HSW Hazard and Risk Management Procedure
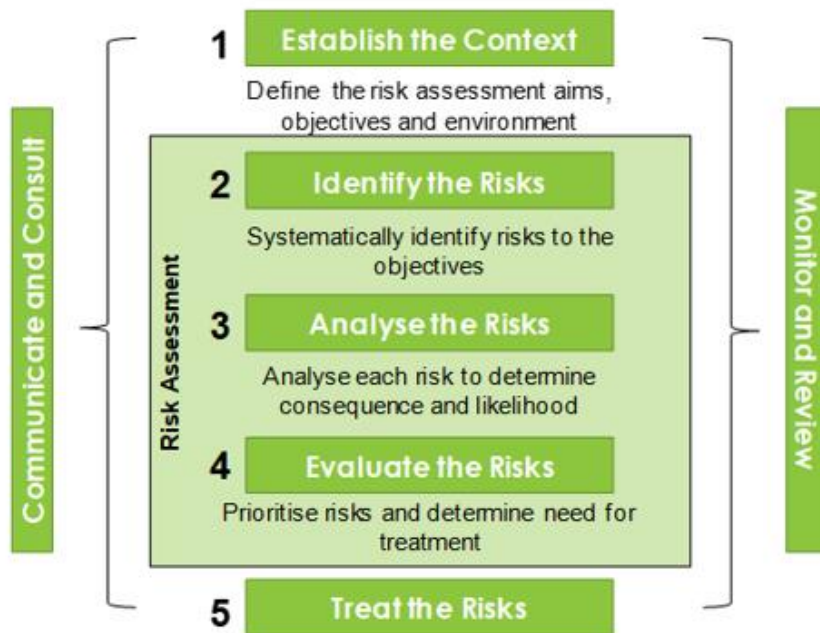
PRO363

1. Purpose

This procedure is aligned with the Urban Utilities (UU) organisational risk management procedure PRO84, the associated enterprise-wide risks and their treatment. This document provides direction on the application of health and safety risk management, enabling the identification, assessment, control application and review of WHS related hazards and risks. A risk assessment must be completed to provide safe and healthy workplaces.

2. Scope

The procedure applies to all workers who undertake work for UU including employees, delivery partners, contractors, labour hire, or other persons on UU worksites. A risk management approach is required when e.g.:

- starting a new business
- expanding or purchasing an existing business
- changing work practices, procedures, or the work environment
- changing organisational structure or job roles
- introducing new workers or returning workers to the workplace
- purchasing new or used equipment or using new substances
- working with a new supplier or new commissioner of your services
- planning to improve productivity or reduce costs
- new information about workplace risks becomes available
- responding to workplace incidents (even if they have caused no injury)
- responding to concerns raised by workers, health and safety representatives or others at the workplace, or
- required by the WHS Regulation for specific hazards

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2.1 Safety Risk Management Process Flow

2.2 Hazard Identification

Hazards may be identified through, but are not limited to the following:

- Inspections
- Audits and control verifications
- Incident and document reviews
- Designs
- Consulting on changes
- WHS committees

All hazards must be recorded in the approved UU system.

Hazards must be eliminated where practicable and if a hazard cannot be eliminated it must be escalated to the leader/manager and a risk assessment must be completed.

3. Conduct a Risk Assessment

3.1 Establish the context

- Agree why a risk assessment is necessary? Use this as your risk statement.
- Determine who needs to be involved in the risk assessment e.g., workers, subject matter experts and Health and Safety Representatives (HSR's) for inclusion in the risk discussion.

3.2 Identify the Risks

Establish how hazards may cause harm. These can be determined by:

- Identifying hazards in the workplace including in abnormal conditions (e.g., emergency)
- Conducting workplace inspections

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- Consulting with staff who have knowledge of the work process, including HSR's
- Reviewing past incidents and audit outcomes
- Reviewing the HSW management system
- Referring to WHS legislation (e.g., the Act, Regulations, Codes of Practice, Australian Standards).

3.3 Analyse the Risk

Use the HSW Risk Assessment Template (FOR287) as a guide and to record required information, such as:

- Current risk treatments against each risk
- Develop proposed controls to eliminate each risk e.g., do we have to do this task / step? If it is not possible to eliminate, develop controls to minimise the risk as far as is reasonably practicable (SFAIRP), based on the hierarchy of controls. Ask "what can be done to change physical and mental health outcomes?"
- Analyse the likelihood and consequence of each risk event occurring with the proposed controls in place, using the risk matrix as a guide, see appendix 1 Risk Matrix to determine a risk rating.

3.4 Evaluate the Risks

- Obtain approval for the risk assessment by the delegated risk owner prior to implementing controls and performing the task.

Note: Risks assessed as "Extreme" must be escalated for management review and approval before works commence.

3.5 Treat the Risks

- Implement controls for the task to mitigate the risk SFAIRP.

Control measures must be periodically monitored and reviewed (minimum 2 yearly):

- Including recently implemented controls, to ensure consistent application.
- To ensure controls are effective.
- To ensure they have not created any additional WHS hazards or associated risks.
- Before a proposed change that may create new or different WHS risks or impact existing controls (e.g., the introduction or use of new substances or equipment).
- If a new hazard or hazard information is identified.
- If the outcome of the WHS consultation indicates a review is necessary.
- Whenever a HSR requests a review.
- Whenever changes in legislation or technology occur.
- As routine assurance activities for verification of controls (work insights and audits).

4. Consultation and Communication

Consultation and communication as far as is reasonably practicable must occur at every stage of the risk management process. Health and Safety Representatives (HSR's) and workers who carry out the work where hazards and risks may impact on their health and safety, or the health and safety of others must be consulted.

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If the workers are represented by a health and safety representative, the consultation must involve that representative. Refer to the WHS Consultation and Communication Procedure (PRO361) for guidance.

5. Records Management

All risk assessments and supporting documentation (including risk reviews) must be recorded and retained as a controlled document in the approved document management system.

6. Site Hazard and Operational Risk Registers

Each site must have, or consultatively develop a site-specific hazard and risk register readily accessible to HSR's, workers and WHS committees for review.

An operational risk register must be developed and maintained for all functional areas by the relevant manager in consultation with their leaders, HSR's, workers and WHS committees. The register must list all identified WHS hazards, risks, controls, and the responsible person for each risk. Registers must be available for review by workers.

7. Worksite Risk Assessment Process

A Worksite Risk Assessment Process (WRAP) is a tool designed for use onsite before performing planned or unplanned high-risk tasks (e.g., confined space entry) where a SWMS is also required.

A STRAP is a subset of the WRAP designed for use onsite before performing planned or unplanned tasks which do not require a SWMS or by people working remotely or alone.

A worksite risk assessment form must be:

- Discussed with and signed by all workers involved with the task;
- Completed before commencing work
- Reviewed before restarting work after a break and periodically throughout the task and;
- When the work procedure or environment changes.

Refer to the Worksite Risk Assessment Process Guide (MAN55) for further information on the tool.

8. Definitions

Terminology	Description
Control Measure	Action taken to eliminate or minimise health and safety risks as far as is reasonably practicable.
Hazard	A hazard is a situation or thing that has the potential to harm a person
Hierarchy of Controls	Control measures used to eliminate or minimise the risk of exposure to workplace hazards. There are various levels of controls, which are ranked according to the level of protection they provide and their reliability as a control measure.
Risk	The likelihood that actual harm may occur to people, because of exposure

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9. Training and Competency Requirements

Workers must complete the following training for hazard identification and risk management:

- Risk Management Training – URBANF049RMT
- Guided Conversations on H&S Risks Training – URBANF054CCT

Note: records must be retained in the current learning management system

10. Systems and Data Sources

System	Data Source	Data Owner	Additional Information
Q-Pulse	Hazard / Incident Reporting	All areas	Must be reported within 24 hours of the incident
QDOX	Records	All areas	Records retained relating to risk management
Ulearn	Training records	All areas	Records retained relating to training

10. Roles and Responsibilities

Managers and Leaders:

- Ensure that all hazards are identified, actioned, and managed.
- Allocate appropriate resources to eliminate or mitigate risks to health and safety.
- Ensure risk assessments are completed and available for tasks undertaken in respective work areas.
- Ensure the establishment, maintenance and review of the Hazard Register and Operational Risk Register in the approved UU system for areas of responsibility.
- Staff are trained as per the risk management training requirements.
- PCBU's, Officers, designers, designers, manufacturers, importers, suppliers and installers of plant, substances or structures have a duty to manage WHS risks.

All staff

- Identify hazards and manage them where practicable.
- Report hazards in the approved UU system to notify your leader.
- Actively participate in risk assessments and control reviews.
- Workers and others have a duty to take reasonable care for their own health and safety in the workplace. A person can have more than one duty.

11. References and Related Documents

- Work Health and Safety Regulation 2011
- CoP How to Manage Work Health and Safety Risks 2021
- CoP Managing the risk of psychosocial hazards at work 2022
- PRO84 Risk Management Procedure
- PRO361 – HSW Consultation and Communication Procedure

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- REG111 HSW Enterprise Risk Register
- FOR287 HSW Risk Assessment Template
- FOR533 HSW Worksite Risk Assessment Process
- MAN55 HSW Worksite Risk Assessment Process (WRAP) Manual

12. Document Control

Consultation	HSW Team
Procedure authorised by	H & S System and Governance Specialist
Date authorised	17 November 2023
Procedure owner	Head of Health and Safety
Procedure author	Manager Health Safety and Wellbeing Systems and Design
Review frequency	2 yearly
Next review	This date will be 2 years from the activation date of the procedure
Date released	**Details of amendment**
March 2014	First Draft
May 2015	Second Review
February 2018	Third Review
February 2019	Fourth Review HIRAC Included
March 2019	Fifth Review STRAP Included
November 2019	Sixth Review Included Guided Conversations
November 2022	Seventh Review Formatted to new Branding
December 2022	Eight Review Fixed some Formatting Errors
November 2023	Ninth Review Aligned to Code of Practice

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Appendix 1: Risk Matrix

Consequence		Threats				
		Rare	**Unlikely**	**Possible**	**Likely**	**Almost Certain**
	Most Significant	Medium 12	High 17	High 21	Extreme 24	Extreme 25
	High Significance	Medium 8	Medium 14	High 19	High 22	Extreme 23
	Moderate Significance	Low 5	Medium 10	Medium 15	High 18	High 20
	Minor Significance	Low 3	Low 6	Medium 9	Medium 13	High 16
	Least Significant	Low 1	Low 2	Low 4	Medium 7	Medium 11

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