

# STANDARD OPERATING PROCEDURE

SAFETY Everyone. Everywhere. Every day

## SAFETY SIGNAGE

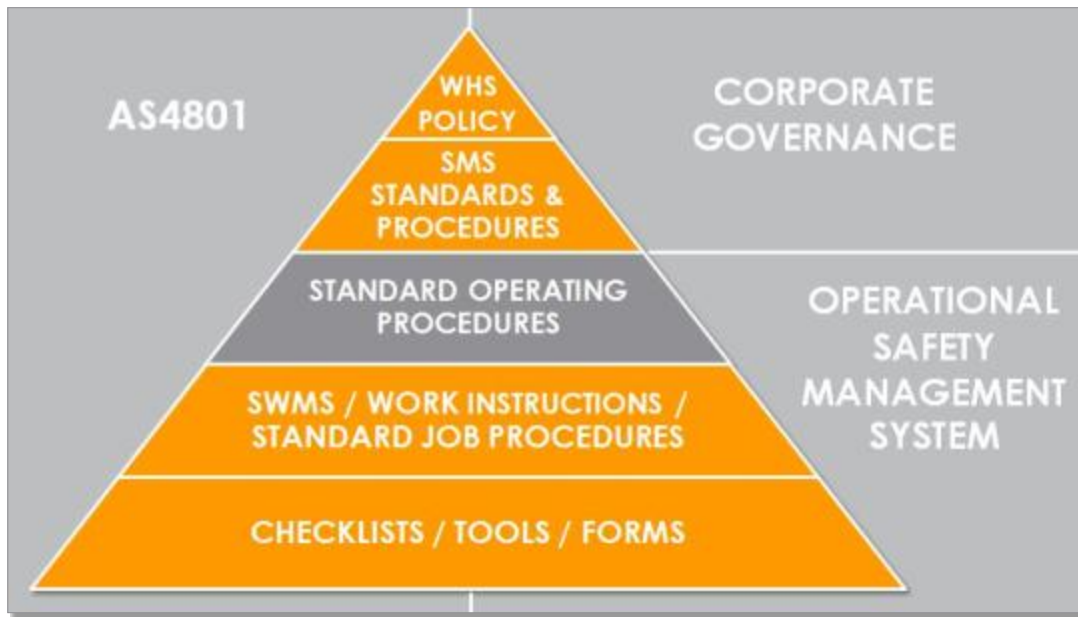
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## 1. SMS DOCUMENT HIERARCHY



## 2. PURPOSE

This Standard Operating Procedure (SOP) documents Queensland Urban Utilities (QUU) approach to the management of safety signage. The purpose of this procedure is to outline the requirements of selection, installation, placement and maintenance of safety signage to adequately manage and minimise the risk of injury or harm to workers and contractors.

## 3. SCOPE

This SOP provides practical guidance on the installation, placement and maintenance of safety signage within QUU workplaces. This procedure applies to all QUU employees and contractors when undertaking work on behalf of QUU.

## 4. DEFINITIONS AND ACRONYMS

**Danger Sign** – used in a situation this is likely to be life threatening if the message is ignored.

**HSR** – Health and Safety Representative.

**Manager** – as per QUU naming conventions, the Manager who has direct responsibility for the activity being performed or the area the activity is occurring in.

**Officer** – as per section 9 of the Corporations Act 2001 (Cth) is a person who makes, or participates in making decisions that affect the whole, or a substantial part, of the organisation's activities. Specific to QUU, a QUU Officer has been defined as Board Members; Chief Executive Officer (CEO); Executive Leadership Team Members; Operational General Managers.

**PPE** – acronym used for personal protective equipment.

**Sign** – inscribed board, plaque or other delineated space on which a combination of legend and symbolic shape is used to convey a message.

**Supervisor/PICOW** – term used for any QUU employee who acts or is appointed as a Supervisor, Coordinator or Team Leader within QUU.

**Warning Sign** – used in a situation which is likely to be hazardous but not likely to be life-threatening if the message is ignored.

**WHS** – acronym used for Work Health and Safety.

**WHSQ** – acronym used for Workplace Health and Safety Queensland.

**Worker** – employees, contractors, subcontractors, outworkers, apprentices and trainees, work experience students, volunteers and PCBUs who are individuals if they perform work for the business.

## 5. ROLES AND RESPONSIBILITIES

Outlined below are responsibilities specific safety signage requirements at all QUU-controlled worksites.

### 5.1 QUU EXECUTIVE

QUU Executive and Senior Management (CEO, ELT, General Managers – Officer and Non-Officer Appointed) are responsible for overseeing and ensuring the implementation of the requirements of this SOP and related procedures within their respective functional areas. This includes:

- Ensuring all tasks are assessed to identify required safety signage;
- Ensuring appropriate management practices are implemented;
- Ensuring safety signage is installed, suitable and maintained;
- Ensuring safety signage is regularly monitored and reviewed to ensure its effectiveness.

### 5.2 MANAGER

Managers in all operational areas and QUU worksites are responsible for ensuring the implementation of this SOP. This includes:

- Providing adequate resources to facilitate the provision all necessary safety signage and associated maintenance; and
- Providing awareness to all employees of this procedure.

### 5.3 SUPERVISOR/PICOW

Supervisors and Team Leaders in all operational areas and QUU worksites are responsible for ensuring that the following is undertaken to minimise exposure to hazards and risks, including:

- Ensuring adequate signage has been installed, maintained and removed where necessary;
- Ensuring all workers are familiarised with the relevant parts of this SOP;
- Documenting and retaining records of inspections; and
- Providing appropriate training, instruction and supervision for workers.

### 5.4 WORKER

All workers shall ensure that they:

- Follow the requirements detailed in this SOP and associated documents;
- Adhere to all signage requirements; and
- Report any incidents/injuries immediately to their supervisor; and complete a QUU WHS Incident Report (in QPulse) in accordance with QUU WHS incident reporting procedures.

### 5.5 CONTRACTORS

At all times when performing work on a QUU site or for/on behalf of QUU, contractors must meet and comply with QUU's signage requirements detailed in this and related procedures. This includes satisfying the roles and responsibilities detailed in this section (i.e. as a worker) and:

- Where required, install adequate signage to ensure implementation of the requirements of this SOP in a timely and effective manner in all areas where work is undertaken; and
- Comply with this SOP and all relevant legislation, codes of practice, standards and licensing requirements that apply to their respective scope of work.

### 5.6 QUU SAFETY TEAM

QUU Safety Team will work with the business to ensure:

- The establishment, review and continual improvement of management systems, arrangements and related procedures relating to the management and use of signage.

- The provision of advice to assist in the active management and resolution of hazards and risks that require safety signage and to ensure these are managed in accordance with QUU SMS and relevant legislative requirements.

## 6. QUU RELATED DOCUMENTS

- WHS Hazard and Risk Management Standard (STD136)
- WHS Hazard and Risk Management Procedure (PRO363)
- RPO377 Hazardous Chemicals SOP (PRO377)
- PRO410 Traffic Management SOP (PRO410)

## 7. PROCEDURE

Safety signage is used to draw attention to objects and situations affecting health and safety. Adequate safety signage must be in place in all areas of high risk and danger. Signage is essential to maintain heightened safety and awareness in and around QUU workplaces. Safety signage must be placed where required by legislation or another QUU SOP, as identified in a SWMS or to increase protection in conjunction with other control methods.

The signage requirements are to be selected after reviewing the hazards and risks for each site and activity. Signage selected must comply with Australian Standards.

### 7.1 GENERAL

Safety signage across all QUU worksites must be of consistent quality and professional standard.

Signage is an administrative control and must not be chosen as the primary control measure.

Signage is classified into four (4) different categories. These include:

- **Regulatory Signs:**
  - *Prohibition Signs* (such as Smoking Prohibited, No Pedestrian Access, Digging Prohibited);
  - *Mandatory Signs* (such as Eye Protection Must Be Worn, Hearing Protection Must Be Worn);
  - *Limitation or Restriction Signs* (such as Speed Limit signs); and
  - *Warning Signs* (such as Confined Space and Asbestos warning signs).
- **Hazard Signs:**
  - *Danger Signs* (such as Confined Space, Overhead Power); and
  - *Warning Signs* (such as Electric Shock Risk, Asbestos, Forklift Hazard, and Slippery When Wet).
- **Emergency Information Signs** (such as First Aid, Emergency Eye Wash).
- **Fire Signs** (such as Fire Alarm Sign, Fire Fighting Signage – e.g. extinguisher).

Additionally, there is QUU specific signage (e.g. Entry Signage) which must be in-place at all fixed QUU worksites.

See Appendix A for examples of each category of signage.

### 7.2 DESIGN AND LAYOUT OF SIGNS

The type of sign used must be suitable for the intended purpose. All signage covered by this SOP must follow the same format as outlined in *AS1319 – Safety Signs for the Occupational Environment*. Where no symbol is available for a required purpose, a worded message sign, in accordance with *AS1319*, is to be used.

### 7.3 INSTALLATION OF SIGNS

Signs other than those painted directly on existing surfaces are to be constructed and erected so that they do not create a hazard (e.g. signs do not project into walkways or roadways so that persons or mobile plant including vehicles could strike them).

Signs are to be located where the message(s) are legible and clearly visible and so that they attract the attention of all workers (e.g. located at eye height, adjacent to plant such as lathes or at entrances to buildings/facilities). This also includes the installation of placards at the front of the facility, tanks and buildings where required.

Signs are to be installed in locations where there is limited possibility of them being obscured (e.g. placing items in front of signs or being overgrown by trees etc.). Placing several signs close together should be limited wherever practicable, as this may lead to confusion and make it difficult to distinguish individual messages.

Signs must not be placed on movable objects where a change in position would place the sign out of sight (e.g. doors or windows).

External or internal signs should be illuminated where it is required under legislation or where there is poor visibility as determined by a risk assessment.

All signs are to be kept clean and in good condition (e.g. not faded).

#### 7.4 REMOVAL OF SIGNS

The Supervisor/PICOW must ensure safety signs are removed:

- Immediately after the information they contain is no longer relevant; and/or
- When the hazard ceases to exist.

#### 7.5 SITE SPECIFIC MANAGEMENT OF SAFETY SIGNS

In addition to the signage outlined in Section 7.1, there are other signs that must be installed. These include:

- **Evacuation Signs;**
- **Traffic Management Signs** (at fixed sites and where work is being undertaken alongside roadways). Please note: Signs/markings painted on ground surfaces such as roads (e.g. loading zones, pedestrian crossings etc.) must be installed in accordance with the current Queensland Manual for Uniform Traffic Control Devices, and the relevant Traffic Management Australian Standard;
- **Office/Reception/Stores Signs;**
- **Public Access Signs;** and
- **Evacuation Assembly Point Signs.**

### 8. TRAINING AND COMPETENCY

The Supervisor/PICOW must provide appropriate training, instruction and supervision to ensure workers understand the site's safety signage (i.e. explanations of their functions and meanings must be included in site inductions).

Workers installing Traffic Management signs must be competent. Refer to **Traffic Management SOP (PRO410)** for further details.

### 9. REFERENCES

The following references contain information used in the preparation and development of this plant Management SOP:

- Queensland Work Health and Safety Act 2011;
- Queensland Work Health and Safety Regulations 2011;
- AS/NZS 1319:1994 Safety Signs for the Occupational Environment;
- The Manual of Uniform Traffic Control Devices Part 3 Works on Road.

### 10. REVIEW

The Safety Signage SOP is to be reviewed every 2 years or earlier if:













- There is an identified risk to business;

- A significant safety or unplanned event occurs;
- Incident investigation or audit results show that application of the standard fails to deliver the required outcomes;
- There are changes in associated legislation;
- There is evidence that the standard is not having a positive impact on safety-related KPIs.

## 11. FURTHER INFORMATION

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

## 12. APPENDIX A – EXAMPLES OF RELEVANT SIGNAGE USED

SIGN DESCRIPTION		EXAMPLE OF SIGN		
<b>REGULATORY SIGNS</b>	Prohibition Signs			
	Mandatory Signs			
	Limitation Or Restriction Signs			
<b>HAZARD SIGNS</b>	Danger Sign			
	Warning Sign			

SIGN DESCRIPTION		EXAMPLE OF SIGN	
OTHER SIGNS	Emergency Information Sign		
	Fire Sign		
	Entry Signage To Facility		