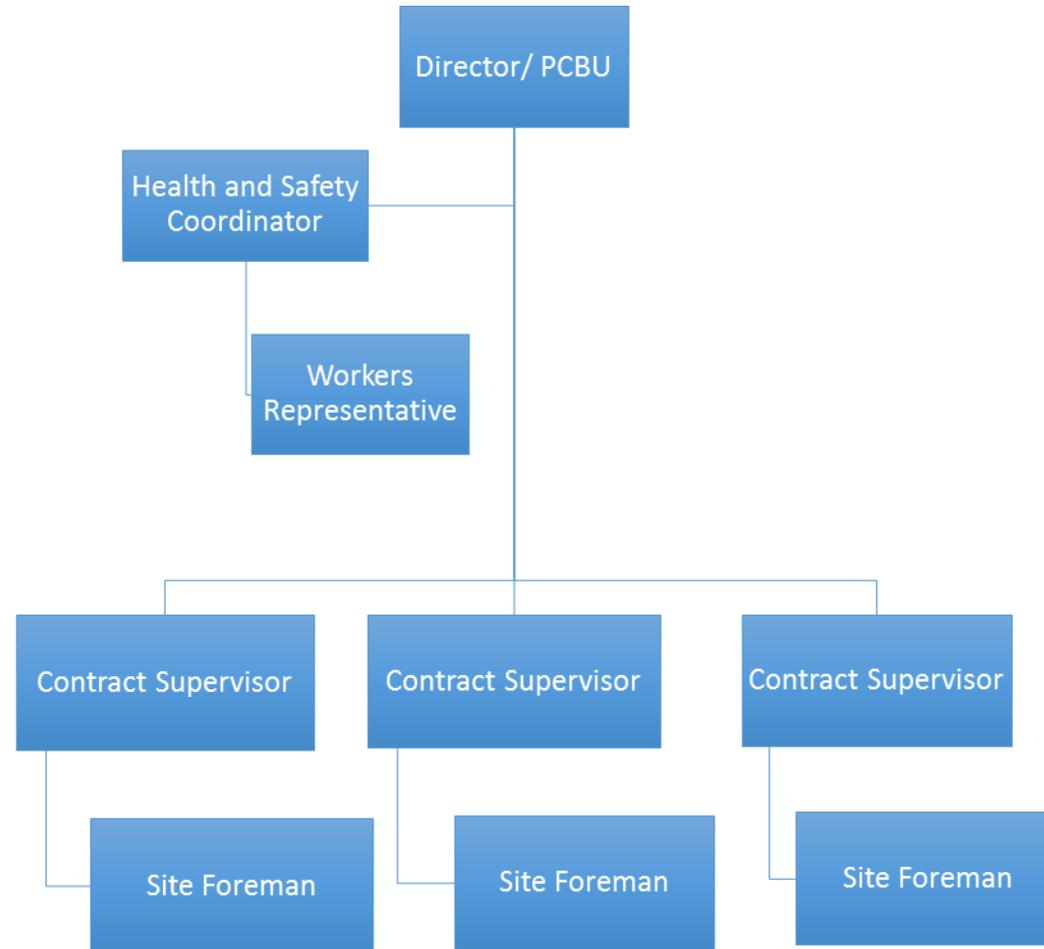
Feedback Loop (Review elements)

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² Adapted from Paper Number 03-504: American Society of Safety Engineers 2003

MANAGEMENT STRUCTURE

Contrax Ltd's Health and Safety Organisational Chart



2.0 - Document Control

2.1 REFERENCE

- HS2.1 - Document Register

The electronic copy of this Health and Safety Tool Kit and related forms and procedures will be deemed to be the most up-to-date version.

2.2 RESPONSIBILITIES

Health and Safety Officer

The Health and Safety Officer will:

- Ensure updates to the Health and Safety Tool Kit will be issued to manual holders as they occur
- Destroy any replaced and returned documents
- Ensure any updates will show the **current version number**; and **Issue date** on HS2.1 – Document Register
- Maintain the Health and Safety systems and procedures
- Follow-up on outstanding actions as required
- Ensure schedules and action plans are achieved
- Ensure processes such as Accident and Hazard Reporting are completed satisfactorily
- Ensure archived documents are retained and suitably identified.

To ensure that Contrax Ltd complies with relevant standards it is very important that records are kept of all services and maintenance performed throughout the business. The following is a list of areas where records must be kept and made readily available for both internal and external audits.

2.3 ELECTRICAL SAFETY

An Electrical Equipment Register must be kept recording servicing, inspection and tagging of electrical equipment (e.g. office equipment or workshop electrical equipment). Electrical equipment must be tagged and tested in compliance with the AS/NZS3760 standard for In-Service Safety Inspection and Testing of Electrical Equipment.

2.4 WORKER TRAINING RECORDS

Any training that Workers receive must be documented and kept on file. These may include records such as First Aid training, workplace health and safety training, fire training, etc.

2.5 FIRE MAINTENANCE AND SERVICING RECORDS

Must be documented in the Building Warrant of Fitness each time they are serviced (e.g. Extinguishers and Fire Hoses). The contracted Fire Equipment Service Company will provide Contrax Ltd with a full report for servicing carried out and any recommendations as required.

2.6 PLANT AND EQUIPMENT

All maintenance and repairs carried out on plant and equipment (such as air-conditioning, mowers, tractors etc.) must be documented. It is suggested that service programmes are put in place, and equipment is checked and serviced on a regular basis.

LOCK OUT PROCESS

Any faulty plant or equipment must be tagged with a 'locked out of service' tag by the Site Supervisor. That piece of equipment will go back to the Yard Manager for repairs or replacement and must not be touched by any other staff member in the interim. A record needs to be kept of the date, reason it is faulty, who fixed it and when it was released for use. **ONLY** the Yard Manager is to facilitate this process and it is up to them to get the item fixed and put back into a useable condition. **ONLY the Yard Manager can remove the lock out tag.**



2.7 FIRST AID REGISTER

All servicing and maintenance of the First Aid Kits must be documented and records (such as invoices and/or order forms) need to be kept in a central location.

2.8 HEALTH SURVEILLANCE

All records must be kept and available for internal and external audits. The local medical practitioner or Occupational Health Provider will supply these records.

Note: Any reports on individuals or naming individuals are subject to privacy requirements and as such should be kept in a secure location.

2.9 SAFETY DATA SHEETS (SDS)

An up to date SDS must be available for each chemical or hazardous substance in the business. It needs to be less than five years old and easily accessible by Officer or Workers in the event of an emergency. It is suggested that all chemicals and hazardous substances be kept up to date on the Site Hazardous Substances Register and only labelled containers are permitted on site.

2.10 APPROVED CONTRACTORS AND SUPPLIERS

An up-to-date register needs to be kept of approved Contractors and Suppliers. The register needs to include:

- Last review date
- Approved by
- Next review date; and
- Any comments.

2.11 MANAGEMENT REVIEW

A record of the Management Review of the Health and Safety Systems and Procedures needs to be maintained. This record needs to include:

- Date of review
- Document/process reviewed (including Version Number)
- Comments/changes/required actions (with timeframes) and
- Date of next review

2.12 AUDITS

Record keeping is a very important part of workplace health and safety. When audits are performed, verbal assurances of tasks being performed is not acceptable. All aspects must be documented, kept up to date and be available for the Auditor to examine.

Documentation is necessary to demonstrate that the health and safety system in place is being actively practiced and understood at all levels of Contrax Ltd. Documentation needs to show that processes are being kept up to date and followed.



3.0 – Employer Commitment

3.1 OBJECTIVE

The objective of Employer Commitment is to clearly establish Contrax Ltd's commitment to worker health and safety, and specifically how it is applied to maintain and improve worker behaviours and a culture that prevents injuries to people.

3.2 REFERENCE

Refer Section 12

- HS3.1 – Management and Health and Safety Representative Review Process

3.3 DEFINITIONS

Policy

A deliberate plan of action or statement used to guide decisions and achieve rational outcome(s). It may also refer to the process of making important organisational decisions, including the identification of different alternatives such as programmes or spending priorities for workplace health and safety, and choosing among them on the basis of the impact they will have.

Responsibility

The Health and Safety Officer is responsible for ensuring health and safety related policies are kept up to date and current.

Process

Every two years (or sooner) the Health and Safety Officer will ensure that the health and safety related policies are:

- Reviewed by the;
 - Health and Safety Committee
 - Senior Management
- Updated as required
- Signed and dated by the PCBU
- Discussed with Officers, Workers and/or Sub-contractors (as required).

Important Note: Refer to the review process in Section 4.0.



HEALTH AND SAFETY POLICY

Contrax Ltd is committed to providing and maintaining a safe and healthy working environment for its Workers, Visitors, and all persons using the premises as a place of work.

Contrax Ltd has develop and maintain a Health and Safety Management System to ensure a safe and healthy work environment. Specifically, they will:

- Set health and safety objectives and performance criteria for all PCBU's, Officers and Workers and work areas
- Annually review health and safety objectives and PCBU's, Officers and Workers performance
- Actively encourage the accurate and timely reporting and recording of all incidents and injuries
- Investigate all reported incidents and injuries to ensure all contributing factors are identified and, where appropriate, plans are formulated to take corrective action
- Actively encourage the early reporting of any pain or discomfort
- Identify all existing and new hazards and take all practicable steps to eliminate or minimise the exposure to any hazards deemed to be significant
- Ensure that all Workers are made aware of the hazards in their work area and are adequately trained to enable them to perform their duties in a safe manner
- Encourage worker consultation and participation in all matters relating to health and safety either via the Health & Safety Committee or the Workers Representative
- Enable Workers to elect health and safety representatives
- Promote a system of continuous improvement, including the annual review of policies and procedures
- Meet our obligations under the Health and Safety at work Act 2015, the Health and Safety in Employment Regulations 2016, Codes of Practice, and any relevant Standards or Guidelines.

Every Worker and Sub-contractor of Contrax Ltd is expected to share in the commitment to health and safety.

- The PCBU has a responsibility for the health and safety of those Officers and Workers and Sub-contractors working under their direction
- Every Worker and Sub-contractor is expected to play a vital and responsible role in maintaining a safe and healthy workplace through:
 - Making sure your actions or inactions do not cause harm to yourself or others that you are working with – as far as practicable.
 - Observing all safe work procedures, rules and instruction
 - The early reporting of any pain or discomfort
 - Taking an active role in Contrax Ltd's treatment and rehabilitation plan, to ensure an "early and durable return to work"
 - Ensuring that all incidents, injuries and hazards are reported to the appropriate person.

The Health and Safety Committee

The Health and Safety Committee includes senior management representatives and elected health and safety representatives. The committee is responsible for the implementation, monitoring, review and planning of health and safety policies, systems and practice.

Managing Director

____/____/____

Date



RESPONSIBILITIES

PCBU

The PCBU of Contrax Ltd acknowledges that they have overall responsibility for guaranteeing a safe workplace and requires the support and contributions of its Contract Supervisors, Site Foremen, Officers and Workers. Contract Supervisors and Site Foremen will communicate with the workers in a manner that encourages safe behaviour and a culture of safety.

The PCBU of Contrax Ltd is committed to:

1. A company culture of uncompromised health and safety practices for all Workers, Contractors and visitors.
2. Setting measurable health and safety objectives.
3. Annually reviewing health and safety responsibilities, objectives and company performance.
4. Encouraging worker consultation and participation in all matters relating to health and safety.
5. Adopting the philosophy of continuous improvement through review and auditing to provide a safe and healthy workplace and encouraging absolute team involvement to achieve this.
6. Ensuring compliance with relevant health and safety legislation, standards and codes of practice, as well as keeping informed of new health and safety information and practices and adopting and implementing them in a timely manner.
7. Promoting a system of continuous improvement, including the annual review of policies and procedures.
8. Providing and maintaining premises, equipment, plant and substances so that they are safe and without risks to health.
9. Supporting a democratically appointed Health and Safety Representative and encouraging this Representative and process to ensure fluid communication between all workers and management.

Contract Supervisors are committed to:

10. Ensuring there is a Site-Specific safety plan in place for each Contract undertaken by Contrax Ltd and that the plan is being used as required.
11. Encouraging the accurate and timely reporting and recording of all incidents and injuries including the early reporting of any pain or discomfort.
12. Investigating all reported incidents and injuries to ensure all contributing factors are identified and where appropriate, plans are formulated to take corrective action.
13. Providing a treatment and rehabilitation plan that ensures a safe, early and durable return to work.
14. Ensuring Site Foremen and workers are held accountable and responsible for Occupational Health and Safety performance
15. Encouraging the up-skill and on-going training of Workers to enhance the level of health and safety within Contrax Ltd.

Site Foremen are committed to:

16. Where required, update each Site-Specific Safety Plan that is in place for each Contract undertaken by Contrax Ltd.
17. Ensuring that all workers are made aware of the hazards in their work area and are adequately trained and have such information, instruction and supervision available as to enable them to perform their duties in a safe manner
18. Encouraging worker and contractor consultation and participation in all matters relating to health and safety
19. Ensuring all workers understand their responsibility for creating and maintaining a safe and healthy work environment.
20. Supporting a treatment and rehabilitation plan, that ensures a safe, early and durable return to work of injured and sick Officer or Workers.
21. Taking all practicable steps to meet our obligations under relevant government legislation, codes of practice, regulations and relevant standards.



Workers

Workers have a responsibility to take care of their own health and safety and for that of other persons who may be affected by their acts or omissions. Therefore, Workers are responsible for:

- Complying with health and safety policies, procedures, rules and guidelines in a safe and responsible manner that will not place at risk their own health and safety, or that of any other person in the workplace
- Promptly reporting workplace hazards to their manager in a timely manner
- The early reporting of any pain or discomfort
- Reporting and recording workplace incidents and injuries to their manager in a timely manner
- Taking an active role in Contrax Ltd's treatment and rehabilitation plan, to ensure an "early and durable return to work"
- Co-operating when consulted on workplace health and safety issues.
- Supporting Contract Supervisors and Site Foremen as required to meet health and safety objectives
- Undertaking training as required in safe work practices and safe use of plant and equipment
- Demonstrating best health and safety behaviours to support/promote a positive health and safety culture.

Health and Safety Representatives

Health and safety representatives have a responsibility to:

- Assess whether health and safety functions and responsibilities are being carried out (e.g. Internal Assessments)
- Feedback the results of these assessments to management
- Communicate any decisions and any other relevant information relating to health and safety in the workplace
- Identify and recognise/encourage successful health and safety improvements and innovations
- Assist with the review of health and safety policies, processes etc and report feedback to management
- Undergo training as required
- Keep up-to-date with legal requirements relating to health and safety
- Encourage fellow Workers to improve their health and safety practices
- Demonstrate best health and safety behaviours to support/promote a positive health and safety culture.
- Let managers know if they see health and safety risks
- Maintain documentation (audits, meeting minutes, accident reports etc) and other documents as required by this Tool Kit
- Actively participate in the implementation, monitoring, review and planning of health and safety policies, systems and safe work practices in Contrax Ltd.



DRUG AND ALCOHOL POLICY

The use of alcohol or non-prescription drugs while working will not be tolerated for any Contrax Ltd worker.

When at work:

- Contrax Ltd will not allow any worker to report for work in such a condition that the worker is unable to perform his/her duties properly and safely. An individual who attempts to function while under the influence of drugs or alcohol risks their own safety and the safety of others
- Where the health or safety of an individual is endangered a manager may choose to remove a worker from a work place
- Any worker found to be under the influence of alcohol or non-prescription drugs, will be subject to the disciplinary procedures for misconduct
- If you suspect that prescription drugs may affect/be affecting your work performance, you must notify your manager/team leader as soon as possible
- Any worker that brings or consumes non-prescribed drugs, or intoxicating liquors onto company premises without management's consent will be subject to the disciplinary procedures for serious misconduct
- When the possession or consumption of non-prescription drugs is suspected on company premises, property or time, the matter will also be treated as a security issue
- For further details managers/team leaders should contact the Health and Safety Officer.

Social Occasions:

- The presence of alcohol is acceptable at social occasions when authorised by management.

Contractors:

- It is unacceptable for any person contracted to provide a service for Contrax Ltd to be affected by alcohol and non-prescription drugs while working on an Contrax Ltd worksite
- If you suspect that prescription drugs may affect/be affecting your work performance, you must notify your Contrax Ltd representative as soon as possible
- If a contractors' behaviour on an Contrax Ltd worksite is found to be unsafe, they may be removed from the workplace so as not to endanger their own safety and the safety of others
- Any disciplinary action will be subject to the terms and conditions outlined in their contract with Contrax Ltd.

Managing Director

____/____/____
Date



REHABILITATION POLICY

Contrax Ltd is committed to providing a working environment that is safe and healthy for Workers and contractors to work. Where a workplace injury/illness does occur, Contrax Ltd will, where possible, provide rehabilitation to the worker who is off work and as soon as possible following the injury or onset of illness. Where a worker's injury or illness precludes immediate return to their pre-injury duties, suitable duties consistent with medical opinion will be provided where possible and if appropriate.

In order to be effective, the rehabilitation process requires communication between the treating medical practitioner, the manager, and the worker themselves in consultation with the Health and Safety Officer or delegate. It is the aim of Contrax Ltd to return injured or ill workers to their pre-injury position. Where this is not possible due to the level of disability sustained, every effort will be made to place the workers into constructive work within Contrax Ltd consistent with their skills and ability.

Participation in a rehabilitation programme will not of itself prejudice an injured worker in either job security or promotion and all documentation regarding the process will be treated confidentially.

Managers/Supervisors and the Health and Safety Officer will be responsible for the monitoring of individual rehabilitation programmes within their control. They will actively support workers involved in a rehabilitation programme.

Prior to the Worker returning to work duties, Medical clearance to do so must be received in all cases – regardless of whether the injury/illness was as a result of a Workplace incident or not.

Managing Director

Date



USE OF CELLPHONES IN VEHICLE POLICY

It is unlawful to use a handheld cell phone while driving. This includes talking, texting or emailing on any portable electronic device and will apply to all vehicles, commercial and private.

Below are the exceptions to the law:

- Cellphones may be used with an appropriate hands-free arrangement, provided this does not require the pressing of more than one button to make, receive or terminate a call.
- Two-way radios are allowed.
- Cellphones may be used by a driver when the vehicle has stopped - but not when it is stopped in traffic (including at traffic lights).
- A 111 call in a genuine emergency is allowed.
- The prohibition will not apply to enforcement officers.

Guidelines and regulations

The use of a cell phone or equivalent while driving is a hazard.

Where hands-free devices are available in company vehicles you must follow the guidelines below:

- Do NOT use a handheld cell phone at anytime in your vehicle unless you have pulled over to the side of the road and are safely and legally parked.
- Even if a hands free device is being used it is advisable to pull over to the side of the road (if possible).
- Drivers must not attempt to key in telephone numbers or make calls while the vehicle is in motion
- Conversations should be kept brief
- Switch off hands-free and hand-held cell phones in complex traffic situations. Divert incoming calls to voicemail.

Always switch-off cell phones when in a petrol station or around flammable substances.

Contrax Ltd Use of Cellphones in Vehicles Policy

All PCBU, Officers or Workers of Contrax Ltd are required to comply with this policy.

In case of any breach of the law:

- It will be the worker's obligation to pay any fine incurred
- Any breaches are considered an unsafe act which Officer or Workers are required to notify to their employer.

Breach of Contrax Ltd's 'Use of Cellphones in Vehicles Policy' may result in disciplinary action.

Managing Director

____/____/____
Date



3.4 LEGAL OBLIGATION

Contrax Ltd has a duty of care to ensure the health and safety of all Workers, contractors and the public at the workplace by providing and maintaining, so far as is practicable, a safe working environment. We acknowledge our legal responsibilities with respect to workplace health and safety and are committed to upholding its obligations.

While legislation may change, the following are current relevant workplace Health and Safety Legislation and Regulatory Authorities for New Zealand:

- Health and Safety at Work Act 2015 www.worksafe.org.nz
- Hazardous Substances and New Organisms Act 1996 www.ermanz.govt.nz
- Building Act 2004 www.dbh.govt.nz
- Fire Service Act 1975 www.fire.org.nz
- Fire Safety and Evacuation of Buildings Regulations 2006 www.fire.org.nz
- Injury Prevention, Rehabilitation, and Compensation Act 2001 www.acc.co.nz



4.0 - Health and Safety Planning and Review

4.1 OBJECTIVE

Contrax Ltd must be able to demonstrate a focus on continuous improvement to health and safety. That focus includes:

- Maintaining a Health and Safety Action Plan by setting specific objectives
- Actively involving key people in the workplace in setting and reviewing health and safety objectives, including senior managers, and other nominated worker representatives as applicable.
- Maintaining and improving systems and/or programmes to achieve objectives,
- Regular reviewing progress and evaluation of outcomes
- Reviewing health and safety systems and procedures after a critical incident (e.g. fire or medical emergency) or a potentially serious near miss event, so that learning can be identified and implemented
- Reviewing any changes in work practices or systems (e.g. changes to business operations, introduction of new machinery, the way the processes are carried out or relevant contractor or supplier requirements)
- Reviewing management health and safety performance against their designated responsibilities and objectives.

4.2 REFERENCE

Responsibility Matrix

Refer Section 12:

- HS4.1 – Health and Safety Action Plan Template
- HS4.2 – Monthly Safety Report

4.3 PROCESS

Health and Safety Plan Review

Developing a Health and Safety Action Plan allows us to focus on continuously improving our approach to workplace health and safety. This includes setting objectives and planning how we are going to achieve them. It also enables us to monitor our progress and evaluate our outcomes.

The Health and Safety Officer and relevant health and safety representative(s) will review and update the Health and Safety Action Plans.

The Health and Safety Action Plans will be reviewed a minimum of six monthly. Items that will be reviewed are:

1. Objectives and designation of responsibility for their achievement
2. Compliance to Health and Safety Legislation, Regulations and Codes of Practice
3. Action Checklist
4. Accidents/Incidents
5. Action Plan activities and actions for all functions and levels in the organisation
6. General Business.

The process will include the Health and Safety Officer:

1. Asking each Contract Supervisor and Site Foremen
 - a) To ask members of their team(s) for feedback on how the health and safety systems and procedures can be improved
 - b) To review the performance of the health and safety systems and procedures against:
 - i. This manual
 - ii. Legislative requirements,
2. Present any recommendations to the PCBU.
3. Depending on the feedback from the PCBU, update the health and safety systems and procedures and **Health and Safety Action Plan (HS4.1)** and re-issue as required.



Process Cont'd.,

Documentation and communication of the planning process will include:

- Keeping minutes highlighting what is working well, areas of improvement and recommendations
- A final report that will be reviewed with the senior management and health and safety representatives
- Updating of the Health and Safety Action Plan, including:
 - Objectives
 - Action Points
 - Policies and Procedures
- Final approval of the Health and Safety Action Plan by the senior management team
- Updated Health and Safety plan will be communicated to Officer or Workers.

Note:

- The Health and Safety Action Plan may be reviewed at any time if there are any:
 - Significant changes to work practice, legislation or related codes of practice and guidelines
 - Change in any circumstances
 - Minutes must be kept of any review meetings and kept for future reference (E.g. audit)
- The Health and Safety Co-ordinator is responsible for ensuring all elements of this Health and Safety Tool Kit are reviewed as required.

Monthly Reports

The Health and Safety Officer will provide a monthly report on health and safety to the PCBU using Form **HS4.2 – Monthly Safety Report** (refer Section 12).

The PCBU's Monthly Review

The PCBUs will review overall safety performance during their monthly meeting.

This review will include as a minimum:

- The Health and Safety Report from the Company Health and Safety Officer
- Review of key responsibilities from the Responsibility Matrix (as provided by the Company Health and Safety Officer).

4.4 LEGISLATIVE UPDATES AND REQUIREMENTS

Contrax Ltd will keep up-to-date with changes in Health and Safety Legislation, Codes of Practice and Guidelines through, as appropriate, communication with their Health and Safety Consultant and/or relevant regulatory authorities.

4.5 ELECTRICAL TESTING

All electrically powered items (e.g. that plug into the mains) should be inspected and tagged prior to their first use and regularly thereafter by a competent person. Examples of timelines are:

- Fridge/PC – never moved - 10 yearly
- Leads rarely used in the office - 2 yearly
- Workshop equipment - 6 monthly
- Power Tools used in construction- 3 monthly.

All electrical equipment should have an identification tag stating the date of last inspection and when the next is due in compliance with required standards (the tools and their inspection regime can be recorded on the **Form HS5.4 - Electrical Testing Register** (refer Section 12).

The following should be carried out on all electrical equipment prior to use:

- Visual inspection of equipment. Equipment must be checked for faults, fatigue and/or damages.
- All leads must be checked for splits, cuts and/or damages.
- All electrical equipment must be cleaned, checked, and serviced on a regular basis.



If any faults are found the following must occur:

- Equipment must be turned off, if not already
- Equipment must be tagged clearly as “unserviceable”
- Fault must be reported to your manager
- Equipment is removed from the work area until such time that it is repaired or disposed of.

4.6 HEALTH MONITORING

Depending on the hazard and the controls, monitoring may be required of the worker’s health (e.g. hearing if working in noisy environments, or blood tests if working in infectious environments), or elements of the physical environment itself (e.g. noise levels). A summary of the monitoring requirements are found on the **Form HS5.6 – Health Monitoring Matrix** (refer Section 12). This applies to pre-employment induction where a new staff member is required to fill out the early signs of discomfort and induction form with the Health and Safety Officer. This is aimed at identifying specific significant hazards that a new worker may encounter, and making sure controls are in place for that specific hazard and exposure to same. Pre-health screening can be discussed at this time if the worker / employer feel their health may be compromised by carrying out normal duties.

Eg Baseline hearing tests pre- employment and annually thereafter.

Any health monitoring results and recommendations are to be recorded on the **Form HS5.5 - Health Monitoring Register** (refer Section 12) and where necessary the Hazard Register will be updated.

Practically this means monitoring must be performed to an “accepted industry standard”, while this is rather vague it does give a broad outline as to what is likely to be considered acceptable.

Prior to undertaking any testing all workers must complete a consent form supplied by the testing organisation and this will be kept on file. The results of any health monitoring of individual workers will be kept in the strictest confidence and reported to the person who underwent monitoring only.

Health Monitoring cont’d.,

Sub-optimal health monitoring results

The agency conducting the Health Monitoring will notify workers:

- Of any sub-optimal results
- General information on the health issues and information on how to manage treatment and rehabilitation as required
- Options on future employment (in conjunction with the employer and relevant outside agencies as required).

Post Critical Event Testing

Post Critical Event Testing will be performed and offered to all workers following a critical event (e.g. lung function tests for those exposed to smoke in a fire).

Exit Testing

Where required, Exit Testing will be undertaken with workers when they leave Contrax Ltd. For example, workers who have worked in high noise areas will undergo a final hearing test.



5.0 - Hazard/Risk Management

5.1 OBJECTIVE

Contrax Ltd will ensure that hazards/risks they have authority or influence over, are:

- Identified and managed in a timely manner
- Eliminated where possible
- Isolated if practical; or
- Minimised.

All management, workers, contractors and the public will be made aware of existing and potential hazards and Contrax Ltd will proactively minimise any exposure to hazards. Hazards will be reviewed and evaluated regularly and objectively.

5.2 REFERENCE

Refer Section 12:

- HS5.1 – New Hazard Identification Form
- HS5.2 – Hazard Register
- HS5.3 – Personal Protective Equipment (PPE) – Issue Register
- HS5.4 – Electrical Equipment Testing Register
- HS5.5 – Health Monitoring Register
- HS5.6 – Health Monitoring Matrix
- HS5.7 – Hazardous Substances Register.

5.3 DEFINITIONS

Hazard

A hazard is an actual or potential cause or source of harm. This includes a situation where a person's behaviour may be an actual or potential source of harm to the person or another person resulting from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person's behaviour.

Risk

The likelihood that exposure to the hazard will cause harm to people at work.

Significant Hazard

A hazard that is an actual or potential cause or source of serious harm; or

- Harm (being harm that is more than trivial), the severity of whose effects on any person depend (entirely or among other things) on the extent or frequency of the person's exposure to the hazard; or
- Harm that does not usually occur, or usually is not easily detectable, until a significant time after exposure to the hazard.

Personal Protective Equipment

Any item of equipment used to protect a person from hazards, e.g.: Eye Protection, Hearing Protection, Safety Shoes, Hard Hat.



5.4 HAZARD MANAGEMENT TRAINING

Personnel involved in the hazard management process will receive training suitable for their level of involvement. The training needs to be carried out annually and may vary from:

- A briefing at a team meeting
- Internal training of those leading hazard management investigations on the hazard management process; to
- Formal training conducted by an outside organisation for those leading hazard management investigations.

5.5 PROCESS

Hazard management is a risk planning tool that improves safety, productivity, quality and site communications. When completing a hazard analysis, be sure to:

- Involve Workers in the process – they work with the hazards on a regular basis and have excellent knowledge of the required controls.
- Obtain specialist advice as required (e.g. management of Hazardous Substances, monitoring noise levels etc)
- Update the Master Hazard Register.

Methods of Hazard Identification

There is a range of hazard identification methods in common use in industry. Frequently it is appropriate to use a combination of approaches.

Four commonly used methods of hazard identification are:

1. **Physical inspections** – this is the traditional method of identifying hazards by walking around the place of work with the aid of a checklist.
2. **Task analysis** – it may be useful to look at the tasks in each job and observe the actions of Officer or Workers, while identifying the hazards involved.
3. **Process analysis** – this involves following the production or service delivery process from start to finish, and identifying the hazards involved at each stage.

4. **Analysis of incident investigation details** – whenever there is an unsafe act, accident, "near miss", or the incidence of harm, the employer must take all practicable steps to determine the cause and whether a significant hazard was involved.

How to Identify Hazards

1. **Examine** your work area processes, activities and environment. Define the specific operations or tasks you are assessing for hazards in your workplace. Examples are:
 - a. Forklifts operating in areas where there are workers and customers
 - b. Set-up and use of new plant and equipment
 - c. Customer access to work areas and other contractors working around you
 - d. Driving on slippery roads
 - e. Ergonomic hazards with office set-ups etc.

Note: a review of any potential hazards and any health and safety issues need to be discussed when designing, purchasing and implementing new processes, equipment and materials.

2. **Identify** the hazards/risks associated with those activities. Types of hazard can include:
 - a. Chemical
 - b. Physical
 - c. Biological
 - d. Psychological
 - e. Electrical
 - f. Ergonomic.



How to Identify Hazards cont'd,

Contrax Ltd identifies hazards in the following ways:

- Physical Conditions Inspections (**Section 12**)
- Referring to information recorded in incident/injury report of previous occurrences
- Communication with workers and via consultation
- Observing work areas, work tasks, work processes or work methods
- Information received from health and safety authorities and other safety organisations.

3. Identify and assess the hazards for each task

Step Back 5 x 5 (5 metres and take five minutes) and use the Hazard Identification Sheet to identify and assess the significance and risk of each of the hazards associated with the hazard under review. Risk assessment is simply a further analysis of the hazard by breaking it down into more specific components to evaluate the nature of the hazard. Assessing the risk associated with the hazard by specifically defining its nature will assist in determining its:

- Probability or likelihood of causing injury or damage,
- Exposure levels of worker/s i.e. Number of Officer or Workers exposed, time exposed; and
- Consequence/s or severity of outcome.

Use page two of the **Form HS5.1 – New Hazard Identification** (refer Section 12) to assess the significance and risk of each of the hazards. The risk may be rated as follows:

- **High** – Most likely to occur, with serious injury/damage
- **Medium** – Likely to occur, with minor injury/damage
- **Low** – Unlikely to occur, with minor or no injury/damage

Further to rating being identified as high, medium or low and significance of the hazard determined – controls will be implemented, based on the significance/level of risk.

How to Identify Controls for Hazards

Identify and develop controls for each hazard.

Examples are:

- **Elimination** - Is there a need to use the equipment, process, substance that created the risk? Is there an equally good and safer item of equipment, process or substance available that will remove the risk? If there is then use it!
- **Engineering Controls/Isolation** - can the risk be removed by isolating, enclosing or redesigning the equipment process or substance, e.g. safety devices, mechanical lifting aids, trolleys?
- **Administrative Controls** - Examples are: task variation, limit number or people exposed to risk, job training, and storage arrangements for heavy and frequently used items.
- **Personal Protective Equipment (PPE)** - The least desirable method which should only be used in combination with other controls or if other controls are not suitable. Workers issued with PPE should have it fitted correctly and be trained in its use and maintenance. Consult manufacturer's guides.

Implement the controls

Assign and communicate responsibilities, train workers and take action.

Monitor the effectiveness and execution of the controls:

- Ensure your plan and the controls are in place and are effective in protecting workers from harm
- The method of risk control selected and implemented will need to be subject to periodical monitoring and review to ensure that its effectiveness for control is maintained.
- Managers and Team Leaders will ensure controls are suitable and make recommendations for improvements to the control method, if required.
- Seek feedback and conduct consultation with workers.
- Ensure hazards/controls are communicated to relevant to personnel.



5.6 PERSONAL PROTECTIVE EQUIPMENT (PPE)

If a hazard or risk cannot be eliminated and can only be minimised, Personal Protective Equipment (PPE) should then only be used as a control measure when exposure to the risk cannot be reduced in any other way. It is very important to be familiar with the risks involved and the PPE that is available. Where significant hazards require the use of Safety Equipment or Personal Protective Equipment (PPE), then any PPE that is issued (or supplied by the worker) must be recorded with the relevant details on the **Form HS5.3 - Personal Protective Equipment (PPE) - Issue Register** (Refer Section 12).

Important points for use of PPE

Workers are responsible for:

- Using appropriate PPE
- Following instructions regarding wear and use
- Ensuring PPE is comfortable
- Making sure PPE does not create a secondary risk
- Making sure PPE is correctly maintained and stored.
- Make sure you are using the correct PPE for the job you are doing

Note: For further information regarding PPE specific to tasks refer to your Worker Health and Safety Representative for specific guidelines.

5.7 MANAGEMENT OF HAZARDOUS SUBSTANCES

A record of any hazardous materials needs to be kept on the **Form HS5.7 – Hazardous Substances Register** (refer Section 12) – this would include information on:

- General Information
- Controls
- Exposure
- Monitoring

When receiving hazardous materials: -

- Check that the current SDS is available
- Check packaging for damages, leaks, etc
- Check labeling, signage and emergency details on packaging.

Ensure that adequate instruction/training is given to ensure competency regarding handling, disposal of and storage of hazardous materials

5.7A PROCESS FOR CONSULTATION WITH RELEVANT HEALTH AND SAFETY PERSONNEL IN THE PURCHASE OR IMPLEMENTATION OF NEW OR MODIFIED EQUIPMENT, MATERIAL, SERVICES OR PROCESSES.

Prior to purchasing new plant or equipment or materials, the Health and Safety co-ordinator should be consulted in the Safety and fitness for purpose of same

5.8 SAFETY STANDARDS FOR HAZARDOUS OPERATIONS

For hazardous plant, equipment and processes, Contrax Ltd has developed Safe Work Method Statements.

Prior to commencing work using the hazardous plant, equipment and processes, new workers must be trained in their use and be familiar with the relevant Safe Work Method Statements.

Note: Refer to applicable Safe Operating Procedures (SOP's)



6.0 - Emergency Procedures

6.1 OBJECTIVE

Ensure there are effective emergency plans in place to manage all types of emergencies likely to occur within the business, and to comply with legislative requirements.

6.2 REFERENCE

Refer Section 11:

- HS6.1 - First Aid Kit Contents
- HS6.2 - Minutes for Emergency Response Review Meeting

6.3 DESCRIPTION

Emergency Procedures are designed to provide information and procedures to protect people in our workplace during an emergency.

Procedures relevant to our business need to be in place to ensure that if an emergency event occurs, our workers are prepared to deal with the situation with minimum risk to health and property.

The types of emergency can be as diverse as:

- Bomb threat
- Chemical spills and leaks
- Earthquake
- Assault
- Flood
- Fire
- Gas leak/explosion
- Storm
- Structural collapse
- Civil Disturbance or Illegal Occupancy
- Medical

6.4 DEFINITIONS

Floor Warden

The person(s) responsible for ensuring that their respective work area is evacuated and that the necessary duties are performed that relate to an evacuation.

Disabled Person

Is any person that requires aid in moving.

Site Emergency Plan

This is your buildings' emergency plan.

Fire Evacuation Scheme

This is the evacuation scheme that has been approved by the Fire Service.

Chemical Leaks and Spills

Any item or package that has spilt its contents and those contents could be hazardous to a person. These could include: powders, liquids or gases.

6.5 PROCESS

1. **Identify** all types of emergencies likely to occur with-in the business.
2. **Develop and implement** emergency plans to cover the emergencies identified.



Process cont'd.,

3. **Train** Officer or Workers as appropriate e.g.: this could range from:
 - A briefing of all Workers potentially affected by the potential emergency
 - Formal training of Floor Wardens, First Aiders etc:
 - Training of Fire Wardens may involve briefings, trial evacuations followed by a debrief, or formal training
 - Training of First Aiders can only be carried out by an approved provider (e.g. Wellington Free Ambulance)
 - Emergency training for designated workers at a more specific level than for general emergency response if required (E.g. management of spills, co-ordination of the response when dealing with aggressive people, etc.).
4. **Review evacuations** or any other emergency situations (practice, false alarm, actual or otherwise). These reviews will be documented on **HS5.3 – Minutes for Emergency Response Meeting Review** (refer Section 11). If any improvements are identified during the review, update the emergency procedures as appropriate and any changes communicated to Officer or Workers.
5. **Annually review** the emergency procedures with Workers. Minutes of the discussion will be kept and emergency procedures updated as required.
6. **Refresher training** will be carried out with designated Workers e.g.:
 - a. Floor Wardens annually.
 - b. First Aiders two yearly.

This will be demonstrated by minutes of meetings through to formal training certificates.

All personnel who are responsible for responding in an emergency situation (e.g. First Aiders and Floor Wardens) will have their names, contact details and work area posted on company notice boards.

6.6 EMERGENCY RESPONSE GUIDELINES

Important Note: Please refer to your specific Emergency Procedures for further information.

Fire Hoses and Extinguishers

- Fire hoses and/or extinguishers are located throughout the site
- Records are kept in the Building Warrant of Fitness Folder for all maintenance and safety checks on extinguishers and/or fire hoses.
- The training records of all Officer or Workers trained in the use of all firefighting equipment (including extinguishers, fire hoses and water main locations), will be kept in the training files.

Emergency Evacuation Procedures

Work areas will display emergency evacuation procedure.

Trial Evacuation drills and/or training are to be carried out on 2 times per year. These are to be organised by the Head Warden.

6.7 FIRST AID

Managers should assess their First Aid needs in relation to known hazards at the workplace. Workers should have access to initial emergency First Aid treatment provided on-site. First Aid kits are available to all Officer or Workers. The kits are to be fully maintained and kept up-to-date. At each First Aid location the following can be found:

- Names of First Aiders
- Register for emergency contact names and numbers for company doctor and emergency services if required.

Officer or Workers in each work area (or place where personnel are carrying out work), needs to have access to a First Aider who has a recognised First Aid certificate issued by an accredited First Aid trainer.

The First Aid Kit contents must be regularly checked and kept up-to-date. Refer to **HS6.1 - First Aid Kit Contents** (refer to Section 12).



ROLES AND RESPONSIBILITIES

Manager:

- Assess requirements for First Aid coverage in the workplace
- Ensure all workers are informed of the names, locations and contact numbers of the First Aiders and/or medical clinics and are aware of the location of First Aid kits
- Maintain a current listing of First Aiders, locations and contact numbers and attach to, or near, the First Aid kits
- Ensure First Aid kits are replenished with stock as required. Nominate a First Aider, or other person, to be responsible for replenishing the kit.

First Aider:

- Provide initial emergency workplace First Aid when requested, in accordance with level of training
- Refer an injured worker to the nominated medical practitioner, or hospital, if medical assessment of the injury is needed
- Observe standard precautions at all times to protect against exposure to the blood or other bodily fluids of the injured person
- Ensure stock levels in First Aid kit are maintained. A contents list should be attached to the inside of the First Aid kit
- Keep the details of a worker's injury confidential, however the circumstances of a serious injury will need to be extensively investigated
- Advise their manager when their First Aid certificate is due for renewal.

Injured Worker:

- Report injuries to their manager as soon as possible
- If required, have First Aider assess and treat injury
- Ensure details are recorded on **HS8.2 – Near Miss/Injury Investigation Report** (refer Section 12).



7.0 - Training and Induction

7.1 OBJECTIVE

To ensure all our Workers are informed of their own responsibilities and the employer's responsibilities for health and safety in the workplace. All workers are to participate in a safety induction on commencement of employment. Contrax Ltd will ensure that their Workers have specific knowledge and sufficient training concerning use of and management of the hazards to which they are exposed through workplace procedures, environment, equipment, and materials.

7.2 REFERENCE

Refer Section 12:

- HS7.1 – Worker Induction Checklist
- HS7.2 – Training Register
- HS7.3 - Approved Trainers/Inductors

7.3 DESCRIPTION

Training improves knowledge, skills, satisfaction, professionalism, and career development. To make a real difference however, those 'desired' behaviours must be reinforced back in the workplace.

To ensure that the training given has been understood, the worker being trained must demonstrate competency in the area by correctly:

- Responding to quizzes or interviews; or
- Completing written questionnaires or tests; or
- Practical demonstrations and application; or
- Certificates of competency (e.g. First Aid).

7.4 WHO SHOULD BE TRAINED?

Under current Health and Safety Legislation, we are required to induct and train all our Workers so that they have knowledge and experience of the workplace, plant, processes and substances so they can do their tasks safely. We should give equal attention to those who are:

- New
- Part-time
- Casuals or full-time temps; and

We also have a legal obligation to make sure all of our contractors (and their sub-contractors) are inducted into any workplace managed or controlled by Contrax Ltd.

7.5 WHO SHOULD TRAIN?

Internal Trainer

An internal person should be chosen because of their experience and knowledge of the contents of the training/induction programme. For example, a person or trainer who has the appropriate knowledge of ergonomic management should ensure a new worker is set up correctly at their work station.

External Trainer

Whenever the services of an external trainer are required, the person arranging the training must:

- Identify the training needs of your Workers
- Check whether the proposed trainer holds the required qualifications
- Identify if the trainer has relevant experience in this type of training
- Identify the intended format, content, and cost of the training
- Make proposal to manager for approval and sign-off.



Trainer Selection

Trainers will be selected based on any of the following criteria:

- Relevant training, experience, competency and knowledge for the topics they are training; or
- Hold relevant qualifications; and
- Have been appointed by management.

It may be necessary to view the trainer's CV or summary of experience prior to any training commencing.

7.6 WORKER SUPERVISION

If a worker does not have adequate knowledge of the workplace, plant, processes, and substances, then they must be supervised by someone who has.

Who Should Supervise?

Only those who have the relevant experience and, where necessary, qualifications will supervise Officer or Workers. Supervisors will be chosen by the manager or their representative.

7.7 WORKER TRAINING

Training Procedure

1. Identify worker and business training needs.
2. Identify competent training provider (internal or external).
3. Ensure training is competency based e.g.:
 - a. Quizzes or interviews; or
 - b. Written questionnaires or tests; or
 - c. Practical demonstrations; or
 - d. Certificates of competency.
4. Document health and safety based training using **HS7.2 – Training Register** (refer Section 12) and **HS7.1 – Worker Induction Checklist** (refer Section 12).
5. Management will approve personnel, who have the relevant experience to carry out the required inductions, see **HS7.3 – Approved Trainers/Inductors** (refer Section 12).
6. Review effectiveness of training and update training needs by using the **Competency Checklists** and signed off by Supervisors.

Important Note:

Legislation requires that all Workers must be trained and/or experienced in the tasks they are performing. Whilst they are being trained, they must be supervised by someone who has the relevant skills, experience or qualifications.

7.8 PRE-EMPLOYMENT QUESTIONNAIRE

Before any new worker member is employed, they must complete the **Form HS7.4 - Pre-employment Questionnaire (Refer Section 12)**. The new worker's manager must be satisfied the applicant is suitable for employment in the Contrax Ltd.

7.9 WORKER INDUCTION

Induction Procedure

- Induct new Worker using the Contrax Ltd Health and Safety Information booklet
- The managers for each work area/team must ensure a job specific health and safety induction is conducted e.g.: Induction specific to the Support Team.
- Ensure there is a 'guide' for the new person to ask questions of, and who can show around and generally look after the new person
- Ensure there is a follow-up and review of the new worker's induction at the end of the first and second month respectively.

Note: Remember, an induction is not formal training; it is an introduction into Contrax Ltd's health and safety requirements and information that relates to day-to-day activities in Contrax Ltd.



7.10 INDUCTION CONTENT

All new Workers are to be inducted using the Contrax Ltd **Worker Hand Book**. It is recommended that a refresher be held for all applicable Workers annually to ensure they are updated on any changes.

The following outlines key areas that should be covered during the worker induction:

- Lunchroom/worker amenities locations
- Fire hoses and extinguishers
- Emergency evacuation points
- Emergency Wardens
- Work area layout
- First aid locations
- Names of First Aiders
- Emergency contact names and details
- Hazard management procedure
- Near Miss/Injury reporting procedure
- Worker Health and Safety Representative process
- Safety equipment locations
- Health and safety dispute resolution procedures
- Roles and responsibilities of key Officer or Workers
- Location and availability of relevant information/resources.

7.11 TRAINING/INDUCTION RECORDS

Training/Induction records will be held:

- As hard copy on the Workers file, and/or as hard copy in the relevant health and safety training file and on **HS7.2 – Training Register** (refer Section 12)
- Training records may include certificates, license or practical skill demonstrations.

Remember to note down any dates for future refresher training in your diary or computer (e.g. Outlook) so that a bring-up system for future training is maintained.



8.0 - Near Miss/Injury Investigation and Reporting

8.1 OBJECTIVE

Near misses, injuries and work-related illness are managed, reported, recorded, investigated to ensure the appropriate action has been taken to minimise the possibility of a repeat of, or an occurrence of a similar incident. Contrax Ltd encourages all personnel Service agents and Contractors to report any Unsafe Acts, Near Misses and Injuries they become aware of in a timely manner.

Contrax Ltd is committed to working with injured workers in any rehabilitation process to ensure an early, safe and lasting return to work.

8.2 REFERENCE

Refer Section 12:

- HS8.1 - Discomfort Pain and Injury Early Reporting Form
- HS8.2 - Near Miss/Injury Investigation Report
- HS8.3 – Serious Harm Reporting Form (WorkSafe)
- HS8.4 - Near Miss/Injury Register

8.3 DESCRIPTION

It is important to report work related Unsafe Acts, Near Miss/Injury, illness or system failures as soon as possible after they have occurred so that corrective/preventative actions can be implemented to prevent future harm to self and others.

Once the incidents have been documented, the data can be collated and regularly reviewed to establish common causes and trends. This information is to be provided to senior management and to workers.

Once trends are identified, the Health and Safety Officer will identify appropriate injury prevention initiatives such as changes to work systems or processes or injury prevention training workshops.

All Workers are responsible for:

- Immediate reporting to management any work related Unsafe Act, Near Miss, Injury or Illness that has occurred to workers, contractors or members of the public
- Taking part in any rehabilitation programme developed in consultation with medical experts, and/or regulatory authorities and/or management and the injured worker.

For minor incidents, the relevant manager is responsible for:

- Investigating an Unsafe Act, Near Miss or Injury; and
- Establishing the cause; and
- Implementing corrective/preventative actions resulting from the investigation; and
- Reviewing the success of the corrective/preventative actions and rehabilitation and making improvements where required.

Important Note: If a significant event occurs (e.g. Serious Harm Injury, death or significant property damage), the PCBU or delegated person will be involved in the investigation process.



8.4 DEFINITIONS

Accident

An event that:

- a. Causes any person to be harmed; or
- b. In different circumstances, might have caused any person to be harmed.

Injury

Physical harm or damage (e.g. strain or sprain, cut, bruising, loss of limb etc).

Illness

Occupational illness, disease or ailment (e.g. noise induced hearing loss).

Unsafe Act

An element of unsatisfactory behaviour immediately prior to an accident event which is significant in initiating the event. A hazard e.g. risk taking, short cuts, carelessness, lack of attention, horseplay etc.

Near Miss

An event that occurred, where harm to a person was only averted by them immediately reacting to avoid it (e.g. jumped out of the way), that otherwise would have resulted in harm (e.g. a person was parking a car in the car park and nearly hit another person who managed to quickly react and jump out of the way to not get hurt. If the second person had not reacted quickly, they would have been injured).

Place of Work

A place (whether or not within or forming part of a building, structure, or vehicle) where any person is to work, is working, for the time being works, or customarily works, for gain or reward; and, in relation to a worker, includes a place under control of the employer.

Serious Harm

As a guide “Serious Harm” is defined as:

Any of the following conditions that amounts to or results in permanent loss of bodily function, or temporary severe loss of bodily function:

- Respiratory disease
- Noise-induced hearing loss
- Neurological disease
- Cancer
- Dermatological disease
- Communicable disease
- Musculoskeletal disease
- Illness caused by exposure to infected material
- Decompression sickness
- Poisoning
- Vision impairment
- Chemical or hot-metal burn of eye
- Penetrating wound of eye
- Bone fracture
- Laceration
- Crushing
- Amputation of body part.
- Burns requiring referral to a specialist registered medical practitioner or specialist outpatient clinic.
- Loss of consciousness from lack of oxygen.
- Loss of consciousness, or acute illness requiring treatment by a registered medical practitioner, from absorption, inhalation, or ingestion of any substance.
- Any harm that causes the person harmed to be hospitalised for a period of 48 hours or more commencing within 7 days of the harm’s occurrence.



Temporary Severe Loss of Bodily Function as Serious Harm

The judgment on whether a worker has suffered temporary severe loss of bodily function is determined by whether there has been an actual loss of bodily function, and this will involve the manager making a judgment.

If you need to determine if temporary severe loss of bodily function has occurred, you will need to answer the following questions:

- Is the worker suffering from pain or health impairment, which is significantly more than discomfort?
- Is the pain or health impairment severe enough to prevent a worker using part of the body, i.e. movement prohibited by pain, respiratory distress, etc?
- Is the worker's condition likely to be temporary?

If in doubt, discuss with the Company Health and Safety Officer as soon as possible, to help determine whether regulatory notification reporting is required.

Important Note: Management is responsible for reporting any serious harm injuries to WorkSafe NZ.

8.5 PROCESS

To ensure timely and accurate reporting and investigation of Unsafe Acts, Near Misses, Injuries and Work-Related Illness to assist the organisation to prevent future injuries and illness, the following basic process needs to be followed:

Affected Person

1. Any person who observes an Unsafe Act, suffers a Near Miss, Injury or work-related Illness must:
 - a) Verbally report it to their manager as soon as possible; and
 - b) Complete the first page of **HS8.2 - Near Miss/Injury Investigation Report** (refer Section 12) and give it to their manager.

2. If it is an **Unsafe Act**:
 - a) Discuss the behaviour/action with the person concerned
 - b) Report the unsafe Act to the manager.
3. If it is a **Near Miss**:
 - a) Isolate the equipment/area
 - b) Review safety procedures immediately
 - c) Complete **HS8.2 – Near Miss and Injury Investigation Report** (refer Section 12)
 - d) Communicate changes to affected personnel.
4. If it is **Discomfort, Pain and Injury (DPI)**:
 - a) Fill out **HS8.1 – Discomfort Pain and Injury Early Reporting Form** (refer Section 12) and give it to the manager
 - b) Review equipment, process, behaviour
 - c) Communicate changes to affected personnel.
5. If it is a **Minor Injury**:
 - a) Provide First Aid or assist with visit to Doctor
 - b) Isolate the equipment/area
 - c) Review safety procedures immediately
 - d) Communicate changes to affected personnel.
6. If it is **Serious Harm**, the manager must ensure that the following occurs as required:
 - a) The Company is involved in the Investigation
 - b) Medical assistance must be provided to the injured person as required
 - c) Contact Emergency Services as required
 - d) Notify the Company Health and Safety Officer
 - e) Protect the scene as much as possible (i.e. do not disturb the scene unless it is to prevent further injury or to make it safe). The scene can be released with permission from the Department of Labour
 - f) Collect witness statements to the incident.

Note: The Health and Safety Officer or delegate will notify WorkSafe NZ as soon as possible by phone and on **HS8.3 – Serious Harm Reporting Form** (refer Section 12) within 7 days.



Manager

Investigate the Incident to establish the root cause. Elements to consider are:

1. Are the correct policies/procedures in place?
2. What is the attitude, training, competency or suitability of Officer or Workers carrying out the work?
3. What is the suitability and fitness of the plant and equipment being used?
4. Were any of the hazards present listed on the Hazard Register and the correct controls in place and being used?
5. What is the environmental condition of the workplace at the time of the incident?
6. What organisational support and commitment is present in the workplace?

Prepare page two of **HS8.2 - Near Miss/Injury Investigation Report** (refer Section 11) and present it to the PCBU.

Health and Safety Officer

- a) Provide Near Miss/Injury Investigation Report to the PCBU for comment and return
- b) Complete last section of the Near Miss/Injury Investigation Report and update the Incident Register
- c) File all documentation.
- d) Report findings to the PCBU for review and comment at their monthly meeting
- e) Implement and communicate recommendations as required
- f) Review implemented recommendations to ensure they are suitable and still working.

8.6 REVIEW OF INJURY DATA

Review collated incident and injury information at least annually to enable an understanding of the scope of any injury issues across the whole workplace, to identify trends, and to prioritise injury prevention initiatives and resources to the most appropriate areas as follows:

- The Health and Safety Officer and Health and Safety Committee will be involved in the process
- The collected data will be broken down into headings including:
 - Work Site
 - Injury type
 - Time off work
 - Severity etc.
- The results of the review including recommendations, responsibilities and time frames will be reported to the PCBU for review and comment.

8.7 REHABILITATION

Contrax Ltd recognises and supports the right that Workers who sustain a work-related injury are entitled to participate in a workplace rehabilitation programme.

The Health and Safety Officer, in conjunction with:

- The injured person
- The Medical Provider
- ACC; and
- A support person (e.g. Worker Health and Safety Representative)

Will develop and agree an Individual Rehabilitation Plan (IRP) for the injured person. The IRP will include agreed:

- a) Action Points
- b) Responsibilities
- c) Due Dates; and a
- d) Review Process.



9.0 - Visitor and Contractor Management

9.1 OBJECTIVE

Contrax Ltd has important legal obligations to monitor and supervise the activities of Contractors with regard to the health and safety aspects of their work. When Contrax Ltd as the Principal engages Contractors to perform work on their behalf, they have a responsibility to ensure a systematic approach is used to ensure that all contractors, sub-contractors and their Officer or Workers do not cause harm to themselves or to Contrax Ltd Officer or Workers while undertaking the work required by the contract.

9.2 REFERENCE

Refer Section 12:

- HS9.1 - Contractor Letter
- HS9.2 - Contractor Health and Safety Agreement
- HS9.3 - Contractor Induction Checklist
- HS9.4 - Approved Contractor List.

9.3 DEFINITIONS

Contractor

Means a person engaged by any person (otherwise than as a worker) to do any work for gain or reward.

They could be:

- Trades people
- Building, environmental and other consultants
- Service personnel (e.g. office equipment, air-conditioning/plant maintenance).

Contrax Ltd Representative

The person responsible for the visitor or the work being undertaken (includes contractor and subcontractor management).

Premises

Premises or workplace under the control of Contrax Ltd.

Principal

The person or entity who engages any person (not a worker) to do any work for gain or reward.

Sub-contractor

Means a person engaged (otherwise than as a worker) by a contractor or sub-contractor to do for gain or reward any work the contractor or sub-contractor has been engaged to do.

9.4 MONITORING AND SUPERVISION

All Contractors working for Contrax Ltd are required to report to Reception and complete a brief induction.

9.5 CONTRACT DOCUMENTS

Contractors should be requested to provide evidence of their insurance cover and competency to undertake the work e.g. trade qualifications, licenses, etc prior to their engagement. This can be done by way of completion; signing and return of **HS9.2 – Contractor Health and Safety Agreement** (refer Section 12). This will assist in ensuring the operations of Contrax Ltd are not adversely affected by the contractor's inability to perform the work in a safe manner.



9.6 RESPONSIBILITIES OF INDUCTION

Short Term Visitors

Short Term visitors are people arriving for meetings or visits, are accompanied by a Contrax Ltd representative at all times and are there for a very short time. They shall be signed in and inducted by the person meeting with or responsible for them. At a minimum, the induction shall include:

- Emergency evacuation procedures
- Requirements to report accidents and hazards
- No-go areas
- The Contrax Ltd representative shall stay with the visitor at all times.

Short Term Contractors

Short Term Contractors (e.g. there for an hour fixing a plug or a tap washer) shall be signed in and inducted by the person meeting with them. At a minimum, the induction shall include:

- Emergency evacuation procedures
- Requirements to report accidents and hazards
- Provision of and PPE requirements
- No-go areas
- The Contractor will be escorted to the area they are working, monitored and escorted from the premises.

Long Term Visitors

Long Term visitors could be someone working on site for a day or more (an auditor, contractor etc) and who are not accompanied by a Contrax Ltd representative at all times. They shall be signed in and inducted by the person meeting with or responsible for them. At a minimum, the induction shall include:

- Emergency evacuation procedures
- Requirements to report accidents and hazards
- Provision of and PPE requirements
- No-go areas
- Location of First Aid kits
- Tour of the work areas with descriptions of hazards and no-go areas
- Toilets and coffee facilities

Long Term Contractors

Long Term Contractors or Contractors carrying out extensive and/or hazardous physical works on site shall be signed in and inducted by an approved inductor using **HS9.3 – Contractor Induction Checklist** (refer Section 12).

Important Note: Depending on the level of risk and the length of time the contractor will be on site, Long Term Contractors **may** also be asked to submit a safety plan for the work they are planning to undertake. The contractor's safety plan must be approved by the PCBU.

The completed Contractor Health and Safety Induction shall be given to the Health and Safety Officer for filing.

Inducted and approved Contractors shall have their details recorded in a database and all signed documentation shall be filed by the Company Health and Safety Officer.



9.7 PROCESS

Managing Contractor Safety

It is Contrax Ltd's priority to engage Contractors that have a high regard for the health and safety of their Workers, sub-contractors, and those of Contrax Ltd.

Prior to commencing work onsite:

1. The contractor must complete and submit a Site/Contract Specific Safety Plan that must be approved by the PCBU. This safety plan should also include relevant certification and permits as required.
2. The contractor's personnel must be inducted onto Contrax Ltd's premises by the PCBU or delegate using **HS9.3 – Contractor Induction Checklist (Refer Section 12)**. On completion of the induction process the contracting person and the approved Contrax Ltd personnel overseeing the induction process will sign the document to acknowledge the induction has been completed.
3. The completed Contractor health and safety induction sign-off sheet needs to be given to the Health and Safety Officer and/or the work area's manager for filing.
4. Throughout the term of the contract the Contractors will be observed and monitored for compliance with Contrax Ltd's health and safety requirements. Non-compliances, incidents or accidents will be discussed with the Contractor.
5. Should it be perceived a contractor is breaching Contrax Ltd's health and safety requirements and will not comply with a reasonable instruction from a Contrax Ltd worker; the Contractor will cease their services until the matter can be resolved.
6. On conclusion of a contract, the Health and Safety committee will initiate a post contract evaluation where the health and safety performance of the contractor will be reviewed to identify areas of improvement.
7. From this review, a brief summary on the health and safety performance of the Contractor will be provided for review by the Health and Safety Officer. Any recommendations and conclusions will be reviewed and any conclusions will form part of the appointment process of contractors in the future.
8. Ongoing contracts which do not specify a completion date (cleaning or maintenance) should be evaluated annually to determine whether health and safety performance is acceptable.



10.0 - Worker Participation

10.1 OBJECTIVE

To ensure Contrax Ltd Workers have the opportunity to be proactively involved in the implementation, development, monitoring, review and planning of health and safety policies, systems and practices to ensure a mentally and physically safe and healthy workplace. To promote a positive health and safety culture.

10.2 REFERENCE

Refer Section 12:

- HS10.1 - Health and Safety Meeting Agenda and Minutes

10.3 DESCRIPTION

At Contrax Ltd, the Health and Safety Officer plays an important part in ensuring a safe and healthy working environment. The Health and Safety Officer's aim is to:

1. Create a forum for worker involvement and consultation in health and safety.
2. Create a forum to develop, monitor and review health and safety practices, processes and performance.
3. Help establish and maintain healthy and safe working environments.
4. Help develop safe working procedures.
5. Promote the benefits of good health and safety to all Workers.
6. Establish health and safety practices that are relevant to particular workplaces.
7. Give input towards the effective control and management of workplace hazards and health risks.

Management is responsible for:

1. Allowing for training of Worker Health and Safety Representatives when planning and budgeting.
2. Providing administrative facilities for Worker Health and Safety Representatives.
3. Being involved in and participating in health and safety initiatives.
4. Making, or delegating responsibility for making on an individual basis, decisions.

10.4 DEFINITIONS

Health and Safety Representative

Means a worker approved by the Workers and the company to represent the views of workers in relation to health and safety at work.

10.5 RULES FOR HEALTH AND SAFETY REPRESENTATIVES

1. The Health and Safety representative role is on a yearly basis (as a minimum)
2. The representative may re-volunteer or be re-endorsed
3. Regular health and safety meetings need to be held in each branch at least once a quarter (or more often as required) to discuss health and safety issues.

10.6 SELECTING WORKER HEALTH AND SAFETY REPRESENTATIVES

- Notify all Officer or Workers at a team meeting that volunteers are being called for to apply to be a Worker Health and Safety Representative; or if there are no volunteers
- Encourage Officer or Workers who have an interest in health and safety to apply
- If there are too many volunteers an election should be held
- If there are no volunteers, a worker may be endorsed by Contrax Ltd.



10.7 HEALTH AND SAFETY COMMITTEE PROCESS

1. Workers are encouraged to raise health and safety issues by submitting these to their Health and Safety Representative prior to the next health and safety meeting. These issues may relate to, but not be limited to:
 - a. Existing or new hazards.
 - b. Incidents and injuries.
 - c. Stress and/or fatigue.
 - d. Any pain or discomfort they are experiencing.
 - e. General suggestions for improvement.
 - f. Changes that affect workplace health and safety.
2. Minutes will be kept of the meetings (usually monthly) using the headings in **HS10.1 – Health and Safety Meeting Agenda and Minutes** (refer Section 12),
3. The minutes will be discussed at the following PCBUs meeting.
4. Each Health and Safety Representative will discuss the minutes of any Health and Safety Committee meeting at their next team meeting. For each and every issue raised, the health and Safety Representative will:
 - a. Inform the worker raising the issue of the proposed action/action taken.
 - b. Present a summary of the issue raised, process undertaken and any follow-up actions required, at the next health and safety committee meeting.
 - c. Retain all documentation relating to the issue raised.
5. Health and safety training is provided to Worker Health and Safety Representatives to assist in the development and establishment of safe workplace practices.

10.8 COMMUNICATING HEALTH AND SAFETY

Following is a suggested structure to assist Contrax Ltd to communicate health and safety information throughout Contrax Ltd. This will assist in the objective of creating a health and safety culture where people think of 'Us', (i.e. I will do this so no-one else is hurt!).

1. Select a safety topic for the month (e.g. eyes, hearing, nutrition, shift work, stress etc). Get feedback from Workers on what they would like to hear at team meetings.
2. Review completed Physical Inspection Checklists.
3. Discussion of workplace health and safety issues in team meetings:
 - a. Should be held at least monthly
 - b. The minimum items to be discussed are:
 - i. Results of physical inspections and safety audits
 - ii. Unsafe Acts, Near Misses, Injuries and system failures.
 - iii. Hazards and controls.
 - iv. Upcoming work (planning and resources).
 - v. General health and safety issues.
4. Minutes will be recorded and a copy made available.
5. To make the most of your team meetings:
 - I. Actively involve your Workers in a discussion – don't just read it out to them or lecture them.
 - II. Help your team solve problems.
 - III. Get input on specific hazards from your Officer or Workers – they know the job.
 - IV. Plan your talk ahead of time.
 - V. Use visual aids, props, plant if possible.
 - VI. Share your experiences.
 - VII. Check worker understanding of your expectations.
 - VIII. Complete or review a hazard assessment with your team



11.0 - Health and Safety Assessments

11.1 OBJECTIVE

It is important to conduct self-assessments to ensure that health and safety procedures and systems are in place, current, effective and understood.

11.2 REFERENCE

- ACC Self-Assessment Guide
- Event Checks.

Refer Section 12:

- HS11.1 - Physical Conditions Checklist: Office
- HS11.2 - Physical Conditions Checklist: Workshop

11.3 DESCRIPTION

This procedure is made up of two parts:

1. Site Safety Inspection; and the
2. Self-Assessment.

11.4 SITE SAFETY INSPECTION

- This inspection will be carried out at least two monthly using **HS11.1 and HS11.2– Physical Conditions Checklists** (Refer Section 12.)
- Results will be reviewed at the next Health and Safety team meeting
- Management is responsible for ensuring any urgent corrective/preventative actions are carried out, otherwise the Health and Safety Officer or designated Officer or Workers complete these.

11.5 SELF ASSESSMENT

The self-assessment is the process that is used to assess Contrax Ltd's health and safety systems and procedures against the requirements of the Workplace Safety Management Practices Programme and Legislative requirements. The Self-Assessment Process shall be as follows:

- Contrax Ltd health and safety systems and procedures shall be self-assessed against the Workplace Safety Management Practices Programme Audit Tool and known legislative requirements
- As a minimum, the Health and Safety Officer and a management and/or worker Health and Safety Representative shall take part in the self-assessment
- The findings of the self-assessment shall be reviewed with all appropriate personnel.
 - Management
 - Health and Safety representatives
- Management is responsible for ensuring that any recommendations and amendments are thoroughly considered and, where the recommendations cannot be endorsed, clear business reasons exist. Where there is a genuine health or safety risk, alternatives will be explored.

Important Note: The same process shall be followed during an official audit (e.g. ACC WSMP or AS/NZS4801 Audit). The auditor will be selected from an approved auditor list provided by the appropriate regulatory authority.



12.0 - Appendices

- HS2.1 - Document Register
- HS3.1 – Management and Health and Safety Representative Review Process
- HS4.1 – Health and Safety Action Plan Template
- HS4.2 – Monthly Safety Report
- HS5.1 – New Hazard Identification Form
- HS5.2 – Hazard Register
- HS5.3 – Personal Protective Equipment (PPE) – Issue Register
- HS5.4 – Electrical Equipment Testing Register
- HS5.5 – Health Monitoring Register
- HS5.6 – Health Monitoring Matrix
- HS5.7 – Hazardous Substances Register.
- HS6.1 - First Aid Kit Contents
- HS6.2 - Minutes for Emergency Response Review Meeting
- HS7.1 – Worker Induction Checklist
- HS7.2 – Training Register
- HS7.3 - Approved Trainers/Inductors
- HS8.1 - Discomfort Pain and Injury Early Reporting Form
- HS8.2 - Near Miss/Injury Investigation Report
- HS8.3 – Serious Harm Reporting Form (DoL)
- HS8.4 - Near Miss/Injury Register
- HS9.1 - Contractor Letter
- HS9.2 - Contractor Health and Safety Agreement
- HS9.3 - Contractor Induction Checklist
- HS9.4 - Approved Contractor List.
- HS10.1 - Health and Safety Meeting Agenda and Minutes
- HS11.1 - Physical Conditions Checklist: Office
- HS11.2 - Physical Conditions Checklist: Workshop

