

WHS PROCEDURES

SAFETY Everyone. Everywhere. Every day.

WHS OBJECTIVES AND TARGETS

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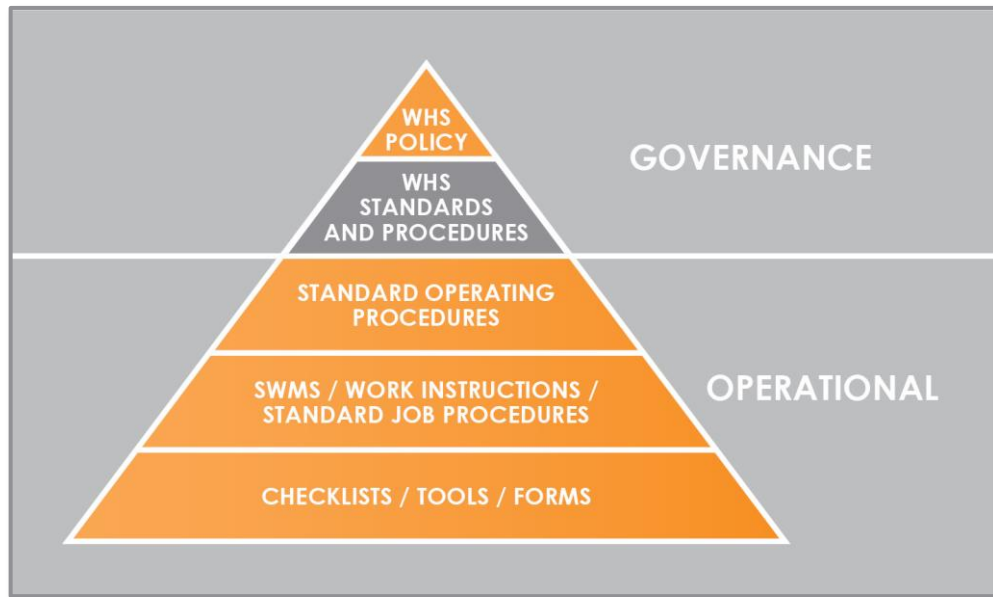
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WHS PROCEDURES 1.3

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1. WHSMS DOCUMENT HIERARCHY



2. PURPOSE

The purpose of this procedure is to outline how QUU will establish, integrate into business planning and monitor our WHS objectives and targets so that we may:

- meet our WHS Legal and other requirements,
- prevent work-related injury and illness, and
- drive continual improvement in WHS and business performance.

3. SCOPE

This procedure covers the establishment and monitoring of WHS-related objectives and targets and applies to all employees and any other persons present on QUU-controlled worksites.

4. DEFINITIONS AND ACRONYMS

BENCHMARKING: the process of measuring, comparing and contrasting QUU's products, services, practices and performance with other similar systems or organisations in order to drive continuous improvement.

KEY PERFORMANCE INDICATORS: metrics used to define and measure QUU's progress towards achieving its WHS objectives and targets or the success of specific WHS activities.

LAG INDICATORS: statistics used to measure QUU's past performance against our WHS objectives and targets. Examples include Lost Time Injury Frequency Rates (LTIFRs), workers' compensation costs or incident occurrence rates.

LEAD INDICATORS: statistics used to measure QUU's future performance against our WHS objectives and targets. Examples include audit results, hazard reports and WHS conversations.

MANAGER: the person/s directly responsible for the workplace activity being performed or the work site where the activity is occurring.

OFFICER: a term used to refer to directors, partners, or anyone else who makes decisions which affect the whole or a substantial part of a business or undertaking.

Under the WHS Act 2011, Officers are required to exercise due diligence when ensuring that their business or undertaking fulfils its health and safety obligations. This means that Officers are expected to:

- have up-to-date knowledge of all work health and safety matters,
- understand the operations of the business and the hazards and risks involved,
- ensure appropriate resources and processes are in place to enable hazards to be identified and risks to be eliminated or minimised,
- ensure information regarding incidents, hazards and risks is reviewed and responded to in a timely manner,
- ensure that the business has, and implements, processes for complying with any legal duty or obligation,
- ensure that these processes are verified, monitored and reviewed.

PERSON CONDUCTING A BUSINESS OR UNDERTAKING (PCBU): a term which is primarily used to refer to employers, but which is equally applicable to sole traders, contractors, the self-employed, or anyone else who is responsible for workers.

Under the WHS Act 2011, PCBUs are, as far as is possible, responsible for ensuring the health and safety of:

- workers they directly engage or whose activities they influence,
- anyone else who could be put at risk by the activities the PCBU is undertaking, for example visitors, customers, or members of the public.

SUPERVISOR: a term used to refer to any QUU employee who acts or is appointed as a Supervisor, Coordinator or Team Leader within QUU.

VISITOR: any person present on a QUU worksite who is not a worker, supervisor, manager, officer or PCBU.

VOLUNTEER: a person who acts on a voluntary basis regardless of whether or not they receive out of pocket expenses.

WHS: Work Health and Safety.

WHS MANAGEMENT SYSTEM (WHSMS): the comprehensive and integrated system of WHS Standards, Procedures, SOPs, Quick Guides and Work Instructions that allows QUU to effectively manage and control our workplace hazards and risks.

WHS OBJECTIVE: clear, measurable, unambiguous statement/s which outline the specific WHS outcomes that QUU wishes to achieve within a specified timeframe.

WHS TARGET: the desired level of performance against specific KPIs (e.g. LTIFR or TRIFR) that QUU must achieve in order to meet its WHS objectives.

WORKER: a person who carries out work in any capacity for a person conducting a business or undertaking. This includes employees, contractors, sub-contractors, apprentices, trainees, volunteers and work experience students.

Under the WHS Act 2011, Workers are responsible for:

- their own health and safety,
- ensuring their actions do not adversely affect the safety of others,
- complying with all reasonable instructions given by the PCBU,
- co-operating with any policy or procedure which has been communicated to them.

5. ROLES AND RESPONSIBILITIES

Officers, Managers and Workers have clear responsibilities and accountabilities for WHS outlined in QUU's **WHS Resources, Responsibility and Accountability Standard (STD132)** and **Procedure (PRO359)**. These responsibilities and accountabilities are non-transferrable and critical to achieving QUU's WHSMS goals, objectives and targets.

Outlined below are the role specific responsibilities relating to the management of QUU's WHS objectives and targets:

5.1 QUU EXECUTIVE

- Set QUU wide WHS objectives and targets (including lead and lag performance indicators) that are measurable, documented, communicated, monitored and reviewed.
- Establish systems to ensure that WHS performance:
 - Is an integral part of business planning;
 - Informs corrective and preventative actions to eliminate hazards and mitigate risks;
 - Allows direct and indirect costs of poor WHS performance to be measured (or estimated) and objectively analysed to inform improvement opportunities; and
 - Enables WHS plans, objectives and targets to be refined to improve WHS risk management and WHS Management System performance.
- Include and ensure the review of WHS performance measures are a standard agenda item at Executive Leadership Team (ELT) meetings.
- Benchmark WHS performance (where possible) to parallel industry activities, best practice and performance.
- Regularly review and continuously improve QUU WHS objectives and targets in consultation with QUU management and Health and Safety Team to ensure they are based on significant WHS issues, risks and opportunities.

5.2 GENERAL MANAGER

- Report on established QUU wide WHS objectives and targets.
- Regularly review and continuously improve QUU's WHS objectives and targets in consultation with QUU management and WHS Team to ensure they are based on significant WHS issues, risks and opportunities.

5.3 STRATEGIC SAFETY GROUP

- Regularly review progress against established WHS objectives and targets as a standard agenda item at each meeting.
- Communicate progress against established WHS objectives and targets to all staff. Updates will be made available electronically, via WHS committees and also displayed on the noticeboards at each QUU worksite.
- Regularly review and continuously improve QUU WHS objectives and targets in consultation with QUU management and WHS Team to ensure they are based on significant WHS issues, risks and opportunities.

5.4 MANAGER AND SUPERVISOR

- Ensure the regular review and reporting of WHS objectives and targets in areas of responsibility in accordance with this and other related procedures / guidelines.
- Communicate progress against established WHS objectives and targets, relevant to their area, to all staff.

5.5 WHS TEAM

- Work collaboratively with QUU Executive Management to:

- Establish systems so that WHS is an integral part of strategic and operational business planning and based on identified significant WHS issues, risks and opportunities.
 - Set QUU wide WHS objectives and targets (this includes leading and lagging performance indicators) that are measureable, documented, communicated, monitored and reviewed.
 - Ensure WHS performance data/information is used to refine WHS plans, objectives and targets to improve WHS risk management and QUU's WHS Management System performance.
- Regularly review and continuously improve QUU WHS objectives and targets in consultation with QUU management to ensure they are based on significant WHS issues, risks and opportunities and consistent with the goals and intent of QUU's WHS Management System.
 - Coordinate benchmarking of WHS performance (where possible) with parallel industry activities and industry best practice.
 - Gather and use WHS performance data to inform preventative controls and improvement initiatives to eliminate hazards and minimise risks.
 - Assist the organisation in the objective measurement and analysis of WHS incident costs (direct and indirect) to assess the performance of and inform continual improvement opportunities for QUU's WHS Management System.
 - Ensure the review and continual improvement of WHS procedures and guidelines specific to WHS objectives and targets.

6. RELATED DOCUMENTS

- Key Performance Indicators Guideline
- QUU WHS Policy (POL33)
- WHS Dashboard Report
- WHS Incident, Injury and Illness Classification Guide
- WHS Objectives and Targets Standard (STD130)
- WHS Resources, Responsibility and Accountability Standard (STD132)
- WHS Resources, Responsibility and Accountability Procedure (PRO359)

7. WHS COMMITMENT, POLICY AND PLANNING

7.1 OVERVIEW

QUU is committed to ensuring a safe working environment and to achieving its vision of Zero Harm. To achieve this vision QUU will strive for continual improvement in WHS performance by establishing, integrating and monitoring WHS objectives and targets into its business planning and day to day operational activities.

7.2 SETTING WHS OBJECTIVES AND TARGETS

Documented WHS objectives and targets will be established, implemented and maintained at all functional levels within QUU as detailed in the **Key Performance Indicators Guideline (TBA)**.

A combination of traditional lag and lead indicators will be used to facilitate measurement and analysis of WHS and business performance across all levels of QUU.

7.3 WHS OBJECTIVES AND TARGETS

Regular reporting on WHS performance indicators will occur via a three tiered reporting system as outlined in QUU's **Key Performance Indicator Guideline (TBA)**.

WHS performance data will be collated and a monthly **WHS dashboard reports** charting the performance of the system published and made available for review and analysis across the business.

These performance reports will be reviewed on a regular basis by the Strategic Safety Group and the Executive Leadership Team as a standard agenda item at each meeting. This review will make sure the workplace health and safety management system is running effectively, performance is being improved and continual improvement opportunities are identified and applied. Any performance weaknesses will be identified and corrective action taken in a timely manner.

The outcomes of these meetings and WHS performance results will be communicated and made available to all staff. Updates will be made available electronically via the monthly **WHS dashboard report** and will be displayed on WHS noticeboards at each QUU worksite.

QUU will utilise various self-assessment and audit tools as a method of measuring WHS performance and the basis on which to further develop and improve QUU's WHS Management System performance.

Finally, QUU's WHS performance indicators will be regularly reviewed and modified to ensure indicators are relevant and continue to drive improved WHS standards and performance.

8. REFERENCES

- QLD Work Health and Safety Act 2011
- QLD Work Health and Safety Regulation 2011
- AS/NZS 4801:2001 Occupational Health and Safety Management Systems – Specification with guidance for use

9. REVIEW

This procedure is to be reviewed every 2 years or earlier if:

- There is an identified risk to the business;
- A significant WHS or unplanned event occurs;
- Incident investigation or audit results demonstrate that the procedure is failing to deliver the required outcomes;
- There are changes in associated legislation; or
- There is evidence that the procedure is not having a positive impact on WHS-related KPIs.

10. FURTHER INFORMATION

For further information, contact your Health and Safety Representative (HSR) or a member of the QUU WHS Team.