

WHS PROCEDURES

SAFETY Everyone. Everywhere. Every day.

WHS HAZARD AND RISK MANAGEMENT

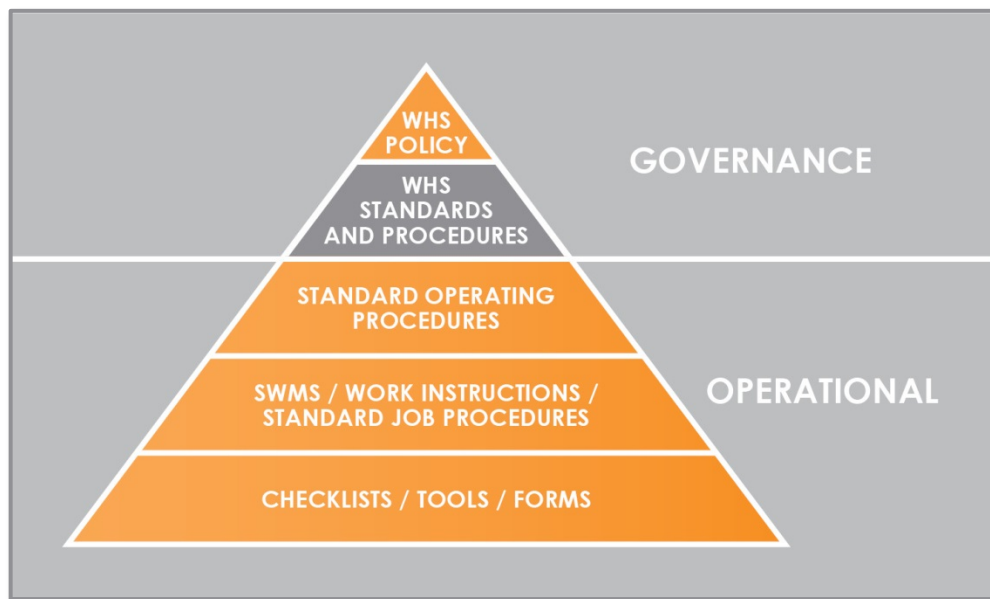
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1. WHSMS DOCUMENT HIERARCHY



2. PURPOSE

This procedure provides guidance on the application of QUU's integrated risk management framework, thereby enabling the identification, assessment, evaluation and control of WHS-related hazards and risks.

3. SCOPE

This procedure covers the management of all WHS hazards and risks and applies to all QUU staff, contractors or other persons on QUU-controlled worksites.

4. DEFINITIONS AND ACRONYMS

CONTROL MEASURE: any action or activity that is implemented in order to eliminate or reduce the potential for harm caused by exposure to a workplace hazard.

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 volunteer who is elected by their QUU workgroup to represent them in all health and safety matters.

HIERARCHY OF CONTROLS: a list of control measures that are 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.

INHERENT RISK: the risk rating of a workplace hazard before control measures have been applied.

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.

QUU EXECUTIVE: QUU's leadership group consisting of the CEO, Executive Leadership Team and General Managers (Officer and non-Officer appointed).

RESIDUAL RISK: the risk rating of workplace hazards after control measures have been applied.

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

RISK ASSESSMENT: refers to the process used to identify and control the risks associated with hazards in the workplace.

RISK MATRIX: an assessment tool used to determine the risk ranking of workplace hazards.

RISK RANKING: the 'score' applied to workplace hazards after the likelihood and consequences of an occurrence have been assessed using QUU's Risk Matrix.

SAFE WORK METHOD STATEMENTS (SWMS): a document which provides step-by-step instructions on how to perform QUU's high-risk workplace activities safely.

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.

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.

WORKSITE RISK ASSESSMENT PROCESS (WRAP): the process used to identify hazards and assess risks when performing tasks for QUU.

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 WHS hazard identification and risk management at QUU:

5.1 PERSON CONDUCTING 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 by:

- effectively identifying, managing and controlling our workplace hazards and risks.
- providing training, information, instruction or supervision to protect our workers and others from risks to their health and safety while at work.

5.2 QUU OFFICERS

- Analyse the nature and operations of the work and associated hazards and risks in their areas of responsibility.
- Allocate appropriate resources and processes to eliminate or reduce these risks to health and safety.
- Implement appropriate processes to receive and consider information about incidents, hazards and risks, and to respond to these in a timely manner.

5.3 EXECUTIVE LEADERSHIP TEAM

- Ensure that QUU's **WHS Hazard and Risk Management Procedure (This procedure)** is consistently implemented across the organisation and provide timely responses to identified WHS risks.
- Take reasonable steps through exercising due diligence to satisfy themselves that workplace hazards are being identified, assessed, eliminated or controlled.
- 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.

5.4 GENERAL MANAGERS

- Monitor the development and monitoring of WHS risk registers in all areas under their control.
- Take reasonable steps, through exercising due diligence, to satisfy themselves that hazards are being identified, assessed, eliminated or controlled in their areas of responsibility.

5.5 MANAGERS

- Ensure that hazard identification and risk assessment are a routine activity and are included as part of the job planning process.
- Participate where appropriate in WHS risk assessments and oversee the implementation of control measures.
- Oversee the timely documentation of hazards within Q-Pulse and appropriate reporting of risk registers to the Strategic Safety Group, Audit Finance and Risk Committee (AFRC) or Board.
- Create and maintain the Hazard Register and Operational Risk Register in Q-Pulse to ensure all hazards and risk relevant to operations in their areas of responsibility are captured, managed and periodically reviewed at the relevant WHS Committee.

5.6 SUPERVISORS

- Supervisors must be involved in the risk assessment of all hazards identified in their area of control. Where suitable controls cannot be implemented, the hazard must be escalated to the relevant Manager or WHS Committee.
- Ensure, in consultation with the appropriate Health and Safety Representative (HSR) and Subject Matter Experts (SMEs) that risk areas are reviewed on a regular basis and that any previously implemented controls are achieving the desired reduction in risk.
- Input and maintain hazard and risk assessment information in Q-Pulse for all areas of responsibility (e.g. hazards identified in local audit and inspection activities).
- Assist with the establishment, maintenance and review of the Hazard Register and Operational Risk Register in Q-Pulse for their areas of responsibility.

5.7 WHS TEAM

- Periodically review and continually improve WHS risk management frameworks and activities to ensure their ongoing effectiveness.
- Provide guidance and advice to staff at all levels in regards to the identification, evaluation and control of workplace hazards and risks.

5.8 WORKERS

- Identify hazards and resolving them where practicable.
- Immediately report all asset hazards to QUU's Contact Centre (132 657) or via the QUU software solution and their immediate Supervisor. Where appropriate participate in the hazard and risk management process.
- Workers must complete an appropriate risk assessment tool (e.g. a full WRAP) prior to undertaking any workplace tasks or activities. As a minimum, a worker must complete a WRAP Sheet when working alone.

6. RELATED DOCUMENTS

- QUU Risk Assessment Tools:
 - Electrical Risk Assessment (FOR315)
 - First aid Risk Assessment (FOR526)
 - Hazardous Chemical Risk Assessment (FOR288)
 - Plant Risk Assessment (FOR290)
 - Safety Risk Assessment Form (FOR287)
 - SWMS Accessing Pole Fuses and Pillar Boxes (SWMS26)
 - SWMS Asbestos (SWMS10)

- SWMS Confined Space Entry (SWMS2)
- SWMS Excavation, Trenching and Underground Services (SWMS5)
- SWMS Hazardous Chemicals and Dangerous Goods (SWMS6)
- SWMS High Voltage Isolation and Access (SWMS19)
- SWMS Installation and Maintenance of Cathodic Protection Systems (SWMS21)
- SWMS Operating Mobile Plant (SWMS4)
- SWMS Overhead Powerlines (SWMS9)
- SWMS Restricted Work Area (SWMS47)
- SWMS Work on/near Pressurised Gas Distribution Mains and Consumer Piping or Chemical, Fuel or Refrigerant Line (SWMS11)
- SWMS Working at Heights (SWMS3)
- SWMS Working in, Over or Adjacent to Water (SWMS13)
- SWMS Working on or Adjacent to Road or Railway (SWMS7)
- SWMS Working on Water Services/Mains (SWMS42)
- WRAP - Full (FOR553)
- Risk and Opportunity Assessment Guide – Risk Criteria (PRO84)
- Safety Risk Assessment Guide (PRO125)
- WHS Consultation and Communication Procedure (PRO361)
- WHS Consultation and Communication Standard (STD134)
- WHS Hazard and Risk Management Standard (STD136)
- WHS Policy (POL33)
- WHS Resources, Responsibility and Accountability Procedure (PRO359)
- WHS Resources, Responsibility and Accountability Standard (STD132)
- WRAP Notebook User Manual (MAN62)
- Worksite Risk Assessment Process Guide (MAN55)

7. WHS RISK MANAGEMENT PROCESS

7.1 OVERVIEW

QUU is committed to ensuring that our worksites and processes are free of hazards and risks. For this reason, hazard identification and risk management form an integral part of our WHS management system (WHSMS).

Risk identification involves identifying all potential sources of harm (hazards) to our people, property or the environment.

When conducting a risk assessment, it's important to review the relevant WHS procedures and work instructions. To access the latest versions of QUU's WHSMS documents, visit the WHS section of the intranet or the WHS area of our external Supplier Portal.

The **WHS Hazard and Risk Management Standard (STD136)** contains details of QUU's organisation's risk management framework. The **Risk Assessment Guide (PRO84)** contains additional information on QUU's process for conducting a risk assessment.

7.2 HAZARD IDENTIFICATION

Hazard identification involves an object or situation within the workplace that has the potential to cause harm to a person, property or the environment.

QUU has a number of tools and processes in place to help with the identification of hazards within our workplaces. These include:

- Hazard and incident reporting and investigations.
- WHS risk assessments.
- WHS site inspections.
- Internal and external WHS audits.
- WHS consultation and communication activities (e.g. WHS committees and HSRs).
- Health and workplace monitoring.
- Rehabilitation and health management data analysis.

QUU's **Health Management Procedure (PRO367)** outlines the processes for managing health risks associated with work and workers.

Any new hazard identified must be reported using an appropriate internal reporting process (refer to the **Reporting and Escalation** section of this procedure). If the hazard and associated risks cannot be eliminated immediately, complete a risk assessment (refer to **Section 7.2**).

The site Supervisor and relevant Manager are responsible for establishing and maintaining a Hazard Register in Q-Pulse. This will ensure that any new hazards and treatment actions are recorded, actioned and monitored for effectiveness against the associated Operational Risk Register and in consultation with relevant persons (staff, HSRs and local WHS Committee).

Note: The Hazard Register (generated by a Q-Pulse report that can be filtered by site) is a summary of all identified hazards at the site, their risk ratings, current controls and responsible persons. It is the responsibility of the site Supervisor/Manager to ensure all the required information is captured and maintained in Q-Pulse.

7.3 ASSESSING THE RISK

QUU workers have a number of tools to help assess, evaluate and manage specific WHS risks that are identified within the workplace.

The **Risk Management Tools** section of this procedure includes information on how to effectively use these tools.

Once the risk assessment has been undertaken, the Hazard Register and associated Operational Risk Register must be reviewed and updated in Q-Pulse. This will ensure that any new hazards and associated risk treatments are captured and maintained for each site or area of responsibility. The relevant risk owners are ultimately responsible for the effective management of these hazards/risks and ensuring the periodic review of the Site Hazard Register against the Operational Risk Register held in Q-Pulse.

The **Risk and Opportunity Assessment Guide – Risk Criteria (PRO84)** contains detailed instructions on QUU's risk assessment process and should be consulted for further information and guidance where required.

7.4 CONDUCTING A RISK ASSESSMENT

QUU uses the following 5-step process (see figure 1) to identify, evaluate and control our workplace hazards and risks:

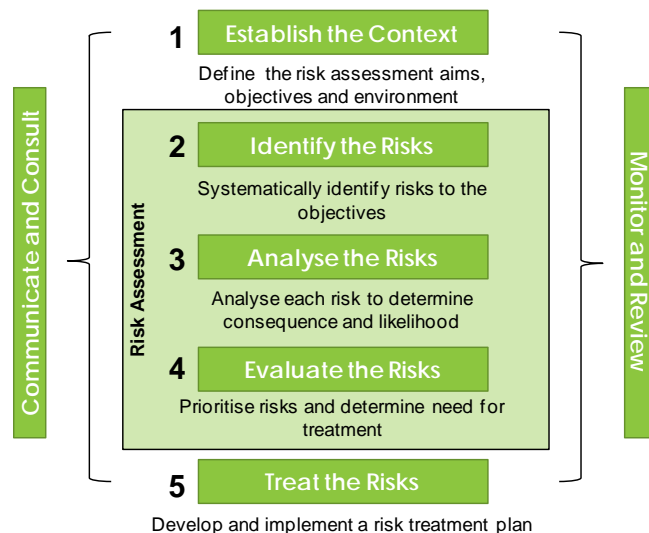
1. **ESTABLISH THE CONTEXT:** consider why a risk assessment is necessary.
2. **IDENTIFY THE RISKS:** establish what the risks actually are. These can be determined by:
 - o conducting workplace inspections;
 - o identifying hazards in the work process, surrounding environment and any that may occur in abnormal conditions (e.g. emergency conditions);
 - o consulting with staff members who have knowledge of the work process;
 - o reviewing past incidents, inspections and audit reports;

- o reviewing all relevant WHS documentation (e.g. Standards, Procedures, SOPs, Work Instructions, Risk Assessments, and Safe Work Method Statements);
 - o referring to relevant WHS legislation (e.g. the Act, Regulations, Codes of Practice, Australian Standards, Guidance notes).
3. **ANALYSE THE RISKS:** using QUU's Risk Matrix (see Appendix B), consider the likelihood and consequences of a risk event occurring and then use this analysis to determine a risk rating. Refer to the **Risk and Opportunity Assessment Guide – Risk Criteria (PRO84)** for guidance.
 4. **EVALUATE THE RISKS:** evaluate and prioritise the risks based on their risk rating.
 5. **TREAT THE RISKS:** implement appropriate control measures to eliminate, or at least minimise these risks to an acceptable level.

Communication and Consultation: it is essential that we communicate and consult with all relevant stakeholders at every stage during this risk assessment process. Refer to the **WHS Consultation and Communication Procedure (PRO361)** for guidance.

Monitor and Review: it is also essential to periodically review and monitor the use and effectiveness of any implemented control measures. Refer to the **Monitor and Review Risk Assessments** section of this procedure for guidance on how this should be done.

Figure 1: Risk Assessment Process



7.5 WHO NEEDS TO BE INVOLVED IN A RISK ASSESSMENT?

It is essential that the right people are consulted during the risk management process. These could include:

- Subject Matter Experts;
- HSRs;
- Managers/Supervisors;
- Accountable person(s); and/or
- Operational/workers representatives who are performing the task(s).

Consultation with workers and their HSRs is a critical part of managing WHS risks. Workers directly affected by WHS matters in the workplace should be consulted, so far as is reasonably practicable.

If a successful outcome cannot be reached, the matter must be escalated in accordance with the:

- **WHS Hazard and Risk Management Standard (STD136),**
- **Risk And Opportunity Assessment Guide – Risk Criteria (PRO84)**

- issue resolution process outlined in the **WHS Consultation and Communication Procedure (PRO361)**.

7.6 REPORTING AND ESCALATION

All hazards and corrective actions taken must be reported via the QUU Contact Centre or via the QUU software solution (refer to the **Hazard Reporting** section of this procedure).

Hazards and associated risks that cannot be eliminated or treated must be reported to the relevant Supervisor or Manager and recorded in Q-Pulse. The report must include a risk assessment which documents the hazard, its associated risks and appropriate control measures.

All hazards identified on site must be captured in Q-Pulse and be suitably managed in accordance with the WHS hazard management framework (see below) and Section 7.5.

Table 1: WHS Hazard Management

RISK RATING	LOW	MEDIUM	HIGH	EXTREME
HAZARD DESCRIPTION	Risk is low and hazard(s) can be managed immediately.	Risk is medium and hazard(s) cannot be managed immediately.	Risk is high and hazard(s) cannot be managed immediately.	Risk is extreme and hazard(s) cannot be managed immediately.
ACTION REQUIRED	No or minimal cost to treat / implement controls. Action immediately.	Conduct a risk assessment and implement appropriate controls.	Stop the job and conduct a detailed risk assessment.	Stop the job and conduct a detailed risk assessment and if it cannot be reduced from extreme escalate.
TIMEFRAMES	As per the risk assessment	As per the risk assessment	As per the risk assessment	As per the risk assessment
PERSON RESPONSIBLE	Team Leader / PICOW	Team Leader / PICOW	Supervisor or Manager	Executive Officer, Service Delivery & Operations in conjunction with CEO and Safety Team Representative.

7.7 SITE HAZARD AND OPERATIONAL RISK REGISTERS

Once a risk assessment has been completed, this information must be entered into Q-Pulse and reviewed against the Site Hazard and associated Operational Risk Registers. This will ensure that the appropriate accountability and actions are taken in accordance with the **Risk Assessment and Risk Criteria Guide (PRO84)**.

An Operational Risk Register must be established and maintained for all functional areas by the relevant Manager in consultation with their supervisors, HSRs, workers and relevant WHS Committees. This register will list all identified WHS risks, associated controls and treatment plans (i.e. risk treatment actions, persons responsible and due dates) relevant to the functional area.

The WHS Team will liaise and provide guidance when establishing an Operational Risk Register for each functional area. The relevant Manager is responsible for ensuring the Operational Risk Register is reviewed annually in consultation with all relevant persons (e.g. Supervisors, HSRs, workers and WHS Committees).

Operational Risk Registers will be:

- created and maintained in Q-Pulse by the functional Manager;
- communicated and accessible at each workplace;
- reviewed annually with the local WHS Committee and the WHS Team OR when an incident has occurred, or a change is planned or occurs at the site;
- Monitored by the HSR and the WHS Team through regular audit and inspection program.

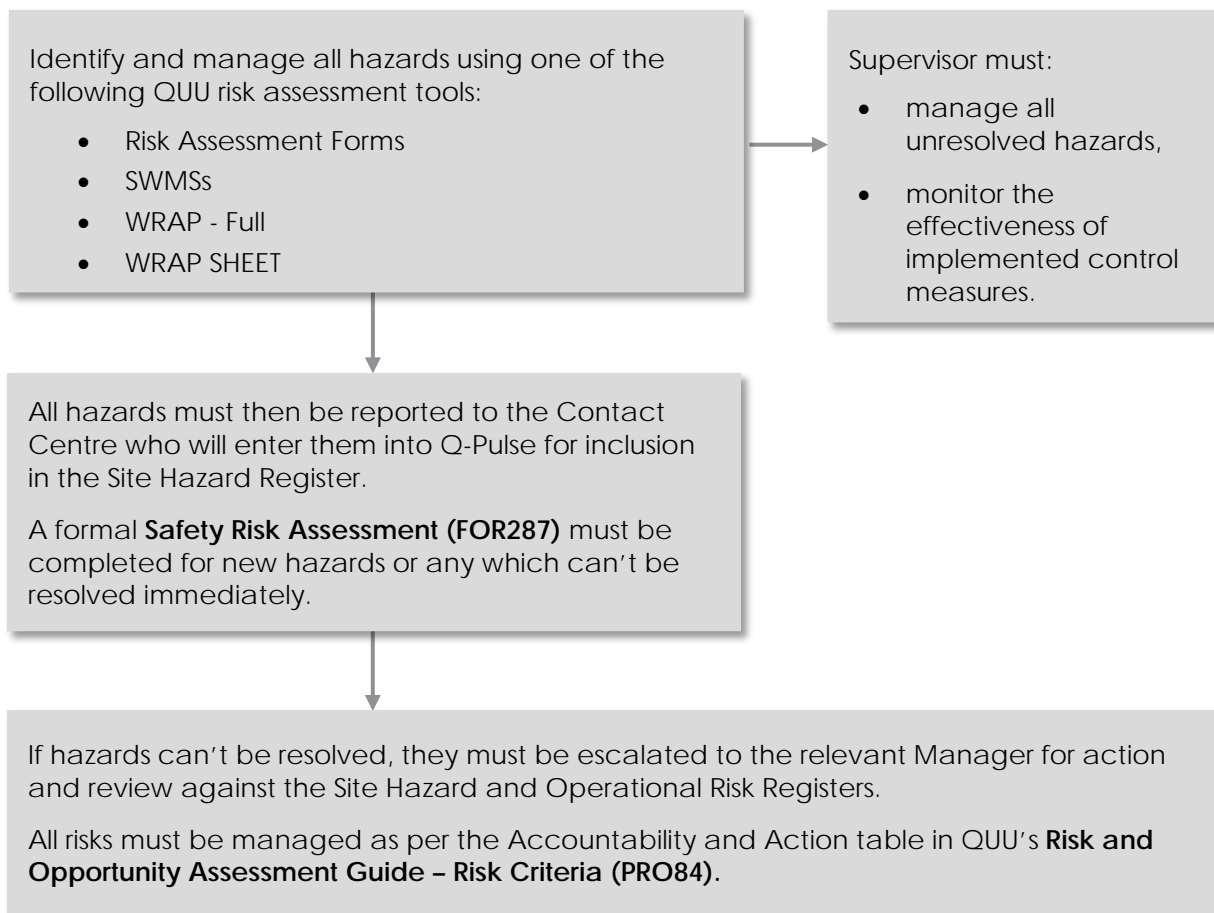
Refer to the **WHS Hazard and Risk Management Standard (STD136), Risk And Opportunity Assessment Guide – Risk Criteria (PRO84)** and the 'How to manage WHS risks' Code of Practice 2011 for further guidance.

7.8 MONITORING SITE HAZARD REGISTERS

All static workplaces shall have a Site Hazard Register produced and maintained in Q-Pulse which lists all hazards, associated risk ratings, controls and person(s) responsible. The site hazard registers will be:

- Established and maintained in Q-Pulse by Supervisors and Managers.
- Communicated and accessible at the worksite.
- Reviewed and updated, at least quarterly, in consultation with the local WHS Committee, HSRs and workers, against the associated Operational Risk Register.
- Reviews may take place earlier if
 - an incident has occurred;
 - a change is planned and/or occurs at the worksite.
- Monitored by the HSR, Site Supervisor and the WHS Team through regular audit and inspection program.

7.9 HAZARD MANAGEMENT FLOW CHART



7.10 RISK TREATMENT PLANS

Once a risk has been evaluated as requiring treatment, a Risk Treatment Plan must be developed for any which cannot be treated immediately onsite.

This plan is only required for control actions that cannot be immediately treated (i.e. those that require longer term investment, research or planning).

The risk treatment plan is the plan that is developed from the risk profile and contains the following information:

- The risk to be treated;
- The treatment strategy;
- The implementation schedule;
- Responsible officer(s); and
- The tracking mechanism to be utilised to monitor progress of each treatment.

All approved Treatment Plans must be entered into Q-Pulse to enable progress reports to be extracted against agreed timeframes. This process is the same used whenever a new risk has been identified.

7.11 MONITORING AND REVIEWING TREATMENT ACTIONS

Once implemented, control measures must be periodically monitored and reviewed to ensure they:

- are consistently being used,
- are effective,

- have not created any additional WHS hazards or associated risks.

Under Queensland's WHS legislation, any implemented control measures must be reviewed:

- if they are no longer an effective method of controlling the risk.
- before a proposed change occurs at the workplace 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 WHS consultation indicates a review is necessary.
- whenever a HSR requests a review.
- whenever changes in legislation or technology occur.

8. RISK MANAGEMENT TOOLS

A risk assessment must be completed before commencing any job or task. This section identifies the risk assessment tools that are to be used to identify hazards, assess and minimise any identified WHS risks to an acceptable level, prior to commencing work.

The Hazard Register and associated Operational Risk Register must be reviewed and maintained in Q-Pulse so that any new hazards and associated risk control measures are captured. The site Supervisor / Manager is ultimately responsible for ensuring the WHS hazard and risk registers are established and maintained for their sites and areas of responsibility.

8.1 RISK ASSESSMENT FORM

A generic **Safety Risk Assessment (FOR287)** must be completed wherever identified risks are not sufficiently covered by an existing SWMS or specific risk assessment form (e.g. **Hazardous Chemical Risk Assessment - FOR288**).

The risk assessment is to be completed as per the process outlined in **WHS Risk Assessment Guide (PRO125)** and, as a minimum, must involve:

- at least two staff members who have the appropriate knowledge and skill set.
- identifying all hazards/risks associated with the task (this includes an assessment of any risks associated with the surrounding physical environment).
- considering the current SWMS or WHS risk assessments that have been prepared. This can assist with the risk assessment process.
- considering and applying the Hierarchy of Control when deciding upon the control measures to implement (see Appendix A).
- consulting with the relevant Supervisor/Manager and/or WHS Advisor when implementing controls. To assist with effective implementation, consider the following:
 - Establishing a pilot program.
 - Communication with staff and managers directly via staff meetings or tool box talks.
 - Meeting with the relevant HSR to discuss the risk assessment process and outcomes at the WHS Committee for training and awareness purposes.
 - Conducting an inspection to verify the appropriate implementation of control measures and their effectiveness in controlling risks.
 - Updating and maintaining relevant documentation e.g. training records, licensing or certification (if relevant), maintenance records and inspection reports.

8.2 SAFE WORK METHOD STATEMENT (SWMS)

Safe Work Method Statements (SWMS) provide step-by-step instructions on how to perform QUU's high-risk workplace activities safely by:

- Identifying the WHS risks associated with specific high-risk work activities.
- Identifying particular fitness requirements for undertaking this work.
- Describing the risk control measures that apply to the work activities.
- Indicating which level of the Hierarchy of Controls is relevant.
- Specifying the equipment to be used while completing the task.
- Listing the relevant WHS Legislation, Codes of Practice and/or Australian Standards that must be complied with.
- Specifying the qualifications required of people doing the work.
- Outlining the training required to complete the work competently.

SWMSs are divided into the following sections:

- **INTRODUCTION:** a statement outlining the purpose of the particular SWMS.
- **HAZARD AND CONTROL MEASURES:** a list describing:
 - The Task/Activity being performed.
 - Hazards and risks associated with the task.
 - Inherent (before controls are applied) risk rating.
 - Control measures to be applied to manage the risks.
 - Hierarchy of Control level of each control measure.
 - Residual risk rating (after controls have been applied).
- **CONSULTATION AND REVIEW OF SWMS:** information about those involved in the development of the SWMS, as well as dates and names of people having amended and approved the document.
- **REFERENCE DOCUMENTS:** information about relevant WHS and Environmental Legislation as well as any additional references.
- **OCCUPATIONS/HIGH RISK WORK:** a list of occupations and high-risk work that may/should be required to undertake the activity.

If a SWMS has been established for a job or task, it must be reviewed and followed by all workers involved to mitigate risks to health and safety. Specifically:

- Work must be coordinated in accordance with **Appendix C: Risk Based Planning Process**.
- All workers must adhere to the established work methods and implemented control measures.
- Regularly monitor adherence to and ensure the effectiveness of the SMWS in controlling WHS risks throughout a project.

If a SWMS has not been established for a high-risk task, one must be developed in accordance with this and related procedures. Assistance is available from the HSR and/or the WHS Team as required.

Refer to **Appendix C: Risk Based Planning Process** for Planned Works for further information and guidance where relevant.

8.3 HAZARD REPORT

All asset hazards are to be reported to the QUU Contact Centre or via the QUU software solution and managed according to the following process:

1. **IDENTIFY THE RISKS:** consider what might happen.
2. **ANALYSE THE RISKS:** assess the likelihood and consequences of these risks occurring using the Risk Matrix (see Appendix B).
3. **EVALUATE THE RISKS:** evaluate and prioritise the risks based on their risk ratings.

4. **TREAT THE RISKS:** identify and implement immediate controls that prevent, or at least minimise these risks.
5. **REPORT THE HAZARD:**
 - o report the hazard to the Contact Centre by calling 13 26 57 or via the QUU software solution
 - o record the Q-Pulse hazard I.D. numbers provided,
 - o inform your QUU Leader that you have reported a hazard and provide them with the I.D. numbers.

Note: Supervisors/managers are responsible for ensuring that any hazards identified in their areas of responsibility are correctly recorded and managed within Q-Pulse.

8.4 WORKSITE RISK ASSESSMENT PROCESS (WRAP)

The term WRAP stands for 'Worksite Risk Assessment Process' and is the new two-level process that replaced QUU's old Pre-Start Site Assessments (PSSAs). The two levels of WRAP are:

- **Level 1 - FULL WRAP:** designed for use when performing planned or unplanned high-risk tasks (e.g. confined space entry) where a SWMS is required.
- **Level 2 – WRAP Sheet:** designed for use when performing planned or unplanned tasks which **do not** require a SWMS or by people working remotely or alone.

Both levels of WRAP form must be:

- Signed by all workers involved with the task;
- Completed before commencing work and reviewed before restarting work after a break;
- Periodically when conducting the task (at least every two hours); and
- Whenever work procedure or environment changes.

Refer to the **WRAP Notebook User Manual (MAN62)** and the **Worksite Risk Assessment Process Guide (MAN55)** for further information on the use of these tools.

9. 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
- OHSAS18001 - Occupational Health & Safety

10. 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.

11. FURTHER INFORMATION

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

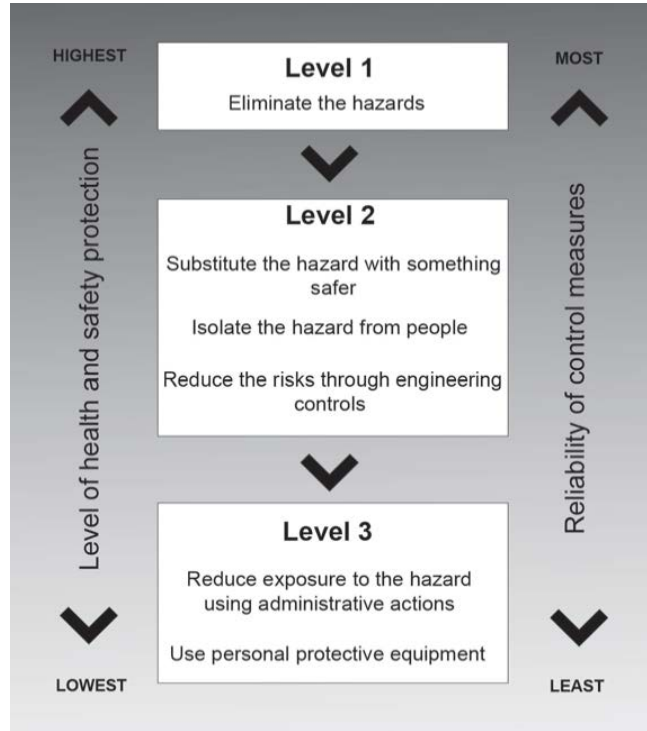
12. APPENDIX A: HIERARCHY OF CONTROLS

When selecting control measures to eliminate or minimise risk, the following Hierarchy of Controls must be considered.

The Hierarchy of Controls lists various control methods; ranging from the most effective (elimination of the risk) to the least effective method (providing PPE).

Note: When selecting the control to be implemented, always consider both immediate (corrective actions) and long term control measures (preventive actions).

When implementing control measures, all persons that may be affected must be informed. Refer to the **WHS Consultation and Communication Procedure (PRO361)** for guidance on how best to achieve this.



Taken from Code of Practice 'How to Manage Health and Safety Risks 2011'

13. APPENDIX B: QUU RISK MATRIX

		Likelihood				
		1. Rare May occur in exceptional circumstances	2. Unlikely Could occur in some circumstances	3. Possible Might occur in some circumstances	4. Likely Will occur in most circumstances	5. Almost Certain Is expected to occur
Consequence	E. Catastrophic Loss of life or total disability	High 10	High 15	Extreme 20	Extreme 25	Extreme 30
	D. Major Immediate admission to hospital or long term disability	Medium 4	Medium 5	High 10	High 15	Extreme 20
	C. Moderate LTI. Ongoing medical treatment	Low 3	Medium 4	Medium 5	High 10	High 15
	B. Minor First aid or medical treatment with no follow-up required	Low 2	Low 3	Medium 4	Medium 5	High 10
	A. Insignificant Near miss, injury with no treatment	Low 1	Low 2	Low 3	Medium 4	Medium 5
Risk Ranking – Residual risk must be Low or Medium before any work continues/commences						
	Low	Medium	High	Extreme		
Risk at acceptable levels		Caution	**STOP THE JOB!**	**STOP THE JOB!**		
Controls must be maintained		Controls must be assessed, communicated and maintained	Supervisor <u>OR</u> Manager must approve and implement appropriate controls before work can proceed	Supervisor <u>AND</u> Manager must approve and implement appropriate controls before work can proceed		

14. APPENDIX C: RISK BASED PLANNING PROCESS

