



# Health and Safety Manual

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# Introduction

This manual is designed to assist Tauranga Netball in meeting their obligations under the Health and Safety at Work Act 2015, its regulations and associated legislation.

This publication is an overview of the Health and Safety at Work Act 2015 and may incorporate additional information that is integral to health and safety but not necessarily covered by the Act.

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Additions, deletions or amendments may be made at any time and this manual should be reviewed for completeness and currency annually from the date of publication.

Note: The reference 'we' or 'us' contained in this manual refers to 'we or us' as the PCBU

## Amendments

Date	Details	Actioned by	Version (2021.1)
	OSHbox System delivered		

# Health and Safety at Work Act 2015

The principal objective of the Health and Safety at Work Act 2015 (HSAW Act) is to provide a balanced framework to secure the health and safety of Workers and workplaces by—

- protecting Workers and other persons against harm to their health, safety, and welfare by eliminating or minimising risks arising from work or from prescribed high-risk plant; and
- providing for fair and effective workplace representation, consultation, co-operation, and resolution of issues in relation to work health and safety; and
- encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices, and assisting PCBUs and Workers to achieve a healthier and safer working environment; and
- promoting the provision of advice, information, education, and training in relation to work health and safety; and
- securing compliance with this through effective and appropriate compliance and enforcement measures; and
- ensuring appropriate scrutiny and review of actions taken by persons performing functions or exercising powers under the Act; and
- providing a framework for continuous improvement and progressively higher standards of work health and safety.

The Health and Safety at Work Act 2015 is supported by regulations, guidelines and codes of practice which control specific health and safety issues.

The Act does not tell us specifically how to make our workplace safe; rather, it requires that we have done everything that is reasonably practicable to make work safe. It recognises that all parties involved in our work and our workplaces (including our Officers, Workers, Contractors and Volunteers) have the best knowledge about the specific risks arising from our work, and are best placed to provide solutions about how to manage those risks.

The information in this manual will guide us as a PCBU, our Officers, Workers, Contractors, Volunteers and Others to better understand and fulfil our roles and responsibilities.

## **Who is responsible?**

The Act clearly defines the duties at each level of our business as follows:

### **Person Conducting a Business or Undertaking (PCBU)**

We as the PCBU have the primary duty of care and are responsible for the Health and Safety of anyone working for us (including Officers, Contractors, Volunteer Workers and Workers) as well as those within the vicinity of the work we are carrying out or by using the products and services we provide (including those that don't work for or with us).

#### **Obligations of the PCBU in the workplace; So far as is reasonably practicable:**

- providing and maintaining a work environment, plant and systems of work that are without risks to health and safety
- ensuring the safe use, handling and storage of plant, structures and substances
- providing adequate facilities at work for the welfare of Workers, including ensuring access to those facilities
- providing information, training, instruction or supervision necessary to protect Workers and others from risks to their health and safety
- monitoring the health of Workers and the conditions at the workplace for the purpose of preventing illness or injury.

#### Notes:

- PCBUs do not owe a duty to any person who is at the workplace for an unlawful purpose.
- Farm owners have duties as a PCBU which extend to farm buildings and structures necessary for the operation of the business or undertaking and the areas immediately surrounding them including any area where work is being carried out at that time. A farm workplace does not include a family home.

#### **Obligations upstream of the workplace**

If we design, engineer, manufacture, supply or install plant, substances or structures, we specifically have a duty to ensure, so far as is reasonably practicable, that the work we do; and what we provide to the workplace does not create health and safety risks.

These explicit duties include ensuring the plant, substances, or structures are without risk to people who:

- use the plant, substance or structure at a workplace
- handle the substance at a workplace
- store the plant or substance at a workplace
- construct the structure at a workplace
- carry out any reasonably foreseeable activity (inspection, cleaning, maintenance or repair) at a workplace
- are at or in the vicinity of a workplace and who are exposed to the plant, substance or structure at the workplace.

#### **Obligations to other PCBU's (Shared responsibilities)**

As a PCBU, we often work alongside other PCBU's; or contract to or contract together with other PCBU's. We have a duty to everyone affected by our work and workplace, not just those that work for us – therefore we will consult, co-operate and co-ordinate activities to meet the shared responsibilities between the PCBU's involved.

#### **Officers**

Individuals in our organisation who hold a senior governance role or who exercise significant influence over the management and decision making in our business are deemed to be 'Officers' under the Act, and must exercise due diligence to ensure that we are complying with our duties.

Examples of Officers (not limited to):

- Company Directors
- Partners
- Board Members
- CEO

These Officers must ensure they are taking safety seriously and that they are asking the questions that allow them to fully understand the hazards and risks within the operations of our company, assessing incidents, injuries and near misses, ensuring we have the resources and act accordingly. These are all examples of their due diligence.

These include taking reasonable steps to:

- understand work health and safety matters and keep up-to-date on changes
- gain an understanding of the operations of the organisation and the hazards and risks generally associated with those operations
- ensure the PCBU has appropriate resources and processes to eliminate or minimise those risks
- ensure the PCBU has appropriate processes for receiving information about incidents, hazards and risks, and for responding to that information
- ensure there are processes for complying with any duty, and that these are implemented
- verify that these resources and processes are in place and being used.

Note: Certain officers are exempt from prosecution if they fail in their due diligence duty:

- volunteers
- elected members of local authorities (councillors) under the Local Electoral Act 2001
- members of local or community boards elected or appointed under the Local Electoral Act 2001.
- members of school boards of trustees appointed or elected under the Education Act 1989.

## Workers

The Health and Safety at Work Act 2015 also takes into consideration Workers and the responsibilities they have to themselves and others in the workplace. This includes taking reasonable care of their own safety, ensuring their acts or omissions don't harm others, complying with instructions and cooperating with the policies and procedures we have in place.

Examples of Workers:

- a Worker; or
- a Contractor or subcontractor; or
- a Worker of a Contractor or subcontractor; or
- a Worker of a labour hire company who has been assigned to work in the business or undertaking; or
- an outworker (including a homemaker); or
- an apprentice or a trainee; or
- a person gaining work experience or undertaking a work trial; or
- a volunteer Worker; or
- a person of a prescribed class.

## Volunteers

Volunteers that work for us regularly, on an ongoing basis and who are integral to our operations are deemed to be Volunteer Workers. We have the same duties to those Volunteers as we do our Workers. Refer to duties under Workers.

The act does not cover volunteers that work on a casual basis (Casual Volunteers) who engage in the following activities:

- Participation in a fundraising activity
- Assistance with sports or recreation for an educational institute, sports or recreation club
- Assistance with activities for an educational institution outside the premises of the educational institution.
- Providing care for another person in the volunteer's home.

We have the same duties to those Casual Volunteers as we do our Customers or Visitors.

Notes:

- A volunteer organisation is an organisation that has no paid Workers (only volunteers). It is not a PCBU; and therefore the association and the volunteers that work under it are not covered by the bill.
- If the volunteer organisation has at least one paid Worker, then the organisation is deemed to be a PCBU and is subject to the Health and Safety at Work Act 2015.

# Role of WorkSafe New Zealand (WorkSafe)

WorkSafe New Zealand, formerly the Department of Labour (DoL often referred to as OSH), administers and enforces the Act. WorkSafe also provide guidance and education to businesses on the control of risks and compliance with the Act.

Worksafe's Health and Safety Inspectors provide information to PCBU's and ascertain compliance with the Act. They are able to issue enforcement notices and prosecute under the HSAW Act. Enforcement notices consist of improvement, prohibition or infringement notices.

- **Improvement notices** are issued when the Inspector reasonably believes a person is breaching or is likely to breach the Act or Regulations and requires to the workplace to comply within a given timeframe.
- **Prohibition notices** are issued when the Inspector reasonably believes a workplace activity is occurring or is likely to occur that involves a serious risk to health and safety. The activity must be stopped and cannot resume until the Inspector is satisfied that the risk has been remedied.
- **Infringement notices** may be issued for continued non-compliance with the Act and may result in an infringement notice which requires you to pay an instant fine.

More information is available through WorkSafe New Zealand.

# Commitment Policy Statement

Our commitment policy document is a written statement and a brief synopsis of our obligations and objectives in respect of health and safety in the workplace, and is also displayed to our Workers and the general public.

We are committed to providing a safe and healthy work environment for our Workers, Contractors, Customers and Visitors. This commitment extends to ensuring that the company's operations do not place members of the public at risk of injury, illness or property damage.

In fulfilling this commitment, management will:

- provide a safe and healthy workplace and systems of work for Workers, Contractors and Visitors
- provide information, instruction, training and supervision to Workers, Contractors, Customers and Visitors to ensure their safety
- provide a safe and healthy work environment
- provide safe equipment, property and materials
- strive to **Eliminate** and/or **Minimise** all actual and potential risks and hazards
- establish and insist upon, safe methods and safe practices at all times
- meet or exceed the requirements of the Health and Safety at Work Act 2015, its Regulations and Codes of Practice
- enable effective Worker engagement practices
- ensure prompt and accurate reporting of all injuries, illnesses, incidents and events
- investigate injuries, illnesses and incidents thoroughly and strive to implement appropriate remedies to prevent recurrence
- support Workers in their rehabilitation and early return to work following injury
- continually improve the health and safety of our operations

## Responsibilities

All Officers are accountable for implementing this policy in their area of responsibility. Performance will be reviewed and measured at least annually as part of the company review process. Safety will take precedence over shortcuts or expediency at all times.

All Workers have a responsibility to observe safe work practices, rules and instructions relating to their work and to report all known or observed hazards and risks to their immediate supervisor or manager.

Through efficient management and active Worker engagement, injuries can be prevented. Each of us is therefore required to make a positive commitment towards achieving this goal.



# Smoke-free & Vape-free Policy

The Smokefree Environments and Regulated Products (Vaping) Amendment Act 2020 amends the Smoke-free Environments Act 1990 and the purposes of this Act are, in general, as follows:

- (a) to reduce the exposure of people who do not themselves smoke to any detrimental effect on their health caused by smoking by others; and
- (b) to prevent the normalisation of vaping; and
- (c) to regulate and control the marketing, advertising, and promotion of regulated products (whether directly, including through the appearance of regulated products and packages, or through the sponsoring of other products, services, or events) in order to improve public health by—
  - (i) discouraging people, especially children and young people, from taking up smoking; and
  - (ii) discouraging non-smokers, especially children and young people, from taking up vaping or using smokeless tobacco products; and
  - (iii) encouraging people to stop smoking, vaping, or otherwise using regulated products; and
  - (iv) discouraging people who have stopped smoking, vaping, or otherwise using regulated products from resuming smoking, vaping, or using regulated products; and
- (d) to support smokers to switch to regulated products that are significantly less harmful than smoking; and
- (e) to regulate the safety of vaping products and smokeless tobacco products; and
- (f) to monitor and regulate the presence of harmful constituents found in regulated products and their emissions

As a PCBU, we will take all reasonably practicable steps to ensure that no person smokes or vapes at any time in our workplace.

- All buildings and vehicles (including privately owned vehicles whilst on grounds) will be smoke and vape free (smoke and vape free areas outside buildings will include that area within a 10m radius of walkways, doorways, windows, and any air inlets)
- All Workers, Contractors, Customers and Visitors will be aware of the smoke-free and vape-free policy
- Signage will be displayed and all entrances/exits to buildings and our site, and will clearly indicate our Smoke and Vape Free status
- Information will be provided to Workers who smoke or vape who would like to quit

The only exemptions to this will be:

- if we, as a PCBU, permit vaping in a company vehicle which is only used by Workers where the public does not normally have access to it, and all Workers who use the vehicle have jointly given written notice that they do not object to smoking or vaping in the vehicle.
- if we, as a PCBU, are a restaurant or licensed premises, in which case all reasonably practicable steps will be taken to ensure no person smokes or vapes at any time in a part of our premises that is not an open area

Any complaints received relating to smoking or vaping in our workplace will be investigated and resolved within 20 working days.

# Workplace Facilities

We are committed to providing a safe and healthy environment for our Workers, Contractors and Visitors. To ensure this, we will work to ensure our workplace complies with the following objectives:

## General Layout

The layout of our worksites will be:

- Well maintained
- Have clear entry and exit points for safe evacuation
- Clear workspaces
- Sufficient space
- Well designed, installed and maintained floors and surfaces
- Suitable and sufficient lighting to carry out work, move around and evacuate safely
- Suitable and sufficient ventilation
- Provisions for extreme temperatures

## Facilities

Adequate facilities will be provided and shall be in good working order, clean, safe and accessible:

- Toilets
- Drinking water
- Hand-washing facilities
- Eating and break facilities
- Facilities to rest if workers become unwell and it is not reasonable to leave the workplace

## Other Facilities

When required, we will ensure the following other facilities are available:

- if the work is of such a nature that Workers are reasonably likely to need facilities for washing the body, such facilities will be available
- if the work is of such a nature that Workers' clothing is reasonably likely to become contaminated or wet, a place in which to change clothes
- if the work is of such a nature that it is reasonably likely that Workers will bring to the workplace clothes that will not be used at work, facilities for keeping such clothes clean and dry will be available
- if the work is of such a nature that it is reasonable for Workers to perform it while seated, facilities for sitting will be available
- if the work is of such a nature that it is not reasonable for Workers to perform it while seated, facilities for sitting that enable Workers to take any reasonable opportunity for rest that may occur in the course of the work
- if the work is of such a nature that it is reasonably likely that any floor will become wet, facilities that prevent Workers from becoming wet, whether by way of drainage of the floor or otherwise.
- If airborne contaminants arise in the workplace, facilities that enable these to be controlled as closely as possible to their sources, treated or carried off will be provided

These facilities will be provided with assessment to the nature of work, nature of hazards; size, location, and nature of workplace, number of Workers, and composition of Workers. All will be in good working order, clean, safe and accessible.

### **Facilities for unwell Workers**

We will ensure that any Worker who feels unwell may:

- rest in facilities provided at the workplace, if we decide that it is the appropriate course of action in the circumstances; or
- leave the workplace, if we decide that it is the appropriate course of action in the circumstances

The rest facilities we will provide will be:

- suitable for the purpose for which they are to be used; and
- provided in sufficient numbers; and
- maintained in good order and condition; and
- that all Workers can access any of those facilities in a way that is convenient to them.

### **Facilities for First Aid**

We will ensure the following First Aid facilities will be available in the workplace:

- Adequate First Aid Equipment, access to that equipment and facilities to administer
- Adequate number of trained First aiders to administer First Aid, access to those First Aiders

These facilities will be provided with assessment to the nature of work, nature of hazards, size and location of the workplace, number of Workers, and composition of Workers.

### **Airborne Contaminates**

We will ensure that these facilities will be provided in the workplace:

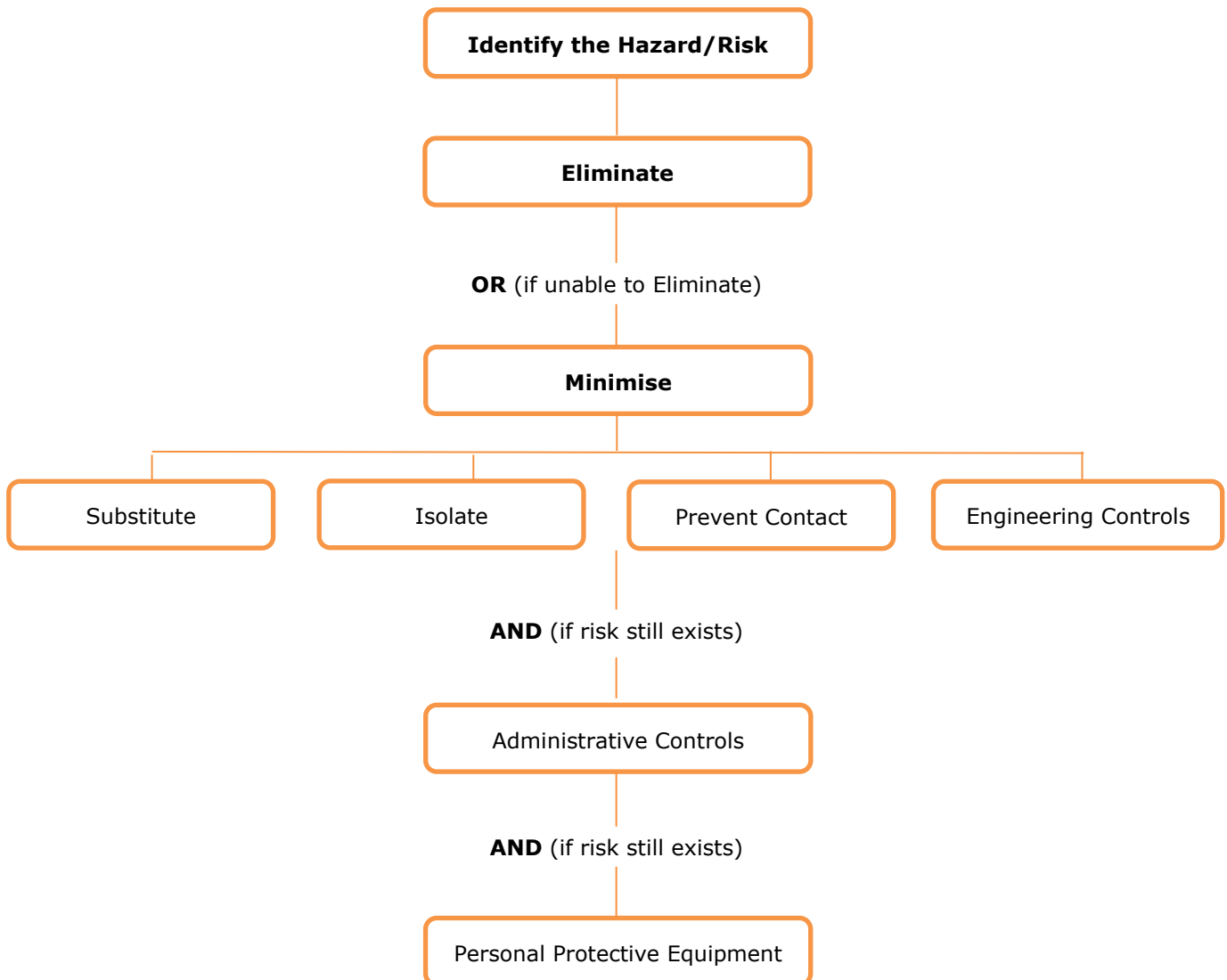
- facilities to enable any airborne contaminants to be controlled as closely as possible to their source
- facilities for treating or carrying off any airborne contaminants for the purpose of minimising the likelihood that any airborne contaminants will be a cause or source of harm to any Worker.

# Hazard & Risk identification and management

The Act states a duty imposed by or under the Act and requires a person—

- to eliminate risks to health and safety, so far as is reasonably practicable; and
- if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.

**Our workflow process for identifying and managing hazard/risk:**



## Hazard/Risk Identification, Reporting and Assessment

### Identification of Hazards and/or Risks:

- regular physical inspection of the workplace, equipment and work practices
- analysis of injuries, illnesses, incidents, and events to determine the cause, and prevent a reoccurrence of this nature in future
- analysis of tasks and how they are carried out in the workplace

### Hazard/Risk Control

Once a hazard has been identified it is evaluated and recorded in the Hazard/Risk Register.

A control plan is formulated as follows and documented in the Hazard/Risk Register – (ensure appropriate advice is sought where applicable):

- First consider options in the control plan to **eliminate** the risk. Hazards can be eliminated by replacing with less hazardous material or equipment, repairs and maintenance or changing the way a task or activity is carried out.
- If the hazard cannot be eliminated, then consider options to **minimise** the risk. Hazards can be minimised by substituting the hazard for a lower risk option, isolating the hazard or preventing contact with people, and implementing engineering controls such as guarding equipment.
- If after taking those steps the risk still remains, administrative controls must be put in place in the form of policies, safe operating procedures, job safety analysis and signage.
- The last step is to ensure the appropriate personal protective equipment is identified and implemented. personal protective equipment alone is not an appropriate control.

### Hazard/Risk Maintenance

Regular maintenance checks are conducted to ensure controls are:

- effective and maintained
- fit for purpose
- suitable for the nature and duration of the work
- installed, set up and used correctly

### Hazard/Risk Review and Revision

Regular reviews are conducted, including when:

- maintenance checks show controls aren't working
- an incident arises
- changing the workplace, environment, work, process or procedures
- a new hazard or risk is identified
- health monitoring shows exposure, illness or recommendations
- exposure monitoring reveals a concentration of a substance hazardous to health exceeding standards
- worker engagement suggests a review
- requested by a Health and Safety Representative
- it is deemed necessary

## **Hazard / Risk Documents**

### **Hazard/Risk Register**

A Hazard/Risk Register of all workplace hazards that have been identified and recorded is maintained at each worksite for reference by other PCBU's, Officers, Workers, Contractors and Visitors alike.

The Hazard/Risk Register documents all hazards/risks covering the work we do, the environments we work in, as well as the equipment and substances we use. This Register helps us to document the controls we have implemented and manage the maintenance and review process.

All Workers are familiarised with the contents of the Hazard/Risk Register during training and induction, and Workers are updated as new entries are made and engaged in the review process.

### **Safe Operating Procedures (SOP)**

Safe Operating Procedures (SOP) are a written summary of policies and procedures for Workers responsible for operating plant and equipment in the workplace.

Safe Operating Procedures may also be used for induction training and may be issued to a new Worker ahead of their employment date, allowing a smoother and safer period of initial training. Our Safe Operating Procedures are the standard against which all training will be measured to ensure consistency in the operation of the company's plant and equipment.

All operators must adhere to the Safe Operating Procedures which are designed to prevent harm to operators and their fellow Workers, and increase machine life. Operators should also use considered judgement and initiative when appraising and mitigating hazards/risk, and specified personal protection equipment must be worn.

### **Job Safety Analysis (JSA)**

A Job Safety Analysis (JSA) is a process of systematically evaluating tasks, processes or procedures of a specific job in the workplace and eliminating or reducing the risks or hazards in order to protect Workers from injury or illness.

The JSA process is documented to help refine safe work procedures and take into consideration judgement from Workers. The JSA document can serve as a useful tool in training and guiding Workers through safe job performance. Specific job safety analysis are also living documents that are adjusted as conditions warrant.

Our job safety analysis process begins with identification of the potential hazards or risks associated with a particular job. Once the hazards are understood, the consequences of those hazards are then identified, followed by control measures to eliminate or mitigate the hazards. A more detailed job safety analysis can be performed by breaking the job into steps and identifying specific hazards and control measures for each job step, providing the Worker with a documented set of safe job procedures.

## **Specific Hazard/Risk Policies**

### **Health Monitoring**

We will ensure that health monitoring (as recommended by an Occupational Health Professional) will be provided for any Worker who is exposed to a hazard which:

- Exposure could relate to a disease or health effect already identified
- There is reasonable likelihood they may occur under particular conditions
- There are valid techniques for detection

Health monitoring will be paid for by us or shared between our Company and other PCBU's. All health monitoring will be carried out by or under supervision by an Occupational Health Professional who is experienced in health monitoring.

Before Health monitoring takes place, information will be given to a person who is likely to carry out work that involves a health hazard and any Worker before the Worker commences work that involves a health hazard.

That information will include:

- The duty to monitor health
- The health hazard that triggered the requirements for health monitoring
- The nature of the monitoring and how it will be carried out
- What information will be given to the health practitioner
  - The Company (PCBU) contact details
  - Name and Date of Birth of the Worker
  - Details of the work that triggered
  - If the Worker has started that work, how long the worker has been carrying out that work
- The duty of us to obtain a health monitoring report from the practitioner and the content (this report will be provided to the Worker and any relevant PCBU's and WorkSafe as soon as practicable after obtaining the report):
  - The Company (PCBU) contact details
  - Name and Date of Birth of the Worker
  - Name of Occupational Health Professional
  - Date of Monitoring
  - Test results, advice and recommendations
- The duty to notify WorkSafe (if the results show) and other PCBU's
- The retaining, storage and sharing of reports
- The purposes of monitoring
  - For us to reduce the risk of exposure
  - Enable us to take remedial action
  - Facilitate treatment and protection of Workers
  - Inform WorkSafe

The Worker will also be consulted on the selection of the Occupational Health Professional. All Health Monitoring records will be recorded and kept for 40yrs after the record is made for asbestos, and for 30yrs after any other case.

Those records will be readily accessible (without disclosing personal details) and a copy will be provided when the Worker leaves or business closes. Monitoring reports will not be provided to another person without the Worker's written consent.

### **Personal Protective Equipment (PPE)**

We will provide any PPE required as a minimisation control measure for a Hazard/Risk (unless another PCBU has already provided). If a Worker genuinely and voluntarily chooses to provide their own for comfort or convenience that would be acceptable as long as we are satisfied the PPE is of the standard set below. Where this is the case, the Worker may give us reasonable notice if they choose to be provided with the PPE instead.

PPE will be suitable for the nature of the work and hazard, comfortable and a suitable size and fit for the Worker. We will take into consideration medical requirements such as allergies and prescription lenses when deciding on the suitability of the PPE. The Company will also ensure it is maintained, repaired or replaced to ensure it is:

- Clean and Hygienic
- In good working order
- Used or Worn by the Worker
- Compatible with other PPE

The Company will ensure the Worker is provided with the appropriate information, training and instruction on proper use, wearing, storage and maintenance.

When provided with PPE (or if the Worker chooses to provide their own), the Worker must use or wear it as informed, trained and instructed. The Worker must not intentionally misuse or damage the equipment and must inform us of any damage, defect, need to clean or decontaminate that they become aware of.

We will also ensure the PPE is used or worn by non-Workers as well.

All Personal Protective Equipment (PPE) and clothing supplied by the company will be recorded in the PPE Register which will contain details of:

- PPE and safety clothing that is issued
- PPE training that may be required
- Date that PPE and safety clothing is issued or replaced

### **Remote or Isolated Work**

Work that is isolated from the assistance of other persons because of location, time or nature of the work is deemed to be high risk.

We will manage the risks associated with this work, identifying, implementing and reviewing controls as documented in a JSA or Hazard/Risk Register.

One of the minimisation controls must always be that we will provide a system of work which includes effective communication at all times with the Worker.

### **Falling objects**

We must manage the risks associated with an object falling on a person if the falling object is reasonably likely to injure the person.

If it is not reasonably practicable to eliminate the risk, we will minimise the risk by providing adequate protection and maintaining a safe system of work that includes measures for preventing an object to fall freely. If that is not reasonably practicable, we will ensure a system to arrest the fall is required before work commences (i.e. Tool lanyard or safety netting), if that is not reasonably practicable, we will provide an exclusion zone that persons are prohibited from entering.

### **Loose but enclosed materials**

Where a Worker could become trapped or engulfed by material (solid material in such form or state, or in pieces or particles so small that it is capable of subsiding or flowing to trap or engulf or that is enclosed in a structure), we will take all reasonably practicable steps to provide safe work practices and manage the risks to health and safety to those workers.

### **Asbestos**

In compliance with the Health & Safety at Work (Asbestos) Regulations 2016 we as a PCBU with management or control of a workplace, structure or plant constructed before 1 January 2000 will ensure the risks caused by asbestos are minimised by identifying the presence and location of identified or assumed asbestos or ACM (Asbestos Containing Materials) in the workplace, including places where asbestos is not accessible. This includes building owners, property managers and landlords.

If we are a tenant occupying a workplace which may contain asbestos or ACM, we have an obligation to work with the landlord to ensure asbestos has been clearly identified and an Asbestos Management Plan is put in place.

We will;

- Identify asbestos and ACMs in the workplace
- Assess risks from asbestos and ACMs and identify ways to control them
- Develop an Asbestos Management Plan
- Develop processes for accidents, incidents & emergencies
- Review Asbestos Management Plan's effectiveness regularly



## Types of Asbestos

There are two types of asbestos:

- **Friable:** Asbestos that's in a powder form or able to be crumbled, pulverised, or reduced to a powder by hand pressure when dry. While all asbestos has the potential to become airborne, friable is more likely to become airborne.
- **Non-friable:** Asbestos that's not in a powder or cannot be crumbled, pulverized, or reduced to a powder by hand pressure when dry. It is usually in a bonded form, such as asbestos cement sheet in good condition.

## Identifying Asbestos

We will engage a competent asbestos surveyor with training, knowledge and experience to identify and help us manage asbestos in our workplace. If required, we will ensure samples are analysed at an accredited laboratory. Once the results are confirmed, we will ensure locations of asbestos are recorded, a risk assessment conducted and an Asbestos Management Plan put in place.

The type of survey required will vary depending on the premises' lifespan. Several may be required over time.

- A **management survey** will be conducted for normal occupation of a building or rental property to ensure the existing asbestos and ACM are managed.
- A **refurbishment or demolition survey** will be conducted when the building, or part of it, is going to be refurbished or demolished. At larger premises a mixture of surveys may be appropriate.

## Asbestos Management Plan

Our Asbestos Management plan will include;

- Information about the identification and location of asbestos or ACM within the workplace
- Decisions, with reasons, about how asbestos will be managed within the workplace
- Information on how incidents and emergencies involving asbestos will be managed in the workplace
- Information about workers who carry out work involving asbestos

We will have a procedure (including timeline) for reviewing and if necessary revising our Asbestos Management plan and procedures. At a minimum this will be every 5 years.

Our Asbestos Management Plan will be communicated to all contractors tendering for work on our workplace so they can address the risks involved.

## PCBU's contracted to complete work on a building or structure containing Asbestos

### Maintenance

*'Maintenance' is defined as routine or urgent work that keeps the building or structure in a proper condition or working order. It is incidental work that can be done quickly and safely within minimal control measures required to ensure safety.*

We as the PCBU conducting care or upkeep of a building or structure where asbestos or ACM is assumed to be present, before commencing work, will ensure that asbestos has been identified and an Asbestos Management Plan is available for us to follow. So far as is reasonably practicable, we will ensure every worker who may encounter asbestos will be knowledgeable, experienced and adequately trained in this work and any risks this work may present, so they are not likely to harm themselves or others. We will also ensure those working with asbestos are adequately trained in the use of PPE they may need.

In a building or structure where asbestos is likely to be disturbed by maintenance work we deem this work as refurbishment.

### Refurbishment

As a PCBU intending to carry out refurbishment work we must first determine whether there is any asbestos or ACM present in the structure or plant. If asbestos is assumed to be present we have a duty to inform;

- If the workplace is a home: the homeowner and home occupier
- In any other case, the PCBU with management or control of the workplace.

We will not commence work on a site where asbestos is assumed until a refurbishment survey has been completed by an asbestos surveyor and an Asbestos Management Plan put in place. As a PCBU working with asbestos we will interpret and follow these asbestos surveys in order to plan and carry out the refurbishment safely.

So far as is reasonably practicable, the asbestos will be removed by an asbestos removalist before the refurbishment work begins.

### **Demolition**

As a PCBU intending to carry out the demolition of a home or workplace we will ensure that all asbestos that is likely to be disturbed by the demolition is identified by an asbestos surveyor, we will ensure we have minimised the risks to workers and persons in the vicinity of the demolition site being exposed to asbestos by communicating our Asbestos Management Plan and so far as is reasonably practicable an asbestos removalist will remove the asbestos before demolition commences.

### **Asbestos removal**

As a PCBU who commissions the removal of asbestos we will ensure that asbestos has been identified, the risks associated with the removal of asbestos assessed and controlled and an Asbestos Management Plan communicated to all workers and general public within the vicinity. Removal work will only be carried out by a licensed asbestos removalist. Any asbestos waste and contaminated PPE will be disposed of immediately and safely in a place approved by a territorial authority.

We do not require the services of a licensed asbestos removalist if cumulatively, over the whole course of the removal project, the removal is 10m<sup>2</sup> or less of non- friable asbestos or asbestos contaminated dust (ACD) associated with the removal of the non-friable asbestos or the ACD is not associated with the removal of friable or non-friable asbestos and is only a minor contamination. In this case we will ensure that only contractors sufficiently qualified will carry out the asbestos work.

For further information on competencies, training and the use and storage of PPE when working with asbestos, refer to Worksafe guidelines 'Management and removal of asbestos'.

## Drugs and alcohol in the workplace

We recognise drug and alcohol abuse as a potential serious hazard/risk and will take a firm approach to dealing with such abuse. Management and Workers shall all work together to maintain a work environment that is free from the use and effects of drugs, alcohol and other mind-altering substances.

This policy applies at the workplace, to all workers and includes visitors and contractors inside and outside of normal scheduled working hours.

Prescribed drugs or medicine for private use are permitted providing they do not interfere with the Workers ability to perform their work in a safe manner. Workers who are taking prescribed medication that may affect their work, must notify their manager.

Any Worker or Contractor may be requested to undergo a:

- Pre-Employment Test - appointment of a new worker is conditional on the applicant returning a negative drug and alcohol test.
- Random Test - on random occasions and using a randomised selection process.
- Post Incident Test - where a worker is involved in an incident involving death or a lost time injury, an incident resulting in damage to property or plant. An incident requiring treatment by a medical professional or a near miss that has significant potential to cause serious harm.
- Reasonable Cause Test - where a worker's appearance, actions or behaviour suggest that they may be affected by drugs and/or alcohol or discovery has been made of any drug paraphernalia associated with the worker(s).

It is a requirement of many workplaces that only those Workers or Contractors who have passed a drug and alcohol test will be permitted on that site. Accordingly, any Worker or Contractor who fails or refuses to undergo a test will not be permitted on such a site and disciplinary procedures may follow.

All urine drug tests will be conducted by a qualified collection agent using certified test equipment in accordance with AS/NZS 4308:2008. A urine test is the normal method used to screen for drugs, however oral fluid screening conducted in accordance with AS/NZS 4760:2019 may also be requested at any time. A non-negative result from oral screening will be followed up using confirmatory methods such as a urine screen/test. Alcohol screening will be carried out using a certified breathalyser in accordance with AS3547. The limit will be set at NZTA level of 250mcg/l breath. Under 20 years of age there is a zero tolerance. (100 mcg/l)

If a Worker, Contractor or Visitor arrives at the workplace, and you have reasonable cause to suspect that they are under the influence of alcohol or drugs, you should report this to your manager who should immediately remove that person from the work environment and conduct an investigation. If you have any doubt about whether they are, or are not impaired, you should err on the side of caution and report to your manager, asking that they be removed from the work environment. If you believe that a fellow Worker or Manager in a more senior position is in violation of this policy, you are encouraged to notify their manager.

Unexpected circumstances can arise when an off-duty staff member is requested to work. If you are in this position and you feel unfit due to the influence of alcohol or other drugs, it is your responsibility to refuse the request and ask that it be redirected to another person.

## Young persons in the workplace

We will ensure so far as reasonably practicable ensure that;

### Persons under the age of 15yrs

Shall not be present in any area of the workplace at any time when the following are carried out in the area:

- Goods are being prepared or manufactured for trade or sale
- Contraction work is in progress
- Logging operations or tree-felling is in process
- Any work in progress involves the manufacture, use or generation of hazardous substances
- Any work that is likely to cause harm to the health and safety of the young person

Exceptions:

- Public generally has access to the area, or
- The young person is under the direct and active supervision of an adult in that area that is appropriate to the age of the young person and the nature of the risks present in the workplace, or
- Is on a guided tour, or
- Is in an area used only for selling goods or services

### Workers under the age of 15yrs

Must not:

- Manufacture or prepare goods for trade or sale
- Carry out construction work
- Carry out logging operations or tree-felling
- Manufacture, use or generate hazardous substances
- Carry out any work which is likely to cause harm to the health and safety of the young person
- be required to lift any weight or to perform any task if lifting the weight or performing the task would be likely to be injurious to their health
- work at or with any machinery or assist with work at or with machinery at the workplace (including an engine, motor, or other appliance that provides mechanical energy derived from compressed air, the combustion of fuel, electricity, gas, gaseous products, steam, water, wind, or any other source. This includes any plant by or to which the motion of any machinery is transmitted and a lifting machine, a lifting vehicle, a machine whose motive power is wholly or partly generated by the human body and a tractor)
- drive a vehicle (meaning tractor and any self-propelled mobile mechanical plant - other than a car, a truck, a motorcycle, or machinery that has a mass of 700kg or less), ride upon a vehicle while it is drawing an implement, while implement is attached, or ride upon an implement (other than a sled or trailer designed or adapted for the carriage of passengers or goods) drawn by or attached to a vehicle

Exceptions

- if the young person is aged 12yrs or over, has been fully trained in the safe operation of the tractor and the safe use of any implement that is being drawn by or is attached to the tractor; or is being trained in the safe operation of the tractor and the safe use of any implement that is being drawn by or is attached to.
- This does not apply in relation to Workers under 15yrs who are carrying out administrative or retail work in a workplace that does the work of a type specified in the above areas.

## Workers under the age of 16yrs

Must not work between 10pm and 6am (unless in accordance with Approved Code of Practice related to Workers under the age of 16yrs working in those hours relating to the kind of work they undertake).

## Stress in the workplace

Every day, individuals are confronted with a variety of demands or 'stressors'. These may arise from either personal sources e.g. ill-health, marital discord, family problems, financial uncertainty, or from institutional sources e.g. work overload or under load, role conflict, lack of control, physical environment, bullying and harassment. Stressors produce a biochemical response in the body which prepare the body to do what is essential during a stressful situation (in preparation for fight or flight).

The stress response is highly functional and can lead to elevated performance through constructive and creative responses, increased and well-directed energy, improved morale and motivation and increased efficiency and effectiveness. Where an individual is exposed to demands that are too intense, frequent or chronic, the stress response can create unhealthy, destructive outcomes to their physical and mental health.

There are wide individual differences in the way we each respond to stressors, and therefore the optimum stress load that maximises performance varies by individual and by task.

Some common signs of stress in individuals are:

- headaches, feeling tired or having difficulty sleeping
- worrying a lot, feeling anxious and tense for no explained reason
- having difficulty concentrating, finding it hard to make decisions
- lower level of confidence, making mistakes, forgetting things
- feeling impatient and irritable, drinking more alcohol, smoking more

Stressors can be grouped into four categories:

- **Physical** – the physical environment in which one works e.g. temperature, office design, noise, lighting etc.
- **Task** – the nature of the work itself, the specific activities assigned to the Worker e.g. reception, budget Management.
- **Role** – the expectations that others have of one's role and its function within the company e.g. conflicting or ambiguous expectations.
- **Interpersonal** – the social, personal and working relationships that exist.

Whilst Management have no control over a Worker's personal life and external factors that may impact on a person's ability to cope at work, we are still able to provide simple and practicable steps to help a Worker deal with personal issues (if you know about them). Some examples of the kind of support we could provide in this situation are flexible work arrangements, reduced workload, paid leave or support to attend counselling.

More information is available through [www.wellplace.co.nz](http://www.wellplace.co.nz)

# Hazardous Substances and Waste

## Managing Risks and Reviewing Control Measures

We, as the PCBU, will ensure the risks caused by hazardous substances (including hazardous waste) in our workplace are eliminated so far as is reasonably practicable, or minimised so far as is reasonably practicable following the hierarchy of controls. These controls will be decided on in conjunction with our workers technical and operational knowledge, as well as the specific technical requirements from the manufacturer.

We will also ensure there is an inventory of our substances and the specific technical requirements for use, handling, manufacturing and storage available onsite. This inventory will include the quantity, any health or physicochemical hazards (eg flammability), possible reactions between substances, ignition sources, equipment required and the work these are used for (including prescribed exposure standards with maximum limits of exposure and restricted entry interval for how long the wait time is before re-entering an area).

These controls will be reviewed every five years, unless there has been a significant change to a safety data sheet, the information on our inventory changes significantly or there has been a notifiable event involving a hazardous substance. Other reasons to review would be after any incident or illness, a change in the workplace, a new risk is identified or caused, health monitoring results show potentially harmful levels or a recommendation for remedial measures, exposure monitoring shows high concentrations, or there are concerns from workers.

## Inventory

We as the PCBU will ensure there is an inventory of the hazardous substances we use, handle, manufacture or store at our workplace.

For each substance the inventory will include:

- The product or chemical name, and the UN number if available
- The maximum amount likely to be at our workplace
- The location
- Any specific storage and segregation requirements
- A current safety data sheet or condensed version of its key information

This inventory will also include hazardous waste and:

- Describe its nature as closely as possible
- List the maximum amount likely to be at the workplace
- Identify the location of the waste
- State any specific requirements for storing or segregating the substance

This inventory must be readily available to any emergency service worker who attends our workplace during and after the workplace is evacuated. This could be in hard copy or electronic form.

We will also ensure there is a separate inventory for each of the sites that we manage.

*An inventory is not required for a transit depot or designated transfer zone if the name and quantity can be provided, or for consumer products used in amounts similar to domestic use, or for laboratories using hazardous substances in research and development.*

*An online tool is available to record an inventory, and which provides guidance around controls that must be in place, check out [www.hazardoussubstances.govt.nz](http://www.hazardoussubstances.govt.nz)*

## Safety Data Sheets (SDS)

We as the PCBU will ensure there is a SDS for every substance in our workplace from the first time it is supplied and every five years thereafter (or if the SDS changes).

The SDS will be available to any worker, emergency services worker or any other people who could be exposed to the hazardous substance.

When workers are travelling between workplaces, the SDS will travel with them, unless they carry a condensed version of the information on a safety card. The SDS will be available with each of the inventories.

*SDS is not required for hazardous substances that are in transit, packed and labelled consumer products in a retailer's workplace intended for supply to other premises and that will not be opened, or consumer products used at the workplace in amounts and ways similar to domestic use (if kept in the original container)*

## Labelling and Packaging

We as the PCBU will ensure all hazardous substances in our workplace are properly labelled. This will include making sure the correct manufacturer or importer label is on, in English and easy to read.

If a substance is removed from its original container, we will ensure the new container is suitable (in sound condition, able to safely contain the substance at the temperature range at which it will be used and made of a material compatible with and not likely to be affected by the substance – NOT food or beverage containers) and labelled.

While a container is labelled for a hazardous substance, it will be used only for that substance. If the container is used for other substances, it will first be thoroughly cleaned, and the former label will be completely removed.

Hazardous waste will also be labelled in English with the nature of the waste, the name address and phone number of its producer and hazard pictograms and statements reflecting what we know about the waste.

## Signage

We as the PCBU will ensure all emergency services, visitors and workers know what hazardous substances are on site and the protection or precautionary measures they should take through signage.

Our signage will be clear and concise and be placed at key points on our site such as entranceways, buildings, outdoor areas and where substances are used or stored (although not too close to the storage). If our substances are in a building, there will be signs at every vehicle and pedestrian entrance to the building and property. If they are within a room inside the building, signs will be at each entrance to that room. If outdoors, a sign must be next to that area.

No signage will be hidden, beside doors or gates that cover them while open, or above doors or anywhere smoke may conceal the sign.

The signage will show what substances are present, the general type of hazard and what to do in an emergency.

All signs will be made out of durable material that won't easily fade, will be in plain English, readily understandable and clearly visible and legible from not less than 10 metres away under varying conditions.

Vehicle signage will also be displayed when hazardous substances are transported.



## Emergency Plans

We as the PCBU will ensure there is an emergency plan in place for emergencies such as poisoning, inhalation, burns, fire or spills.

These emergency plans will be shared with our workers and all workers will be trained on what to do (including the location of fire and first aid equipment and how to use it), how to access the inventory and SDS for emergency services, ensuring the labelling of containers is correct, and the location of spill kits available for use.

### Emergency Response Plan

If we hold substances that require an Emergency Response Plan, we will include all reasonably foreseeable emergencies and include a description of what we will do to:

- Evacuate
- Call emergency services
- Warn people at the workplace and nearby about the emergency
- Advise people how they can protect themselves
- Help or treat anyone injured
- Manage the emergency to restrict its effects
- Ensure those who need special training will receive it
- Have the inventory and SDS available
- Include a site plan with locations of substances

This Emergency Response Plan will be reviewed by Fire and Emergency NZ.

## Fire Extinguishers

We as the PCBU will ensure all fire extinguishers will be clearly visible (with an easy to see sign) and readily accessible at all times. This could include in normal thoroughfares, near exits, or a safe distance from the hazard. All fire extinguishers will also have a rating of at least 30B.

## Handling – Information, Training and Supervision

We as the PCBU will ensure all workers who handle hazardous substances will receive all the information (including what work is happening within their work area and the location and availability of information about how to safely handle and store hazardous substances), training (including exposure hazards, procedures for using, handling, manufacturing, sorting, or disposing, safe use of the plant, and emergency plan) and instruction they need to work safely with the substances. This includes telling workers where and how to find the SDS or condensed version at any time.

All workers will receive practical and experienced supervision in all areas listed above. The duration of this supervision will depend on the worker, their knowledge and previous experience. All instruction and training records will be documented in a training register.

## Certified Handlers

\*Approved Handlers are now known as Certified Handlers and are required for fewer substances.

Certified Handlers are required for the following substances:

- Substances requiring a controlled substance licence (CSL), such as most explosives, fumigants and Vertebrate toxic agents (VTA's)
- Acutely toxic (class 6.1A and 6.1B) substances

We as the PCBU will ensure to have one or more certified handlers if our workplace uses, handles, manufactures or stores the above hazardous substances.



## Storage

We as the PCBU will ensure all hazardous substances in our workplace are properly stored and that we will only store what we need. Incompatible substances will not be stored together, and decanted substances will be stored in the right type of container and correctly labelled.

Depending on the class of substances we have (refer to the SDS and the online Toolbox), and the quantity – small amounts may be kept in metal cabinets, while large amounts may need to be kept in a dangerous goods store or a separate building and a certain distance from other premises or public places. Lids will be kept on always.

If we hold flammable, oxidising, toxic or corrosive substances above certain quantities, we will ensure we have a location compliance certificate.

## Securing Substances

\* Substances that previously required an approved handler must now be secured

We as the PCBU will ensure that if required, our substances only to be used by Certified Handlers will be secured from persons other than those we allow access to them. This could be by padlock or key pad entry only.

## Test Stations

We as the PCBU will ensure we have been authorised by WorkSafe as a test station if we wish to inspect and test gas cylinders and LPG fittings. We will also ensure that only those individual testers under our Scope of Accreditation perform any testing or inspections

## Hazardous Atmospheres

In atmospheres where there is no safe oxygen level, or the concentration increases the fire risk, the concentration of flammable gas, vapour, mist or fumes exceeds 50% of the lower explosive limit for the gas, vapour, mist or fumes, or combustible dust is present in a quality or form that would result in a hazardous area; we will identify, implement controls and review controls including the risk associated with an ignition source (unless that is part of a deliberate process or activity in our workplace)

## Containers of liquids

We will ensure that where any container that contains liquids in our workplace presents a risk of drowning, that we will ensure it is:

- Securely covered, or
- Enclosed by a secure fence which;
  - Extends at least 1m above the adjoining floor, ground or platform
  - Is in a position that will provide adequate protection for any person near the container

'Containers of liquids' means any enclosure, fixed vessel, pit, structure, sump, vat or other container that contains any liquid and the edge of which is less than 1m above the floor, ground or platform. This does not include animal drinking troughs or systems of water collection, disposal, distribution or storage.

## Exposure Monitoring

We will ensure:

- No person is exposed to a substance in a concentration that exceeds exposure standards
- Where we are not certain whether the concentration exceeds the exposure standard, we will ensure that exposure monitoring is carried out to determine the concentration
- Health monitoring is provided to the Worker if the Worker is carrying out ongoing work involving the substance hazardous to health that is specified in a safe work instrument as requiring health monitoring and there is a serious risk to the worker's health because of exposure to that substance
- Monitoring of exposure to Workers to any substance hazardous to health that diseases or health effects are identified, at appropriate intervals, after significant changes at the workplace and by or under the supervision of a competent person who has sufficient knowledge, skills, and experience in the appropriate techniques and procedures, including the interpretation of results
- Record and keep monitoring records 40yrs after the record is made for asbestos, and for 30yrs after any other case. Those records will be readily accessible (without disclosing personal details)

# Incident, Injury & Illness Management

## Management and Control

We aim to foster a safe and healthy work environment where all workplace personnel combine their efforts and share the responsibility for work-related personal injury prevention and effective Incident, Injury and Illness Management.

All work-related Incidents (including Near Misses), Injuries and Illnesses must be recorded in the company's Incident Record which will be kept in a central location in the office. Any Notifiable Events must be investigated using the Incident Investigation Report Form also kept in a central location in the office. These are essential as it will enable the Officers to establish patterns, or determine actual causes of an Incident/Injury/Illness and to put in place procedures and/or controls to minimise the chances of a recurrence.

All personnel onsite must know how to manage a Notifiable Event and should familiarise themselves with the following steps in the event they become involved in any way.

*Refer to the Incident Workflow for more guidance on minor incidents.*

## Notifiable Event

In this Act, unless the context otherwise requires, a notifiable event means any of the following events that arise from work:

- the death of a person; or
- a notifiable injury or illness; or
- a notifiable incident.

## Meaning of Notifiable Injury or Illness

Any of the following injuries or illnesses that require the person to have immediate treatment (other than first aid):

- the amputation of any part of his or her body
- a serious head injury
- a serious eye injury
- a serious burn
- the separation of his or her skin from an underlying tissue (such as de-gloving or scalping)
- a spinal injury
- the loss of a bodily function
- serious lacerations
- an injury or illness that requires, or would usually require, the person to be admitted to a hospital for immediate treatment
- An injury or illness that requires, or would usually require, the person to have medical treatment within 48 hours of exposure to a substance
- Any serious infection (including occupational zoonosis) to which the carrying out of work is a significant contributing factor, including any infection that is attributable to carrying out work—
- with micro-organisms; or
- that involves providing treatment or care to a person; or
- that involves contact with human blood or bodily substances; or
- that involves handling or contact with animals, animal hides, animal skins, animal wool or hair, animal carcasses, or animal waste products; or
- that involves handling or contact with fish or marine mammals:

Any other injury or illness declared by regulations to be a notifiable injury or illness for the purposes of this section.

### Meaning of notifiable incident

In this Act, unless the context otherwise requires, a notifiable incident means an unplanned or uncontrolled incident in relation to a workplace that exposes a Worker or any other person to a serious risk to that person's health or safety arising from an immediate or imminent exposure to—

- an escape, a spillage, or a leakage of a substance; or
- an implosion, explosion, or fire; or
- an escape of gas or steam; or
- an escape of a pressurised substance; or
- an electric shock; or
- the fall or release from a height of any plant, substance, or thing; or
- the collapse, overturning, failure, or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with regulations; or
- the collapse or partial collapse of a structure; or
- the collapse or failure of an excavation or any shoring supporting an excavation; or
- the inrush of water, mud, or gas in workings in an underground excavation or tunnel; or
- the interruption of the main system of ventilation in an underground excavation or tunnel; or
- a collision between 2 vessels, a vessel capsizes, or the inrush of water into a vessel; or
- any other incident declared by regulations to be a notifiable incident for the purposes of this section.

### Process for Notifiable Events

#### Step 1: Control and Preserve Incident Site

- Make sure anyone injured or ill or suspected of injury or illness has received medical attention and notify emergency services if necessary.
- Ensure site is safe for emergency services and personnel are situated to meet services onsite. If an obvious hazard poses an immediate risk to others, the plant or activity involved should be shut down
- Preserve (secure and control) the site excepting to save life or major disruption to essential services.  
**Do not interfere with the incident site without the permission of a WorkSafe Inspector.**

#### Step 2: Communicate

- Ensure Management has been advised immediately of the Notifiable Event
- Ensure someone in authority notifies WorkSafe New Zealand as soon as possible. If contact is made by phone, a notification in writing is required within 48hrs of the incident.

#### Step 3: Collect all relevant information about the incident in the Incident Record:

- Who was involved?
- What appears to have happened?
- Who should be interviewed (e.g. witnesses)
- What machinery and equipment was used? Was it regularly checked and serviced?
- What may have failed?
- Take photographs as evidence

#### Step 4: Initiate investigation

- Management to initiate an investigation no later than 12 hours of the event concerned
- Complete the Incident Record. The purpose of the investigation procedure is to determine actual causes of an incident and to put in place preventative measures or controls to minimise the chances of a recurrence
- Analyse facts and consider all possible causes and contributing factors
- Update the Hazard/Risk Register with contributing factors, add newly identified hazards or review existing hazards and take steps to eliminate or minimise
- Update health and safety policy and procedures if required.
- Hold a Toolbox Meeting

#### Step 5: After the event

- The Act requires the company to keep a record of all Notifiable Events for 5yrs from the date Worksafe is notified, therefore a file must be collated for and must include all information relating to the investigation together with the conclusions drawn and a copy of the final report.

## Rehabilitation

### Worker return to work policy

Any Worker who has experienced a work-related personal injury and who has taken time off to recover will be supported in a return to work as early as possible and in accordance with medical advice. This involves a partnership between ACC, the Worker and us, medical treatment providers and others as appropriate in the circumstances. An early return to work may involve a modification of the Workers working environment, alternative duties for a temporary period, and/or changes to the normal hours of work.

### Medical information

The Worker must provide us with a copy of their completed ACC forms and/or medical certificate, from the treatment provider.

The medical certificate will state the Worker's capacity or incapacity for work and specify a date for review (second visit) by the treatment provider. Selected or restricted activities may also be specified for a certain period of time. If the injured Worker is off work for more than seven consecutive days they must provide us with a medical certificate confirming they are 'fit for work'.

### Capacity to work and the provision of alternative duties

The provision of suitable alternative duties is an essential part of rehabilitation. Alternative duties are aimed at providing appropriate and productive work while a Worker rehabilitates to their former role. This is a proactive approach to enable the Worker to return to work as quickly as possible and maximise the chances of full recovery.

### Alternative placement or permanent disablement

Where at any point it becomes clear that the Worker will be unable or is unlikely to return to former duties as a result of work-related personal injury, our Management will explore the possibility of suitable alternatives with the Worker.

When the Worker's personal injury is so severe as to prevent them returning to their former position and all available options have been fully explored, then termination of employment will be considered in accordance with the relevant employment contract.

# Worker training, supervision and participation

## Employment

All Workers will be required to complete an Employment Application Form to ensure we have all important Worker information in the event of an incident or emergency.

The Employment Application also contains a number of disclosures which Workers are required to acknowledge and agree to as an important part of their commitment to health and safety in the workplace.

## Induction

Every Worker will receive an induction to the company and its health and safety program before commencing work. The induction will include an introduction to:

- Other Workers, First Aiders and Health and Safety Representatives
- The workplace including emergency exits and evacuation assembly points, Worker facilities (staff room, toilets)
- Hazard/Risk Identification and Reporting process and the Hazard/Risk Register
- Incident, Injury and Illness Reporting process
- No Smoking policy
- Drug and Alcohol Policy
- Health and Safety (Toolbox) meetings
- Emergency Procedures including location of first aid facilities and fire extinguishers
- Personal Protective Equipment
- Hazardous substances and Health Monitoring
- Safe Operating Procedures (SOP)
- Job Safety Analysis (JSA)

## Training, Supervision and Instruction

We are committed to doing everything possible to ensure that Workers have adequate knowledge, experience, supervision and training to do their work safely.

We will so far as is reasonably practicable, ensure that every Worker who does work of any kind, uses plant of any kind or deals with a substance of any kind that is capable of causing a risk in a workplace— either

- has adequate knowledge and experience of similar places, and work, plant, or substances of that kind, as to ensure that the Worker doing the work, using the plant, or dealing with the substance is not likely to cause harm to the Worker or other people; or
- is adequately supervised by a person who has that knowledge and experience; and
- is adequately trained in the safe use of
  - all plant, objects, substances, or equipment that the Worker is or may be required to use or handle; and
  - all PPE that the Worker is or may be required to wear or use

We will ensure that the supervision and training provided to a Worker are suitable and adequate, having regard to

- the nature of the work carried out by the Worker; and
- the nature of the risks associated with the work at the time the supervision or training is provided; and
- the control measures implemented in relation to the work that the Worker is undertaking.

The training provided will also be readily understandable by any person to whom it is provided.

## Worker Engagement, Participation and Representation

Workers are encouraged to contribute to health and safety within our workplace. We are committed to keeping an open dialogue with our Workers around Health and Safety and encourage our Workers to express their views, raise Health and Safety issues and participate in our decision making process.

In particular, we will engage Workers:

- when identifying hazards and assessing risks to worker health and safety arising from the work carried out or to be carried out as part of the conduct of the business or undertaking
- when making decisions about ways to eliminate or minimise those risks
- when making decisions about the adequacy of facilities for the welfare of Workers
- when proposing changes that may affect the health or safety of Workers
- when making decisions about the procedures for the following:
  - engaging with Workers
  - monitoring the health of Workers
  - monitoring the conditions at any workplace under the management or control of the PCBU
  - providing information and training for Workers
- when making decisions about the procedures (if any) for resolving work health or safety issues at the workplace
- when developing Worker participation practices, including when determining work groups
- by ensuring we facilitate regular health and safety meetings, either as part of our usual regular meetings, or as standalone toolbox meetings. These may be by department, on sites, full team meetings – regardless, we will ensure that all Workers are included in these discussions

All businesses with 20 or more workers, or within the 'high risk' categories, must:

- arrange the election of Health and Safety Reps if requested by a worker, and
- consider whether existing worker participation practices are sufficiently effective and whether to set up a Health and Safety Committee if one is requested by a Rep or five or more workers.

Our policy for Worker Participation (if required) is to elect one Health and Safety Representative for every 19 Workers taking into consideration our different work groups, sites, locations and nature of work to ensure the representation from all aspects of the business. If we are notified of the request for Representatives, an election will be held within 2 months of the date of notification. If we are notified of the request for Committees, written notice of our decision will be given within 14 days of the decision.

## Health and Safety Representatives

Worker representatives can work either individually to promote health and safety in the workplace or as part of a health and safety committee. Either way their objectives will be the same and may include things such as:

- to represent the Workers in the work group in matters relating to health and safety
- to investigate complaints from Workers in the work group regarding health and safety
- if requested by a Worker in the work group, to represent the Worker in relation to a matter relating to health and safety (including a complaint)
- to monitor the measures taken by us, that are relevant to health and safety
- to inquire into anything that appears to be a risk to the health or safety of Workers in the work group arising from the conduct of the business or undertaking
- to make recommendations relating to work health and safety
- to provide feedback to us about whether the requirements of the Act or regulations are being complied with
- to promote the interests of Workers in the work group who have been harmed at work, including in relation to arrangements for rehabilitation and return to work.

To be effective in their role, Health and Safety Representatives must understand health and safety matters. To facilitate this, please see below for our training provisions.

## Election of Health and Safety Representatives

**Nominations** – a person is eligible to be nominated IF they are a ‘Worker’ of the workgroup, willing to take on the role, and they work sufficiently regularly (e.g. not casual staff)

- Any Worker can nominate another Worker for the Rep position
- Workers can nominate themselves

### Voting

- A person is eligible to vote IF they are a ‘Worker’ in the work group that would be represented

### Elections

- We must give a reasonable time frame to collect nominations
- The election must be conducted by any person, except a candidate for election. That person must call for nominations, specifying a reasonable timeframe, and based on the number of nominations received, determine whether an election needs to be held and notify workers and us of that decision
- We will inform the Workers of the business of the work group they are in and the number of Reps to be elected
- The election process can be undertaken in any form (unless a secret ballot has been requested, in which case a secret ballot will be held)
- However, if the number of nominations is equal or less to the number of positions, there is no election necessary – those nominated will be elected.
- We will provide the resources, facilities, assistance and payment of any costs associated with the election process
- No person may unreasonably delay the progress of an election nor interfere with or influence any Worker who votes

### Once elected

- The Rep holds the office for no longer than 3 yrs. (unless we agree on a lesser period)
- That Rep can be re-elected after 3yrs
- They may resign from office at any time by giving us notice
- We will display a list of the names and contact details of the Health and Safety Reps in a prominent place in the workplace that is readily accessible to the Workers, and WorkSafe, and kept up to date

### Training

- We will allow each Health and Safety Rep paid leave each year to attend Health and Safety Training. This will begin with initial training which at completion will mean the Worker has been assessed as having achieved NZQA Unit Standard 29315. From there, the Rep may use their training entitlement to attend additional training or transitional training – in consultation with us about the time, location and costs relating to the training (we will make a decision on training requests within 3mths of receiving the request).
- We will pay the training fees
- We will pay (in advance) reasonable expenses that they may incur (e.g. Travel and accommodation) and reimburse for any other reasonable expenses incurred by attending
- The maximum total number of day’s paid leave for training (across all Reps) is based on the number of workers we have as at the 1<sup>st</sup> of April each year:

<b>Workers as at 1<sup>st</sup> of April each year</b>	<b>Maximum total number of paid leave training days</b>
1-5	2
6-50	6
51-280	1 day for every 8 workers or part of that number
281+	35 days plus 5 days for every 100 workers or part of that number

*Note, if we have less than 20 Workers or don’t fall under the High Hazard Sectors or Industries, we may choose not to have a rep but will provide written notice of our decision to all Workers and will ensure adequate engagement processes are in place.*



## Our commitment to Health and Safety Representatives

We will:

- consult, so far as is reasonably practicable, about health and safety matters with any Health and Safety Representative for a work group of Workers carrying out work as part of the conduct of the business or undertaking; and
- confer with a Health and Safety Representative for a work group, whenever reasonably requested by the representative, for the purpose of ensuring the health and safety of the Workers in the work group; and
- allow a Health and Safety Representative to spend as much time as is reasonably necessary to perform his or her functions or exercise his or her powers under the Act; and
- provide any Health and Safety Representative for a work group with any information necessary to enable the Health and Safety Representative to perform his or her functions or exercise his or her powers, including information relating to—
  - hazards (including associated risks) at the workplace affecting Workers in a work group; and
  - the health and safety of the Workers in a work group; and
- allow the Health and Safety Representative to be present at an interview relating to health and safety between a Worker and
  - an inspector; or
  - any PCBU at that workplace or the PCBU's representative; and
- allow the Health and Safety Representative to be present at an interview concerning health and safety between a group of Workers and
  - an inspector; or
  - any PCBU at that workplace or the PCBU's representative; and
- provide to a Health and Safety Representative for the work group, any resources, facilities, and assistance that are reasonably necessary or prescribed by regulations to enable the representative to perform his or her functions and exercise his or her powers under the Act; and
- allow a person assisting a Health and Safety Representative for the work group to have access to the workplace if that is necessary to enable the assistance to be provided; and
- permit a Health and Safety Representative for the work group to accompany an inspector during an inspection of any part of the workplace where a Worker in the work group works.
- If a Health and Safety Representative makes a recommendation regarding work health and safety, within a reasonable time,—
  - adopt the recommendation; or
  - provide a written statement to the Health and Safety Representative setting out the reasons for not adopting the recommendation.
- Any time that a Health and Safety Representative spends for the purposes of performing or exercising his or her functions or powers under this Act must be with the pay that he or she would otherwise be entitled to receive for performing his or her normal duties during that period.

## Committees

Alongside the Workers or Reps, we will agree on who sits on the committee, but it must include:

- One member appointed by the us, as the PCBU to act on our behalf
- At least half the members must be Workers and not nominated by us
- And any Reps who consent to be a member

Committees must meet regularly as agreed by the members, but at least once every 3 months or at any other reasonable time on the request of a simple majority of members of the committee.

*Note, if we have less than 20 Workers or don't fall under the High Hazard Sectors or Industries, we may choose not to have a committee but will provide written notice of our decision to all Workers within 14 days of the decision.*

# Contractors and Visitors

Contractors and Visitors can be protected against hazards by a combination of signage, restricted access, supervision and security, however it is an essential requirement of the company's health and safety programme that Contractor and Visitor access is controlled and that everyone is made aware of, and acknowledges, our basic workplace safety rules.

All first time Contractors and Visitors must sign the Contractor/Visitor Register and be inducted into the workplace using the company's standard induction procedure and by completing the Induction Form. They must also disclose:

- details of any hazards that they may bring on-site or any hazards they may create as a result of the nature of work being undertaken together with how these hazards may be mitigated
- what practicable steps they will take to ensure their own safety and that of others (this includes advising us of any special assistance that may be required in case of an emergency requiring evacuation)

When the company engages Contractors to provide services; the Contractor shall submit an acceptable Contractor Application and shall be inducted and bound by our health and safety policy.

Notes:

- If the Contractor fails to comply with our health and safety policy we may require the Contractor to cease work and leave the site.
- The Contractor shall leave the site clean after completing work.

Contractors and Visitors will be defined by one of three categories:

- Contractors and Visitors who have previously visited the workplace and been inducted within the past 12 months need only report to the office or Health and Safety Representative and sign the Visitor Register, before proceeding into the workplace.
- Contractors and Visitors who have never been inducted into the workplace and who are required to enter the workplace must sign the Visitor Register and undergo a workplace Induction before proceeding into the workplace
- Nonintrusive Contractors and Visitors who have no reason to enter the workplace proper or a hazard area must report to the office, sign the Visitor Register and remain in close proximity to the office or administration area where they are visiting.

All Contractors and Visitors who **sign in** (after acknowledging the workplace hazards) are required to **sign out** when leaving the premises or workplace.

# Emergency Management

## Emergency Plan

The purpose of an emergency plan is to provide a system to handle emergencies that may occur at the workplace. These include medical, incident, fire, flood, earthquake and other such events that may require the assistance of emergency services.

We have ensured an Emergency Plan is prepared and includes:

- Effective response to an emergency
- Evacuation procedures
- Procedure for notifying emergency services at the earliest moment
- Medical treatment and assistance procedures
- Communication procedures between emergency our Emergency Response Co-Ordinator, Workers and Others in the workplace
- Regular testing of emergency procedures (including frequency)
- Information, training and instructions for Workers on these procedures
- Maintenance and reviews of these procedures

This plan will be relative to the nature of our work, nature of hazards in the workplace, size and location of the workplace, number of Workers and composition of Workers.

The emergency plan will be implemented in the event of an emergency.

Workers, Contractors and Visitors should note the following information which should be read in conjunction with other notices displayed throughout the workplace.

## Emergency Procedures

These will be displayed throughout the workplace and will provide procedures and contact details that may be required in an emergency.

## Emergency Evacuation

Emergency evacuation areas will be displayed together with the emergency procedures displayed throughout the workplace. This information will be included in every induction and will cover Contractors and Visitors:

If instructed to evacuate you are to:

- cease all work
- extinguish naked flames
- shut down and make equipment safe (if able to do so safely)
- move quickly from the site by nearest exit
- proceed to evacuation assembly area
- do not return to work until instructed

All Workers must ensure they are familiar with the building evacuation scheme and/or evacuation procedure.

## Fire

Building owners are legally responsible for taking fire safety precautions in their buildings. This includes implementing fire evacuation procedures to ensure people can be evacuated in the case of a fire or alarm of a fire.

Some buildings must also have their evacuation scheme approved by Fire and Emergency New Zealand. When this is the case, the building's owner must submit their evacuation scheme for approval prior to, but no more than 30 days prior to, occupation of a new building or of an existing building being used as a relevant building.

*Who needs their evacuation scheme approved?*

Commercial, public, and industrial buildings that meet the conditions set out in section 75 of the Fire and Emergency Act 2017 must submit their evacuation scheme for approval.

These include a building or part of a building used for 1 or more of the following purposes:

- (a) the gathering together, for any purpose, of 100 or more persons:
- (b) providing employment facilities for 10 or more persons:
- (c) providing accommodation for 6 or more persons (other than in 3 or fewer household units):
- (d) a place where hazardous substances are present in quantities exceeding the prescribed minimum amounts, whatever the purpose for which the building is used:
- (e) providing an early childhood education and care centre (other than in a household unit):
- (f) providing nursing, medical, or geriatric care (other than in a household unit):
- (g) providing specialised care for persons with disabilities (other than in a household unit):
- (h) providing accommodation for persons under lawful detention (not being persons serving a sentence of home detention or community detention, or serving a sentence of imprisonment on home detention, or on parole subject to residential restrictions imposed under section 15 of the Parole Act 2002):
- (i) any other prescribed purpose.

Under the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018, owners of these buildings:

- must maintain their approved evacuation scheme by carrying out regular trial evacuations or implementing a training programme – noting that false alarms can now be treated as trial evacuations;
- reporting the results to Fire and Emergency within 10 days of a trial evacuation;
- must provide for people who may require assistance to safely evacuate using the buildings means of escape, or have a fully compliant place of safety inside the building if they, or any other person, are to remain inside;
- notify Fire and Emergency of certain events, under section 35 of the Regulations, including if the owner, or building contact person is going overseas for more than 21 days.

However, the owner of a relevant building is not required to provide or maintain an evacuation scheme for the building if the building is used for the purpose or providing employment facilities for 10 or more persons, or providing accommodation for 6 or more persons (other than 3 or fewer household units) IF the building has an automatic sprinkler system which meets regulation standards and the owner has notified FENZ in writing of this.

More information is available from FENZ - <https://fireandemergency.nz/business-and-landlords/>

## Earthquake

A large, damaging earthquake could occur at any time, and can be followed by aftershocks that continue for days or weeks.

Most earthquake-related injuries and deaths result from falling debris, flying glass and collapsing structures such as buildings and bridges. Earthquakes can also trigger landslides, avalanches, flash floods, fires and tsunami.

### BEFORE AN EARTHQUAKE

Getting ready before an earthquake strikes will help reduce damage to your business and help you survive.

Develop an Emergency Plan. Assemble and maintain your emergency survival Items for your workplace, as well as a portable getaway kit.

Practice Drop, Cover and Hold.

Identify safe places within your workplace.

Secure heavy items of furniture to the floor or wall.

Visit [www.eqc.govt.nz](http://www.eqc.govt.nz) for more information.

### DURING AN EARTHQUAKE

If you are inside a building, move no more than a few steps, drop, cover and hold. Stay indoors till the shaking stops and you are sure it is safe to exit. In most buildings, it is safer if you stay where you are until the shaking stops.

If you are in an elevator, drop, cover and hold. When the shaking stops, try and get out at the nearest floor if you can safely do so.

If you are outdoors when the shaking starts, move no more than a few steps away from buildings, trees, streetlights, and power lines, then Drop, Cover and Hold.

If you are driving, pull over to a clear location, stop and stay there with your seatbelt fastened until the shaking stops. Once the shaking stops proceed with caution and avoid bridges or ramps that might have been damaged.

If you are in a mountainous area or near unstable slopes or cliffs, be alert for falling debris or landslides.

### AFTER AN EARTHQUAKE

Listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.

Expect to feel aftershocks.

Get first aid if necessary. Help others if you can.

Be aware that electricity supply could be cut, and fire alarms and sprinkler systems can go off in buildings during an earthquake even if there is no fire. Check for, and extinguish, small fires.

If you are in a damaged building, try to get outside and find a safe, open place. Use the stairs, not the elevators.

Watch out for fallen power lines or broken gas lines, and stay out of damaged areas. Only use the phone for short essential calls to keep the lines clear for emergency calls.

If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if you can. If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so.

If your property is damaged, take notes and photographs for insurance purposes. If you rent your property, contact your landlord and your contents insurance company as soon as possible.

Before returning to work, exercise care and good judgement. Make a careful external visual inspection of your premises. If you see the slightest cracks or have the slightest doubt about the integrity of the building, get an expert report before you go in. If it is safe to enter, be extra vigilant as the contents of the building may have shifted; material may have fallen; there could be hazards you would not normally expect like spilled liquids or damaged racking for stored goods

More information is available through your local city council; a link to your local city council is available at [www.civildefence.govt.nz](http://www.civildefence.govt.nz)

## Electrical Safety

Electrical products should only be used for the purpose for which they were designed and tested. They need to be operated and maintained in accordance with their operating instructions to remain safe in normal use. Electrical products must not be used in damp or wet situations, unless it they are specifically designed and tested to be able to do so safely

Specific requirements for Operational Safety of electrical products used by industry should be covered by adequate industry processes and procedures. The Electricity regulations recognise that equipment that is in use or available for use is deemed safe if tested and tagged in accordance with AS/NZS 3760 "In-service safety inspection and testing of electrical equipment" standard cited in regulations. This is mandatory on construction and demolition sites.

The following simple points should be observed and reported on with each use:

- Outer insulation on wires and cords must be undamaged and complete.
- Plugs, sockets, etc. must be undamaged.
- Switchboards must be enclosed and unobstructed.
- Multiple multi-plugs must not be used.
- Dust accumulations around or inside switchboards and distribution boards must be removed.
- Flexible cords for power tools must be fed from isolating transformers or approved earth linkage protection devices.

## Tsunami

Having a business continuity plan before a tsunami strikes will help reduce damage to your business and help you survive.

Develop an Emergency Plan and have a Getaway Kit ready.

Make all staff aware of your areas tsunami evacuation point and plan how you will reach it. Aim to get as high up or as far inland as you can. Plan your escape route for when you are at work.

### DURING A TSUNAMI

Take your getaway kit with you if possible. Do not travel into the areas at risk to get your kit or belongings.

Move immediately to the nearest higher ground, or as far inland as you can. If evacuation maps are present, follow the routes shown.

Walk or bike if possible and drive only if essential. If driving, keep going once you are well outside the evacuation zone to allow room for others behind you.

If you cannot escape the tsunami, go to an upper storey of a sturdy building or climb onto a roof, up a tree, or grab a floating object and hang on until help arrives.

Never go to the shore to watch for a tsunami. Stay away from at-risk areas until the official all-clear is given.

Listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.

More information is available through your local city council; a link to your local city council is available at [www.civildefence.govt.nz](http://www.civildefence.govt.nz)

### AFTER A TSUNAMI

Continue to listen to the radio for civil defence advice and do not return to the evacuated zones until authorities have given the all-clear.

Be aware that there may be more than one wave and it may not be safe for up to 24 hours, or longer. The waves that follow the first one may also be bigger.

Check yourself for injuries and get first aid if needed. Help others if you can.

Do not go sightseeing.

When re-entering homes or buildings, use extreme caution as floodwaters may have damaged buildings. Look for, and report broken utility lines to appropriate authorities.

If your property is damaged, take notes and photographs for insurance purposes. If you rent your property, contact your landlord and your contents insurance company as soon as possible.

### **Flooding (in building, e.g. sprinklers)**

- Shut off the power and water and turn off electrical appliances if there is no personal danger to you or anyone else.
- Try to identify the source of the flooding if safe to do so.
- Contact the building manager.
- Prepare to evacuate.

### **Flood (Natural Disaster)**

- Shut off the power and water and turn off electrical appliances if there is no personal danger to you or anyone else.
- Move vital records to highest accessible point if safe to do so.
- Notify emergency services.
- Prepare to evacuate.

### **Unwanted Visitor**

If a person is displaying unusual behaviour:

- keep calm, make no sudden movements
- do what the offender asks
- try to memorise as many details about the offender as possible
- notify police as soon as it is safe to do so. Leave the phone line open until police arrive

### **Policy on controlling the risks of infectious diseases in the workplace**

In order to restrict and reduce the risk of infection in the workplace, we (as a PCBU) will:

- have systems in place that assess the risk of and prevent, detect and control the risk of infection
- ensure sufficient resources are available to secure effective prevention and control of infection
- ensure Employees, Contractors and other persons who directly or indirectly provide work are provided with suitable information, instruction, training and supervision in the precautions to follow
- ensure information is obtained from and shared with other PCBU's we work with
- ensure an appropriate standard of cleanliness and hygiene is maintained throughout the premises and that the premises are maintained in good physical repair and condition
- ensure appropriate standards of cleanliness and hygiene are maintained in relation to equipment
- ensure that a suitable cleaning schedule is in place and followed including routinely cleaning all frequently touched surfaces in the workplace (site toilets, lunchrooms, workstations, countertops, phones, light switches, doorknobs)
- ensure there are suitable and sufficient tissues, hand washing facilities, sanitizer and no-touch bins where appropriate
- educate all Workers on cough and sneeze etiquette and correct hand washing technique
- ensure suitable information on infections is provided to customers and visitors, including the importance of hand washing and physical-distancing by all (if required)
- ensure contact tracing processes are in place, including QR codes, and a register of all Workers and visitors to site (if required)
- ensure all Workers co-operate with our control of infection procedures



- provide regular suitable training, including induction training to all Workers on the prevention and control of infection
- keep a record of all training and updates to Workers
- stagger start, break and finish times so that fewer people are together at once (if distancing is required)
- cancel overseas travel
- ensure Workers returning from overseas are complying with self-isolation requirements, and are set up to work from home if possible
- restrict domestic travel and travel (if required)
- cancel group training sessions or conferences (if required)
- work with clients/customers by phone, email, video call/online (if required)
- if face to face meetings must take place, ensure that facilities are suitable to minimise the spread of infection (e.g. allowing a distance of at least two metres between participants if required)
- consider whether Workers may work from home (if required)
- actively encourage Workers to stay home at the first signs of illness and not to return until they are free of symptoms for at least 24hrs
- ensure information regarding infection is passed on to any other person, as necessary
- ensure individuals who develop an infection are identified promptly and that they receive the appropriate treatment and care
- inform the Ministry of Health of any outbreaks relating to infection
- receive external advice if necessary

### Emergency Management summary

Four components (4 R's) are common to the approach taken in emergency Management:

<b>R</b>	Reduction	Reduce the risk of emergency events occurring and their potential impact (hazard Management process)
<b>R</b>	Readiness	Plan the response to an emergency event (policies and procedures are developed and known to all staff)
<b>R</b>	Response	What to do when an emergency event occurs (staff implement emergency Management policies and procedures)
<b>R</b>	Recovery	Review emergency response after the event – debrief staff and recommend changes to the emergency Management policies and procedures if required