Safety and Environmental Management Procedure

Integrated Management System

IMS-600

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Reviewers

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PURPOSE

This procedure defines the process for monitoring and reporting of safety and environment incidents, accidents, and emergencies. This procedure also defines applicable consultation and communication; risk and aspect identification, assessment, and control; determination of legal requirements and emergency preparedness. This procedure ensures that the safety and environmental activities of Premier Services Group meet the requirements of the ISO 45001:2018 and ISO 14001: 2015 standards.

This procedure does not outline the process for continual improvement, corrective and preventive actions, internal audit, and management review. These processes are defined in the Integrated Management System Procedure.

Additional information for documented information is contained within the Document and Data Control Procedure and the Integrated System Manual.

RELATED MATERIAL

- Compliance Obligations Register,
- Business Objectives,
- Integrated Management System Procedure,
- Safety and Environmental Policies,
- Issue Resolution Process Flow Chart
- Toolbox Meeting Form,
- Safety Risk Assessment Register,
- Environmental Aspects and Impacts Register,
- Hazard Reporting Flow Chart
- Injury/Incident Register,
- Injury/Incident Report Form,
- Injury Management & Return to Work Program
- Hazard Inspection Checklist
- Employee Induction Checklist,
- Human Resources Procedure,
- Electrical Equipment Testing & Tagging Register.
- Plant Equipment & Calibration Register
- Company Vehicle Register (Not numbered as IMS – Accounts maintains.)
- Purchasing and Outsourcing Procedure,
- Evacuation Drill Report,
- Supplier Sub-Contractor Qualification Form
- Pre-Purchase Checklist
- Hazardous Chemicals Register,
- Plant Equipment & Calibration Register
- Hearing Conservation Procedure

- Business Improvement and Complaint Register
- Internal Audit and Quality Integrated Management Plan
- Document and Data Control Procedure,
- Emergency Evacuation Procedure,
- Management Review Meeting Minutes,
- Competency and Training Matrix,
- Safety Data Sheets (SDS),
- Safe Work Method Statements (SWMS),
- Safe Operating Procedures (SOPs).
- Contractor WHSE Induction Checklist
- Vehicle Inspection Checklist
- SWMS Review Checklist
- Hazard Register
- Plant and Equipment Checklist
- Hire in Plant and Equipment Report
- WHS Risk Profile
- Workstation Set-up Checklist

PROCEDURE

1.   Compliance Obligations

Premier Services Group maintains a substantial Compliance Obligations Register in electronic form which covers current versions of all Acts, Regulations, Compliance Codes, Codes of Practice and Standards which relate to the Group's daily activities. Compliance with relevant obligations will be evaluated during the Management Review Meeting.

The Quality Assurance Manager reviews the relevant documents and in consultation with QA Coordinators and Department Managers ensures that all Premier Services Group workers and sub-contractors are advised of relevant requirements.

Review of Compliance Obligations

The Quality Assurance Manager is responsible for reviewing the Compliance Obligations Register every six months to ensure that the document is maintained and updated as required. Information gained from the following resources will be used to determine any changes to legal requirements, Standards, and other compliance obligations:

- The Compliance Obligations Register contains links to the applicable government or other agency websites. This allows access to dynamic information sources, capable of keeping track of any and all legislative changes,

- Premier Services Group purchases required standards from Standards Australia / SAI Global to maintain compliance standards.

Legislative Changes

The Quality Assurance Manager is responsible for ensuring that the Compliance Obligations Register is maintained and updated, as required.

The Quality Assurance Manager ensures that any changes to process or procedures as a result of changes to any legislation or standard are documented, and in consultation with QA Coordinators and Department Managers ensures that relevant workers are made aware of the changes.

2. Objectives and Targets

Premier Services Group has set objectives and targets for safety and environmental performance taking into account the safety risks and environmental impacts identified. These objectives and targets are also included in the Group's Business Objectives Table. (Refer to the Integrated Management System Procedure and IMS101.04 V1.0 Business Objectives for further information).

3. Responsibilities

Work Health, Safety and Environmental Management shall be integrated into the day-to-day operations of every manager, supervisor, and employee at every level of activity.

Every manager who has influence in the workplace must actively support and direct the efforts of employees towards achieving the work health, safety, and environmental management objectives of the Group.

Statements for various levels of authority and accountability within the Group structure provided within this manual form part of each respective position description within the Group.

Performance in the work health and safety area will be part of the criteria for all future personnel review and assessment processes.
Statements have been developed for the following positions:
- Managing Director & Leadership Group
- Senior / Department Managers
- Contract / Service / Project Managers
- Health, Safety & Environment Manager
- Site Supervisors
- Employees
- Contractors and/or Other Persons

3.1 Managing Director & Leadership Group
The Managing Director & Leadership Group are responsible for ensuring that there is an effective ongoing work health, safety, and environmental management system to cover all operations of the Group.

Whilst the Managing Director & Leadership Group may delegate various duties under the work health, safety and environmental management system, ultimate responsibility is retained for all aspects of the program.

Responsibilities include the following:
- Develop the Group's overall Work Health and Safety Policy and actively support it giving safety equal emphasis and weight with other management issues and objectives
- Develop the Group's overall Environmental Policy and actively support it giving environmental management equal emphasis and weight with other management issues and objectives
- Ensure that all necessary steps are taken to protect the Group's position in terms of its statutory obligations in relation to work health, safety and environmental
- Establish annual work health, safety, and environmental objectives, including plans of action and assignment of duties to ensure that objectives are met
- Ensure that the Group's managers and supervisors, within all areas, have been delegated adequate authority and are appropriately trained to discharge their duty of care (obligations)
- Include work health, safety, and environmental management as part of the established agenda for scheduled management meetings

The position of Managing Director is considered as a *Person Conducting a Business or Undertaking* and as a *Company Officer* under safety legislation.

3.2 Senior/Department Managers
The Senior/Department Managers in conjunction with the HSE Manager are responsible for ensuring the successful implementation of the work health, safety, and environmental management system within the Group.

Whilst the Senior/Department Managers may delegate various duties under the work health, safety and environmental management system, their responsibility is retained for all aspects of the program.

Responsibilities include the following:
- Implementation and management of the Group's overall Work Health and Safety Policy and actively supporting it giving safety equal emphasis and weight with other management issues and objectives
- Implementation and management of the Group's overall Environmental Policy and actively support it giving environmental management equal emphasis and weight with other management issues and objectives
- The development, implementation, and continual management of any/all Safe Work Method Statements (SWMS) necessary for all contracted high-risk construction activities
- In consultation with the Managing Director and Leadership Group, ensure that all necessary steps are taken to protect the Group's position in terms of its statutory obligations in relation to work health, safety, environmental duties
- In consultation with the Managing Director and Leadership Group, establish annual work health, safety, and environmental objectives, including plans of action and assignment of duties to ensure that objectives are met
- Ensure that the Group's supervisors, within all areas, are correctly utilising their delegated authority and that they are appropriately trained to discharge their duty of care (obligations)
- Ensure that work health, safety and environmental management is part of the established agenda for scheduled management meetings
- Ensure that at regular and frequent intervals work health, safety and environmental performance is assessed and results made available to the Group in the IMS
- Ensure that attitudes and performance in terms of work health, safety and environmental are actively considered during the review and assessment of individual performance

The position of Senior / Department Manager is considered as a *Company Officer.*

3.3 Project/Contracts/Service Managers

The Project/Contracts/Service Managers are responsible for all projects/contracts/service contracts of the business and as such are the responsible people for this section of the Group's development and on-going management. Whilst these Managers may delegate certain responsibilities to appropriate members of staff, at no time is their responsibility under the work health, safety and environmental management system diminished. Under the guidance and direction of this manual these Managers are responsible for:

- The daily operational management of the safe operations within all projects/contracts/service contracts, including the safety of technical employees and sub-contractors
- The implementing the Group Workplace Health Safety and Rehabilitation procedures
- Ensuring SWMS are supplied, checked, and signed copies kept in job/project files for jobs / projects
- Ensuring that all activity risks are positively identified, assessed, and adequately controlled at all times.
- The adequate allocation of appropriate resource to enable safe and environmentally responsible performance of all Project / job activities
- Ensuring that only trained, competent and where necessary certified personnel are employed/tasked on Group contracting activities at all times
- Ensuring that an adequate Induction process is appropriately implemented at all sites and that all Group personnel, including sub-contractors and other persons, are adequately inducted into the workplace and that adequate record of such induction is maintained in a readily accessible format at all times
- Ensuring that appropriate and adequate consultation process and practices are successfully implemented in all contracting activities/tasking
- Ensuring that a critical review of all Group practices and processes are routinely conducted with the aim of ensuring continual best practice is maintained in all project / job areas
- Using the principles of the Hierarchy of Controls in all design, fabrication and construct activities to minimise the risk to all personnel in the workplace
- Carrying out a design review with the Principal Contractor's project team to assist in the identification of further risk reduction controls measures
- Participating in the planning and design stages of trade activities
- Stimulating a high level of safety awareness at all times
- Identifying safety training needs
- Leading by example
- Ensuring safe equipment and plant is provided and maintained
- Insisting on correct and safe work practices at all times

3.4 Health Safety & Environment Manager

The Health, Safety and Environment Manager (HSE Manager) has overall responsibility under the direction of the Leadership Group for the Work, Health, Safety and Environmental System with support from the QA Team and staff.

The duties of the HSE Manager include:
- Implementation and management of the Group's overall Work Health and Safety Policy and actively supporting it giving safety equal emphasis and weight with other management issues and objectives
- Implementation and management of the Group's overall Environmental Policy and actively support it giving environmental management equal emphasis and weight with other management issues and objectives
- The review, implementation, and continual management of any/all Safe Work Method Statements (SWMS) in consultation with relevant managers and workers for all contracted high-risk construction activities.
- In consultation with the Managing Director and Leadership Group, ensure that all necessary steps are taken to protect the Group's position in terms of its statutory obligations in relation to work health, safety, and

environmental duties

- In consultation with the Managing Director and Leadership Group, establish annual work health, safety, and environmental objectives, including plans of action, collection of data, and assignment of duties to ensure that objectives are met
- Ensure that the Group's supervisors, within all areas, are correctly utilising their delegated authority and that they are appropriately trained to discharge their duty of care (obligations); and
- Ensure in conjunction with QAM that work health, safety and environmental management is part of the established agenda for scheduled management meetings; and
- Ensure that at regular and frequent intervals work health, safety and environmental performance is assessed and results made available to the Group in the IMS
- To monitor the Group's work health and safety compliance measures
- To effectively investigate any complaints from members of his/her work group relating to work health and safety
- To carry out all incident investigations, liaising with manager and worker and the selection and completion of corrective actions
- To monitor and review safety registers and gather data for management review
- To carry out risk assessments raised by Hazard reporting procedures
- Ensure that duties under the *Work Health and Safety Acts, ISO 45001*, and *ISO14001* are effectively and professionally performed

3.5 Site Supervisors
The Site Supervisors are responsible for the successful implementation and management of the Group's work health, safety, and environmental management system within their area/s of operation/s.

Whilst the Site Supervisors may delegate some responsibility to members of their staff from time to time, it should be noted at no time is his/her responsibility under the work health, safety and environmental management system diminished.
Responsibilities include the following:
- The successful implementation and the daily management of the Group's work health, safety, and environmental management system within their area of operation/s
- The development and distribution of relevant reporting functions to Senior Managers in the agreed format on a regular basis
- The conduct of incident investigations of all reported incidents, accidents, and near-miss events
- Ensure that all incidents are appropriately reported in an approved format. This can include notification to the local jurisdictional authorities in the event of a dangerous event, significant injury and/or death in the workplace
- Ensure that adequate resource is appropriately supplied to allow the safe and environmentally responsible conduct of tasking at all times
- Ensure that only appropriately trained and competent workers are assigned to tasking
- Ensure adequate supervision is provided at all tasking within their area of operation/s
- Ensure that any/all risks within their area of operation are adequately identified, assessed and appropriately controlled
- Ensure that all personnel under their immediate control/management are appropriately trained, competent and where necessary certified for the tasks that they are required to perform as part of their employment with the Group
- Ensure that adequate consultation is maintained in all areas of their operation/s at all times

In addition to the above, the Site Supervisor is responsible for safety on the Project; duties as it relates to the Project include:

- implementing the Group Work Health Safety and Rehabilitation procedures;
- observing all work health and safety requirements and statutory rules and regulations
- ensuring that all works are conducted in a manner that is safe and without risk to employees health and safety;
- communicating with the Project Manager on matters relating to health and safety
- planning to do all work safely
- providing advice and assistance on work health and safety to all employees
- participating in the planning and design stages of trade activities
- monitoring and ensuring current work health and safety and other relevant legislative requirements are met in the workplace
- identifying work health and safety training programs in advance and allowing for employee/s identified as requiring training to attend the training
- reviewing and actioning safety reports and carrying out workplace inspections
- participating in regular workplace inspections and ensuring that any improvements resulting from such inspections are actioned in the required time frame
- preparing and participating in safety meetings and safety programs
- facilitating the preparation of Safe Work Method Statements
- insisting and ensuring on safe work practices at all times
- investigating hazard reports and ensuring that corrective actions are undertake
- conducting project inductions, toolbox talks and daily team briefings
- conducting incident investigations
- leading by example and promoting work health and safety at every opportunity
- supervising and ensuring compliance with safe work procedures
- providing suitable employment to assist rehabilitation initiatives
- stimulating a high level of safety awareness at all time
- facilitating the maintenance of all records as required

3.6 Employees

Effective implementation of a health, safety and environmental program requires the active involvement of all employees. They have an obligation to comply with statutory and organisational requirements, procedures and rules that are intended to protect the work health and safety of persons and the environment at the workplace including the general public.

Notwithstanding industry and award agreements and the obligations imposed by them, all employees including permanent, part time and casual employees must:

- Perform work in accordance with the training they have received and report substandard work conditions or practices
- Follow lawful written and verbal work health, safety and environmental instructions issued by management
- Observe all warning signs and notices
- Report all personal injuries immediately to the Site Supervisor and the appropriate first aid officer
- Co-operate with and participate in all work health, safety and environmental programs
- Maintain good housekeeping standards at all times
- Ask for specific instruction regarding the hazards associated with performing tasks, which may not be completely familiar to them
- Wear clothing and footwear appropriate to their job and use all personal protective equipment or devices specified and/or routinely expected to be used for that job
- Operate specified plant and equipment, e.g. motor vehicles, load shifting equipment etc, **ONLY** if properly

trained and authorised to do so
- Ensure that duties under the *Work Health and Safety Acts, ISO 45001*, and *ISO14001* are discharged.

3.7 Contractors and/or Other Persons

Contractors and/or Other Persons working, visiting, transiting, or otherwise accessing a Group worksite shall comply with all health, safety and environmental directions given by a Group representative or displayed on appropriate workplace signs.

Contractors and/or Other persons shall take reasonable care and shall not place any Group employee, plant, equipment, material or facility at risk and they shall not place their own health and safety at risk whilst on a Group work site.

Contractors employed at a Group worksite shall comply with all statutory directions and the instructions as contained in the Group's workplace health and safety manual at all times.

Contractors employed at a Group worksite and performing any high risk construction activity (i.e. work at height, work off ladders, working with hazardous substances, etc) shall submit for approval by the Group an appropriate and correctly documented Safe Work Method Statement for the activity to be performed prior to any work being conducted.

In addition to the above, the Contractors are responsible for safety on the Contracts Project; duties as it relates to the Project include:
- Contractors on site will be made aware of all work health and safety requirements for the site
- Follow the Safe Work Method Statements, as well as any other duty imposed on them by work health and safety legislation
- Bring onto the site and only use equipment, which conforms to work health and safety legislation as well as any applicable Australian Standards
- Provide the Principal Contractor any relevant Safe work Method Statement as requested

Other Persons accessing any Group work site shall follow all directions provided and shall not move about the work site unaccompanied by a Group representative

4. Consultation, Communication, Awareness & Participation

The Leadership Group shall ensure oversight of the Consultation, Cooperation, Coordination, Communication, Awareness & Participation Procedure.

4.1 Consultation, Communication, Awareness & Participation

Consultation within the Group shall be undertaken at all levels and will be an open process allowing honest communication with respect to health, safety, and environmental management practices. This process is about positive contributions by all Group personnel that will allow continual improvement in our health, safety, and environmental performance.

The Group must consult with the workforce when:
1. Identifying hazards and assessing risks arising from the work carried out or to be carried out;
2. Making decisions about the ways to eliminate or minimise those risks;
3. Making decisions about the adequacy of facilities for the welfare of workers;
4. Proposing changes that may affect the health and safety of the workforce; and
5. Making decisions about procedures for consulting with workers; resolving health or safety

issues; monitoring health of the workforce; monitoring the conditions at the workplace and providing information and training to the workforce.

The consultation process between the Group and its workforce is an open two-way process, where both parties are able to:
1. Talk to each other about health, safety and environmental issues at the workplaces and work sites;
2. Listen to each other's concerns;
3. Seek and share views and information; and
4. Consider what the workforce say before management makes a decision with respect to health, safety and environmental issues.

The consultation process shall be most evident within the Group through the utilisation of the following practices:
- Department staff meetings and/or toolbox talks
- Site toolbox talks
- Management Meetings
- The implementation of the Group's Issue Resolution process,
- The Group's implemented hazard identification and risk assessment strategies.
- The Group's implemented incident reporting and investigation process.

Workers are entitled to:
- raise safety issues at meetings / toolbox talks
- cease unsafe work;
- have health and safety issues resolved in accordance with an agreed issue resolution procedure;
- not be discriminated against for raising health and safety issues.

4.2 Co-operation
Co-operation is part of adequate consultation practices and involves positive arrangements within the Group workforce, including the management teams who promotes the continued improvement of the management systems without any undue tensions or impediments to implementation practices.

With appropriate co-ordination within the workforce there should be no obstruction to communications amongst the Group's workforce and adequate responsiveness to reasonable requests from other duty holders to assist them in meeting their duties.

4.3 Co-ordination
Co-ordination provides adequate management of applicable activities to allow all duty holders to achieve the desired outcomes with respect to health, safety, and environmental activities within the Group. The coordination practices implemented within the Group shall include:
1. Planning of job tasks to proactively identify and record potential hazards, associated risks, and controls. Implementation of controls must be dated for review purposes.
2. Adequate scheduling of work activities that will allow all duty holders to carry out their work safely and successfully.
3. Appropriate consultation amongst the duty holders with the aim of allowing adequate task scheduling, implementation, and review.

The Leadership Team ensures open and frank consultation and communication with all Premier Services Group workers, applicable suppliers, and contractors through:

- Informal one-on-one discussions during the working day,

- Investigation of all Injury / incident reports,

- Ensuring safety and environment information is disseminated to workers via emails, notice boards, Toolbox Talks.

All workers are made aware of the following through the induction process and ongoing communications such as Toolbox Talks:

- The safety and environmental policies, procedures, and objectives.

- Their contribution to the effectiveness of the Integrated Management System, including the benefits of improved safety and environmental performance.

- The implications and potential consequences of not conforming to safety and environmental requirements.

- Incidents and the outcomes of investigations that are relevant to them.

- Hazards, safety risks and actions determined that are relevant to them.

- The ability to remove themselves from work situations that they consider present an imminent and serious danger to their life or health, as well as the arrangements for protecting them from undue consequences for doing so.

5. Environmental Aspects and Impacts

To analyse the impact of Premier Services Group processes on the environment, environmental Aspects and Impacts are recorded on the Environmental Aspects and Impacts Register.

Premier Services Group determines the level of significance of Environmental Aspects and Impacts based on:

- The likelihood of the event occurring,

- The severity of the event,

- The controllability of the event by Premier Services Group.

Premier Services Group develop environmental objectives and control measures for significant Aspects and Impacts. These objectives are recorded in the Business Objectives table.

6. Safety Hazards, Risks and Opportunities

Premier Services Group is committed to proactively looking for opportunities to improve safety and manage risk, not only regarding its workers but also in the area of product development. In achieving this a Risk Management approach has been developed to identify hazards, assess risks, control the hazard/risks, and review the adequacy of the controls. The steps in the risk management approach are:

1. Identify Hazards: a situation or thing that has the potential to harm a person
2. Assess the risk associated with the hazard: the possibility that harm (death, injury, or illness) might occur when exposed to a hazard.

3. Control the hazard and associated risk: taking action using the Hierarchy of Control to eliminate health and safety risks so far as reasonably practicable, and if that is not practicable, minimising the risks so far as is reasonably practicable. (Eliminating a hazard will also eliminate any risks associated with that hazard.)

4. Review and evaluate the controls – to ensure that the controls have either eliminated or reduced the risk so far as reasonably practicable.

6.1   Identify Hazards

Hazard identification will be initially carried out by management and supervisors in consultation with employees / workers. On an ongoing basis hazard identification will be part of the managers, supervisors, and workers daily job responsibility. The initial process for identifying hazards will include:

- general consultation with workers regarding their work activities and work area design/layout
- a physical inspection of the work area/s
- research into records and investigations of past incidents (near hits and involving injury/illness)
- access to specialist advice where necessary eg; hazardous substances
- task analysis to identify any potential hazards associated with a task

To assist in identifying workplace hazards, hazards can be classified in five categories:

- physical (noise, lighting, environment temperature)
- chemical (poisons, dusts, hazardous substances, vapours, fumes)
- biological (viruses, plants, parasites, blood, other body fluids)
- mechanical/electrical (slips, trips and falls, manual handling, plant, and equipment)
- psychological (stress, repetitive work, shift work, violence/aggression)

6.2   Risk Assessment

The purpose of risk assessment is to assess the risks arising from or associated with the work carried out at a workplace. The ultimate aim of the risk assessment is to identify methods to reduce risk either by changing work practices and procedures where practicable, or as a last resort by the use of suitable personal protective equipment.

When determining the risk, the risk assessment should consider risks to employees, sub-contractors, visiting employees (from other companies), and members of the public.

Risk assessment must be regarded as an ongoing process and should be conducted whenever a change in work practices or procedures occurs, or when new plant and equipment, or chemicals or substances are introduced.

A Risk is the possibility that harm (death, injury, or illness) might occur when exposed to a hazard. Risk is also related to the seriousness of the injury. In other words, a high risk task is one where the chances of being injured are very high, or where the injuries associated with the job are very serious, or where pollution of the environment can occur or a combination of all.

Risk assessment – a process that evaluates the risk associated with a hazard and considers the seriousness of potential injuries and/or harm arising from the hazard. A risk assessment procedure normally includes the following five steps:

- **Step One:** **IDENTIFY THE RISK/S ASSOCIATED WITH THE HAZARD** (possibility of harm)
- **Step Two:** **ANALYSE THE CONSEQUENCES** (potential injury or damage)
- **Step Three:** **ANALYSE THE LIKELIHOOD** (potential occurrence of the event)
- **Step Four:** **DETERMINE RISK RANKING** (The likelihood of the consequences in combination with the severity of the consequences)
- **Step Five:** **DETERMINE WHAT ACTION TO TAKE** (evaluate methods of removing, reducing, or controlling the risk).

Risk assessments are conducted by manager / employees who understand the job / hazard and associated risks. External advice from a competent safety professional may be sought if required. Risk assessments are conducted as part of the hazard reporting process and SWMS development.

The contained Risk Matrix is used for the determination of risk (i.e. probability, exposure, and possible consequences).   It is intended to provide a rapid judgement and initial indication of risk rankings such that the need to adopt a control measure is clearly identified, based on acceptable risk ranking.

The basic elements in the matrix are listed as indicators only; individual interpretations may still be desirable.
a) **Exposure** - the frequency and/or duration of exposure of the employee or non-employee to the hazard-event.
b) **Likelihood** - how likely is such an event (e.g. loss of control) going to happen in the workplace or situation.
c) **Probability** - the combination of Exposure and Likelihood.
d) **Severity** - how bad the effects of potential injury or damage due to the hazard-event.
e) **Risk Score** - this is the indicator to the degree of action required to counter the risk event.

6.2.1 Risk Assessment Tools
All risk assessments conducted by Premier Fire Services (NSW) Pty Ltd 's personnel shall use the risk assessment methodology which utilises: the two variable risk matrix, see Tables 1, 2 and 3. All risk assessments shall reference the hierarchy of controls in order to formulate the most effective control method.
A suite of risk assessment tools and documentation are developed and maintained to enable this methodology to be utilised in the Group.

Table 1- Two Variable Risk Matrix: Definition of Consequences
Using Table 1, determine as realistically as possible, the consequence resulting from the identified hazard.

Consequence Label	Consequence Type		
	Health & Safety	**Environmental**	**Business**
Catastrophic (5)	Fatality/Permanent Disability.	Toxic environmental release off site with detrimental effect.	Plant damage in excess of $1,000,000; loss of productivity >5 days;
Major (4)	Extensive injuries. Moderate irreversible impairment injuries.	Environmental release off site with no detrimental effects.	Plant damage exceeds $100,000; loss of productivity 1 to 5 days; loss of production.
Moderate (3)	Reversible impairment injuries.	Environmental release immediately contained.	Plant damage below $100,000; interruption to productivity.
Minor (2)	Minor injuries.	No environmental impact.	Low plant damage; minor loss of productivity.
Insignificant (1)	No lost time.	No environmental effects.	Less than 5k damage, less than 5k delay or reworks.

Table 2 - Two Variable Risk Matrix: Definition of Likelihood
Using Table 2, determine the likelihood of exposure to the identified hazard which resulted in the determined consequence from Table 1. Consider how frequently the activity is conducted (the exposure) in determining the likelihood.

Likelihood Label	Descriptor	Description
5	Almost Certain	The event is expected to occur more than once per year.
4	Likely	The event does occur about once in ten years.
3	Moderate	The event occurs once in every 10 – 100 years.
2	Unlikely	The event occurs once in every 100 – 1,000 years.
1	Rare	The event occurs once every 1,000 – 10,000 years.

Table 3 - Two Variable Risk Matrix

Using Table 3, determine the Risk Ranking from the determined Consequence and Likelihood descriptors.

The Risk Ranking is determined intersecting the Consequence Label and the Likelihood Label within the body of the matrix; (i.e. Consequence Label of 3 with a Likelihood Label of 4 results in a Risk Ranking of High).

The Risk Ranking provides the methodology of risk prioritisation and identifies the urgency with which the risk must be controlled.

RISK ASSESSMENT MATRIX					
LIKELIHOOD	**CONSEQUENCE**				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
5 (Almost certain)	M(11)	M(16)	H(20)	E(23)	E(25)
4 (Likely)	L(7)	M(12)	H(17)	H(21)	E(24)
3 (Moderate)	L(4)	M(8)	M(13)	H(18)	H(22)
2 (Unlikely)	L(2)	L(5)	M(9)	H(14)	H(19)
1 (Rare)	L(1)	L(3)	M(6)	M(10)	H(15)

6.2.3 Selection of risk assessment method

The level and type of risk assessment will be determined by the quantified level of risk. The higher the risk the higher the level of assessment to be performed, this will also direct the level of personnel to be employed during the risk assessment.

Table 4 - Risk Categorisation

Risk Category	Risk Score	Action
Class 1	E = Extreme risk	Immediate action required, activity must not start or be stopped if started. Highest level of Management needs to be involved.
	H = High risk	Senior Management attention needed to control the risk. Senior Management needs to be involved.
Class 2	M = Moderate risk	Complete risk assessment. Identify hazards and implement controls. Management responsibility must be specified
Class 3	L = Low risk	Identify hazards and implement controls. Manage by routine processes.

For **CLASS 1** risks - all work is to cease, senior management informed of the situation and a detailed quantitative risk assessment shall be conducted, and no work is to be recommended until sufficient risk controls are successfully implemented. A record of the risk assessment shall be retained for at least Ten (10) years. All records to be made available to Principal Contractor as required for Auditing and Review.

For **Class 2** risks - all work is to cease, specified management are to be informed of the situation and a detailed qualitative risk assessment shall be conducted, a Job Safety Analysis (JSA) as the minimum; and no work is to be recommended until sufficient risk controls are successfully implemented. A record of the JSA shall be retained for at least five (5) years.

For **Class 3** risks - tasking is to cease and a Job Safety Analysis (JSA) is to be conducted by the relevant work crew under the guidance of the specified management; work can be recommenced once appropriate controls have been successfully implemented. A record of the JSA shall be retained in the Job File for the duration of the contract.

6.3   Control the risks

Where it is determined by the risk assessment processes that the level of risk is unacceptable, suitable control measures aimed at reducing risk must be identified and implemented. Such control measures are designed to:

(a)   Reduce the risks of a hazardous work process, or to minimise the effects of injury should an accident occur, or both; and

(b)   Reduce the risks of exposure to a hazardous substance or hazardous environment and to reduce the likelihood of personnel harm, illness and/or disease where that exposure is an integral part of the work process.

It should be noted that it is a statutory requirement to eliminate the risks to health and safety so far as is reasonably practicable; where elimination is impracticable, the risk shall be minimised so far as is reasonably practicable.

The Hierarchy of Risk Control is used to control hazards and associated risks. The Hierarchy of Control ranks control measures from the highest level of protection and reliability to the lowest, as shown in Figure 1.

Figure 1 – Hierarchy of Risk Control

Level 1 Control Measures:
- **Elimination -** eliminate the hazards.

Level 2 Control Measures:
- **Substitution -** substitute the hazard with something safer (eg: replacing the material or process with a less hazardous one)
- **Isolation -** isolate the hazard from people (eg: separating the hazard from persons by enclosing or guarding)
- **Engineering -** reduce the risks through engineering the controls (eg: redesigning equipment or work procedures to reduce or eliminate the risk)

Level 3 Control Measures:
- **Administration -** reduce exposure to the hazard using administrative actions (eg: adjusting the time or conditions of risk exposure)
- **Personal Protective Equipment -** use personal protective equipment (eg: using appropriately designed and properly fitting equipment where other controls are not practicable)

The most important step in managing risks involves eliminating them so far as is reasonably practicable, or if that is not possible, minimising the risks so far as is reasonably practicable.

6.4   Review and Evaluation

All implemented risk controls shall be reviewed according to the review timeline set during the risk assessment for appropriateness and effectiveness and signed-off by management.

6.5   Hazard Reporting Procedure

If a hazard/risk is identified, the person identifying the risk situation is to:

(a)   Based on the Hazard Reporting Flow Chart, work out if the hazard can be controlled & rectified immediately.

(b)   If it cannot, the worker who has identified the risk is to advise Manager / Supervisor verbally or by email

(c)   Once the Hazard has been reported, it will be added to the Hazard Register and the HSE Manager will conduct a risk assessment in consultation with the relevant manager and decide on appropriate actions and controls.

(d)   The HSE Manager will ensure that the actions and/or controls are completed and close out the hazard on the hazard register

6.6   Hazard Register

The Hazard Register is a register of all hazards identified through the course or work and/or in the workplace on a day to day basis and allows for tracking hazard rectification to closeout. It also enables the HSE Manager to review and evaluate hazards and risk within their business and update the Group Safety Risk Assessment Register (IMS600-02 Safety Risk Assessment Register). This register is a central register for high level Group risks.

All identified Group environmental risks (aspects) shall be recorded in the Group Environmental Aspects and Impacts Register.

6.6.1 Responsibilities

The Department / Project Managers are responsible for supplying details for the Hazard Register to the QAM and QA Coordinators.

The HSE Manager is responsible for ensuring that actions from the register are followed through and closed off.

The QAM is responsible for ensuring the register is ready for quarterly management review.

7.   Reporting Safety Incidents to the Safety Regulator

Premier Services Group must carry out the following when a notifiable incident occurs:

1.   The HSE Manager in consultation with the Leadership Group will notify the relevant authority immediately after becoming aware of a notifiable incident or notifiable dangerous incident at a workplace under the employer's control and obtain a Reference Number and/or appropriate documentation from the appropriate authority,

- QLD: Workcover – Phone: 1300 362 128
- NSW: SafeWork NSW – Phone: 13 10 50
- VIC: WorkSafe – Phone: 13 23 60
- SA: SafeWork – Phone: 1800 777 209
- ACT: Access Canberra – Phone: 13 22 81
- WA: WorkSafe – Phone: 1300 307 877
- NZ: WorkSafe – Phone: 0800 030 040

2.   Send a completed Incident Notification form within 48 hours,

3. Notify the leadership group as soon as possible after the incident
4. Keep a copy of the form for at least 5 years, and
5. Preserve the site if there is a notifiable incident until an inspector arrives or directs otherwise (unless protecting the health and safety of any person, aiding an injured person, or taking essential action to make the scene safe).

Notifiable Incidents include:

- The death of a person, or

- A serious illness or injury of a person, or

- A dangerous incident.

A serious injury or illness includes:

- A person requiring medical treatment as an in-patient in a hospital, or

- A person requiring medical treatment within 48 hours of exposure to a substance,

- A person requiring immediate medical treatment for –
  - the amputation of any part of his or her body, or
  - a serious head, eye injury or burn, or
  - the separation of skin from underlying tissue (such as degloving or scalping), or
  - a spinal injury, or
  - the loss of a bodily function,
  - or serious lacerations, or
  - any other injury to a person or other consequence prescribed by the regulations.

Notifiable Dangerous Incidents include:

Any incident that exposes a person in the immediate vicinity to an immediate risk to the person's health and safety through:

- The collapse, overturning, failure, or malfunction of, or damage to, any item of plant that is required to be authorised for use in accordance with the regulations, or

- The collapse or failure of an excavation of any shoring supporting an excavation, or

- The collapse or partial collapse of a structure, or

- Electric shock (electric shock is also reportable to Office of Industrial Relations Queensland),

- An uncontrolled implosion, explosion, or fire, or

- An uncontrolled escape of gas, steam, or pressurised substance, or

- The uncontrolled escape, spillage, or leakage of any substance, or

- The fall or release from a height of any plant, substance, or thing, or

- Any inrush of water, mud or gas in an underground excavation or tunnel, or

- The interruption of the main system of ventilation in an underground excavation or tunnel, or

- Any other event prescribed by the regulations.

A ***dangerous electrical event*** is any of the following—

(a)   the coming into existence of circumstances in which a person is not electrically safe, if—

(i) the circumstances involve high voltage electrical equipment; and

(ii) despite the coming into existence of the circumstances, the person does not receive a shock or injury;

(b)   the coming into existence of both of the following circumstances—

(i) if a person had been at a particular place at a particular time, the person would not have been electrically safe;

(ii) the person would not have been electrically safe because of circumstances involving high voltage electrical equipment;

(c)   an event that involves electrical equipment and in which significant property damage is caused directly by electricity or originates from electricity;

(d)   the performance of electrical work by a person not authorised under an electrical work licence to perform the work;

(e)   the performance of electrical work by a person if, as a result of the performance of the work, a person or property is not electrically safe;

(f)   the discovery by a licensed electrical worker of electrical equipment that has not been marked as required under this Act.

The Leadership Group/Department Manager shall complete an initial investigation of the incident. In the event that a member of this team is unavailable, his/her delegate shall complete the notification and send it to the relevant regulatory authority. The Leadership Group shall be notified as soon as possible.

Fatality

In the instance of death at the workplace, the Leadership Group or nominated representative shall, as quickly as possible, advise by telephone the relevant regulatory authority all information concerning the incident then available.

Communication with Media

No statement shall be given to the media or any person without the express permission of the Leadership Group.

7.1 Workers Compensation

Within 48 hours after becoming aware the occurrence of an injury to a person insured under the Act, the "employer" must report such injury to iCare using the appropriate form. All relevant documents must be provided to iCare with 7 days of becoming aware of the incident. The CFO shall perform this function.

8.   Reporting Environmental Incidents to the Environment Regulator

A major environmental incident is an incident where the environment has been adversely affected by the release of sediment, waste, or chemicals or where work activities have resulted in contamination of the work site or surrounds.

The relevant Environmental Regulator should be contacted, as soon as practicable, when a major environmental incident occurs. If requested by the Regulator, written details of the incident must be provided within the timeframe specified.

- For major incidents contact emergency   000
- NSW EPA   13 15 55
- QLD Government (pollution hotline)   1300 130 372
- VIC EPA   1300 372 842
- NZ (Waikato)   0800 800 402
- NZ (Auckland)   09 377 3107

9. Internal Safety and Environmental Incident Reporting and Investigation

To comply with legislative requirements and in order to understand the cause and ensure preventative actions are identified and implemented, Premier Services Group has developed a plan to identify and record all safety and environmental injuries and incidents which occur in the workplace.

All injuries or incidents resulting in a near miss, first aid, injury or regulator action will be reported to the HSE Manager in consultation with the worker's Manager to will ensure that an Injury / Incident Report Form is completed.

The HSE Manager will ensure that an Investigation is completed and will decide on corrective and/or preventive actions and any changes to be made to procedures. All information related to the investigation and actions to be taken will be recorded on the Injury / Incident Report Form.

When an injury or incident occurs that is directly caused by a subcontractor or supplier, the HSE Manager will be advised and will complete an Injury / Incident Report Form. The HSE Manager will discuss the incident with the subcontractor or supplier and Department Manager and agree on the actions to be taken to prevent the incident recurring.

The HSE Manager is required to forward the completed Injury / Incident Report Form to the Leadership Group within 24 hours of the incident.

The QAM is responsible for ensuring that all Injury / Incident Report Forms have been recorded on the Incident / Injury Register and the HSE Manager is responsible for ensuring that that all corrective and preventive action is taken and confirmation of this received, added to the relevant Injury folder and register updated.

All incidents regardless of level of injury must be recorded on the Incident / Injury Register.

The data in the Incident / Injury Register will be monitored with the aim of identifying trends and demonstrating an improvement over time as evidence of continual improvement.

If the incident is of a serious nature it may also be noted on the Business Improvements Register where changes to procedure or OFIs have been identified.

9.1 Investigation Procedure

The immediate safety and health of employees, guests, visitors, and contractors must be the primary concern immediately after an incident. Activities related to the investigation are important, but they are secondary. The first response must be to:

- Take all steps necessary to provide emergency rescue and medical help for injured person/s, where safe to do so;
- Take those actions that will prevent, or minimise the risk of, further accidents or physical harm; and
- Comply with obligations of the *Workplace Health and Safety Act* regarding duty to preserve incident sites.

The following incidents **shall** be investigated:
a) Fatality
b) Serious Injuries or Illness
c) Serious Electrical Incident
d) Dangerous Incident
e) Dangerous Electrical Event
f) Lost Time Injuries
g) Medical Treatment Injuries
h) Minor injuries or incidents considered to have the potential for serious injury or severe damage to property.
i) First Aid Injuries
j) Near Misses

Who shall carry out the investigation?

The HSE Manager shall be accountable to the Leadership Group for the investigation of any incident. The Leadership Group may participate in and guide the investigation in order to ensure that a satisfactory standard of investigation occurs. The injured person/s shall be included, as soon as is feasible, to ensure their version and basis for their actions are correctly noted.

When shall the investigation take place?

Investigations shall be started immediately after becoming aware of the incident. Investigation to be completed within a timely manner. It should be noted that some incident investigations may require the assistance of technical experts and technical analysis.

How shall the investigation be conducted?

The Investigation section of the Injury / Incident Report Form shall be completed during the investigation.
The Investigator shall avoid any emphasis on identifying any individual who could be blamed for the accident.
The level of effort involved in the investigation shall depend largely on the severity or potential severity of the incident.
The Investigator with support from the Site manager where necessary, shall, to the greatest extent possible:

a) Visit the accident scene before the physical evidence is disturbed;
b) Take samples of any substance that may have contributed to the incident, noting conditions that may have affected the sample;
c) Make comprehensive visual records e.g. photographs, diagrams or video;
d) Determine which incident-related items should be preserved;
e) Identify the people who were involved in the incident, including eyewitnesses, if any; and
f) Review all sources of potentially useful information, (these may include original design, design specifications, drawings, operating logs, purchasing records, previous reports, maintenance logs, procedures and instructions, inspection and test records, alteration or change of design records, job analysis, records indicating previous training and job performance of the employees and shift managers involved).

Incident Investigation Evaluation

When the Incident Investigation is completed, the Leadership Group in consultation with HSE Manager shall evaluate the quality of all investigation information gathered. Aspects to be evaluated include:

a) Accuracy and completeness of the information.
b) Clarity and completeness of the description of the sequence of events leading to the incident.
c) Correct identification of all causal and contributing factors.
d) Clarity and completeness of the description of causal and contributing factors.
e) Corrective actions already taken.
f) Recommendations made for corrective actions to reduce or eliminate the probability of recurrence of a similar accident.
g) Recommendations for corrective actions to improve the management system, training or change of procedures.

A record of all incident investigations shall be maintained in the National Pay Office location.

All employees shall be given training regarding incident reporting.

Supervisors shall undertake training regarding incident reporting and investigation.

10. Rehabilitation of an Injured Worker

Management is committed to promoting an early return to work for an injured worker. Remaining at work or an early return to work following injury is the normal expectation of this workplace.

The Leadership Group in consultation with HSE Manager/RTW Coordinator is responsible for this procedure and policy. Refer to the Injury Management and Return to Work Program.

11. Office and Warehouse Safety and Environment Management

The HSE Manager in conjunction with the Quality Assurance team and Department Managers, shall ensure that the office is operated in a safe manner. Reference shall be made to 'Office Wise – A Guide to Health and Safety in the Office' – Work Safe Victoria and relevant standards, to enable workers to carry out their work effectively and move safely around the workplace without risk to health or safety.

Managers and technicians will ensure that the warehouse is maintained as a safe work environment by ensuring that the warehouse is kept clean and tidy and designated areas for storage of goods and equipment (walkie forklift) is provided. Premier Services Group considers environmental strategies within the office such as recycling of paper and cartridges and providing energy efficient fixtures and fittings such as energy efficient lightbulbs, air conditioning systems.

An office / warehouse inspection is conducted every 6 months using the Hazard Inspection Checklist.

Employees will be supplied workstation checklists (**IMS600-26 Workstation Set-up Checklist**) to carry out area assessments in consultation with the Department Managers and the findings of these are to be addressed and details given to QA to record in the IMS and/or staff personnel files.

12. Site Safety and Environment Management

Initial Site Inspection and Risk Assessment

The initial site / premises inspection and risk assessment takes into account both safety and environmental risks that may be present at the site/premises and within the work to be conducted. The Site Supervisor and/or employee assigned to work on a client's site / premises is responsible for identifying any site-specific safety and environmental issues, recording the issue/s on the Premier Services Group Safe Work Method Statement and advising the client representative on site / premises of the issue/s for rectification.

Subsequent Site/Premises Safety and Environmental Inspections

The Site Supervisor / employee assigned to work on a client's site / premises is responsible for conducting site / premises inspection and risk assessment on each visit to the site to identify any new issues that may have arisen, recording the issue/s on the Premier Services Group Safe Work Method Statement and advising the client representative on site / premises of the issue/s for rectification.

The inspections will cover items such as:

- Safety hazards and risks,
- Environmental Aspects and Impacts,
- Safety documentation (Procedures, SWMS, SDS),
- Housekeeping,
- Plant and equipment,
- First Aid,
- Hazardous substances (e.g. Chemicals and fuels),
- Public protection,
- Emergency procedures and equipment,
- PPE.

Site/Premises Pre-start Meetings

Prior to the commencement of work on a client's site/premises the Site Supervisor / employees will meet with the site/premises representative to confirm the job requirements and discuss any other job or site/premises requirements. Records of this meeting will be recorded by the Site Supervisors as diary notes or a copy sought from the site/premise's representative.

Safe Work Method Statement

Safety risks which have High or Extreme ratings will have Safe Work and environment Method Statements (SWMS) developed.

The Project Manager in conjunction with the Site Supervisor / employees is responsible for completing a risk assessment and developing the site specific safe work and environment method statement (SWMS). The SWMS will identify all steps in the task, the initial and residual risk, and the actions taken to ensure that the risk is either eliminated or minimised.

Importantly, relevant workers are required to sign off on the document as evidence that they have been a party to its development and that they agree to adhere to the matters contained therein and a copy of the signed document emailed to the project manager to keep with the project / job file.

The Project Manager is responsible for ensuring the necessary procedures are in place to control hazards and risks, and to check that all workers have signed off on the SWMS.

Safe Operating Procedures (SOPs)

Where required SOPs will be developed to ensure that the risks associated with a project or task are either eliminated or minimised.

Importantly, workers who are involved in tasks covered by SOPs are required to sign off on the document as evidence that they have been a party to its development and that they agree to adhere to the matters contained therein.

The Project Manager will have the necessary procedures in place to control hazards and risks, and to check that all workers have signed off on SOPs.

Client Folders

The Client Folder will include the following information, as required:

- Induction Records, if available from client
- Emergency contacts
- Relevant Safe Work Method Statement/s (SWMS),
- Relevant Safe Work Procedure/s (SOPs),
- Safety Data Sheets (SDSs), if required
- Specific Site Rules,
- Sub-contractor details,
- Injury/Incident Forms,
- Job Information (plans / drawings).

Induction and Competence

Every employee will be given an employment induction by the Department manager/Manager or their representative prior to commencing work with Premier Services Group. Sub-contractors engaged by Premier Services Group will also be provided with an induction prior to commencing any work.

The induction will follow an Employee Induction Checklist.

In relation to safety and the environment the employment induction will cover items including:

- The position's responsibilities,
- Relevant policies and procedures,

- Communication and consultation,

- Qualifications, training needs,

- Safety equipment and PPE,

- Safety hazards and risks,

- Emergency equipment and procedures,

- First aid facilities and officer/s,

- Environmental aspects impact and controls.

Where required, workers will also attend a client site induction and, if supplied, the relevant client induction card will be carried by each worker whilst on the client's site. Workers working on construction sites must hold a valid Induction Construction Card and have it readily available for site inspection if requested by client.

The Project Manager / Site Supervisor will ensure that all workers (including sub-contractors engaged by Premier Services Group) are suitably qualified and competent to perform their work role prior to commencing work. During the employment and engagement process's qualifications will be checked and recorded.

Employees will be continually monitored to ensure that they are competent to safely carry out their duties. (Refer to the Human Resource Management Procedure for further information).

Where sub-contractors are used on a frequent basis, safety and environmental competencies are monitored and reviewed.

Toolbox meetings

All workers are required to attend a scheduled and as required toolbox meeting which is held by the Manager / Project Manager. Toolbox meetings are held to discuss work requirements as well as safety and environmental issues.

Toolbox meetings may also be used as a forum to consult with workers about proposed changes to the work environment, processes or practices that could have environmental or safety implications. These meetings may also be used to disseminate new or changed policies, procedures, or practices.

The Quality Assurance Coordinator/ Representative will maintain a record of the items discussed and the workers present at the meetings on the Toolbox Meeting Form.

Workers are required to attend client safety meetings / toolbox talks as required by the client.

Hazard Reporting

If a hazard is identified on a client's site, the hazard must be reported to the client representative and Premier Services Group Site Supervisor. The hazard is initiatially recorded on the SWMS for rectification at the time of work being conducted. If the hazard is not able to be controlled at time of visit, the hazard is to be reported via email or verbally to the HSE Manager by the person reporting the hazard. An assessment will be made on how and if work can be conducted by using short-term controls, however dependent on the hazard, work may need to cease and be rescheduled until the hazard is rectified. Refer to Hazard Reporting Procedure Flow chart.

Personal Protective Equipment (PPE)

Premier Services Group provides their staff with all the necessary PPE required to carry out their work. PPE requirements will be identified using a risk assessment process (SWMS / pre-start checks) as well as information contained in Safety Data Sheets (SDSs). The Site Supervisor / Project Manager will monitor the appropriate use of PPE.

All PPE issued to employees is to be recorded on the PPE Issue Record (IMS-600-27 PPE Issue Record). The Department / Project Managers are responsible for ensuring that the PPE recording is maintained and workers who have been issued PPE are to ensure that they are using the PPE correctly and that is it maintained and if any issues arise with the PPE they advise their supervisor / manager.

Subcontractors and suppliers are responsible for ensuring that PPE is available for themselves and their workers and that the appropriate PPE is worn as required in accordance with specific work conditions.

All PPE will be compliant with the relevant Australian Standards.

Testing and Tagging of Electrical Equipment

The Project Manager is responsible for ensuring that all electrical plant and equipment used on job sites / premises is tagged, tested and current. Test and Tag records are maintained on the Electrical Equipment Testing & Tagging Register.

Only qualified persons are to test and tag equipment.

All subcontractors are responsible for testing and tagging their own equipment and ensuring that they are in date.

Plant and Equipment Inspection and Maintenance

A Plant Equipment & Calibration Register and Group Vehicle Register is in place to track and record the maintenance and servicing of Premier Services Group's plant, equipment, and vehicles.

All major plant (e.g. forklift) used on site must have a completed Plant & Equipment Checklist (**Plant & Equipment Checklist IMS600-21**) and/or a Hired Plant & Equipment Report (**IMS600-22 Hired Plant & Equipment Report**). Major plant is also required to have a Pre-Start visual inspection carried out by the operator. Drivers conduct a visual inspection of their vehicles at least every quarter.

Any maintenance issues identified during Pre-start inspections or during operation will be reported to the Department Manager who will arrange repairs and ensure that maintenance records are filed.

Subcontractor's vehicles and plant will be serviced and maintained by the subcontractor.

Calibration is conducted on annual basis or as per manufacturers' specifications. All plant and equipment calibration and maintenance are recorded on the Plant Equipment & Calibration Register.

Other Workplace / Site Hazards

Other hazards that may be applicable in the workplace / work sites is outlined in the WHS Risk Profile (**IMS601 WHS Risk Profile**) document for use in SWMS development and risk assessments.

13. Emergency Preparedness

This section provides information on emergency preparedness management, to assist when dealing with a range of emergency situations including fire, explosion, dangerous chemical release, medical emergency, natural disaster, bomb threats, and violence. It aims to provide for:

(a)   The protection of personnel from the adverse effects of emergency situations;
(b)   The safeguarding of property and plant through sound emergency preparedness;
(c)   The continuation of, or the earliest possible return to, normal work and service after an emergency event.

These procedures apply to the whole of the Group and its operations.

Emergency Control Organisation (ECO)

The ECO is responsible for emergency coordination and control of emergency situations. The following positions are included: Chief Warden; Area / Fire Wardens and First Aid Officers.

Responsibilities

The HSE Manager is to ensure that an Emergency Plan is prepared for the workplace that provides for the following:
(a)   Emergency Procedures, including -
    (i)   an effective response to an emergency; and
    (ii)   evacuation procedures; and
    (iii)   notifying emergency service organisations at the earliest opportunity; and
    (iv)   medical treatment and assistance; and
    (v)   effective communication between the person authorised by the person conducting the business or undertaking to coordinate the emergency response and all persons at the workplace;
(b) Testing of the emergency procedures, including the frequency of testing;
(c) Information, training, and instruction to relevant employees in relation to implementing the emergency procedures.

The HSE Manager, Leadership Group and representatives shall ensure that the Emergency Plan for workplace is maintained so it remains effective.
In preparing and maintaining an Emergency Plan, the following must be taken into account:
(a) The particular work being carried out at the workplace.
(b) The specific hazards at a workplace.
(c) The size and location of a workplace.
(d) The number and composition of the workers and other people at a workplace.

Emergency evacuation drills shall be carried out at regular intervals to ensure that all employees are fully aware of their responsibilities and duties and the correct action to take in the event of emergency situation, which could place workers or visitors at risk.

The Emergency Control Organisation shall ensure that these drills occur at appropriate times and at adequate frequency.

All Supervisors have a responsibility to monitor the knowledge of employees under their control to assist to ensure that their response actions are in line with the desired procedures detailed in this document.

Additional training needs must be communicated to the Emergency Control Organisation members. Employees will participate in emergency procedures training, evacuation drills and follow instructions given by Emergency Control Organisation members.

Procedure

Emergency Procedures and routines shall be as determined by the Emergency Control Organisation, who are authorised to implement inspections or rules at their discretion.

Emergency procedures in the Emergency Plan must clearly explain how to respond to various emergency types, including how to evacuate people from the workplace in a controlled manner. The emergency procedures should address:

i. allocation of roles and responsibilities for specific actions in an emergency to persons with appropriate skills;
ii. clear lines of communication between the person authorised to co-ordinate the emergency response and all persons at the workplace;
iii. the activation of alarms and alerting staff and other people at the workplace;
iv. the safety of all the people who may be at the workplace in an emergency;
v. workers or other persons who will require special assistance to evacuate';
vi. specific procedures for critical functions such as a power shut-off;
vii. identification of safe places;
viii. potential traffic restrictions;
ix. distribution and display of a site plan that illustrates the location of fire
x. protection equipment, emergency exits and assembly points;
xi. the distribution of emergency phone numbers, including out-of-hours contact numbers;
xii. access for emergency services (such as ambulances) and their ability to get close to the work area;
xiii. regular evacuation practice drills (at least every twelve months);
xiv. the use and maintenance of equipment required to deal with specific types of
xv. emergencies (for example, spill kits, fire extinguishers, early warning systems such as fixed gas monitors or smoke detectors and automatic response systems such as sprinklers); and
xvi. regular reviews of procedures and training.

Emergency procedures must be tested in accordance with the Emergency Plan in which they are contained. Evacuation procedures should be displayed in a prominent place. Employees must be instructed and trained in the procedures.

Review of Emergency Plan

The Leadership Team shall ensure that the Emergency Plan is reviewed annually.

Servicing of Equipment

Emergency Equipment shall be maintained according to manufacturer's instructions.

Fire extinguishing appliances shall be serviced at twice-yearly frequency by selected contractors; however, this arrangement does not preclude additional inspection of such equipment by Group employees if the emergency control organisation deems this to be desirable.

14. Emergency Contingency Plans

Fire

- Extinguish fire if safe to do so,
- Notify the Department Manager or site / premises representative immediately,
- Call the Fire Brigade if required,
- If the risk is high, evacuate the site /premises,
- If a threat exists, notify the immediate neighbours,
- Report, record and Investigate the incident.

Explosion or Gas Leak

- Evacuate all personnel to a safe area immediately,
- Notify the Department Manager or site / premises representative immediately,
- Call the Fire Brigade,
- If a threat exists, notify the neighbours,
- Contact the appropriate service provider (e.g. if a gas explosion, contact the gas provider).
- Report, record and Investigate the incident.

Storm or heavy rain - Failure of erosion and sediment controls

- Contain or minimise water flows,
- Notify the Department Manager or site / premises representative immediately,
- If there is a significant failure, contact EPA and Local Council,
- Report, record and Investigate the incident.

15. Management of Sub-contractors and Suppliers

Premier Services Group monitors, reviews and re-evaluates subcontractors and suppliers. Subcontractors and suppliers will be engaged using the Premier Services Group Purchasing and Outsourcing Procedure.

The Contractor Management Procedure outlined below is used when managing contractors.

Definitions

Contract of Employment - To be in someone's employ.

Contractor - One who contracts to furnish supplies or perform work at a certain price or rate.

Contract for Service - The supplying or supplier of any articles, commodities, activities, services etc.

Contract - An agreement that is intended to be enforceable by law

<u>Responsibilities</u>

The Leadership Group shall ensure oversight of the Contractor Management Procedure in respect of the engagement of all Contractors.
The HSE manager is responsible for the management Contractor safety compliance.

The Department Managers/Managers shall engage subcontractors using the Supplier Subcontractor Qualification Form, and supply to QA team / Accounts Payable to enter approved suppliers and subcontractors onto the Suppliers Register and / or Subcontractors Register. Managers / Site supervisors will monitor performance on site. HSE Manager will monitor and review the Contractor Management Procedure to ensure health and safety standards are met.

<u>Procedure</u>

The procedure outlines the requirements to be included in all contracts awarded that require the contractors to perform work on the Group's premises or client sites. In listing the provisions in the contract, they become binding rather than merely loosely enforced agreements.

1. Health, Safety and Environmental Procedures for Contracted Work

To be included in Contract Documentation:

a) The Contractor shall comply with all relevant Federal, State and Group laws, rules, and regulations.
b) Without limiting the generality of the foregoing, the Contractor shall apply for and pay any fees for any permits required and shall only engage qualified staff in any prescribed occupation.
c) Contractors and their agents and employees shall ensure that all work under such contract, is performed in such a manner that no hazard or risk of injury or damage exists to Group employees, the environment, the public or property.
d) Wherever practical, the Contractor shall safely secure the works area and limit access to that area to relevant Group staff.
e) Contractor's staff entering any Group operations area shall obey all Group Safety and Environmental Rules for that area and any direction given by the Group.
f) The Contractor shall ensure that no interruption occurs to Group operations without first obtaining the written permission of the Group or its agents.
g) The Contractor shall fully comply with all statutory obligations to insure themselves against all sums for which in respect of any injury to a worker employed by them and/or the causing of environmental harm, they may become legally liable by way of:
    (i) Compensation under the *Workers Compensation and Rehabilitation Act* and subsequent amendments.
    (ii) Damages arising under circumstances creating also, independently of the Act, a legal liability on the employer to pay damages in respect of the injury or harm.

2. <u>Proof of Insurance</u>

For all general contract work, (i.e. provision of consultancy services, training etc.), proof of such insurances must be made available to the Group prior to the commencement of any work under the Contract.

3. Before Coming onto Site

At the pre-qualification phase, Leadership Group Representative will request that the Contractor provide a copy of the insurance certificates of currency (workers comp / public liability), licences and SWMS. Once supplied and verified, they can be added to the Subcontractor / Supplier register.

At the Contractor Management phase, the HSE Manager & Project Manager will request and validate site specific SWMS and ensure Group & client inductions have been completed.

Details as follows:

- Insurances
  (a) Current Workers' Compensation cover for all employees of the contractor; and
  (b) Unless otherwise specified proof of Public / Product Liability cover, of a minimum of $10,000,000 for each occurrence; and
  (c) Unless otherwise specified proof of Professional Indemnity cover, of a minimum of $2,000,000 for each occurrence; and
  (d) Any other insurance as may be specified in the Contract.

- High Risk Activities
  (a) A duly developed, documented, and authorised Safe Work Method Statement detailing the methods to be utilised/implemented for the contracted tasks. This will be reviewed by the Project and HSE Manager using the SWMS Review Checklist.
  (b) Where the activity involves the use of any hazardous chemicals and/or dangerous goods; a current Australian formatted Safety Data Sheet for each and every chemical and/or goods shall be provided for review prior to the use of the chemical/goods at a Group workplace and/or site.
  (c) Where the tasks involves the use or employment of high risk plant, the Contractor shall provide to the Project Manager, evidence of all necessary certifications, licenses, and/or authorisations for the use of such plant prior to performing any work or activity with the high risk plant.

- Where the contractor's tasks does not involve high risk activity and/or where the contractor is solely appointed to work within and/or part of a Premier Services Group work team, the contractor shall sign onto any/all Group provided safe work method statements, job hazard assessments and/or any/all other such work instructions prior to commencing work and whenever directed by a Group representative.

4. Induction of Contractors

Contractors who will be working on a construction workplace will hold an appropriate General Construction Induction Card

Contractors will participate in site specific induction, where there will be consultation on site specific hazards and requirements. The Contractor WHSE Induction Checklist will be used.

Where a Contractor is working under the Group's SWMS, they will be provided with task induction, through the Safe Work and Environment Method Statements and/or Job Safety Environment Analysis prior to any works commencing.

Where a Contractor performing high risk activities under their own SWMS, the Project Manager/Site Supervisor will monitor that the Contractor is following these SWMS.

5. Training and Health & Safety Information

Health and safety information will be provided at induction training to sub-contractors.

Toolbox / Prestart Meetings may be held by Premier Services Group or client to address any current or future safety issues and to provide updated health and safety information to all personnel on site / premises. All Toolbox / Prestart Meetings and workers present will be recorded on the Toolbox Meeting Form. A Toolbox / Prestart Meeting will also give sub-contractors an opportunity to be consulted in regard to the control of site-specific risks. Any information or opinions supplied by sub-contractors should be taken into account prior to making a final decision on the control measures to be implemented.

Formal health and safety training will be provided as required by either Premier Services Group or the individual sub-contractor.

6. On-Site Monitoring of Contractors

On site monitoring of contractors will be achieved by the Project Manager/Site Supervisor through the following:
- Periodic audit of the contractors work health and safety management system (e.g. Safe Work Method Statement).
- Contractor documented attendance at toolbox talks.
- Regular inspection of contractor's area (e.g. housekeeping or plant inspections).

Records from onsite monitoring will be reviewed quarterly by the HSE Manager to ensure compliance with IMS requirements.

7. Managing Contractor Breach (Non-Conformance)

Where a Contractor is observed to be conducting work in non-compliance with relevant legislation, policies or procedures, the relevant Project Manager / Site Supervisor shall be informed. The Project Manager / Site Supervisor will discuss the issue with the Contractor and may direct the Contractor to promptly rectify the breach or suspend work until the Contractor satisfies the Group that the work will be resumed in a safe manner.
The Project Manager will advise the QA team of any non-conformance for recording on the Business Improvement and Complaint Register.
A comment may also be added to the Subcontractor / Supplier Registers to flag this.

8. Contractor Safety Reporting

Contractors shall report all incidents to the relevant Project Manager / Site Supervisor. The Incident Reporting, Recording and Analysis Procedure applies.

9. Contractor Evaluation

Premier Services Group is involved in the ongoing monitoring, review and re-evaluation of the suppliers and sub-contractors. The activities undertaken to manage their safety will be integrated into other activities within the management of the contract as well as at the Management Review meetings.

Activities undertaken in the contract management stage include the following,

- Monitoring safety performance,

- Monitoring and supervision,

- Safety inspections,

- Corrective action reports and follow ups,

- Hazard identification, risk assessment and control.

16. Purchasing Procedures

Purchasing of equipment follow the procedure outlined in **IMS-500 Purchasing and Outsourcing**. The following additional requirements may be applied to ensure that health, safety, and environmental aspects are addressed during the purchase of equipment and substances.

This section applies to **all** Group personnel authorised to issue purchase orders on external suppliers.

Responsibilities
The Purchaser must obtain the safety data sheet (and any amended version) for a hazardous chemical and manufacturers manuals / instruction of use for equipment from the manufacturer, importer or supplier no later than when the item is first supplied at the workplace/site or as soon as practicable after it is first supplied but before it is used at the workplace/site.

The Leadership Group is to ensure the establishment and management of the pre-purchase procedures.

The Department Managers in consultation with the HSE Manager, are to establish monitoring systems to ensure that the work health and safety aspects of the purchase procedures are managed.

Purchasers shall follow the purchasing procedures and have the responsibility to obtain data on any health, safety or environmental hazards for all plant, raw materials, chemicals or equipment purchased for use in operational or maintenance processes anywhere within the Group's operations.

Process
Many work health and safety issues can be avoided through effectively controlling the purchase and supply of goods to the workplace/site.

The Project Manager / Site Supervisor is required to:
- Request suppliers to provide an SDS / manufacturers manuals / instruction describing the characteristics and safety considerations associated with any potentially hazardous material, plant or equipment to be used within the Group's workplace / site;
- Complete the Pre-purchase checklist.

- Forward all such data received and completed Pre-purchase checklist to the QA Team for inclusion in the Hazardous Chemicals Register, Plant Equipment & Calibration Register and/or Group Safety Risk Assessment Register; and
- Ensure that all suppliers adhere to health and safety specifications required for any materials/plant/equipment/products purchased.
- Ensure all chemicals are stored according to SDS requirements and chemical compatibility chart

In the calling of quotations and the issuing of purchase orders the following criteria where relevant will be adhered to:

- All items will conform to any relevant Australian Standard or Australian or State Government Legislation;
- Equipment to be supplied with information about Operating Licences and Certificate requirements;
- All moving parts of machinery must be guarded in accordance with Government Legislation and or relevant Australian Standards;
- Equipment to be supplied with relevant guarding, emergency stops and safety devices;
- Noise levels for plant and equipment must be ascertained and maximum noise levels specified where necessary;
- Information regarding the status of the chemical/substance and accompanying Safety Data Sheet;
- All flammable or chemical substances will be supplied in containers suitable for their storage and containment of any inherent hazards;
- All items will be supplied in containers that minimise hazardous manual tasks to personnel;
- Ergonomics considerations in the purchase of plant and equipment;
- All items will be delivered in such a manner so as not to introduce risk to Group employees or contractors during receipt and unloading operations;
- All protective equipment purchased, must be suitable for the control of the hazard involved, and must comply with the relevant Australian Standard; and
- All Safety and Warning Signs purchased for use within the Group must conform to Australian Standards.

17. First Aid

The HSE Manager is responsible for ensuring that first aid treatment is accessible in the Premier Services Group office and warehouse as per legislative requirements. All workers will have access to first aid facilities or an appropriately stocked first aid box and/or an appropriately trained first aider.

First aid kits will be available in all office locations and in all Group vehicles. The Quality Assurance Manager and Quality Assurance Coordinators will arrange for the restocking of Premier Services Group's first aid kits on a six-monthly basis as a minimum.

The Leadership Group shall determine duties and issues of competency associated with the provision of First Aid. Duties include treating injured workers and visitors and ensuring that any/all first aid amenities and kits have adequate supplies.

Risk Management Process for First Aid

There are specific provisions in relation to first aid:
- provide first aid equipment and ensure each worker at the workplace has access to the equipment;

- ensure access to facilities for the administration of first aid;
- ensure that an adequate number of workers are trained to administer first aid at the workplace or that workers have access to an adequate number of other people who have been trained to administer first aid.

Must consider all relevant matters:
- the nature of the work being carried out at the workplace/site
- the nature of the hazards at the workplace/site
- the size, location and nature of the workplace/site
- the number and activity of the workers at the workplace/site

A risk management process will be undertaken when determining first aid requirements. The risk management process is outlined in Figure 3

Figure 3 – Risk Management Process for First Aid

Step 1 – Identify potential causes of workplace injury and illness

- Does the nature of the work being carried out pose a hazard to people's health and safety?

- Have these hazards been identified in work that is being carried out?

- Has incident and injury data been reviewed?

- Has consultation with workers and their health and safety representatives occurred?

- Is specialist or external assistance required?

Step 2 – Assess the risk of workplace injury and illness

- How often does a hazard have the potential to cause harm?

- What type of injuries would the hazards cause?

- How serious are the injuries?

- Does the number and composition of workers and other people affect how first aid should be provided?

- Could the size and location of the workplace affect how first aid is provided?

Step 3 – What first aid is required?

First aiders

- How many first aiders are needed?

- What competencies do they require?

- What training do they need?

First aid kits & procedures

- What kits/modules are needed and where should they be located?

- Is other first aid equipment needed?

- Who is responsible for maintaining the kits?

- What procedures are needed for my workplace?

First aid facilities

- Is a first aid room or health centre required?

Step 4
Review first aid to ensure effectiveness

First Aiders

There must be an adequate number of workers trained to administer first aid at the workplace or that workers have access to an adequate number of other people who have been trained to administer first aid.
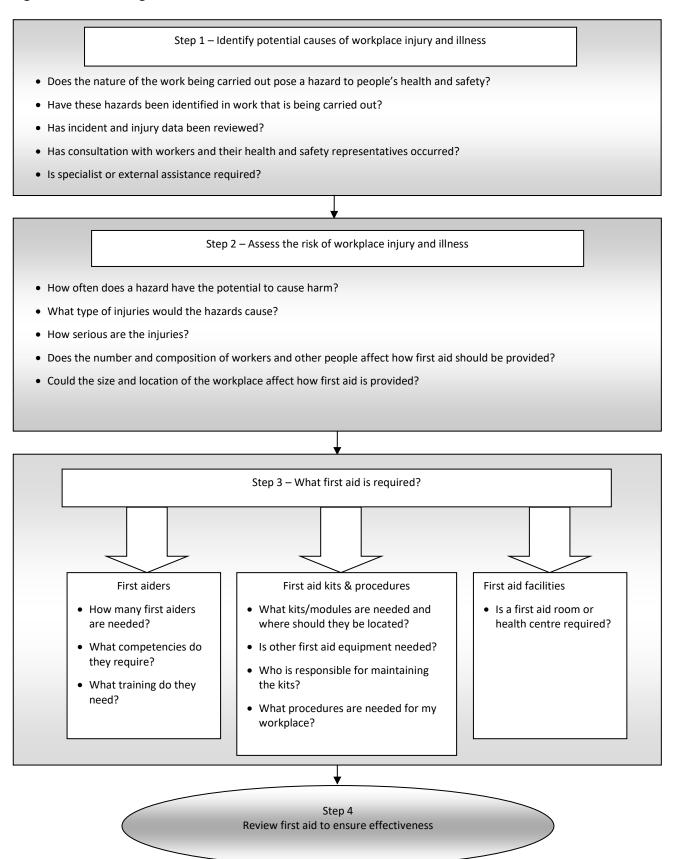
First aiders should hold nationally recognised statement/s of attainment issued by a registered training organisation (RTO) for the nationally endorsed first aid unit/s of competency.
In low risk workplaces, consider providing:

- one first aider for 10 to 50 workers
- two first aiders for 51 to 100 workers, and
- an additional first aider for every additional 100 workers.

In high risk workplaces, consider providing:

- one first aider for up to 25 workers
- two first aiders for 26 to 50 workers, and
- an additional first aider for every additional 50 workers.

All first aiders should be offered hepatitis B virus vaccination.
For specific information around Pandemic Management see relevant COVID business procedures

First Aid Kit

All workers must be able to access a first aid kit. The contents of first aid kits will be site specific.

First aid kits should be kept in a prominent, accessible location and able to be retrieved promptly.
Displaying well-recognised, standardised first aid signs will assist in easily locating first aid equipment and facilities.

First Aid Kits are maintained quarterly or when required (ie: items used / expiry dates) by an external provider and in accordance with the *First Aid in the Workplace Code of Practice.* Stock replenish records will be reviewed by the Leadership Group for review and to identify any injury/illness trends.

First Aid Facilities

A risk assessment will help determine the type of first aid equipment and facilities needed.
If an employee requires First Aid treatment, then that employee should contact the qualified First Aider.

Reporting of Accident

The Injury / Incident Report Form **must** be completed for every injury treated. First aid treatment records are subject to requirements under Health Records legislation.

Record of First Aid Treatment provided

The first aider must complete the relevant sections on the Injury / Incident Report Form with the details of the accident.
Any treatment given must be detailed, the form signed, to then be given to Department/Project manager to check and supply to the HSE Manager.

Treatment Practices

In Emergency

- In a life-threatening emergency, the first aider or Supervisor must give a direction to call an ambulance. After doing so, the first aider or Supervisor (if trained) must render whatever first aid is warranted and safe to perform until the Ambulance arrives.

- In a non-life-threatening emergency, the first aider may arrange for suitable transport of the casualty, after rendering suitable first aid.

Biological Hazards and Standard Precautions for Infection Control

First aiders should take standard precautions to avoid becoming ill and exposing others to illness when handling blood or bodily substances. Each first aider is expected to follow these safety procedures to guard against biological hazards:

- General hygiene is very important, especially as a first aider. Hands should be washed before and after treating a casualty. The first aider should be very careful to wash their hands before eating or rubbing their eyes before and after treating any injuries.

- Appropriate gloves must be worn when treating any casualty requiring first aid
- Eye protection, a mask and protective clothing may also be necessary if splashes of blood or bodily substances are likely to occur.

- Any blood or other bodily fluid spills must be cleaned up. Gloves must be worn, and warm soapy water used. Hands should be washed with warm water and antiseptic or soap after treatment given. All linen or rubbish should be placed in a plastic bag, sealed, and marked - "BIOHAZARD". Waste disposal should comply with any state or local government requirements.

- Sharps, including scissors and tweezers, that have become contaminated with blood or bodily substances should be disposed of in a rigid-walled, puncture-resistant sharps container by the person that used them

- If contact does occur with bodily fluids, the contact area should be washed well with antiseptic or soap. If the eyes are contaminated, they should be rinsed under a tap for 15-20 minutes. If a first aider sustains a sharps injury or thinks they are at risk of infection from blood or bodily fluid contamination, they should seek prompt medical advice. The First Aider **shall** complete Injury / Incident Report Form.

Provision of First Aid Information

Information about first aid must be provided to employees so that they know what to do and who to contact if they are sick or injured.

Information should be easy to understand, accessible and should take into account the language and literacy levels of your workers, and should include the:
- location of first aid equipment and facilities;
- names and location of persons trained to administer first aid
- procedures to be followed when first aid is required.

18. Health Surveillance

Health surveillance will be considered for workers who have been identified in the workplace assessment as having exposure to hazardous conditions. The exposure to the hazardous conditions needs to be such that it is likely to have an adverse effect on the worker's health under specific conditions of work.

The Leadership Group in conjunction with HSE Manager is responsible for identifying those situations where worker health surveillance is required and shall implement appropriate systems. Workers shall have access to their

own individual results. The Leadership Group/HSE Manager in consultation with external medical specialists shall control this Health Surveillance program.

Where specified by legislation, the health of workers exposed to specific hazards shall be monitored and recorded.

<u>Health Monitoring Procedure</u>
The procedure may involve the following processes:

- Identifying the potential exposures;
- Designating the medical examination and frequency of test to evaluate any potential adverse health effects;
- Correlation of the medical evaluation results with employee exposure data;
- Recommendation of corrective actions to eliminate, and/or to reduce exposures to medically acceptable standards; and
- Ongoing medical surveillance to ensure the maintenance of acceptable standards.
- In the implementation of this procedure, any employee participating in any health monitoring program will be individually counselled regarding the aims and methods of the program. They will also be fully informed of the results and the significance of each and every test or examination conducted.
- Full confidentiality of personal details and information shall be strictly maintained.

The following must be implemented with respect to health monitoring:

- Workers and prospective workers are to be informed about health monitoring requirements;
- Health monitoring is to be carried out by or under the supervision of a registered medical practitioner with experience in health monitoring;
- Workers are consulted in relation to the selection of the registered medical practitioner;
- Expenses relating to health monitoring are paid by the Group;
- Certain information about a worker is provided to the registered medical practitioner;
- All reasonable steps are taken to obtain a report from the registered medical practitioner as soon as practicable after the monitoring has been carried out;
- A copy of the report to be provided to the worker and the regulator if the report contains adverse test result or recommendations that remedial measures should be taken. Also provide the report to all other persons conducting a business or undertaking who have a duty to provide health monitoring for the worker;
- Reports are to be kept as confidential records for at least 30 years after the record is made (40 years for reports relating to asbestos exposure);
- Report is not to be disclosed to anyone without the worker's written consent unless required under the *Work Health and Safety Regulation.*

Health monitoring must be provided to an employee in the following circumstances:

- The worker is carrying out ongoing work using, handling generating or storing hazardous chemicals and there is a significant risk to the worker's health because of exposure to a hazardous chemical.
- It is identified that because of ongoing work carried out by a worker using, handling generating or storing hazardous chemicals there is a significant risk that the worker will be exposed to a hazardous chemical and either:
    - o valid techniques are available to detect the effect on the worker's health; or
    - o a valid way of determining biological exposure to the hazardous chemical is available and it is uncertain, on reasonable grounds whether the exposure to the hazardous chemical has resulted in

the biological exposure standard being exceeded.

Refer to Hearing Conservation Procedure.

Work Environment Monitoring
The Leadership Group may arrange work environment measurement or monitoring from time to time. Where such monitoring is to be implemented the HSE Manager shall conduct a detailed analysis and assessment of the situation and implement a documented monitoring procedure that is to be followed.
All records of air monitoring for airborne contaminants with exposure standards must be kept for a minimum of 30 years and must be available to employees who are exposed.
All records of work environment monitoring should be kept for 30 years (40 years for records relating to asbestos exposure).

Airborne Contaminants
No person at the workplace shall exposed to a substance or mixture in an airborne concentration that exceeds the exposure standard for the substance or mixture.
Air monitoring shall be carried out to determine the airborne concentration of a substance or mixture at the workplace to which an exposure standard applies if—

- the person is not certain on reasonable grounds whether or not the airborne concentration of the substance or mixture at the workplace exceeds the relevant exposure standard; or
- monitoring is necessary to determine whether there is a risk to health.

Hazardous Atmospheres and Ignition Sources
The risks to health and safety associated with hazardous atmospheres, including ignition sources must be managed.

Storage of Flammable or Combustible Substances
If flammable or combustible substances are kept at a workplace, the substances must be kept at the lowest practicable quantity for the workplace/site.

19.   Improvement Action

The Leadership Group in conjunction with the QAM will ensure that any changes to safety and environmental procedures as a result of business improvement actions or recommendations made during communication and consultation with Premier Services Group's workers, subcontractors and other stakeholders are documented in the Business Improvement and Complaint Register, and that the relevant workers are made aware of the changes.

20.   Monitoring and Measurement

20.1 Definitions
Internal Audit - A structured examination of a system or procedure designed to assess the standard of control achieved by the system or procedure.

Inspection - A check on physical conditions existing within a defined area at the time of inspection.

The HSE Manager shall establish and maintain an audit schedule. The audit schedule shall be of sufficient scope to ensure that all aspects of the safety system are audited as early as possible after their implementation and at least once per annum thereafter. Areas within the Group where possible or potential problems may exist shall be audited more frequently.

Unscheduled audits may be conducted at any time at the discretion of the Leadership Group on the basis of deterioration of implemented standards.

The audit schedule shall be supported by the Group's IMS

20.2 Procedure

Inspection/Audit Planning
The HSE Manager shall formulate an inspection and audit plan at the start of each calendar year. Inspections will be scheduled in outlook and audit arranged by the QAM.

Audits will be scheduled on the Internal Audit and Integrated Management System Plan. Refer to IMS Procedure.

Inspections
The Inspection will consist of the following:

a)   Routine site safety inspections, conducted by site supervisors/HSE Manager or delegate, as outlined in the schedule.
b)   Impromptu site inspections conducted by the Leadership Group / HSE Manager or delegate. This type of inspection will usually result because of an incident at the workplace or other reported loss of control.

DOCUMENT AND RECORD MANAGEMENT

Document Management

The Quality Assurance Manager (QAM) will control all records and documents associated with this procedure. This procedure and related forms will be controlled by a revision date and saved in the Integrated Management System (IMS) folder.

Record Management

Business Objectives	IMS-101-03 and Year	IMS Folder	Leadership Group	5 Years
Compliance Obligations Register	IMS-600-01	IMS Folder	HSE Manager	Continually Updated
Safety Risk Assessment Register	IMS-600-02	IMS Folder	Leadership Group / HSE Manager / QAM	Continually Updated
Environmental Aspects and Impacts Register	IMS-600-03	IMS Folder	Leadership Group / HSE Manager / QAM	Continually Updated
Hazard Reporting Flowchart	IMS-600-04	IMS Folder	QAM	5 years
Injury/ Incident Register	IMS-600-06	IMS Folder	HSE Manager / QA Team	Continually Updated
Injury/Incident Report Form	IMS-600-07	IMS Folder	QAM / HR	Indefinitely
Hazard Inspection Checklist	IMS-600-08 and Date	IMS Folder	HSE Manager / QA Team	5 years
Electrical Equipment, Testing and Tagging Register	IMS600-09	IMS Folder (Equipment Folder)	QAM / QA Coordinators / Project Manager	Continually Updated
Plant Equipment & Calibration Register	IMS-600-10	IMS Folder	HSE Manager / QA Team	Continually Updated
Evacuation Drill Report	IMS 600-11 and Date	IMS Folder	Leadership Group / HSE Manager / Wardens (QA Team)	5 Years
Subcontractor Register	IMS-600-12	IMS Folder	QA Team	Continually Updated
Equipment Maintenance Records	Equipment Identification / Date	Maintenance File.	QA Team	5 Years
Pre-Purchase Checklist	IMS-600-13	Job/Project folders / Firemate	Department / Project Managers	
Hazardous Chemicals / dangerous goods Register	IMS-600-14	IMS Folder	HSE Manager / QA Team	5 Years
Safety Data Sheets (SDS)	Date	At Chemical storage areas and in Project Folders	HSE Manager with Suppliers / Project Managers	5 Years

Safe Work & Environment Method Statement (SWMS) (Template)	IMS-600-23	IMS Folder	QAM	5 Years
Safe Work Procedure (SWP) Template	IMS-600-20	IMS Folder	HSE Manager / Department / Project Managers	5 Years
Safe Work & Environment Method Statement (SWMS)	Task Description and Date	IMS Folder	HSE Manager / Department / Project Managers	5 Years
Safe Operating Procedure (SOP)	Task Description and Date	IMS Folder	HSE Manager / Department / Project Managers	5 Years
Toolbox / Site Pre-start Meeting Records	IMS-101-06 and/or Diary / Date	IMS Folder	Department Managers / Site Supervisors / QAM	5 Years
Contractor WHSE Induction Checklist	IMS-600-15 and Sub-contractor Name and Date	Contractor File	Leadership Group / HSE Manager / Department Managers	2 years after term of contract
Vehicle Inspection Checklist	IMS-600-16 and Date	IMS Folder	Leadership Group / Department Managers	5 years
SWMS Review Checklist	IMS-600-17 and Sub-contractor Name and date	IMS Folder / Contractor File	Department Managers / Project Managers	2 years after term of contract.
Management Review Meeting Minutes	Date	IMS Folder	QAM	5 Years
Competency and Training Matrix	IMS-700-07	IMS Folder	Department Managers / QAM / HSE Manager	Continually Updated
Employee Qualifications	Name	Employee File	Department Managers / CFO	Employment term + 6 years
Employee Induction Checklist	IMS-700-04 & Name	Employee File	Department Managers / CFO	Employment term + 6 years
Business Improvement and Compliant Register	IMS-101-02 and Date	IMS Folder	QAM	Continually Updated
Issue Resolution Process Flow Chart	IMS-600-18	IMS Folder	QAM	5 years
Supplier Subcontractor Qualification Form	IMS-500-01 Name and Date	IMS Folder	Department / Project Managers	5 years

Suppliers Register	IMS-500-02	IMS Folder	QA Team	Continually Updated
Emergency Evacuation Procedure	Date	IMS Folder	Leadership Group / HSE Manager	5 years
Hazard Register	IMS 600-28	IMS Folder	HSE Manager / QA Team	Continually Updated
Plant and Equipment Checklist	IMS-600-21	IMS Folder	Department / Project Managers	5 years
Hire in Plant and Equipment Report	IMS-600-22	IMS Folder	Department Managers	5 years
Hazardous Manual Tasks Risk Assessment Form	IMS-600-19	IMS Folder	Department Managers	5 years
Workstation Set-up Checklist	IMS-600-26	IMS Folder	HSE Manager / QA Team / Department Managers	Employment term + 6 years
WHS Risk Profile	IMS-601	IMS Folder	HSE Manager	5 years
Personal Protection Equipment (PPE) Issue Record	IMS-600-27	IMS Folder	HSE Manager / QA Team	Continually Updated
Injury Management & Workplace Return to Work Program	IMS-700-16	IMS Folder	HSE Manager	5 years
Recover at Work Plan	IMS-700-18	IMS Folder	HSE Manager	5 years
WHS&E Management Plan	IMS-600-41 and site name	Job/Project folders / Firemate	Department / Project Managers	5 years