

WHS PROCEDURES

SAFETY Everyone. Everywhere. Every day.

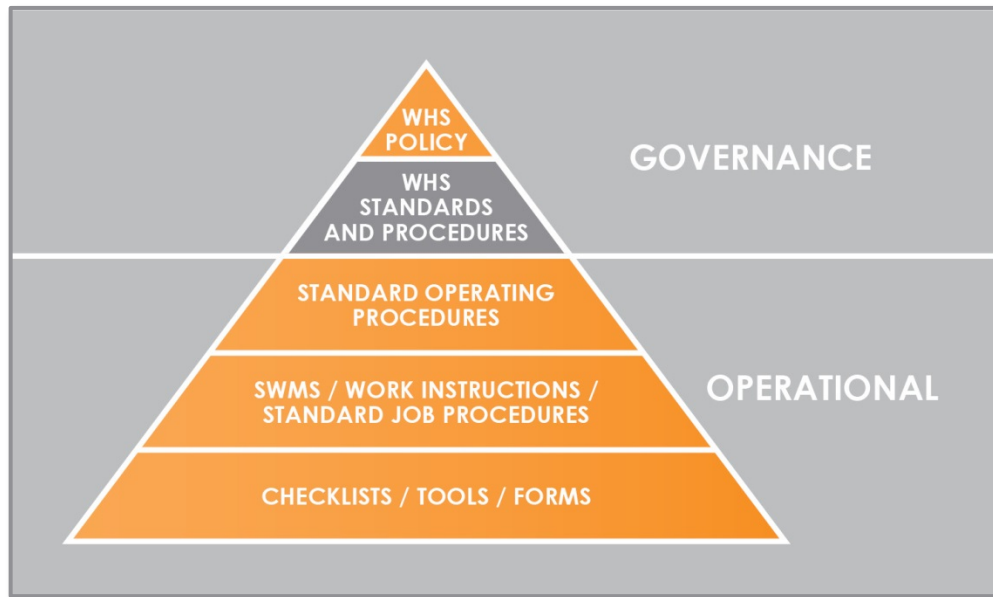
WHS RESOURCES, RESPONSIBILITY AND ACCOUNTABILITY

DOC ID	DOC359	VERSION	4	DOC OWNER	Dave Cowan
ACTIVE DATE	16/02/2018	REVIEW DATE	16/02/2020		

TABLE OF CONTENTS

1. WHSMS DOCUMENT HIERARCHY.....	2
2. PURPOSE.....	2
3. SCOPE.....	2
4. DEFINITIONS AND ACRONYMS.....	2
5. ROLES AND RESPONSIBILITIES	3
5.1 PERSON CONDUCTION A BUSINESS OR UNDERTAKING (PCBU).....	3
5.2 QUU OFFICERS	4
5.3 QUU BOARD.....	4
5.4 CHIEF EXECUTIVE OFFICER (CEO).....	4
5.5 EXECUTIVE LEADERSHIP TEAM	4
5.6 GENERAL MANAGERS	5
5.7 MANAGERS.....	5
5.8 SUPERVISORS	5
5.9 WHS TEAM.....	5
5.10 HEALTH AND SAFETY REPRESENTATIVES (HSRs).....	6
5.11 WORKERS	6
6. WHS RESOURCES	6
6.1 ACTIONS TO ACHIEVE COMPLIANCE.....	6
6.2 MONITOR AND REVIEW	6
7. RELATED DOCUMENTS.....	6
8. REFERENCES.....	7
9. REVIEW.....	7
10. FURTHER INFORMATION	7
11. APPENDIX A - WHS RESPONSIBILITY AND ACCOUNTABILITY MATRIX.....	8
12. APPENDIX B – WHS RESPONSIBILITY AND ACCOUNTABILITY MATRIX.....	14

1. WHSMS DOCUMENT HIERARCHY



2. PURPOSE

The purpose of this procedure is to:

- Outline the general work health and safety (WHS) responsibilities and accountabilities for all levels within QUU, including those required by WHS legislation; and
- Provide guidance to ensure the allocation and provision of resources required to implement, maintain and improve QUU's WHS management system (WHSMS).

3. SCOPE

This procedure establishes QUU's role specific WHS responsibilities and accountabilities and applies to all employees and any other persons present on QUU-controlled worksites.

4. DEFINITIONS AND ACRONYMS

HAZARD: a hazard is an object or situation within the workplace that has the potential to cause harm to a person, property or the environment.

HEALTH AND SAFETY REPRESENTATIVE (HSR): a worker who has been elected by their workgroup to represent them in all health and safety matters.

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.

RISK: risk refers to the likelihood that actual harm may occur to people, property or the environment because of exposure to a hazard.

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

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.

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

The WHS responsibilities and accountabilities of QUU's Officers, Managers and Workers are clearly outlined in the following section of this procedure. These are also summarised within the WHS Responsibility and Accountability Matrix located in Appendix A.

These responsibilities and accountabilities are non-transferrable and are critical to achieving our WHSMS goals, objectives and targets.

5.1 PERSON CONDUCTION A BUSINESS OR UNDERTAKING (PCBU)

As a PCBU, QUU is, as far as is reasonably practicable, responsible for ensuring the health and safety of all persons present on our worksites. We do this by:

- effectively managing and controlling our workplace hazards and risks.
- providing access to safe and well maintained plant, structures, systems of work and substances.
- providing welfare facilities and support to our workers.
- providing training, information, instruction or supervision to protect our workers and others from risks to their health and safety while at work.

- monitoring our workers health and working conditions to prevent illness or injury.

5.2 QUU OFFICERS

- Ensure QUU as a PCBU complies with its health and safety duties and obligations as outlined in the WHS Act and Regulation 2011.
- Keep up-to-date with any changes to WHS Legislation, Codes of Practice, Industry standards and best practice relating to QUU's business operations.
- Analyse the nature and operations of the work and associated hazards and risks.
- Allocate appropriate resources and processes to eliminate or reduce risks to health and safety.
- Implement appropriate processes to receive and consider information about incidents, hazards and risks, and to respond in a timely manner.
- Implement robust processes for complying with their legislative duties and obligations (e.g. report notifiable incidents, consult with workers, comply with notices, provide training and instruction, and provide Health and Safety Representatives with adequate training).
- Ensure that all WHS resources and processes described above are available, maintained and implemented across the business.

5.3 QUU BOARD

- Ensure that QUU as a PCBU complies with all relevant WHS legislation. This includes ensuring QUU's officers exercise due diligence when ensuring compliance with our WHS duties and obligations.
- Commit appropriate resources to the business so that health and safety is the number one priority as per the QUU corporate plan.
- Oversee the ongoing improvement of the QUU WHS Management System to achieve the objectives and goals of the organisation.
- Oversee the QUU WHS Management System auditing program and ensure that any recommendations are implemented appropriately and within a timely manner.

5.4 CHIEF EXECUTIVE OFFICER (CEO)

- Exercise due diligence when establishing whether or not the WHS Management System is being appropriately implemented and WHS duties and obligations are being met.
- Maintain current information within the WHS Management System and provide adequate consultation of WHS issues.
- Ensure adequate resourcing is provided to enable QUU to meet its WHS and injury/illness management obligations.
- Collaborate and consult with other QUU Officers, Managers and Workers to minimise the risk of injury or harm occurring to people, the environment or property on our worksites.

5.5 EXECUTIVE LEADERSHIP TEAM

- Implement the approved WHS Management System and apply any recommendations for improvement identified during audits, inspections and investigations.
- Provide guidance to ensure that the WHS Management System is consistently applied across the organisation. This includes the provision of timely responses to identified WHS risks and support for injury/illness management.
- Take reasonable steps through exercising due diligence to satisfy themselves that the WHS Management System is being appropriately implemented.
- Collaborate and consult with other QUU Officers, Managers and Workers to minimise the risk of injury or harm occurring to people, the environment or property on our worksites.

5.6 GENERAL MANAGERS

- Ensure WHS remains the number one priority in all areas under their control.
- Monitor and report on WHS performance in all areas under their control.
- Monitor the development and monitoring of WHS risk registers in all areas under their control.
- Implement any WHS Management System improvement recommendations identified during audits, inspections and investigations.
- Take reasonable steps through exercising due diligence to satisfy themselves that the WHS Management System is being appropriately implemented in all areas under their control.
- Ensure adequate use of allocated resources to enable QUU to meet its WHS and workplace injury/illness management obligations.

5.7 MANAGERS

- Ensure QUUs WHS Management System is fully implemented within their workplace.
- Ensure all persons at QUU workplaces comply with QUUs WHS Standards.
- Monitor and report on WHS performance in all areas under their control.
- Ensure that WHS risk registers are developed and maintained for all areas under their control.
- Ensure all staff within their functional area are suitably licenced, trained, competent, fit and physically capable of performing the activities they undertake.
- Establish WHS consultative arrangements at workplaces under their control.
- Ensure that all injuries and illnesses are effectively managed as per the requirements of QUUs **Health and Wellbeing Management Standard (STD140)**.
- Ensure adequate use of allocated resources to enable QUU to meet its WHS and injury/illness management obligations.

5.8 SUPERVISORS

- Ensure that all workers under their supervision fully comply with the requirements of QUUs WHS Management System.
- Record, manage and control all WHS risks identified in work areas under their supervision.
- Oversee the inspection of work areas under their supervision to ensure compliance with QUUs WHS Management System and relevant legislation.
- Ensure staff under their supervision are suitably licenced, trained, competent, fit and physically capable of performing the activities they undertake.
- Actively implement, participate in and ensure the rehabilitation and return to work of staff, as required by **Health and Wellbeing Management Standard (STD140)**.

5.9 WHS TEAM

- Provide professional advice and assistance to QUU Officers, Managers and Workers on the implementation and improvement of the WHS Management System
- Ensure QUU's WHS Management System (WHSMS) remain compliant with current legislation and external accreditation requirements.
- Coordinate and assist in the development of action plans that will assist with the effective implementation and continual improvement of the WHS Management System.
- Periodically review and continually improve WHS risk management frameworks and activities to ensure their ongoing effectiveness.
- Undertake inspections and audits of QUU worksites and work activities to ensure compliance with the requirements of the WHS Management System and relevant legislation.

- Advise and assist HSRs in the performance of their duties.
- Undertake reviews of incident investigation reports and implement any recommendations and/or corrective or preventative actions.
- Provide guidance and advice to staff at all levels in regards to the identification, evaluation and control of workplace hazards and risks.
- Monitor, report and advise the CEO, ELT, senior management and relevant committees on WHS performance against agreed key performance indicators (KPI).
- Identify WHS training needs and assist in the provision of training.
- Develop, monitor and continually improve the QUUs injury and illness management processes in accordance with relevant legislation.

5.10 HEALTH AND SAFETY REPRESENTATIVES (HSRs)

- Undertake the role and function of a HSR as detailed in in current WHS legislation.
- Consult with and represent workers within their area of responsibility on WHS issues.
- Contribute to improvements to safe work practices within their area of responsibility.

5.11 WORKERS

- Demonstrate commitment to QUUS core safety value and behaviours.
- Fully comply with the requirements of QUUs WHS Golden Rules, WHS Policy and WHS Management System.
- Participate in QUU's injury and illness management process if injured in the workplace.
- Follow safe work practices and ensure the health and safety of themselves and others whilst at work.

6. WHS RESOURCES

6.1 ACTIONS TO ACHIEVE COMPLIANCE

In addition to the above, each functional area should allocate sufficient resources to ensure that they meet their WHS obligations. These resources may include financial, human and management support.

Where additional resources are required to adequately manage WHS, this should be escalated to the relevant senior or executive manager.

6.2 MONITOR AND REVIEW

The allocation and provision of resources will be monitored as part of the WHS Management System auditing and management review activities.

7. RELATED DOCUMENTS

- Health Management Procedure (PRO367)
- Health and Wellbeing Management Standard (STD140)
- QUU Code of Conduct (REF135)
- QUU Legal Register (REG38)
- QUU WHS Golden Rules
- QUU WHS Induction
- QUU WHS Policy (POL33)
- WHS Resources, Responsibility and Accountability Standard (STD132)

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
- OHSAS 18001:2007 *Occupational Health and Safety Management Systems*

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.

11. APPENDIX A - WHS RESPONSIBILITY AND ACCOUNTABILITY MATRIX

The WHS responsibilities and accountabilities for each tier of QUU and employees as detailed in this procedure is summarised the following matrix:

WHS RESPONSIBILITY	ROLE / POSITION TITLE								
	BOARD MEMBER	CEO	OFFICER ⁽¹⁾	ELT MEMBER	GENERAL MANAGER	MANAGER (INCLUDES SUPERVISOR)	WHS MANAGER	HSR	WORKER
Ensure that QUU as a PCBU complies with all relevant WHS legislation. This will require QUU Officers to exercise due diligence when establishing that QUU is complying with its WHS duties and obligations.	*	*	*	*	*	*	*	*	
Commit appropriate resources to the business so that WHS remains our number one priority as per the QUU corporate plan.	*	*	*	*	*	*			
Oversee and contribute to the ongoing improvement of the QUU WHS management system (WHSMS) so that we achieve our corporate goals and objectives.	*	*	*	*	*	*	*	*	
Oversee QUUs WHS auditing program and the implementation of any audit recommendations in an appropriate and timely manner.	*	*	*	*	*	*	*		

WHS RESPONSIBILITY	ROLE / POSITION TITLE								
	BOARD MEMBER	CEO	OFFICER ⁽¹⁾	ELT MEMBER	GENERAL MANAGER	MANAGER (INCLUDES SUPERVISOR)	WHS MANAGER	HSR	WORKER
By exercising due diligence, take all reasonable steps to satisfy themselves that the WHS Management System is being appropriately implemented.	*	*	*	*	*	*	*	*	
Provide adequate resources to enable QUU to meet its WHS and workplace rehabilitation obligations.	*	*	*	*	*	*			
Work collaboratively and in consultation with the ELT, General Managers, Managers, Supervisors, Team Leaders and workers towards the prevention of incidents that may cause death, injury, illness or harm to people, property or the environment on all QUU owned or operated sites.	*	*	*	*	*	*	*	*	*
Implement QUUs approved WHS Management System, as well as any audit recommendations or inspection findings to continually improve our WHS performance throughout the organisation.	*	*	*	*	*	*	*	*	*
Consistently apply QUUs WHS risk management framework across the organisation. This includes providing timely responses to any identified WHS risks.	*	*	*	*	*	*	*	*	*
Develop, implement, monitor and maintain the corporate WHS risk register.	*	*	*	*			*		

WHS RESPONSIBILITY	ROLE / POSITION TITLE								
	BOARD MEMBER	CEO	OFFICER ⁽¹⁾	ELT MEMBER	GENERAL MANAGER	MANAGER (INCLUDES SUPERVISOR)	WHS MANAGER	HSR	WORKER
Provide professional advice and assistance to the ELT, Senior Managers, Supervisors and Team Leaders on the implementation of the WHS Management System.							*		
Maintain health and safety policies, procedures and safe work systems to reflect current WHS legislation.							*		
Provide guidance and advice to managers, supervisors, team leaders and workers on the identification, evaluation and control of workplace hazards and risks.							*	*	
Monitor, report and advise the ELT, CEO, senior management and relevant committees on WHS performance in areas under their direct control against agreed key performance indicators (KPI) and QUU standards.				*	*	*	*		
Oversee and ensure the health and safety of workers at QUU-controlled worksites.					*	*			
Develop, implement, monitor and maintain operational WHS risk registers for all sites under their direct control.					*	*			

WHS RESPONSIBILITY	ROLE / POSITION TITLE								
	BOARD MEMBER	CEO	OFFICER ⁽¹⁾	ELT MEMBER	GENERAL MANAGER	MANAGER (INCLUDES SUPERVISOR)	WHS MANAGER	HSR	WORKER
Participate in the implementation of the approved WHS Management System and continual improvement recommendations in all areas under their direct control.					*	*			
Implement and take reasonable steps to satisfy themselves that the WHS Management System is being appropriately implemented in areas under their control.				*	*	*			
Appropriately utilise allocated resources to enable QUU to meet its WHS and injury/illness rehabilitation obligations.				*	*	*			
Ensure all persons at QUU workplaces comply with the company's WHS and workplace rehabilitation standards.				*	*	*			
Establish consultative arrangements at workplaces under their control.					*	*			
Implement effective injury/illness rehabilitation activities as outlined in relevant QUU standards throughout all areas under their direct control.					*	*			

WHS RESPONSIBILITY	ROLE / POSITION TITLE								
	BOARD MEMBER	CEO	OFFICER ⁽¹⁾	ELT MEMBER	GENERAL MANAGER	MANAGER (INCLUDES SUPERVISOR)	WHS MANAGER	HSR	WORKER
Ensure all persons present at QUU worksites under their direct control comply with the WHS Management System.					*	*			
Identify, record and manage WHS risks at all work sites under their direct control.						*			
Support all health and wellbeing initiatives thereby ensuring that QUU has a workforce that is fit for work and role		*			*	*	*		*
Oversee the inspection of work sites under their direct control to ensure compliance with the QUU WHS Management System and relevant legislation.						*			
Provide suitable training to staff under their supervision and ensure they are competent in the activities they are undertaking.					*	*	*		
Actively participate in and ensure the rehabilitation and return to work of staff, as required, in accordance with QUU workplace rehabilitation framework and procedures.				*	*	*			

WHS RESPONSIBILITY	ROLE / POSITION TITLE								
	BOARD MEMBER	CEO	OFFICER ⁽¹⁾	ELT MEMBER	GENERAL MANAGER	MANAGER (INCLUDES SUPERVISOR)	WHS MANAGER	HSR	WORKER
Undertake the role and function of a Health and Safety Representative as detailed in legislation.								*	
Contribute to improvements to safe work practices within their area of responsibility.				*	*	*		*	*
Demonstrate their commitment to QUUs core safety value and behaviours.	*	*	*	*	*	*	*	*	*
Comply with QUUs health and safety policies, procedures, safe systems of work. Participate in workplace rehabilitation if injured at work.	*	*	*	*	*	*	*	*	*

⁽¹⁾ QUU Officers have been defined as Board Members, CEO, Executive Leadership Team members and Operations General Managers.

12. APPENDIX B – WHS RESPONSIBILITY AND ACCOUNTABILITY MATRIX

The WHS responsibilities and accountabilities for key Departments within QUU are summarised in the following matrix:

GROUP / TEAM	RESPONSIBILITIES
Risk and Resilience	Include WHS within the organisation's risk framework, manage organisational WHS risks within the strategic risk register, monitor and ensure WHS risk management is effective at group and operational levels across the organisation.
Legal	Ensure WHS is included within QUU's legal register, monitor legal compliance and report to ELT and the CEO on compliance with legal obligations.
Finance	Ensure that a financial provision for WHS is made within QUU's organisational and operational budgets, monitor use of budget and report on spend to the CEO and ELT. Respond to requests where capital is required for WHS management and escalate requests to ELT where these are not approved.
Procurement	Establish procurement processes within QUU, including contractor management processes, in conjunction with the WHS Team. Ensure that WHS requirements are accounted for within procurement processes. Monitor contractor and suppliers suitability against QUU's WHS requirements
Information Services	Manage QUU's ICT infrastructure and ensure that all personnel have an appropriate level of access to digital WHS resources.
Operations	To integrate the WHS management system in all operational areas, plus the identification and management of all workplace hazards and risks. To monitor standards for WHS management and take action where needed to ensure WHS obligations, business and customer needs are met.
People and Safety	Ensure QUU's WHS requirements are incorporated within HR processes, including workforce planning, selection and recruitment, performance management and exit, with particular regard for fitness for work, training and capability.
Work Health and Safety	Establish, maintain, monitor and improve on QUU's WHS management system, ensure the organisation maintains its AS/NZ 4801 OHS Management System accreditation and provide WHS and wellbeing services to the organisation.
Property	Maintain QUU's property register and ensure that all WHS and building related obligations are met for QUU's leased premises.
Reception/s	Ensure visitors (including contractors) to QUU premises sign-in and out and receive relevant WHS information prior to being granted entry.