

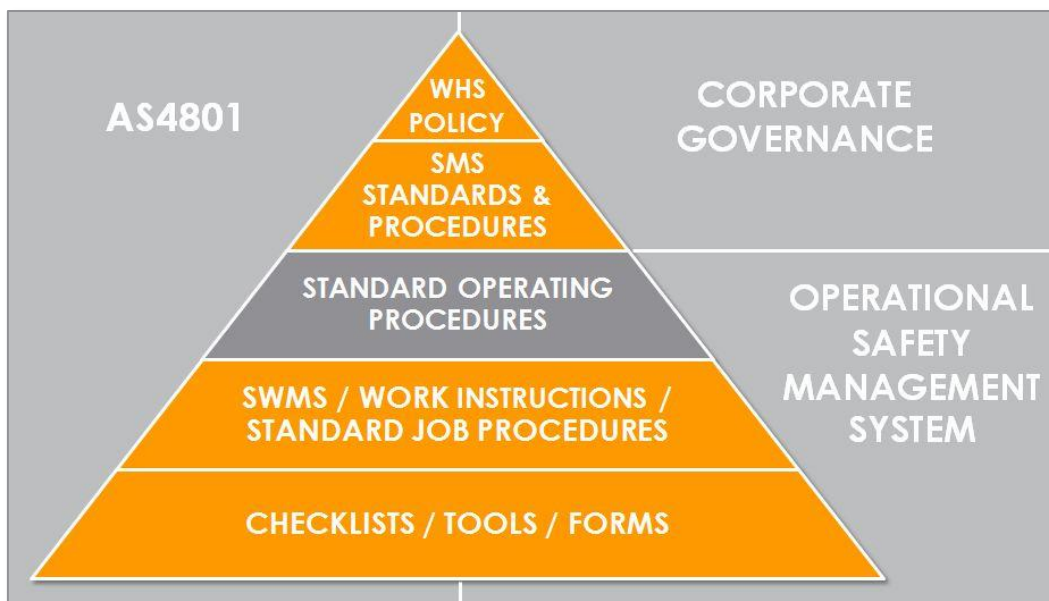
# QUICK GUIDE

SAFETY Everyone. Everywhere. Every day

DOC ID	REF298	VERSION	2	DOC OWNER	Dave Cowan
ACTIVE DATE	27/03/2018	REVIEW DATE	27/03/2020		

## REMOTE AND ISOLATED WORK

### 1. SMS DOCUMENT HIERARCHY



### 2. PURPOSE

To outline the minimum key compliance requirements for managing remote and isolated work within QUU workplaces and QUU managed work sites.

This quick guide has been developed as information and planning resource only and is not to be used as a WHS inspection or audit tool. WHS audits and inspections must be undertaken using the relevant WHS audit or inspection tool as outlined in **WHS Audit and Inspection Procedure (PRO366)**.

#### 1. RELATED DOCUMENTS

- WHS Consultation and Communication Procedure (PRO361)
- WHS Hazard and Risk Management Procedure (PRO363)
- WHS Incident Reporting, Investigation and Escalation Procedure (PRO364)
- WHS Documentation Data Control & Record Management Procedure (PRO362)
- QUU Hot and Cold Environment SOP (PRO439)
- QUU Facilities SOP (PRO438)
- QUU WHS Plant SOP (PRO386)
- Lone and Remote Work Risk Assessment Form (FOR552)

### 3. FURTHER INFORMATION

For further information, contact your Health and Safety Representative or the QUU Safety Team.

### 4. PROCESS ACTIONS TO ACHIEVE COMPLIANCE

AT ALL TIMES	REFERENCE
<b>1. REMOTE AND ISOLATED WORK</b>	
(a) Remote or isolated work is work that is isolated from the assistance from other people because of the location, time or nature of the work being done. Assistance from other people includes rescue, medical assistance and emergency services.	Section 7.1 (PRO460)
(b) Remote and isolated work tasks create additional risks in the event of an incident due to potential delays in the provision of assistance or emergency response.	
<b>2. RISK ASSESSMENT</b>	
(a) To manage the risks associated with remote and isolated work activities at QUU worksites, QUU will: <ul style="list-style-type: none"> <li>• Identify and assess the risk for all remote and isolated work tasks that could cause injury or damage;</li> <li>• Supply and maintain suitable plant and equipment for workers to reduce the likelihood of an remote and isolated work-related incident;</li> <li>• Provide instruction in safe remote and isolated work practices to workers;</li> <li>• Educate workers in the risks of remote and isolated work and the controls required for managing remote and isolated work activities; and</li> <li>• Develop and test emergency response, rescue and first aid plans</li> </ul>	Section 7.2 (PRO460)
(b) A risk assessment must be completed before any remote or isolated work can commence to ensure that all potential risks are identified and adequately controlled, using the Lone and Remote Work Risk Assessment Form (FOR552).	
(c) Factors to be considered when assessing risks of remote/isolated work include: <ul style="list-style-type: none"> <li>• Length of time the worker may be alone;</li> <li>• Time of day when working alone;</li> <li>• Access to communication;</li> <li>• Location of the work;</li> <li>• Nature of the work; and</li> <li>• Capabilities of the worker.</li> </ul>	
Once the risks associated with remote/isolated work have been identified, appropriate controls measures must be implemented before work can commence. Example control measures for consideration include;	

AT ALL TIMES	REFERENCE
<ul style="list-style-type: none"> <li>• Buddy Systems;</li> <li>• Additional communication systems;</li> <li>• Movement records; and</li> <li>• Training, information and instruction;</li> </ul>	
<b>3. LONE AND REMOTE WORK APP</b>	
<p>Workers required to perform tasks alone or in remote or isolated locations must, where the Adhoc call in/out process is not assessed as practicable, must use the current QUU IT solution. (Mobile Phone App or Satellite Phone)</p> <p>(a)</p>	Section 7.2.1 (PRO460)
<b>4. COMMUNICATION</b>	
<p>(a) An agreed communication process must be available at all times with a remote or isolated worker.</p>	Section 7.2.2 (PRO460)
<p>(b) One or more methods for monitoring the condition of the remote or isolated work must be used and the responsible manager must ensure this is documented in the risk assessment (e.g. regular contact by telephone or other agreed method).</p>	
<p>(c) The remote/isolated worker must contact the main office, depot or designated contact when he/she;</p> <ul style="list-style-type: none"> <li>• Has arrived on site;</li> <li>• Has completed the task(s) allocated and when he/she is due to leave isolated area and return to the depot;</li> <li>• Realises that the expected completion time of the task has to be extended;</li> <li>• Experiences any unexpected difficulties or emergency situation at the site;</li> <li>• Is due to contact the main office, depot or contact point in accordance with the frequency of scheduled communication defined within the established risk assessment; and</li> <li>• Is entering an area in which phone network is not available.</li> </ul>	
<b>5. EMERGENCY PREPAREDNESS</b>	
<p>(a) Before any remote or isolated work can commence, an Emergency Response Plan must be prepared in consultation with the supervisor and the remote/isolated worker as part of the task Risk Assessment</p>	Section 7.2.3 (PRO460)
<p>(b) The Emergency Response Plan must include actions to take if the lone/remote worker has failed to make scheduled regular communication as agreed, or has not returned at the nominated time.</p>	
<b>6. JOURNEY MANAGEMENT</b>	
<p>(a) All workers that are required to travel to and from any QUU remote or isolated worksite must comply with QUU Plant SOP (PRO386).</p>	Section 7.2.4 (PRO460)
<b>7. FACILITIES FOR REMOTE/ISOLATED WORKERS</b>	

AT ALL TIMES	REFERENCE
<p>(a) All workers require access to adequate facilities, including remote and isolated workers. However, it may not be practical to provide the same facilities to temporary, mobile or remote workplaces that are normally provided in fixed facilities.</p>	<p>Section 7.2.5 (PRO460)</p>
<p>(b) The following minimum requirements must be met for temporary, mobile or remote workplaces;</p> <ul style="list-style-type: none"> <li>• <b>Access:</b> Workers must have appropriate opportunities to use the facilities.</li> <li>• <b>Drinking water:</b> Workers must have access to drinking water. This may be provided via access to public drinking water facilities or the provision of bottled water or containers.</li> <li>• <b>Toilets:</b> If work is undertaken away from base locations or at sites, workers must have access to other toilets (for example public toilets).</li> <li>• <b>Dining facilities:</b> Access to dining facilities for remote workers may be limited, and at times the only enclosed facilities available may be their vehicles.</li> <li>• <b>Personal storage:</b> If the workplace is temporary or mobile, lockable containers that can be held in a safe place must be provided (note: this includes lockable vehicles).</li> <li>• <b>Change rooms:</b> Access to private changing areas with secure storage for personal belongings must be provided (e.g. access to QUU fixed facilities, vehicles or public facilities).</li> <li>• <b>Washing facilities:</b> Temporary locations may require the provision of washing facilities (e.g. hand washing facilities, or alcohol-based hand wash). Refer to Hygiene SOP (PRO448) for further information.</li> </ul>	

## 5. REVIEW PROCESS

This document is to be reviewed every 12 months or earlier if:

- there is an identified risk to business;
- a significant safety event occurs;
- incident investigation or audit results show that application of the Quick Guide fails to deliver the required outcomes;
- there are changes in associated legislation; and
- there is evidence that the Quick Guide is not having a positive impact on safety-related KPIs.