



Hospitality
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Generic Work Health and Safety Policy and Procedures Manual.

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Introduction

Our Work Health and Safety Management System is the framework of how we organise Work Health and Safety (WHS) in the venue. This Policy and Procedure Manual is organised in accordance with AS/NZ 4801-Occupational Health and Safety Management Systems and includes references to applicable NSW WHS legislation.

This WHS Policy and Procedures Manual contains the overarching procedures for safe work. Individual job specific safety procedures are maintained by individual departments. Our WHS related documentation is stored in the HIISafe system

Using the HIISafe guided system we have developed our WHS Policy and have planned how our WHS Management System is going to work. We are implementing that system now through communication and instruction so that everyone in the venue knows what is expected of them.

We will regularly evaluate our WHS Management System performance through regular internal WHS system self-audits and through regular workplace inspections, and risk assessments

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WHS001 Work Health and Safety Policy

Legal Application: As per s.27 (5) (b) the 'officer' must gain an understanding of the business operations and develop processes to minimise the associated hazards and risks.

Work Health and Safety (WHS) Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace. A statement of Policy or 'intent' fulfils this requirement.

Reference Documents:

- Best practice and Risk management principles. SafeWork NSW WHS toolkits – Managing Risk

Obligations

In accordance with the Work Health and Safety Legislation 2011 we recognise our moral and legal obligations to ensure so far as is reasonably practicable, the health and safety of workers (employees, apprentices, work experience students, contractors, volunteers, and labour hire employees). We are committed to ensuring so far as is reasonably practicable, the health and safety of others, being our patrons, guests and visitors. We are committed to implementing and maintaining a Work Health and Safety Management System in consultation with workers.

Objectives

So far as is reasonably practical we will:

- provide a safe and healthy workplace for all workers
- provide safe plant and systems of work
- provide written procedures and instructions that ensure safe systems of work
- ensure compliance with WHS legislation and current industry standards
- provide relevant training, information, instruction, and supervision to workers and others to ensure their health and safety
- provide assistance and ongoing support to employees regarding WHS issues.

Responsibilities

All workers are responsible and will be held accountable for implementing those aspects of the Policy for which they are responsible. Performance will be measured regularly in accordance with venue policy.

Designated 'Officers' and Management will:

- provide a venue in a safe condition
- drive the development, promotion and implementation of health and safety policies and procedures
- ensure the development, promotion and implementation of workplace hazard/risk identification and management processes
- ensure training is provided to workers in the safest method to perform their work tasks
- provide and ensure usage of adequate resources and information to meet our venue's commitment to Work Health and Safety.

Workers will:

- take reasonable care for their own health and safety, as well as the health and safety of others
- follow all procedures detailed within our venue WHS Policy and Procedures
- report any injury, illness, hazard or unsafe work practice to Management as they occur.

Consultation

As per the relevant WHS legislation, we are committed to consultation with all workers regarding work health and safety.

Policy Authorised by: _____ (Manager/Licensee/Business Manager/Director)

Date: _____ Next Date of Review: _____ (12 months)

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WHS002 WHS Objectives and Targets

Legal Application: Although not legally binding, ISO 45001:2018 Occupational Health and Safety Management Systems, sets criteria for establishing targets and objectives including the commitment for continuous improvement.

Purpose

The purpose of this section is to set measurable objectives and targets that allocate responsibilities and provide indicators to determine performance. For individuals, these objectives should be adjusted and incorporated into position descriptions.

Scope

These objectives and targets apply throughout the venue:

Objective	Target	Indicator /Evidence	Responsibility
All management and workers know their WHS responsibilities and conduct themselves in a safe and responsible manner.	All workers are familiar with and operate in accordance with the Policy and Procedures Manual and associated documentation.	Independent audits and/or WHS Self audit every six months to confirm the WHS Management System is fully implemented.	Management to implement and maintain WHSMS. Workers to assist and cooperate.
Ensure all workers receive appropriate WHS training.	All workers trained in accordance with requirements of their position descriptions.	Training needs and requirements are known, training is conducted, and training records are accurate.	Management to assess needs and book training. Workers to attend training.
Minimise incident frequency and severity occurring to workers and others.	Nil incidents.	Where incidents occur RTW procedures are followed and investigations undertaken.	Management to maintain WHSMS plan and respond quickly to Hazard reports.
Effective contractor management in accordance with WHS Act.	Contractors provide confirmation of insurances, safe work statements WHS policy and procedures Contractors receive site induction.	Documents recorded and regularly updated, induction records where relevant.	Management to review regularly and decide on action. Management to ensure contractors are inducted on site.
Maintain venue WHS Management System in a current practical format.	Current WHS Management System implementation. Self Audit every six months.	Regular workplace inspections, risk assessments, workers trained, internal audits, current documentation, and self audit reports.	Management to review regularly and decide on action in consultation with workers.
Regular workplace inspections are undertaken and all items identified are rectified.	Inspections monthly.	Documented records.	Management to review regularly and decide on action in consultation with workers.

Timeframes

All targets and objectives will be completed over the next 12 months, at which time they will be revised.

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WHS003 Roles and Responsibilities for WHS

Legal Application: Work Health and Safety (WHS) Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace. Section 20 is likely to be relevant as it prescribes a duty on the person with management or control of a workplace. Section 27 states the duty of 'Officers' and how they must exercise 'due diligence'. The duty of workers is found in Section 28.

Reference Documents:

- SafeWork Australia – Interpretive guideline - Officer & Due Diligence
- WHS Act 2011
- WHS Regulation 2017

Please refer to the SafeWork website for the below topics – <http://www.safework.nsw.gov.au/>

- SafeWork NSW Information Page – Directors and officers
- SafeWork NSW Information Page – Due diligence
- SafeWork NSW Information Page – Volunteer officers
- SafeWork NSW Information Page – WHS PCBUs, workers and officers: Fact sheet

Purpose

To identify and highlight the key WHS responsibilities under the legislation for each role and level within the venue.

Scope

This policy sets out the general WHS responsibilities for a Person Conducting a Business or Undertaking ('PCBU'), Officers and Directors, managers, supervisors and workers and provides references for the key sources of WHS information. These responsibilities should be included in individual position descriptions.

Responsibilities

Person Conducting a Business or Undertaking (PCBU)

The WHS Act 2011 sets out the duty of the PCBU to *ensure so far as is reasonably practicable, the health and safety of workers and others* by ensuring:

- safe systems of work
- a safe work environment
- safe use of plant, structures and substances
- facilities for the welfare of workers are adequate
- processes for notification and recording of workplace incidents
- adequate information, training, instruction and supervision is given
- compliance with the requirements under the work health and safety regulation
- effective systems are in place for monitoring the health of workers and workplace conditions

Officers and Directors

Directors and others who have a high level of obligation for the WHS are designated 'Officers' and have a key responsibility for WHS in this workplace in accordance with the WHS Act 2011 Section 27 'due diligence' provisions. The main elements of due diligence are:

- To acquire and keep up to date knowledge of WHS matters.
- To gain an understanding of the operations of the business and the hazards and risks involved.
- To ensure appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised.
- To ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way.
- To ensure the PCBU has and implements processes for complying with any legal duty or obligation.
- To verify the use and provisions of the resources and processes.

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General Manager

The General Manager is responsible for the WHS of all workers. Whilst they may delegate some WHS duties, they acknowledge that they are accountable for the operational implementation of all aspects of the venue's WHS system. Some key responsibilities include:

- Carrying out all duties required to implement and maintain the WHS Management System including supervision, training, and provision of safe systems of work.
- Ensuring steps are taken to maintain compliance with WHS Legislation, Codes of Practice and Australian Standards.
- Distribution of WHS information to workers as and when it becomes available and consulting regularly with workers on WHS issues.
- Keeping records of all injuries in an Incident Register online in HIISafe through the Hazard and Incident Report module.
- Conducting or delegate to workers member/s regular workplace inspections and risk assessments.
- Including safety as an item on the agenda at every team meeting, record minutes and ensure they uploaded to WHS Consultation records module of HIISafe.
- Actively promoting Health and Safety, both physical and psychosocial health.
- Ensure completion of the Self Audit Questionnaire as a means of regular WHS Management System review.
- Ensuring all contractors have provided relevant certificates and qualifications to the venue.
- Ensuring all contractors have been inducted on site.

Duty/Assistant Managers/ Supervisors

The Duty Managers are responsible for the following:

- Carrying out any WHS duties delegated by the General Manager and Senior Managers.
- Supervision and training of relevant line workers.
- Completing the Incident Register and reporting the incident to Management in a timely manner.
- Investigating Incidents as required in accordance with venue policy and legislation.
- Immediately reporting any unsafe working practices to management.
- Actively promoting Health and Safety in the venue to all workers and patrons.
- Ensuring that all workers, including contractors, are working in a safe manner.
- Taking note of (and recording) any suggestions made by workers or customers regarding safety.

Workers

Workers are responsible for the following:

- Taking reasonable care for their own health and safety by observing safety rules, working safely and reporting any hazards and incidents to their Manager/Supervisor immediately.
- Complying with any reasonable instructions issued including following the procedures for safe work contained within this Policy and Procedures Manual and associated documents.
- Taking reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Asking for specific training and instruction regarding any hazards associated with performing a task.
- Making suggestions and actively participating in meetings to continually develop a safer working environment.

Note: Responsibilities of workers are defined in WHS Act 2011 (s 28)

Procedure

All Workers will be advised of their respective WHS responsibilities during workers induction training and responsibilities will be included in job descriptions.

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The WHS performance of all workers will be included in job descriptions and is measured during performance reviews. Where workers are not performing in accordance with those responsibilities additional training is provided.

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WHS004 Consultation and Safety Meetings

Legal Application: WHS Act 2011 s.47 to 49 outlines specific obligations of PCBU in relation to consultation, and 'officers' need to ensure the PCBU complies with these.

WHS Act 2011 pt.5 addresses consultation, representation and participation and includes specific information on the role of Health and Safety Representatives and 'work groups.'

WHS Act 2011 s.78 stipulates the frequency for the WHS committee meetings.

Reference Documents:

- WHS Consultation, Cooperation and Coordination Code of Practice.

Purpose

To ensure regular WHS consultation takes place with all workers appropriate to the size and nature of the venue and in agreement with all workers.

Scope

This procedure relates to the consultation and representation procedures with all workers and highlights the process for consultation.

Responsibilities

Management have the responsibility to:

- agree and implement the process for consultation
- be responsible for communicating issues regarding WHS throughout the workplace
- discuss all safety issues within the workplace with workers
- ensure regular contractors are included in the consultation process
- ensure a Health and Safety Representative is elected if requested
- ensure a WHS Committee is formed, if relevant or requested.

Workers have the responsibility to:

- actively take part in the agreed consultation process
- feed back to Management any issues or hazards identified in the workplace.

Procedure

- An agreed process for consultation will be implemented.
- Where no request for a HSR or Committee is made then other agreed arrangements for consultation on health and safety matters will be implemented and could be through:
 - regular scheduled meetings
 - team meetings (where work health and safety is always an agenda item)
 - one-off meetings
 - toolbox talks / shift hand over meetings
 - face to face discussions
 - briefing sessions.
- If requested by workers a process for electing a Health and Safety Representative (HSR) will be put in place and they be allowed to attend formal training.
- If requested by workers a process for electing a WHS Committee will be put in place.
- All records of consultation will be maintained on HIISafe.

Health and Safety Representatives (HSR) and Health and Safety Committees (HSC)

A HSR or committee are not required in the venue however one may be elected and established if it is directly requested by workers or is of benefit to the consultation engagement between the workers and PCBU. Should a HSR be elected, or committee is established the following will apply.

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Health and Safety Representative and /or Health and Safety Committee functions:

- Review the safety performance of each workplace.
- Monitor the effectiveness of the work health and safety policy and programs.
- Assist with identifying hazards and managing risks.
- Carry out workplace inspections.
- Monitor the effectiveness of safety training.
- Other site-specific functions as determined.

Committee Attendance:

- The committee (if applicable) consists of at least one elected representative from each departmental area, one from management, and the Return-to-Work Coordinator. The attendance of an “officer” is also advantageous but not required.
- Attendance at meetings will be limited to members of the Committee, invited guests, deputies and special speakers following consultation with the Chairperson and a Management Representative.
- The Committee will meet every 3months at minimum.

The Chairperson:

- The Chairperson (if applicable) will be elected by and from the elected members of the Committee and the position will be reviewed each 12 months. The Management Representative will not be the Chairperson.

Election of Members:

- Elected members shall hold office for a period of two years or until they are no longer employed by the workplace. At such time elected Committee positions will become vacant and a ballot shall be held for re-election.
- All workers shall be eligible for re-election to the Committee.

WHS005 Workplace Inspection Procedure

Legal Application: As per WHS Act 2011 s.27(5)(b)(c) the 'officer', as part of their due diligence requirement must gain an understanding of the business operations to minimise the associated hazards and risks and ensure appropriate resources and processes are in place to eliminate or minimise risks to health and safety.

Work Health and Safety (WHS) Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace, the provision and maintenance of a work environment, the provision and maintenance of safe plant and structures, the safe use, handling, and storage of plant, structures and substances, and the provision of adequate facilities for the welfare at work.

Reference Documents:

- How to Manage Workplace Health and Safety Risks - Code of Practice
- Managing the Work Environment and Facilities – Code of Practice
- Managing Risks of Plant in the Workplace – Code of Practice
- Managing the Risks of Falls in the Workplace – Code of Practice.

Other Relevant References:

- WHS Regulation 2017 ch.3 (general risk & workplace management)
- WHS Act 2011 pt.2 div.1 s.17 (management of risks)
- WHS Regulation 2017 ch.3 div.2 ss.40 & 41 (standards for workplace facilities and maintenance)
- AS/NZS 1319 – Safety Signs for the Occupational Environment
- AS/NZS 2293 – Emergency Escape Lighting Exit Signs for Buildings
- AS/NZS 1841 – Portable Fire Extinguisher-General Requirements

Purpose

To ensure that monthly inspections are conducted at this workplace to identify hazards, assess risks and eliminate hazards or control those risks. All areas are regularly inspected including outdoor areas if relevant.

Scope

This procedure covers all workplace inspections.

Responsibilities

Management have the responsibility to:

- either complete the inspection themselves or delegate to a suitable competent individual
- ensure the individual appointed have the skills, knowledge and competency to undertake the inspection in order to recognise any hazards that may need attention
- ensure an inspection is completed on a monthly basis.

Workers have a responsibility to:

- actively participate in the Workplace inspection process as required
- consult with management (or the relevant, delegated person) on the identification of hazards and strategies to eliminate or control those hazards to reduce the risks.

Procedure

- Select the Workplace Inspection module on HIISafe.
- Use the checklist to conduct the inspection of the workplace and identify hazards.
- The checklist can be completed electronically, in hard copy and data uploaded later or using a smart phone or tablet supporting Apple or Android software.
- Ensure all areas are covered including walkways, storage areas, kitchens, bars, function rooms, offices, outside areas, car parks and delivery areas.







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On completion of the inspection any urgent hazards must be brought to management's attention immediately for rectification and a risk assessment documented in the Tasks/Hazards module of the HIISafe. The timing for addressing or actioning all other risks will be based on the level of assessed risk.

Signage

Signs are a source of warning or information and are not a risk control by themselves. Signage in all areas will be correct, particularly 'prohibition' signs and 'warning' signs.

There are a variety of signs that require specific compliance such as:

Name	Image	Compliance
Exit signs		Indicate the path to an exit door, located above head height, indicating the exit route from the building. They are illuminated and powered by an emergency power source.
Emergency exits		These are signs that indicate the door used as an emergency exit and therefore should never be blocked or locked on the inside. These signs are located on fire escape doors including on external surfaces.
Fire Extinguisher Signs		There are two types of fire extinguisher signs required, one above the device noting its location simply stating "fire extinguisher" and the second sign specifying the type of extinguisher and the fires that it can be used for. It is located above the fire extinguisher itself to allow for easy reading in an emergency. Access to extinguishers must be clear at all time.
Fire Hose Reel Signs		These are placed on the outside of the Fire Hose Reel cupboard. Access to fire reels must never be blocked.
Portable Wet Floor Signs		These are yellow in colour and must be used when the floor is slippery from mopping, spills, rain or any other reason. They should be stored in the same place for easy access.
First Aid Kit signs		These indicate the location of the first aid kits. They are green and white in colour. They are located above the first aid kit above head height so they can be seen clearly from a distance.

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WHS006 Hazard Identification and Risk Assessment

Legal Application: As per WHS Act 2011 s.27(5)(b)(c) the 'officer', as part of their due diligence requirement must gain an understanding of the business operations to minimise the associated hazards and risks and ensure appropriate resources and processes are in place to eliminate or minimise risks to health and safety.

ch.3 of the WHS Regulation 2017 and Section 17 of the WHS Act 2011 address Risk Management generally.

Reference Documents:

- SafeWork Australia: How to Manage Workplace Health and Safety Risks – Code of Practice
- SafeWork NSW – Health and safety notes: Hierarchy of hazard controls
- SafeWork NSW – Hierarchy of controls: Fact Sheet

Purpose

To have a defined method of hazard identification, risk assessment and control so as to eliminate or minimise the potential for workplace related injuries and incidents.

Scope

This procedure covers all workers and activities in the workplace.

Responsibilities

Management have the responsibility to:

- understand and implement the process and procedures of risk management
- ensure workers receive the necessary training and instruction in relation to risk management.

Workers have the responsibility to:

- ensure they follow the hazard identification processes of the workplace particularly with regard to notification of operational hazards as they may occur and to notify management immediately.
- follow any safe work practices that have been agreed in order to minimize the potential of incidents and accidents.
- consult with management on the identification, control and review of hazards and risks within the venue.

Terms

Term	Definition
Hazard	is an activity, object/toll, interaction or physical situation that has the potential to cause harm, either physical or psychological.
Hazard identification	is the procedure used to identify situations that could lead to injury
Risk	is the potential injury, incident or damage to property or people that could result from exposure to the hazard.
Risk Assessment	is the evaluation of the likelihood of an injury, incident or damage and the consequences or outcomes associated.
Risk Control	is how the risk associated with the hazard can be eliminated or controlled to reduce the risk.
Hierarchy of Control	the preferred order of risk control.

Procedure

The Process of WHS Risk Management (Refer to Hazpak Guidance document) and Code of Practice How to Manage WHS Risks)

The process works in the following steps:

1. Identify the Hazard
2. Assess the Risk
3. Eliminate or Control the Risk
4. Review

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1. Identify Hazard

Hazards are identified in any one of the following ways:

- Workplace Inspection
- Incident Investigation
- Observation by workers member, contractor or visitor
- When introducing new systems of work, procedures, plant or equipment
- WHS system audit, including HII Safe self-audits.

If you identify a hazard in the venue:

- Stop the task you are doing
- Report the Hazard to your Manager on Duty immediately
- Ensure that either you or the Manager on Duty records the hazard and carries out an assessment of the risk through the Tasks/Hazards module on HII Safe.

2. Assess Risk

This will be undertaken by Management and/or the suitably qualified or trained person completing the workplace inspection. Using the Task/Hazards module in HII Safe enter all the details and use the Risk Matrix below as a guide to Assess the likelihood of a hazard or incident occurring and the potential severity / consequence of that incident. Use the matrix to determine the response rate to the hazard.

Risk Matrix (Hazpak- SafeWork)

Consequences – how badly could someone be hurt by this hazard?	Likelihood – how likely is it that the hazardous event could occur?			
	Very Likely Could happen anytime	Likely Could happen some time	Unlikely Could happen but very rarely	Very Unlikely May happen but probably never will
Death or permanent disability	1	1	2	3
Long-term injury of serious illness	1	2	3	4
Medical attention required	2	3	4	5
First Aid only	3	4	5	6

Risk Scores and suggested Action time frames

- 1 = Do something about this hazard immediately
- 2 = Do something about this hazard within 24 hours
- 3 = Do something about this hazard within 48 hours
- 4 = Do something about this hazard within one week
- 5 = Do something about this hazard within two weeks
- 6 = Do something when possible

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3. Control the Risks

The Hierarchy of Control is used to eliminate or reduce the risk. Elimination of a hazard is the best option. The lower the risk score the more important it is to try and use the high order controls preferably elimination, Personal protective equipment should only be used as an adjunct to other control methods or as a 'last resort'. For optimal outcomes, using a combination of controls should be considered.

The order of preference for hazard controls is:

1. **Elimination** – to completely eliminate or remove the hazard
2. **Substitute** – swap or change the hazard for something less hazardous e.g. substitute your equipment with something different or use a different process
3. **Isolation** – roping off or separating the hazard to a less hazardous environment to the general work area e.g. store hazardous item separately or cordon off area where hazard is found
4. **Engineering controls** – modifying the hazard or equipment to make the process or tasks less hazardous e.g. trolleys to move loads
5. **Administrative controls** – administrative activities to clarify processes or activities and reduce the risk e.g. training, creation of safe operating procedures, job rotation and policies
6. **Personal protective equipment** – tools, clothing and equipment worn by an individual to protect themselves whilst working e.g. gloves, eye protection, masks.

Complete the risk assessment with the preferred controls in consultation with Management.

Note that safe operating procedures (sometimes called safe work method statements or standard operating procedures) support an WHS procedure; they prescribe methods for carrying out certain procedures, types of work, tasks or operating equipment. Safe operating procedures are to be documented and readily accessible; they should form part of training for certain functions or tasks. The procedure describes the task and identifies the WHS risks associated with it; it details appropriate hazard controls and provides a 'blueprint' for completing the task safely. Employees should be consulted when safe operating procedures are developed.

Once the controls have been decided these must be agreed with management, implemented and then reviewed for effectiveness.

4. Review

This is a vital step in the Risk Management process. When implementing the controls a diary note should be created to review their effectiveness. The review process should involve consultation with the workers that are most affected by the hazard and the relevant controls.

Important: Hazard Identification, Risk Assessment and Hazard Elimination/Risk Control are processes that are ongoing. Any and every member of workers and management are expected to be diligent and responsible when it comes to identifying, reporting and controlling a risk. If you are aware of a risk associated with your work tasks report it to management

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WHS007 Emergency Preparedness and Evacuation

Legal Application: WHS Regulation 2017 s.43 requires PCBU's to prepare maintain and implement emergency plans.

Reference Documents:

- Managing the Work Environment and Facilities - Code of Practice.
- Emergency Planning Factsheet (Safe Work Australia)

Other Relevant References:

- Standard AS 3745-2010 – planning for emergencies in facilities
- Standard ISO/TS 11602-2:2010 – fire protection - portable and wheeled fire extinguishers - Part 2: Inspection and maintenance
- Standard AS 1851-2012 – routine service of fire protection systems and equipment
- Standard AS 2293.1-2005 – emergency escape lighting and exit signs
- Standard AS 2444-2001 – portable fire extinguishers and fire blankets - Selection and location

Purpose

To ensure that all employees, contractors and customers are safe and not exposed to hazards in the event of an emergency. To also ensure that workers are responsible and capable in the event of an emergency.

Scope

This procedure encompasses the following foreseeable emergencies and the response procedure for:

- Fire and evacuation
- Bomb threats
- Hazardous chemical spills

Responsibilities

It is the responsibility of all workers to ensure that they act in a safe and responsible manner, ensuring that they do not perform any action that will result in a risk to the health of any other individual.

Management have the responsibility to:

- ensure there is an Evacuation Plan devised for all areas of the workplace and that it is clearly displayed in the appropriate areas.
- ensure there is a response plan for all foreseeable emergencies and that workers are trained in appropriate response.
- ensure workers are appropriately trained in all emergency procedures including evacuation procedures and use of fire extinguishers if necessary.
- ensure regular evacuation drills occur and are evaluated.
- nominate and provide training for fire wardens.
- ensure procedures are in place to manage the risk of other emergencies not requiring evacuation.
- ensure emergency training is included in workers induction.

Workers have the responsibility to:

- must make themselves aware of the procedures
- attend relevant training and provide feedback, where required.

Procedures

1. Fire and Evacuation

- Emergency evacuation plans are located around the premises on the walls (and behind the door of each accommodation room). They include a floor plan of the workplace and locations of First Aid Kits, fire exits, extinguishers, hose reels and fire blankets together with emergency contact numbers and instructions.

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- It is the responsibility of each workers member to know the location of fire extinguishers, especially those in the immediate work vicinity. This is included in induction training. It is also the responsibility of all workers to know their appropriate evacuation route and assembly location.
- Fire wardens are designated and trained.
- Fire extinguishers and hose reels are checked regularly (6 monthly) to ensure they are fully functional.
- Evacuation drills are conducted under the supervision of the Manager. Drills are necessary to train and prepare building occupants for safe evacuation should an internal emergency occur. All fire alarms should be treated as “real” and full evacuation conducted.
- Following evacuation drills the efficiency should be assessed and revisions made to procedures if necessary.

Standard Instruction applicable in Case of Fire

- Sound the Alarm.
- Call 000 (Police and Fire) to report name, location, description of emergency.
- If trained, use fire extinguishers to aid in evacuation and to confine the area of the fire.
- Remove victims in the immediate area of the fire.
- Ensure every area/room including bathrooms, have been checked and cleared.
- Confine fire and smoke by closing doors and windows in vicinity of fire.
- Direct persons to assigned exits and the Assembly Point.
- Ensure area is completely evacuated.
- Check all persons at Assembly Point and identify missing persons.
- Report missing person(s) presumed to be in the building to Police/Fire Services.
- Remain at Assembly Point until further instruction from Police/Fire Services.

2. Chemical Spills

- Safety data sheets (SDS) are obtained for all chemicals on the premises and the instructions contained in these relating to storage, dilution, first aid and spills is noted and followed.
- SDS are retained in close proximity to the chemical storage and /or usage area.
- Where spill kits are required these have been obtained and workers instructed in their use.
- Utilise spill kit where appropriate and trained to do so.
- Notify your Manager on Duty and determine the level of severity.
- Call Fire Service on 000 if Management ascertains that the problem is serious. Ensure the SDS is made available to emergency response personnel.
- Protect yourself and others from exposure to chemicals and vapours.
- Control ignition sources if flammables are involved, i.e. electrical switches (such as turning off power source if safe to do so).
- Begin evacuation if necessary to preserve health and safety.
- Follow Directions from your Manager on Duty.
- Some incidents may be reportable to the regulator, SafeWork NSW.

3. Response to Telephone Bomb Threats

Response to possible bomb threat should be included in induction training together with fire response and emergency evacuation procedures.

Instructions should include the following principles:

- Keep the person on the phone - ask "When", "Where", "What", and "Why?"
- After the call, do not hang up the phone unless you must call for help.
- Call Police on 000 immediately (during the call if possible).
- Notify your manager and follow his/her guidance.
- Do not touch or move any suspicious package.
- Above all, remain calm and avoid creating a panic.
- All workers are offered access to counselling services after the event (contact HII for assistance).

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Recording

All incidents and drills should be recorded in the “Hazard and Incident Reports” module within HIISafe.

All incidents resulting in an injury to a worker should follow:

- WHS010 First Aid Procedure and
- WHS011 Workers Compensation and Return to Work procedure.

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WHS008 Response to Holdup and Violent and Aggressive Situations

Legal Application: As per WHS Act 2011 s.27(5)(b) the 'officer', as part of their due diligence requirement should gain an understanding of the business operations to minimise the associated hazards and risks. WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace. ch.3 of the WHS Regulation 2017 and s.17 of the WHS Act 2011 address Risk Management.

Reference Documents:

- SafeWork Australia: How to Manage Work Health and Safety Risks - Code of Practice
- SafeWork NSW: Managing Psychosocial Hazards at work – Code of Practice

Purpose

To ensure that all workers and customers are safe and exposure to risk is minimized in the event of a holdup, violent or aggressive situation. To ensure that workers are trained and capable of responding in accordance with that training.

Scope

This procedure addresses the foreseeable risk of holdup, violent attack and dealing with aggressive customers.

Responsibilities

Management have the responsibility to:

- ensure a comprehensive risk assessment has been undertaken in consultation with workers to determine the likely risk of holdup and potentially violent situations.
- ensure the most effective control methods are put in place to minimize the risk.
- provide relevant training to workers, including induction.
- provide access to counselling services to address the potential of workers stress that may occur following an incident.

Workers have the responsibility to:

- to understand and act on the procedures established.
- actively participate and consult with management through the risk assessment process, and the development of the relevant procedures.
- following an incident, request access to counselling services, if required.

Procedure

A risk assessment to determine the likelihood of holdup and potentially violent situations will be carried out. The risk assessment will consider the following factors as a minimum:

- Amount of cash held on the premises.
- Geographical location.
- Surrounding geographical area and access/exit routes.
- Proximity of car access and ease of 'getaway'.
- Opening hours.
- Workers rosters and number of workers on the premises.
- Past history of any holdup.

In assessing risk, it is advisable to contact local Police for their advice and assistance, and consulting with workers in establishing preventative control measures.

Standard control measures will include the following:

- Minimising cash held on the premises.
- Varying times and routes when cash may be taken off premises.
- Installing time delay safes.

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- Installing CCTV.
- Ensuring adequate lighting particularly around car parks and access /exit routes.
- Employing additional security workers, particularly on the busier shifts.
- Rostering workers to ensure no-one works alone at high-risk locations or times.
- Providing workers with deterrents such as 'panic' alarms or sprays.
- Other devices and systems such as 'DNA' spray and detection systems.

All workers should be made aware of the control measures at induction training.

In the event of a 'hold up' the following steps should be taken as relevant:

- DO NOT BECOME CONFRONTATIONAL. If they are argumentative, do not antagonise.
- Observe the person closely, taking note of clothing, method of travel, any weapons displayed or implied.
- Take note of whether the threats are verbal or physical.
- Where possible disengage the individual by calmly asking them to leave and where possible, call Police on 000 if they refuse.
- Contact your manager and fellow workers.
- Remain as calm and collected as possible, avoiding panic.
- Immediately after the incident write down as much as you can remember of the episode. Record the threats in as much detail as you can remember.
- Advise Hospitality Industry Insurance, Workers Compensation insurer.
- All workers are offered access to counselling services after the event; Hospitality Industry Insurance will be able to assist with organising these services.
- An incident investigations/port incident risk assessment should be conducted to determine if more could be implemented to reduce the risk of any further incidents.

Recording

All incidents and drills should be recorded in the "Hazard and Incident Reports" module within HIISafe.

All incidents resulting in an injury to a worker should follow:

- WHS010 First Aid Procedure and
- WHS011 Workers Compensation and Return to Work procedure

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WHS009 Incident Reporting and Investigation.

Legal Applications: As per WHS Act 2011 s.27(5)(d) the 'officer', as part of their due diligence requirement should ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way.

WHS Act 2011 Part 3 s.35-39 details those incidents that are '**notifiable**' to SafeWork. Due diligence obligations in s.27 requires officers to ensure the undertaking has adequate processes to receive and consider information regarding incidents and to respond to such information.

Reference Documents:

- SafeWork Australia: How to Manage Work Health and Safety Risks – Code of Practice
- SafeWork NSW: Incident Near Miss Investigation Form
- SafeWork NSW: WHS Incident Notification – Fact sheet
- SafeWork Australia: Incident Notification Factsheet (2015)
- SafeWork NSW: Managing Psychosocial hazards at work – Code of Practice

Purpose

To ensure that every incident is handled in the correct manner and to ensure that incidents are investigated as part of the risk management process to identify causes and establish controls to minimise reoccurrence.

Scope

This procedure encompasses all incidents, accidents, injuries and 'near misses' that occur within the workplace.

Responsibilities

Management have the responsibility to:

- ensure reporting and investigations are undertaken into incidents
- depending on the severity of the incident:
 - ensure notification of the incident to Hospitality Industry Insurance Workers Compensation Insurer is completed, where an employee has been injured
 - ensure notification of the incident to your public liability insurer is considered where the incident involves members of the public
 - notifying SafeWork NSW if the incident is severe and deemed 'notifiable' under the legislation.
- ensure all incidents are recorded in the Incident Report module of HIISafe.

Workers have the responsibility to:

- notify/report to management of any WHS related incident, whether it results in an injury or not
- cooperate fully with the investigation process, including consultation
- follow the instructions within this procedure.

Procedure

- Whenever there is an incident, it will be reported to management. This may include incidents that include employees, contractors, members of the public, visitors and guests.
- If there is an injury, the injured person will be provided with immediate first aid and medical attention.
- Hospitality Industry Insurance will be notified of the injury within 48hours for an injury related to an employee (see Workers Compensation and Return to Work Procedure WHS011).
- Our public liability insurer may need to be notified for circumstances where an injury involves members of the public.
- Depending on the severity of the injury or incident SafeWork NSW will be notified immediately (see 'notifiable incidents' below).
- An investigation of the incident will be carried out to find out why it occurred and what if any corrective actions and control measures need to be taken and implemented.
- The incident will be recorded in the Hazard and Incident Report module of HIISafe or in a separate manual register of injuries book

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- An investigation may be carried out and risk assessment completed to evaluate the circumstances and implement corrective actions to avoid further incidents. If the incident involves issues psychological in nature, extra considerations around consultation and disclosure of sensitive or personal information must be taken. If there is a grievance, misconduct or disciplinary actions also being taken, following other existing systems (e.g. HR policies and procedures) to appropriately and effectively manage the investigation is required.

Notifiable Incidents

SafeWork NSW will be notified 'immediately' by telephone **13 10 50** if any of the following types of incidents occur:

- Death
- A "serious" injury
- A "dangerous" occurrence

Serious Injury is one that needs:

- Immediate inpatient at hospital
- Immediate treatment for:
 - Amputation.
 - Serious head or eye injury e.g. fractured skull, possible sight loss.
 - Serious burn e.g. potential for skin graft or worse.
 - Degloving or scalping (separation of skin to the underlying tissue).
 - Spinal injury (not gradual onset or minor L4/5 type disc problem).
 - Loss of bodily functions e.g. loss of consciousness (not fainting).
 - Serious lacerations e.g. cut tendons, nerves with possible loss of function.
- Medical treatment within 48hrs of exposure to a hazardous substance.

Dangerous Incident is:

- electric shock
- uncontrolled escape or spillage of hazardous substance
- uncontrolled explosion or fire
- uncontrolled escape of gas or steam or pressurised substance
- construction related incidents such as fall of plant from height, failure /collapse of plant, collapse of excavation.

First Aid: Please refer to WHS010 – First Aid procedure. All incidents requiring the person to receive first aid will require the person/treating party to fill in the details of First Aid given on the First aid register in HIISafe within the Hazard and Incident Report module.

WHS010 First Aid and Infection Control

Legal Application: WHS Regulation 2017 s.42 contains details in relation to the duty to provide first aid.

Reference Documents:

- First Aid in the Workplace – Code of Practice

Purpose

To ensure that there are adequate infection controls standards and that injuries to individuals are properly treated and there are sufficient adequately trained workers available.

Scope

This procedure encompasses all infection control and first aid requirements.

Responsibilities

Management have responsibility to:

- ensure there are adequate infection control standards in place.
- ensure that there are enough workers trained in First Aid at the workplace and on site at any one time.
- ensure there are adequate resources / kits available to address any foreseeable issues.

Workers have the responsibility to:

- Ensure they adhere to the infection control standards.
- Know what to do in the event of a possible infection.
- Know the location of the First Aid Kit/s and who to contact in the event of injury.

Procedure

First Aid Kits

First Aid Kits will be provided in accordance with the requirements of the WHS Regulation and following a risk assessment in accordance with the Code of Practice on First Aid. The contents will be assessed for the workplace or be of a standard shown in Appendix B of the Code of Practice. The container for the contents will be marked with a white cross on a green background prominently displayed on the outside.

First Aid Kits will be checked at least quarterly.

First Aid Training

Trained First Aid workers or officer will attend a refresher course every three years. Workers will be made aware of the First Aiders and names will be displayed on notice boards.

First Aid Treatment

First Aid treatment should be administered by a trained First Aid Officer. All incidents requiring first aid will be recorded on the Hazard and Incident Report module (ie first aid register) in HIISafe or manually.

Infection Control

The infection control standards required will be assessed and implemented for catering workers and for cleaning rooms, bathrooms and bodily fluids. As a minimum, the following will be provided:

- Adequate facilities to wash and disinfect hands.
- Adequate personal protective equipment such as disposable gloves, aprons and face masks.
- Designated bodily fluids spill kit.
- Adequate sharps containers.
- Worker training in infection control techniques and standards.
- Counselling service has been identified for possible use in the event of needle stick injury or exposure to infection.

Catering and Bar Workers will adhere to food hygiene procedures with regards to personal hygiene, washing hands and reporting to their manager if they are suffering from sickness and/or diarrhoea.

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WHS011 Workers Induction and Training

Legal Application: As per WHS Act 2011 s.27(5)(c) the 'officer', as part of their due diligence requirement should ensure the business has appropriate resources to eliminate or minimise risks.

WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the instruction and training necessary to ensure health and safety at work.

Purpose

To maintain a safe workplace where all WHS training needs for workers, management and relevant contractors are identified, training is delivered and records maintained.

Scope

This procedure covers the WHS training of all management, workers, relevant contractors and volunteers at the workplace.

Responsibilities

Directors have the responsibility to:

- provide the necessary resources to further the training and WHS Skills of Management and workers as appropriate.

Management have the responsibility to:

- identify and organise WHS training for workers as appropriate.
- be responsible for the recording of that training.

Workers have the responsibility to:

- produce copies of all relevant qualifications/certificates relevant to WHS and their role.
- attend all WHS related training as directed by Management.
- apply that training to the workplace.

Procedure

- All new members of workers will receive induction training using the Staff Inductions and Records module on HIISafe or the business's own system.
- The induction program includes general WHS knowledge and information on individual responsibilities, including a Code of Conduct/Professional Standards policy.
- Where relevant, contractors will receive inductions using the Contractor Management module on HIISafe.
- All records of workers and contractor's inductions will be maintained on HIISafe.
- Job specific training to workers will be carried out dependant on the job role and activities.
- All records of workers job specific training will be maintained on HIISafe.
- Copies of training material /certificates will be kept individual workers files.
- Copies of attendance records for training sessions will be kept.
- Any training requiring refreshers (e.g. first aid certificate) will be tracked and refresher training completed prior to the expiry of the training.

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WHS012 Manual Handling

Legal Application: As per WHS Act 2011 s.27(5)(c) the 'officer', as part of their due diligence requirement should ensure the business has appropriate resources to eliminate or minimise risks.

WHS Regulation 2017 Part 4.2 "Hazardous Manual Tasks" deals specifically with employer's duties with respect to manual handling risks

Reference Documents:

- SafeWork NSW: Hazardous Manual Tasks – Code of practice

Purpose

To prevent the occurrence of musculoskeletal injuries caused by manual handling tasks in the workplace.

Scope

This procedure covers any lifting, pushing, pulling or moving of loads or repetitious movement that could result in musculoskeletal injuries.

Responsibilities

Management have the responsibility to:

- identify any tasks requiring manual handling and ensure safe operating procedures are in place to address them.
- provide funding and other resources to improve performance and reduce manual handling risks.
- provide manual handling training and ensuring all workers work in accordance with the standard / safe operating procedures.

Workers have the responsibility to:

- use correct manual handling procedures and techniques, including safe use of equipment.
- adhere to the training provided.
- report to Management if they have not been trained or there is no suitable equipment available to complete the manual handling task.

What kind of injuries can result from manual handling?

Unsafe manual handling may cause a range of injuries, including:

- muscle sprains and strains – sudden onset and gradual onset.
- injuries to muscles, ligaments, intervertebral discs and other structures in the back.
- injuries to soft tissues in the wrist, arms, shoulders, neck or legs.
- abdominal hernias.

Conditions can be acute, trauma injuries or gradual onset where a high level of repetition is involved.

Lifting by hand

Manual handling injuries are minimised if the correct techniques are used, and the body is in good physical condition. This applies to sudden injuries and to gradual onset injuries caused by repetitious movement.

How much can be lifted?

There is no legal maximum /minimum lifting limit. Lifting ability partly depends on the body's condition, including flexibility and strength, and physical make-up. Building up strength by a regular exercise program and stretching your body before doing any heavy or awkward manual handling task can assist with minimising the risk of injury

Sizing up the load:

Consider size, weight, shape, ability to grasp, height, and distance to be transported. Also ensure the load inside any box or container is stable. A moving load increases risk as it is being lifted and carried.

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Procedure

- Risk assessments will be carried out on all manual handling tasks using the hierarchical system of control. (Refer to WHS006 Hazards Identification and Risk Assessment Control)
- If possible manual handling tasks will be eliminated, however if that is not possible then reorganising the workspace to minimise direct worker manual handling, mechanical aids such as trolleys, along with good levels of training and supervision will be implemented.
- All workers will be trained in correct manual handling techniques and standard operating procedures (SOP), or equivalent created for standard tasks.
- SOP's will then be used as training documents.
- All unsafe manual handling incidents will be recorded in the Hazard and Incident Report module in HIISafe.

Lifting correctly

There are 7 key principles to be applied to correct lifting.

- Keep feet approx. shoulder width apart or parted--one alongside the object and one behind the object, so that you can stand as close to the object as possible. Comfortably spread feet give greater stability.
- Keep back straight. Use the squat or half kneel position to do so but remember that "straight" does not mean absolutely "vertical". A straight back helps keep the spine, back muscles, in correct alignment.
- Grasp the object with the whole hand for maximum strength. Fingers alone have very little power. Wearing gloves may be beneficial in some circumstances.
- Keep eyes looking straight ahead and neck and shoulders squared and upright. Keep knees bent and use your legs to begin to straighten your body to take the weight of the load.
- Tuck elbows and arms in and hold load close to body. When the arms are held away from the body, they lose much of their strength and power. Keeping the arms tucked in also helps keep body weight centred
- Keep body weight directly over feet. This provides a more powerful line of thrust and ensures better balance.
- Never twist the trunk - always move your feet to align with direction of travel.

Note: When setting the load down, use the same lifting steps in reverse.

Change of direction

To change direction, lift the object to the carrying position and turn the entire body including the feet. Never twist the body as this is a common cause of back injury, particularly sudden or sharp twisting.

Team lifting

- When two or more people carry one object, adjust the load so that it rides level.
- When team lifting, designate one person to give the signal when to lift.
- When team lifting make sure that you and your lifting partner are of similar strength.

Remember: The important principles for safe manual handling are:

- Avoid twisting your body while turning with a load.
- Maintain a straight back wherever possible.
- Use strong leg muscles to help lift the load.
- Use assistive equipment when provided to help move the load.
- Avoid high reaching and high lifting. Use a suitable, sturdy platform to reach the load.
- Do not catch or throw loads.
- Check for overall weight and shape, nails, splinters, rough strapping etc.
- Always maintain good visibility- particularly in areas with poor sight lines slopes or stairs.
- Consider having one person direct the group through the lift.

Specific Risks to Hospitality

- Trolleys

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Trolleys should be in good condition with wheels kept clean and with easy movement. Trolleys must never be overloaded, or loads stacked too high onto the trolley.

- **Beds**
It is imperative bed castors are in good condition to allow beds to be easily moved as this is a common cause of back injury.
- **Kegs**
It is recommended that a trolley or other type of material handling equipment be used for lifting and transporting kegs. If it is necessary to roll keg, push against the sides with both hands. To change directions, stop the keg and change direction by holding the upper and lower rim seams.
- **Compressed gas cylinders**
It is recommended that a hand trolley or other type of material handling equipment be used for lifting and transporting gas cylinders. Cylinders may be rolled on the bottom edge for short distances, but never dragged. Ideally, use two people to move the cylinder and be very careful not to knock the cylinder against anything. Cylinders should never be moved by holding the cover of the exit valve. When storing cylinders, they should always be secured with a chain or rope to avoid falling.

WHS013 Workers Compensation and Return to Work

Legal Application: ch.4 of the Workplace Injury Management and Workers Compensation Act 1998 addresses workplace injury management; s.52 mandates a return-to-work program and s.63 requires a register of injuries.

Note: Adjustments to the Workers Compensation Legislation was passed by the NSW Parliament in 2012 which significantly changes the management of Workers Compensation claims. For up-to-date information contact Hospitality Industry Insurance at info@hii.com.au

Reference Documents:

- Workplace Injury Management and Workers Compensation Act 1998 ch.3 pt.2 ss.43-45 – Workplace injury management and notification of workplace injury
- Workplace Injury Management and Workers Compensation Act 1998 ch.3 pt.2 s.52 – Workplace rehabilitation
- Workplace Injury Management and Workers Compensation Act 1998 ch.4 pt.2 div.1s.63 – Register of injuries
- RTW Program 20 workers or less
 - Please refer to My Other WHS Resources on HII Safe
- RTW Program greater than 20 workers
 - Please refer to My Other WHS Resources on HII Safe
- SafeWork NSW: Return to Work Programs – Information page
- State Insurance Regulatory Authority: Employer Obligations – information page

Purpose

To ensure that every incident is handled in the correct manner as outlined in the Workers Compensation and Return to Work legislation and to ensure that injured employees are brought back to full health and fitness and resume duties at work as soon as possible.

Scope

This procedure encompasses the management of workers compensation claims occurring to employees of the venue.

Note 1 Unpaid volunteers are not covered by the Workers Compensation legislation and if injured are not covered under the business's Workers Compensation Policy. The business should have separate insurance cover to address this situation

Note 2 Contractors (including security and entertainers) should have their own Workers Compensation Policy (if they have wages greater than \$7,500 per year) and the venue will obtain copies of their Certificates of Currency to confirm this insurance (Contractors with less than \$7,500 wages per year should have a personal accident policy) If a contractor without the necessary insurance is injured the venue may be liable for their injury.

Responsibilities

Management have the responsibility to:

- ensure workplace injuries are notified to the Workers Compensation Insurer (Hospitality Industry Insurance).
- serious incidents are also notified to SafeWork NSW (see WHS009 Incident Reporting and Investigation).
- ensure there is a functional job description checklist completed for every role within the venue.
- appoint a Return-to-Work Coordinator if relevant or appoint a relevant trained person to manage the employees claim in partnership with Hospitality Industry Insurance.
- ensure the Return-to-Work Coordinator or relevant person has been provided with appropriate training.

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- ensure a Return-to-Work Program is established (standard templates are on the HIISafe) in accordance with legislative requirements.
- ensure there is a generic list of suitable duties created to increase the efficiency of the Return-to-work process.

Return to Work Coordinator or other trained relevant person has the responsibility to:

- developing a Return to Work (RTW) program in accordance with SIRA guidelines and Workers Compensation legislation.
- implement actions as part of the RTW process, as defined in the RTW program.
- undertake relevant training to understand the legal responsibilities of the RTW process.
- be the central contact for Hospitality Industry Insurance, the injured worker and other relevant parties involved in the Workers Compensation process.

Workers have the responsibility to:

- report any workplace injury to their manager as soon as reasonably able.
- cooperate fully with the Return-to-Work Process in the event of having a claim.

Procedure

Developing the RTW program:

- The RTW Coordinator or relevant person will undertake training; this may include the HIILearning e-learning courses on RTW Coordination through Hospitality Industry Insurance.
- A RTW Program will be developed by the RTW Coordinator or relevant person taking into consideration:
 - Workers Compensation legislation
 - SIRA RTW Guidelines
 - RTW Program template in HIISafe
 - Feedback from consultation with management and employees

A functional job description checklist will be developed for every role within the venue through HIISafe.

- The functional job description tool is designed to support employers by having a clear understanding of the physical demands of each role in order to:
 - Support the recruitment process
 - Provide to a treating doctor in the case of an injury to a worker to assist with the allocation of suitable employment.

Notifying a Workers Compensation claim:

- Whenever there is an injury it will be reported to the manager on duty.
- The injured person will be provided with immediate first aid and medical attention.
- Manager on duty will advise the RTW Coordinator or relevant person within 24hours of being notified of the injury.
- Notification to Hospitality Industry Insurance will be completed within 48 hours of becoming aware of the injury; any notification after 5 calendar days will incur an excess fee equivalent to one week's wages.
- Depending on the severity of the injury or incident SafeWork NSW will be notified immediately (see WHS009 Incident Reporting and Investigation).

Implementing the RTW Program:

- The venue will implement the return-to-work program with Hospitality Industry Insurance to ensure the worker returns to fitness and works as soon as possible.
 - As part of this process a copy of the functional job description checklist for the role of that worker will be provided to Hospitality Industry Insurance and the workers nominated treating doctor.
- An investigation of the incident will be carried out (as per WHS006 Hazard identification and Risk Assessment procedure) to find out why it occurred and what if any corrective actions and control measures need to be taken and implemented.

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- The incident will be recorded in the Incident Report Form module of HIISafe or in a separate manual register of injuries book

First Aid: Please refer to WHS010 – First Aid. All incidents requiring the person to receive first aid will require the person/treating party to fill in the details of First Aid given on the Hazard and Incident Report module in HIISafe.

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WHS014 Bullying in the Workplace

Legal Application: WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace. ch.3 of the WHS Regulation 2017 and s.17 of the WHS Act 2011 address Risk Management.

Reference Documents:

- SafeWork Australia: Guide to preventing and responding to workplace bullying
- SafeWork Australia: Dealing with Workplace Bullying – A Worker's Guide
- How to Manage Work Health and Safety Risks – Code of Practice
- SafeWork NSW: Information page Workplace Bullying
- SafeWork NSW: Reporting Bullying – guide sheet
- SafeWork NSW: Managing Psychosocial Hazards at work – Code of Practice

Purpose

To ensure that all workers are not subject to bullying or harassment in the workplace.

Scope

This procedure encompasses all workers.

Responsibilities

It is the responsibility of all persons in the workplace to report incidents of bullying or harassment to Management.

Management have the responsibility to:

- develop systems to identify the potential for workplace bullying or harassment.
- ensure that factors that contribute to workplace bullying and harassment are addressed, and control measures implemented.
- consult with workers on the issue of bullying and harassment in the workplace.
- provide training and a communication strategy that promotes zero tolerance to bullying and harassment.
- ensure there are adequate HR procedures in place which are fully implemented to respond to bullying or harassment in the workplace incidents.

Workers have the responsibility to:

- following instructions in all relevant workplace procedures.
- adhere to their training.
- expected to behave in a professional manner and treat each other with dignity and respect.
- report any incidents of workplace bullying or harassment.

Bullying and Harassment

Bullying is defined as *repeated* unreasonable behaviour directed toward a worker or group within the workplace that creates a risk to health and safety. Examples of behaviour, whether intentional or unintentional, that may be considered to be workplace bullying if they are repeated, unreasonable and create a risk to health and safety include but are not limited to:

- abusive, insulting or offensive language or comments.
- unjustified criticism or complaints.
- deliberately excluding someone from workplace activities.
- withholding information that is vital for effective work performance.
- setting unreasonable timelines or constantly changing deadlines.
- setting tasks that are unreasonably below or beyond a person's skill level.
- denying access to information, supervision, consultation or resources to the detriment of the worker.
- spreading misinformation or malicious rumours.

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- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Harassment can occur if someone is working in a hostile or intimidating work environment or is also defined when someone is made to feel intimidated, insulted or humiliated because of their:

- religion or beliefs
- sex, sexual preference or sexuality
- age
- race, nationality or ethnicity
- marital or domestic status
- disability, impairment or physical features
- political opinion or activity
- trade of occupation

Bullying and harassment can occur from:

- manager to worker
- worker to manager
- worker to worker
- worker to guest/customer
- guest/customer to worker

Procedures

- The potential risk of workplace bullying, or harassment will be carried out.
- If factors have been identified that increase the risk of workplace bullying or harassment, these will be eliminated or controlled to minimise the risk.
- Specific HR policies will be in place to respond to reported bullying or harassment incidents if they do occur.
- All persons in our workplace will be expected to behave in a professional manner and treat each other with dignity and respect.
- Anyone displaying behaviours of workplace bullying or harassment will be subject to investigation under the HR Bullying and Harassment at Work policy.
- Workers who witness or experience workplace bullying, and harassment will report the incident immediately to Management. Incident details should then be recorded.
- The Mentally Healthy Workplace module / questionnaire in HIISafe will be completed every 26 weeks to support the business in understanding their psychosocial risks, including issues related to bullying and harassment.

Investigation and Resolution Procedure

When a report of workplace bullying, or harassment is lodged we will:

- act promptly
- treat all matters seriously.
- ensure procedural fairness by acting in a neutral manner and supporting all parties.
- document every stage of the process from initial report to ultimate resolution and keep everyone informed of the outcomes.

Confidentiality

Reporting will remain strictly confidential, and no repercussions or retaliation will occur against the person who reports any legitimate incident of bullying or harassment.

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WHS015 Fatigue and Health Monitoring

Legal Application: As per WHS Act 2011 s.27(5)(c) the 'officer', as part of their due diligence requirement should ensure appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised.

WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace. ch.3 of the WHS Regulation 2017 and s.17 of the WHS Act 2011 address Risk Management. WHS Regulation 2017 c.368 requires health monitoring for employees exposed to hazardous substances if there is a risk to health

Reference Documents:

- How to Manage Work Health and Safety Risks - Code of Practice
- Managing Risk of Hazardous Chemicals - Code of Practice
- SafeWork NSW: Managing Psychosocial Hazards at work – Code of Practice

Please refer to the SafeWork website for the below topics – <http://www.safework.nsw.gov.au>

- SafeWork NSW Information Page – Fatigue

Purpose

To ensure that all workers are supported to minimise fatigue, and if necessary have health monitoring organized.

Scope

This procedure encompasses all workers.

Responsibilities

Management have the responsibility to:

- Develop systems to detect and prevent fatigue.
- Consult with workers concerning possible issues of health and fatigue.
- Identify and address any situation where workers have been exposed to potentially hazardous materials and instigating a process of health monitoring if appropriate e.g. occupational dermatitis.

Workers have the responsibility to:

- Following instructions in all relevant workplace procedures.
- Adhering to their training.
- Report any incidents of ill health or fatigue.

What is Fatigue?

Fatigue is caused by not getting enough quality sleep or having disturbed sleep patterns through one or a number of contributing factors from work and or personal life. Fatigue can affect a person's health, increase the likelihood of workplace incidents and reduce work performance and productivity.

Continual lack of sleep causes "sleep debt" leading to fatigue. To recover from 'sleep debt' several nights of quality sleep are usually required before the fatigue diminishes.

Contributing Factors to Fatigue

The most common factors that contribute to fatigue are:

- Long working hours
- shift work
- working early morning or late evening
- standing for long periods
- Insufficient breaks throughout the working day.

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- Personal life - family responsibilities, social activities, poor diet and illness or injury

The Effects of Fatigue

Fatigue indicators include:

- Increased errors
- Loss of concentration
- Not feeling refreshed after sleep
- Tendency to fall asleep during the day
- Feeling drowsy, yawning and difficulty keeping eyes open
- Longer term effects on health may result from continual fatigue such as gastrointestinal or cardiovascular disorders

Procedure

- The risk assessment to determine the potential risk of workplace stress or fatigue will be carried out.
- Consultation between management and workers will include discussion in relation to shift work schedules and workloads and its impact on fatigue.
- Workers will ensure that their family life and social activities do not cause them to be fatigued at work.

Health Monitoring

- Health Monitoring will be carried out to workers who are exposed to hazardous substances as a result of their workplace or job and those reporting any ill effects from this exposure.

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WHS016 Hazardous Substances

Legal Application: As per WHS Act 2011 s.27(5)(b)(c) the 'officer', as part of their due diligence requirement are expected to understand the nature of the operations of the business and generally of the hazards and risks associated with those operations.

The 'officer' should ensure the business has appropriate resources to eliminate or minimise risks. ch.3 of the WHS Regulation 2017 and Section 17 of the WHS Act 2011 address Risk Management generally.

Reference Documents:

- SafeWork Australia: Managing Risk of Hazardous Chemicals – Code of Practice
- HIISafe Online Resource – SafeWork: Cleaning Beer Lines Checklist
- SafeWork NSW: Risks Associated with Cleaning Beer Lines – Safety alert
- SafeWork Australia: How to Manage and Control Asbestos in the Workplace – Code of Practice
- SafeWork NSW: Reading Labels and Safety Data Sheets Guide
- SafeWork NSW: Chemical Spills – Safety alert

Purpose

To ensure the safe use and storage of chemicals, both hazardous and non-hazardous in all areas.

Scope

This procedure applies to all chemicals used at the workplace including cleaning chemicals, those used in the bar and cellar, those relating to maintenance of plant and equipment and those used for swimming pools. It also covers the management of asbestos in the workplace.

Responsibilities

Management have the responsibility to:

- ensure procedures are in place for the safe storage, use, first aid and disposal of all chemicals.
- ensure workers are trained and instructed as appropriate to their job role.
- ensure the building has been surveyed for asbestos and an appropriate register kept if required.

Workers have the responsibility to:

- adhere to training and follow procedures.
- notify management of any issues that may arise with use of a particular chemical.
- report any damage to areas containing asbestos.

Procedure

- Obtain SDS (Safety Data Sheets) from suppliers for all chemicals.
- Enter details of all chemicals on the Hazardous Substances register module in HIISafe.
- The SDS will describe the composition of the chemical, storage recommendations, method of use, First Aid information, information regarding spills, dilution etc.
- The SDS will be retained at a central location or Hazardous Substances module in HIISafe and also in close proximity to the storage and area of use for the individual hazardous substances.
- All workers using hazardous substances will be trained in their safe use and where PPE is required this will be provided.
- Workers will be sufficiently familiar with the location and content of the SDS to ensure that in the event of a spill or if first aid is required there will be no delays in applying the correct procedure.
- Where necessary spill kits will be readily available, and workers trained in their use.
- Hazardous substances will be stored correctly as directed by the SDS.
- Strong acids (low pH value) will not be stored with strong alkali's (high Ph value).
- Only exact quantities will be decanted/diluted.

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- **Unlabelled containers will not be used for hazardous substances.**
- Disposal of hazardous substances will be carried following instructions contained in the SDS. Pouring excess chemical down the drain may cause a chemical reaction and / or contamination or environmental damage.

Beer Line Cleaning

- Management to ensure all equipment to be regularly maintained and inspected for faults or damage, with workers fully instructed in its use.
- Management to liaise with the supplier to determine if there are new, less toxic chemical options for beer line cleaning.
- Workers to closely follow manufacturer's instructions and 'safe operating procedures' when undertaking beer line cleaning. **PPE including long sleeves/ pants, enclosed shoes, aprons, gloves (basic kitchen latex gloves are often not sufficient), eyewear or face shields must be worn at all times.**
- Workers to be trained in how to use correct PPE and correct beer line cleaning process. The chemical supplier may assist with any relevant training.
- Beer lines will not be tangled or kinked.

Carbon Dioxide Cylinders

- A risk assessment will be undertaken to determine the need for a carbon dioxide gas monitors.
- Gas monitors will be regularly checked to ensure they are working correctly.
- Workers will be trained on the correct handling and use of gas cylinders and how to identify leaks or other faults.
- All gas cylinders will be secured with ropes or chains at all times to reduce the risk of falling and exploding cylinders.

Asbestos Management and Register

The workplace will be assessed for the likelihood of asbestos being present.

- If asbestos has been identified or assumed to be present an asbestos register will be maintained and will:
 - record any asbestos that has been identified or is assumed to be present at the workplace.
 - record the date when the asbestos was identified.
 - record the location, type and condition of the asbestos.
 - be maintained to ensure up-to-date information.
 - state if no asbestos has been identified.
 - be given to the person conducting a business or undertaking (PCBU) when there is a change of management or controller of the workplace.
- Asbestos locations will be labelled, where possible.
- Contractors will be notified of location of asbestos and given access to the asbestos register.
- The condition of asbestos will be monitored to ensure it remains in good condition and is sealed.

Note: An asbestos register is not required for a workplace if:

- the workplace was a building that was constructed after 31 December 2003
- no asbestos has been identified in the workplace.

WHS017 Cellar Safety

Legal Application: WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the instruction and training necessary to ensure health and safety at work.

ch.3 of the WHS Regulation 2017 and Section 17 of the WHS Act 2011 address Risk Management generally.

Reference Documents:

- SafeWork Australia: How to Manage Work Health and Safety Risks – Code of Practice
- SafeWork Australia: Managing Risk of Hazardous Chemicals – Code of Practice
- HIISafe Online Resource – SafeWork: Cleaning Beer Lines Checklist
- SafeWork NSW: Risks Associated with Cleaning Beer Lines – Safety alert
- SafeWork NSW: Safe work around cellar door hatches in the hospitality industry – Safety alert

Purpose

To ensure that suitable safety precautions are taken when working in the cellar.

Scope

This procedure encompasses all work involving the cellar.

Responsibilities

Management have the responsibility to:

- ensure the cellar is sound in structure, suitably lit and ventilated.
- ensure suitable and safe access and egress to the cellar is provided.
- ensure suitable safe systems of work are in place for cellar operations.
- ensure a safe operating procedure is in place for beer line cleaning.
- ensure suitable training and supervision is provided.
- ensure suitable personal protective equipment is provide and used.

Workers have the responsibility to:

- ensure they work in accordance with the safe procedures.
- use appropriate lifting aids and PPE.

Procedure

- Trolleys will be used when changing or moving kegs.
- Control will be maintained of kegs at all times.
- Gas cylinders will be changed following safe operating procedures.
- If installed gas monitoring equipment will be checked regularly.
- Full kegs will not be stacked.
- Clear walkways will be maintained to all areas.
- Beer lines will not be tangled or kinked.
- Safe operating procedures must be followed when undertaking beer line cleaning. **PPE including goggles and gloves must be worn at all times.**
- Use safety goggles and gloves when emptying glass bins.
- Clean up any spills immediately. Keep area free of broken glass. If area is wet, use portable wet floor signs.
- Secure gas cylinders with chains and when necessary move them in accordance with Manual Handling Procedures.
- Ensure that cellar trap doors are not left open and unguarded.

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WHS018 Electrical Safety

Legal Application: As per WHS Act 2011 s.27(5)(b) the 'officer', as part of their due diligence requirement are expected to understand the nature of the operations of the business and generally of the hazards and risks associated with those operations.

WHS Regulation 2017 Part 4.7 covers issues of electrical safety and management throughout the workplace. Electrical equipment used in 'hostile' environments which may expose the equipment to heat, water, vibration, chemical corrosion, dust or mechanical damage must be tested and tagged. Residual Current Devices (RCDs) must be provided to equipment used in these environments. Records of testing must be kept.

Reference Documents:

- SafeWork NSW: Electrical Risk at the workplace – Fact Sheet
- SafeWork Australia: Managing electrical risks at the workplace – Code of practice
- SafeWork NSW: Electrical work – information web page
- AS/NZS 3760:2010 In service safety inspections and testing of electrical equipment provides guidance on inspection, testing and tagging methods.

Purpose

To significantly reduce the risks of electrocution or fires associated with use of electrical fixtures, fittings or appliances.

Scope

This procedure covers all of the electrical appliance's fixtures and fittings used in this workplace.

Responsibilities

Management have the responsibility to:

- ensure that appliances are purchased and when necessary tested and tagged in accordance with the Australian Standards and SafeWork guidelines and accurate records are maintained.
- ensure all electrical fixtures and fittings are appropriately installed, that points are not overloaded, and RCD's/ circuit breakers are installed and tested in switchboards.
- ensure only qualified electricians are used when maintaining /installing any electrical equipment.
- ensure there is a reliable system for withdrawing / 'locking out' faulty equipment from use and that all workers are aware of the procedure.
- ensure all workers are trained to visually check appliances before use particularly portable appliances and extension leads that are frequently moved.

Workers have the responsibility to:

- follow instructions, particularly in visually checking all electrical equipment prior to use.
- withdraw faulty equipment from use and notify management of any electrical hazard.
- operate all electrical equipment as per their training and operational instructions.

Procedures

Electrical Equipment

- Electrical equipment used in a 'hostile' environment which applies to the kitchen, bar, cellar, outside areas, laundry, workshops will be 'tested and tagged' by a competent electrician at least every 12 months.
- Commercial cleaning equipment will be 'tested and tagged' by a competent electrician at least every 6 months.
- Electrical equipment used in guest rooms will be 'tested and tagged' by a competent electrician at least every 24 months.

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- Fixed equipment and portable equipment used in 'low risk' risk environments will not require testing and tagging but will be visually inspected at least every 12 months.
- All electrical equipment will be visually checked before use

Residual Current Devices RCDs (Safety Switches)

- RCDs will be provided to the equipment that is used in a 'hostile environment'. These will either a fixed RCD permanently fitted at the main switchboard or fixed socket outlets, or a portable RCD moved with the equipment and plugged in with it.
- RCDs will be tested competent qualified electrician.

Lockout Procedure

- Where an appliance or socket is defective it must be labelled to ensure it cannot be used by others and be removed and sent for repair or disposal.
- Any appliances locked out for repair should remain locked out until repaired and tested or replaced.
- Management should be notified and are responsible for ensuring the appliance is safely isolated.

Electrical Maintenance Work

- When work is being carried out on electrical installations a qualified electrician must be used and the system must be isolated to avoid any unintentional use by others.

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WHS019 Kitchen Safety

Legal Application: Work Health and Safety (WHS) Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace, the provision and maintenance of a work environment, the provision and maintenance of safe plant and structures and the safe use, handling, and storage of plant, structures and substances.

Reference Documents:

- How to Manage Workplace Health and Safety Risks – Code of Practice
- Managing the Work Environment and Facilities – Code of Practice
- Managing Risks of Plant in the Workplace – Code of Practice

Purpose

To ensure that the additional hazards encountered in the kitchen environment are assessed and controlled to provide a safe place of work for all workers. This includes contractors if they are employed to run the catering facilities.

Scope

This procedure covers all kitchen facilities.

Responsibilities

Management has the responsibility to:

- ensure the hazards of the kitchen environment are assessed.
- implement control measures to ensure risks are minimized.
- ensure workers are adequately trained and instructed to work safely in the kitchen.

Workers have the responsibility to:

- adhere to their training when using equipment and machinery.
- clear up spills and items from the floor immediately.
- store items in a safe manner.
- report any hazards to their manager.

Procedure

- Floors will be maintained in a good clean and dry condition and provided with a non-slip surface.
- Spills and dropped items will be removed from the floor as soon as possible.
- Workers will wear fully enclosed non-slip footwear.
- Guards will be provided to mixers, meat slicers and mincers and other dangerous equipment.
- All equipment will be maintained in good condition and operate in the correct manner.
- Any machinery where the safety interlocks are not working will be removed from use.
- The meat slicer gauge will be set to zero after each use.
- All equipment will be unplugged from the power supply before cleaning or removing any blockages.
- All electrical equipment will have an individual power socket which is readily accessible to enable it to be isolated from the supply in an emergency.
- All electrical equipment will be regularly visually checked for damage including the plugs and cords.
- Large hot pans of boiling water or other hot liquids will not be carried around the kitchen.
- Hot pans of oil or liquid will be placed safely on stove tops and will not stick out into walkways.
- Oil changes to deep fat fryers will only be carried out when the oil is cool.
- Oven gloves will be provided and used to handle hot objects.
- Heavy items will not be stored above head height.
- Trolleys will not be overloaded.
- Heavy items will be broken down before moving.
- Chemicals will not be stored in food areas.

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- All chemicals will be correctly labelled.
- Appropriate PPE will be provided and used where required.
- Knives will be stored safely in designated areas, will be kept sharp and used with correct chopping boards.
- Filters to the exhaust ventilation will be cleaned weekly.
- The exhaust ventilation system ducting will be cleaned and inspected by a competent person every six months.
- All equipment will be regularly maintained.

Contract Catering

- If Contract Caterers are employed the plant, equipment and structure will be maintained and provided in good condition for use.
- Contract caterers will be trained in emergency procedures and included in relevant consultation processes.
- The roles and responsibilities for all parties will be defined and recorded within the written contract.

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WHS020 Maintenance of Plant and Equipment and Personal Protective Equipment

Legal Application: The WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable provision and maintenance of safe plant and structures.

Reference Documents:

- Managing Risk of Plant in the Workplace - Code of Practice.

Purpose

To ensure the correct process for the selection, purchase and maintenance of plant, equipment and personal protective equipment (PPE).

Scope

This procedure applies to all plant and equipment.

Responsibilities

Management has the responsibility to:

- ensure selection and purchase of plant, equipment and PPE is from a recommended seller in consultation with workers.
- ensure plant, equipment and PPE conforms to the appropriate Australian Standards.
- ensure employees are instructed in the safe use of plant and equipment using standard operating procedures derived from the manufacturer instructions.
- ensure all plant and equipment is maintained in accordance with manufacturer instructions.
- provide appropriate PPE to workers and provide training in its use.
- ensure all new tasks and processes are Risk Assessed and if PPE is required provide as appropriate.
- promptly replace any lost or damaged PPE.
- ensure there is a process for tagging / lock out of any defective equipment and that workers are trained in this procedure.

Workers have the responsibility to:

- observe directions and training received for use and maintenance of plant, equipment and PPE.
- actively participate and consult in the selection and review of any new equipment.
- tag and report any defective or damaged equipment to management and ensure it is removed from use.

Procedure

- A risk assessment will be undertaken when new equipment is purchased.
- Either a standard operating procedure developed, or manufacturer instructions used to train all workers that may use the equipment.
- Training will be documented and records retained through the HIISafe system or other manual means.
- If PPE is required, this will be issued to relevant workers as required and they will be trained in its use and maintenance.
- A regular maintenance schedule will be established and records maintained to ensure safety of all users.
- A system for locking out defective equipment will be in place and workers are trained in the procedure.

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WHS021 Housekeeping and Storage

Legal Application: Work Health and Safety (WHS) Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace, the provision and maintenance of a work environment and the safe use, handling, and storage of plant, structures and substances.

Reference Documents:

- Managing the Work Environment and Facilities – Code of Practice

Purpose

To ensure that the workplace is kept clean, hygienic and tidy, with clean air, floors and work surfaces and fire exits not blocked. This contributes to the prevention of illness and injury.

Scope

This procedure covers all general housekeeping and storage.

Responsibilities

Management has the responsibility to:

- ensure adequate storage areas are provided.
- ensure adequate materials and equipment are provided to enable the workplace to be kept clean.
- monitor standards of housekeeping and storage and take appropriate action where required.

Workers have the responsibility to:

- ensure that they store items in the correct manner.
- not leave items in corridors, stairways and in front of exits.
- not store items in unauthorized areas.
- keep items and equipment in a clean and tidy condition.
- clean up any spills or items dropped on the floor immediately.

Procedure

- Designated storage areas will be provided.
- Storage areas will be kept tidy and safe access maintained.
- Items will be not stored in unauthorized areas including:
 - Corridors
 - Stairs
 - Escape routes
 - Fire Exits or fire hoses/extinguishers
 - Plant rooms
 - In front of electrical switchboards
- Any trip hazards will be removed immediately.
- Spills/wet floors will be cleaned up immediately.
- All surfaces will be maintained in a clean condition.
- Rubbish and recycle bins will be kept in a designated area and emptied on a regular basis.
- Where cardboard compactors are used, the equipment will be serviced regularly and all workers trained in safe operating procedures for its use.
- Regular maintenance will be provided to ensure heating and ventilation systems are inspected and cleaned and filters changed as required.
- Smoking is only permitted in signed outdoor areas.

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WHS022 Contractor Management

Legal Application: The WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers which includes contractors, and subcontractors. Therefore, wherever there is a requirement by the PCBU to undertake certain actions in respect of 'workers' contractors will also be included.

Purpose

To ensure that all and any contractors to this venue conduct themselves in a safe and responsible manner.

Scope

This procedure covers the employment of contractors, including, but not limited to tradesmen, labour hire organizations, regular service suppliers and individuals.

Responsibilities

Management have the responsibility to:

- Ultimately ensure the safety and safe work practices of contractors to the venue.
- follow the key responsibilities outlined in this procedure.

Workers have the responsibility to:

- observe all safety related direction they receive from both Management and the Contractor relating to the Contractor's work, including staying well clear of the area of work.

Contractors have the responsibility to:

- provide certificates showing qualifications and insurance coverage and currency.
- provide a signed Safe Work Method Statement and / or site-specific risk assessment relating to each task they undertake.
- conduct themselves in a safe and responsible manner in accordance with the safe work method statement or other contract specifications.
- where regular contract work is carried out e.g. equipment maintenance, window cleaning etc. any specific requirements relating to the work should be included in the contract.
- report an incident to Management and carry out an investigation.

Contractors may include tradesman, security, housekeeping, cleaners, entertainers, catering staff, etc.

Procedure

- Request relevant qualifications, safe work method statements or equivalent and insurance certificates from all contractors before they undertake any work on site.
- Upload or contractor information and records in the 'Contractor Management' module of HIISafe.
- Consult with contractors regarding specific issues relating to the work being undertaken. Where services are contracted out permanently e.g. catering, cleaning, consultation should be part of the contractual requirements. They may also be included as invitees or members of the WHS Committee
- When the Contractors' insurances are set to expire, a request should be sent to the contractor for a copy of the renewed Certificate of Currency. This will be done automatically in HIISafe.
- Ensure the full scope of the contractor's work is known to ensure the correct documentation is requested and received.
- Provide, explain and document individual contractor site induction and explain site specific safety issues clearly to each contractor. Obtain contractor sign off after induction training. Retain sign off sheets.
- Provide assistance and set up restrictive barriers around the area that work is to be undertaken if relevant so that entry to other persons is impossible. Ensure warning signage is used where necessary
- Ensure workers are trained in implementation of this procedure.

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WHS023 WHS Self Audit and Management Review

Legal Application: As per WHS Act 2011 s.27(5) the 'officer', as part of their due diligence requirement should verify the provision and use of the resources and processes referred to in paragraphs (c)–(e) of s.27. *(It means active verification, for example through inspections or auditing processes that the resources and processes are in place and are being used)*

WHS Act 2011 s27 requires 'officers' to 'verify the provision and use of resources and processes' – this requires the venue to have a process of review /audit in place.

Reference Documents:

- Guide to HII Safe Activity Score
- Policy and Procedures WHS001 – WHS028

Purpose

The Work Health Safety Management System (WHSMS) is the framework of how WHS is organised in the workplace. This policy and procedures manual contains all the basic procedures for safe work. WHS records and information are retained on the HII Safe. The self-audit in HII Safe is completed every twenty-six (26) weeks as a gap analysis to help direct the process of continuous improvement.

Scope

This procedure applies to the whole workplace and all workers.

Responsibilities

Management have the responsibility to:

- collect information and upload it into HII Safe.
- ensure the self-audit in HII Safe is completed every 26 weeks.
- complete the action items identified and provide resources for their implementation.

Workers have the responsibility to:

- raise issues with management to ensure there is an effective program of continuous improvement in the workplace.

Procedure

- The self-audit will be completed either at management level or by delegating to another designated worker.
- The results of the self-audit will be discussed through the consultation process and at workers and management meetings.
- Actions will be completed within the designated time frame.
- Monitor and review of the items will occur regularly to determine their effectiveness.
- The following information will be completed or uploaded on HII Safe:
 - All WHS self-audits and /or external audits
 - All risk assessments
 - All consultation records including minutes and any suggestions.
 - All workplace inspections
 - All other relevant WHS information

External WHS Management System Audit

In addition to the internal audit process an independent third-party audit may be performed by an Accredited WHS Auditor. The Audit will be conducted on the agreed date and the Auditor will hand back the documentation to the Manager. In most instances, the Auditor will provide a report to the Management, detailing the results of the Audit and where recommendations for changes are to be made to Management.

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WHS024 Legal and Other WHS Information

Legal Application: ISO 45001:2018 OHS Safety Management System sets criteria for organizations to have access to relevant legal and other information.

Reference Documents:

- NSW WHS Legislation Guide
- WHS Act 2011
- WHS Regulation 2017
- All reference documents and Codes of Practice on HIISafe

Purpose

To ensure that Management and Workers are able to access and understand WHS in the venue and are committed to providing the necessary information.

Scope

This covers all the WHS information gathering and storing in the venue.

Responsibilities

Management have the responsibility to:

- display the most important documents on the workers notice board and/or other relevant site-specific location.
- include relevant WHS information in workers briefings.

Procedure

Our venue can routinely access WHS information and guidance documents on HIISafe. Updates to legislation will be communicated on HIISafe in the 'news' section. In addition, information and guidance for specific issues can be obtained by emailing Hospitality Industry Insurance directly at info@hii.au. Other information sources are SafeWork NSW and AHA (NSW).

Management and workers may also wish to access WHS websites in their own time.

Some Useful WHS Websites:

http://www.safework.nsw.gov.au/	SafeWork NSW Website
www.safeworkaustralia.gov.au	Safe Work Australia
http://www.sira.nsw.gov.au/	State Insurance Regulatory Authority
https://www.icare.nsw.gov.au/	icare Workers Insurance
www.ahansw.com.au	Australian Hotels Association (NSW)
www.saiglobal.com	The Australian Standards Website
www.anta.gov.au	Australian National Training Authority Website
www.training.gov.au	National Training Information Service

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WHS025 WHS Data Management, Standard Forms, Recording and Reporting

Legal Application: ISO 45001:2018 OHS Safety Management System sets criteria for reporting, documentation standards, and the control of documentation and data.

Purpose

The Work Health Safety Management System (WHSMS) is the framework of how WHS is organised in the workplace. WHS data management for WHS records and information is retained on the HIISafe software system and on site.

Scope

This procedure covers all the documentation, records and materials related to WHS in the workplace.

Responsibilities

Management have the responsibility to:

- ensure that all documentation and recording and reporting of WHS related information is stored and easily accessed by all workers and anyone else who requests access.
- ensure where possible documents are stored in HIISafe.

Workers have the responsibility to:

- follow procedures for recording and reporting information in the manner required.

Procedure

All WHS related information will be stored in My WHS Documents' section in HIISafe where possible. Industry specific and detailed departmental information is recorded elsewhere within the venue.

Standard Section lists in HIISafe are:

- **WHSMS Plan:** This document is located in "Other WHS Resources / WHS Management System Plan". This document highlights the main activities required during the first year for the workplace.
- **WHS Consultation:** Records all consultation between workers and management regarding WHS.
- **WHS System Self Audit:** This is an internal 'mini audit' and you will be reminded to undertake this every 26 weeks via email reminder through the HIISafe system.
- **Workplace Inspection:** A checklist used in the monthly workplace WHS inspection. You will be reminded to undertake this using the electronic form provided in your Member Area section of the HIISafe website. Email reminders will be sent to you monthly.
- **Incident Report Form:** An electronic form found in your Member Area of the HIISafe system website, used when an incident (including first aid) has occurred, with corrective/preventative actions that need to be actioned and followed through to completion.
- **Hazardous Substances Register:** A form for listing all the SDS relating to hazardous substances/chemicals used in the workplace. Found in your Member Area Section of the HIISafe system website.
- **Workers Induction Register:** A form for listing all workers and details of their induction in the workplace. Found in your Member Area Section of the HIISafe system website.
- **WHS Training Plan:** A form used to create a training plan for workers and to upload any certificates detailing worker's qualifications in the workplace. Found in your Member Area section of the HIISafe system website.
- **Contractor Management Tool:** Used to list all Contractors, insurance details and expiry dates and to upload any certificates of currency of those insurances and safe work method statements for the workplace. Found in your Member Area Section of the HIISafe system website.

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WHS028 Managing Sexual Harassment in the Workplace

Legal Application: WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace. ch.3 of the WHS Regulation 2017 and s.17 of the WHS Act 2011 address Risk Management.

Reference Documents:

- How to Manage Work Health and Safety Risks – Code of Practice
- SafeWork NSW: Managing Psychosocial Hazards at work – Code of Practice
- SafeWork Australia: Model code of practice: Managing psychosocial hazards at work
- SafeWork Australia: Model code of practice: Sexual and gender-based harassment

Purpose

To provide guidance to businesses on how to identify, prevent and report sexual harassment and other unlawful conduct in the workplace, and how to meet your positive duty.

Scope

This policy encompasses all workers and may be a useful reference for other persons with duties under the WHS Act and WHS Regulations.

Responsibilities

A PCBU must ensure, so far as is reasonably practicable, workers and other persons are not exposed to risks to their psychological or physical health and safety. This includes risks from such hazards as sexual and gender-based harassment. A PCBU must eliminate these risks in the workplace, or if that is not reasonably practicable, minimise these risks so far as is reasonably practicable.

Other legal frameworks applying to sexual and gender-based harassment

WHS laws do not operate in isolation and other laws may also apply. For example, workplace relations, criminal, anti-discrimination, privacy and workers' compensation laws.

Positive duty in the Sex Discrimination Act (Respect @ Work)

The Commonwealth Sex Discrimination Act 1984 (SDA) also includes a positive duty to prevent sexual harassment (and other related unlawful conduct) which operates concurrently with WHS duties. PCBUs must take reasonable and proportionate measures to eliminate, as far as possible, certain discriminatory conduct that is unlawful under the SDA, including:

- Sex discrimination in a workplace context
- Sexual harassment in connection with work
- Sex-based harassment in connection with work
- Conduct that amounts to subjecting a person to a hostile work environment on the grounds of sex, and
- Certain acts of victimisation

The PCBU must eliminate, as far as possible, unlawful conduct in the workplace carried out by the PCBU themselves, workers and in some cases third parties such as customers, clients, patients, patrons, suppliers, students, parents, carers and visitors.

Your obligations under the SDA are in addition to your existing WHS duties as a PCBU. While there are similarities between duties under the SDA and WHS laws, the duties are different. Complying with the SDA requirements alone will not necessarily ensure that you are meeting your WHS duties.

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PCBU and Officers of the PCBU also have the responsibility to:

- Maintain implemented control measures so they remain effective, and
- Review, and if necessary, revise control measures so as to maintain, so far as is reasonably practicable, a work environment that is without risks to health and safety.

Workers have the responsibility to:

- take reasonable care for their own psychological and physical health and safety and to not adversely affect the health and safety of other persons
- comply with reasonable health and safety instructions, as far as they are reasonably able
- cooperate with reasonable health and safety policies or procedures that have been notified to workers

How to identify sexual and gender-based harassment

Sexual and gender-based harassment is a pervasive hazard occurring across all industries and the risk can be present in any workplace. Identifying hazards is the first step of the risk management process.

As the PCBU you must identify risks of sexual and gender-based harassment to your workers, or to others arising from the work of your business or undertaking. Identifying the risks of sexual and gender-based harassment involves understanding situations in which it could occur, including:

- when and where (e.g. at the usual workplace; while making deliveries; via email)
- how it could occur (e.g. from contact with customers or the public, or from other workers)
- the potential nature of the harassment (e.g. verbal or physical, overt, subtle), and who is likely to be affected.

Sexual and gender-based harassment can harm workers both when they are directly exposed to instances of harassment as well as when they are exposed to the *risk* of it occurring. For example, workers exposed to sexual and gender-based harassment are likely to experience stress from the initial incident as well as ongoing stress if they perceive the risk has not been controlled, even if the harassment does not occur again. In this situation, despite the hazard rarely occurring, the stress itself may be prolonged and cause harm.

Sexual and gender-based harassment can come from a range of sources including:

- **Internal**, from other workers however they are engaged (e.g. employees, contractors, subcontractors or volunteers) and at any level (e.g. supervisors or managers, co-workers at the same level or workers below their level).
- **External**, from third parties such as from customers, clients, patients, residents, students, parents, carers, service providers, businesses (e.g. between a plumbing and an electrical sub-contractor at the same work site; or a delivery person and a retail worker), members of the public or anyone else workers deal with at work.

It may be easier to identify hazards if:

- managers regularly talk to workers about workplace concerns and sexual and gender-based harassment is recognised as a WHS issue
- managers and workers attend training on sexual and gender-based harassment and have a good understanding of what it is and the relevant workplace policies in place to address this conduct, and
- workers feel safe and comfortable to raise concerns about sexual and gender-based harassment or other workplace conduct issues.

Consultation

You must consult with your workers when identifying the risk of sexual and gender-based harassment at work. This includes consulting on hazards and risks related to the existing work and work environment, as well as risks related to proposed changes to work that affect health and safety.

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Consultation should focus broadly on identifying the *risk* of sexual and gender-based harassment. While past instances of sexual and gender-based harassment can help you to identify when, where and how harassment might occur, consultation to identify this hazard should be broader. Even where sexual and gender-based harassment has not occurred or been formally reported, there may be situations workers encounter as part of their work which make them vulnerable to it. Workers may be more comfortable engaging in consultation focused on the hazard and risk, rather than past instances. A broader focus on the hazard and risk can also help to manage confidentiality and privacy issues.

Your consultation on other psychosocial hazards, particularly other harmful behaviours such as bullying, harassment and discrimination, may also help you to identify risks of sexual and gender-based harassment.

As the PCBU you should not rely only on formal reports. A lack of reports does not necessarily mean that sexual and gender-based harassment is not happening. Only a fraction of workers who experience harassment report the conduct.

The absence of reports where sexual and gender-based harassment is likely to be occurring may indicate that existing reporting mechanisms do not meet the needs of workers and need to be changed.

Assessing Risks

Once you have identified where and when the risk of sexual and gender-based harassment may occur, and who might be affected, you can assess the risk it creates to workers. Consider the duration, frequency and severity of exposure.

To assess the risk of harm, you need to identify the workers affected and consider the duration, frequency and severity of their exposure.

- **Duration** – how long is the worker exposed to the risk?
- **Frequency** – how often is the worker exposed to the risk?
- **Severity** – how severe is the harassment?

The risk to workers increases when exposure to hazards is more severe (e.g. exposure to a risk of sexual assault), more frequent (e.g. occurring on every shift), or is longer in duration (e.g. being exposed to the risk for several hours).

The risks also increase when workers are exposed to a combination of the above mechanisms. For example, short term but severe exposure to the risk of sexual and gender-based harassment is more likely to harm workers if they are also exposed to chronic (long duration), but less severe hazards.

In assessing the risk, you should consider:

- the effectiveness of existing control measures and whether they control all forms of sexual and gender-based harassment
- how work is actually done, rather than relying on written manuals and procedures, and
- infrequent or abnormal situations (e.g. workers and others not following policies or processes; working unusual hours; manager absences), as well as how things are normally meant to occur.

While anyone can experience sexual or gender-based harassment, there are certain groups who are more likely to experience it. Some workers may be at greater risk because of their sex, gender, sexuality, age, race, migration status, disability or literacy. The risk of experiencing harm rises when a person faces multiple forms of harassment or discrimination. Workers who experience multiple forms of harassment and discrimination may be less likely to report sexual harassment concerns or incidents.

Controlling the Risk

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Once you have identified and assessed the risk of sexual and gender-based harassment, you are in a position to control the risk in consultation with your workers.

You must eliminate risks to health and safety if it is reasonably practicable to do so. If it is not reasonably practicable to eliminate the risks, you must minimise risks so far as is reasonably practicable.

Every workplace is different. The best combination of control measures to eliminate or minimise the risk of sexual or gender-based harassment in your workplace will be tailored to your organisation's size, type, work activities, location and workforce.

The WHS Regulations require that in determining control measures you have regard to all relevant matters, including:

- the duration, frequency and severity of the exposure of workers and other persons to the risk of sexual and gender-based harassment
- how sexual and gender-based harassment and other psychosocial hazards may interact or combine
- the design of work, including job demands and tasks
- the systems of work, including how work is managed, organised and supported
- the design and layout, and environmental conditions, of the workplace, including the provision of:
 - o safe means of entering and exiting the workplace
 - o facilities for the welfare of workers
- the design and layout and environmental conditions of workers' accommodation
- the plant, substances and structures at the workplace
- workplace interactions or behaviours, and
- the information, training, instruction and supervision provided to workers.

Review control measures.

The last step of the risk management process is to review the effectiveness of the implemented control measures to ensure they are working as planned. If a control measure is not working effectively, it must be reviewed and modified or replaced.

Reviewing control measures should be done regularly and is required:

- when the control measure is not eliminating or minimising the risks so far as is reasonably practicable
- before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- if a new hazard or risk is identified
- if the results of consultation indicate a review is necessary

Reports and complaints (including informal complaints) from workers may identify new sexual or gender-based harassment risks or risks that have not been controlled so far as is reasonably practicable. This should trigger a review of whether your existing control measures are effective, if your response procedures worked the way they were supposed to and whether new risks have been identified that also need to be managed.

Common review methods include inspecting the workplace, consultation, and analysing reports. You can use the same methods as in the initial hazard identification step to check control measures. You must also consult your workers.

The person reviewing your control measures should have the authority and resources to conduct the review thoroughly and be empowered to recommend changes where necessary. Questions to consider may include:

- Are control measures working effectively, without creating new or increased risks?

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- Have workers reported feeling uncomfortable with other workers, customers, patients, students or clients?
- Have all sexual and gender-based harassment risks been identified?
- Have risks changed or are they different from what you previously assessed?
- Are workers actively involved in the risk management process?
- Are workers openly raising health and safety concerns and reporting problems promptly?
- Has instruction and training been provided to all relevant workers?
- Are there any upcoming changes that are likely to result in a worker being exposed to risks of sexual or gender-based harassment?
- Are new control measures available that might better control the risks?
- Have risks been eliminated or minimised as far as is reasonably practicable?

If the effectiveness of the control measures is in doubt, go back through the risk management steps, review your information and make further decisions about control measures.

Recording the process

You should record your risk management process and the outcomes, including your consultation with workers. This allows you to demonstrate you have met your work health and safety duties and will assist you when you need to monitor or review the hazards you have identified and controls you have put in place.

Your records may include the outcomes of consultation, the hazards you identified, how you assessed the risks, the control measures implemented, and the training provided. You should select a method of recording the risk management process and outcomes to suit your circumstances.

It is also useful to have a record of the processes used to investigate and resolve issues. You could choose to include only high-level information in the general risk register where you are concerned about the need to maintain confidentiality.

Confidentiality

It is important that PCBUs develop supportive environments where workers feel safe to raise sexual and gender-based harassment risks and disclose instances of harassment, including as part of an investigation.

All workers should be made aware of any mandatory reporting or disclosure obligations that apply to you as the PCBU or employer, either under state and territory laws or as part of the worker's employment contract, that may limit confidentiality. Workers should be made aware of how their personal information will be managed and protected when making a report.

N.B. Confidentiality clauses in settlement agreements should not be used in a way that creates a WHS risk and must not be used in a way that prevents identification and management of risks to WHS.

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WHS027 Managing Psychosocial Hazards at Work

Legal Application: WHS Act 2011 s.19 contains the primary duty of a 'person conducting a business or undertaking' (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace. ch.3 of the WHS Regulation 2017 and s.17 of the WHS Act 2011 address Risk Management.

Reference Documents:

- How to Manage Work Health and Safety Risks – Code of Practice
- SafeWork NSW: Managing Psychosocial Hazards at work – Code of Practice
- SafeWork Australia: Model code of practice: Managing psychosocial hazards at work

Purpose

To provide guidance to businesses on how to manage psychosocial hazards and risks in the workplace.

Scope

This policy encompasses all workers and may be a useful reference for other persons with duties under the WHS Act and WHS Regulations.

Responsibilities

A PCBU must ensure, so far as is reasonably practicable, workers and other persons are not exposed to risks to their psychological or physical health and safety. A PCBU must eliminate psychosocial risks in the workplace, or if that is not reasonably practicable, minimise these risks so far as is reasonably practicable.

It is the responsibility of all persons in the workplace to report psychosocial hazards or psychosocial injury to Management.

PCBU and Officers of the PCBU has the responsibility to:

- Identify reasonably foreseeable hazards that could give rise to psychosocial risks
- Eliminate risks, so far as is reasonably practicable
- If it is not reasonably practicable to eliminate the risks – minimise the risks so far as is reasonably practicable
- Maintain implemented control measures so they remain effective, and
- Review, and if necessary revise, control measures so as to maintain, so far as is reasonably practicable, a work environment that is without risks to health and safety.

In determining control measures to be implemented, a PCBU must have regard to all relevant matters, including:

- the duration, frequency and severity of the exposure of workers and other persons to the psychosocial hazards
- how the psychosocial hazards may interact or combine
- the design of work, including job demands and tasks
- the systems of work, including how work is managed, organised and supported
- the plant, substances and structures at the workplace
- workplace interactions or behaviours, and
- the information, training, instruction and supervision provided to workers

Workers have the responsibility to:

- take reasonable care for their own psychological and physical health and safety and to not adversely affect the health and safety of other persons
- comply with reasonable health and safety instructions, as far as they are reasonably able
- cooperate with reasonable health and safety policies or procedures that have been notified to workers

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How to identify Psychosocial hazards

The first step in the risk management process is to identify psychosocial hazards. This involves identifying the aspects of work and situations that could potentially harm your workers or others at your workplace and why these may be occurring. This step should also assist PCBU's to identify where and when workers are exposed to psychosocial hazards, and if controls are not adequately eliminating or minimising risks from known hazards.

Common psychosocial hazards

- Job demands
- Low job control
- Poor support
- Lack of role clarity
- Poor organisational change management
- Inadequate reward and recognition
- Poor organisational justice
- Traumatic events or material
- Remote or isolated work
- Poor physical environment
- Violence and aggression
- Bullying
- Harassment including sexual harassment
- Conflict or poor workplace relationships and interactions

Like for physical hazards, some workers may be at greater risk from psychosocial hazards due to barriers to understanding or participating in safety processes. This means there is a greater likelihood or severity of harm for these workers. For example, workers with:

- limited experience in the workplace (e.g. young workers)
- barriers to understanding safety information (e.g. literacy or language)
- perceived barriers to raising safety issues (e.g. power imbalance or stigma), or
- previous exposure to a hazard.

For example, inexperienced workers may not identify harmful behaviours or have the confidence to report them. You could address this by providing more detailed induction training and greater support and supervision until they gain experience and understand these hazards.

Consulting your workers will assist you to identify any groups who are at greater risk, and whether there are additional reasonably practicable controls you must implement to eliminate or minimise the risks for these workers.

You must identify all reasonably foreseeable psychosocial hazards arising from the work carried out by your business or undertaking.

As well as identifying common hazards, ensure your process identifies hazards for less common but serious incidents, such as sexual or physical assault. (See WHS028 – Managing Sexual Harassment in the Workplace policy for more information)

Consultation

You must consult with your workers when identifying hazards to health and safety.

Your workers may use different terms to describe exposure to psychosocial hazards. For example, they might say they feel:

- stressed, burnt-out or emotionally exhausted about their workload
- anxious or scared about talking to or dealing with an aggressive person
- humiliated, degraded or undermined by sexual harassment or discrimination

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- angry about policies being applied unfairly
- confused about what their role involves, torn between competing priorities or 'feeling like a failure' for not being able to meet unrealistic expectations, or
- distressed, unable to sleep, or traumatised by exposure to traumatic situations or content.

Good consultation should allow for differences in how workers may describe hazards and seek to identify the underlying cause. You should provide your workers with information to help them understand and recognise psychosocial hazards.

Assessing Risks

Once you have identified psychosocial hazards in your workplace, the next step is to assess the risks they create. This will help you determine what is reasonably practicable in managing the risks. You should carry out a risk assessment, in consultation with workers for any hazards you have identified. However, if you already know what the risks are and how to control them effectively, you can implement the controls without undertaking a risk assessment and then check to confirm these have been effective. A risk assessment can help you determine how severe risks are, and therefore what is reasonably practicable in managing the risks.

To assess the risk of harm, you need to identify the workers affected and consider the duration, frequency and severity of their exposure.

Once you have identified all the hazards you should assess the risks. To do this, consider:

- **Duration** – how long is the worker exposed to the hazards or risks?
- **Frequency** – how often is the worker exposed to the hazards or risks?
- **Severity** – how severe are the hazards and the workers' exposures?

Controlling Risks

Once you know which psychosocial hazards are present and you have assessed the risks they create, you are in a position to control them.

You must eliminate risks to health and safety if it is reasonably practicable to do so. If it is not reasonably practicable to eliminate the risks, you must minimise risks so far as is reasonably practicable. Every workplace is different. The best combination of control measures will be tailored to your organisation's size, type and work activities to manage risks during both everyday operations and emergencies.

To determine what is reasonably practicable to manage psychosocial risks:

1. identify as many possible control measures as you can
2. consider which of these control measures are most effective, and
3. consider which controls are reasonably practicable in the circumstances.

Review control measures.

The last step of the risk management process is to review the effectiveness of the implemented control measures to ensure they are working as planned. If a control measure is not working effectively, it must be reviewed and modified or replaced.

Reviewing control measures should be done regularly and is required:

- when the control measure is not eliminating or minimising the risks so far as is reasonably practicable
- before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- if a new hazard or risk is identified
- if the results of consultation indicate a review is necessary

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Reports, complaints (including informal complaints) or grievances from workers may identify new psychosocial hazards or risks that are not adequately controlled. This should trigger a review of whether your existing control measures are effective, if your response procedures worked the way they were supposed to and whether new risks have been identified that also need to be managed. Common review methods include inspecting the workplace, consultation, and analysing records and data. You can use the same methods as in the initial hazard identification step to check control measures. You must also consult your workers.

The person reviewing your control measures should have the authority and resources to conduct the review thoroughly and be empowered to recommend changes where necessary. Questions to consider may include:

- Are control measures working effectively, without creating new risks?
- Have workers reported feeling stressed or are they showing signs of harm?
- Have all psychosocial hazards been identified?
- Have risks changed or are they different to what you previously assessed?
- Are workers actively involved in the risk management process?
- Are workers openly raising health and safety concerns and reporting problems promptly?
- Has instruction and training been provided to all relevant workers?
- Are there any upcoming changes that are likely to result in a worker being exposed to psychosocial hazards?
- Are new control measures available that might better control the risks?
- Have risks been eliminated or minimised as far as is reasonably practicable?

If the effectiveness of the control measures is in doubt, go back through the risk management steps, review your information and make further decisions about control measures.

Recording the process

You should record your risk management process and the outcomes, including your consultation with workers. This allows you to demonstrate you have met your work health and safety duties and will assist you when you need to monitor or review the hazards you have identified and controls you have put in place.

Your records may include the outcomes of consultation, the hazards you identified, how you assessed the risks, the control measures implemented, and the training provided.

You should select a method of recording the risk management process and outcomes to suit your circumstances.

It is also useful to have a record of the processes used to investigate and resolve issues. You could choose to include only high-level information in the general risk register where you are concerned about the need to maintain confidentiality.