BUNBURY - HARVEY
Regional Council
WASTE DISPOSAL AUTHORITY
Established 1st January 1990

Work Procedure / Instruction
Procedure number: QMS004 v1
Hazard/Risk Management

1.   Objectives:

The Bunbury Harvey Regional Council (BHRC) recognises the value of its employees and is committed to preventing hazards in the workplace.

With the assistance of detailed information gathered from reporting hazards and eliminating them from the workplace we are then able to provide a safe working environment for all employees.

The *Occupational Safety & Health Act 1984* recognises the importance of reporting hazards in the workplace and BHRC wishes to portray the same commitment to safety.

The objectives of this procedure are to ensure that BHRC, its officers and workers comply with all relevant legislation, Australian Standards, approved Codes of Practices and policies and procedures relating to the management of hazards by ensuring:

- Timely reporting, investigation and analysis of hazard reports that enables a risk management approach to corrective actions using the Hierarchy of Risk Control within required timeframes.

- Accountabilities and responsibilities for the management of hazards including reporting, investigation, corrective action and resolution are assigned to BHRC officers, site supervisors, workers and other persons where appropriate.

- Consultation occurs with BHRC workers, health and safety representatives and other persons as part of the hazard management process.

- Consultation, cooperation and coordination occur with other duty holders with whom BHRC shares a duty regarding the management of hazards.

- Adequate information, training and instruction is provided to all BHRC workers on the management of hazards.

- All hazards are reported and corrected in a timely manner to ensure a safe working environment.

2.   Guidelines:

A consistent and thorough approach across the organisation is necessary as it provides valuable information on the relevant safety matters that may need to be addressed and improved upon. BHRC aims for continuous improvement and continuity across all areas of the council.

Definition:

Hazard	Anything that has the potential to:
	• Cause injury
	• Harm to health
	• Damage to property
Risk	The chance or probability that a person, plant or environment will be harmed or experience an adverse effect if exposed to a hazard

If an individual sees any item of plant, any procedure or any incident which has caused or has the potential to cause injury to people or damage to property, and it cannot be immediately rectified, they must inform their Supervisor as soon as possible.

3.   Scope:

3.1   Management of Hazards:

Occupational safety and health hazards and their associated risks can be triggered when any changes affects work activities. This includes but is not limited to:

- Changes to work practices, procedures or the work environment.

- Purchase, hire, lease, commissioning/decommissioning, erection or dismantling of new or used plant, structures and equipment.

- Purchase of new substances and products.

- Planning to improve productivity or reduce costs.

- New information about workplace risks becoming available.

- Responding to workplace hazard and injury incidents.

- Responding to concerns raised by workers or others at the workplace.

3.2   Risk Management Process:

BHRC uses a risk management process where thought needs to be applied to what can go wrong in the workplace and what the consequences could be.

Identifying hazards:
- by finding out what could cause harm using the Hazard Report Notification Form (QMS F-006) and the Housekeeping Audit (QMS F-009)

Assessing risks:
- By understanding the nature of harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening. Refer to Risk Assessment Tool (QMS F-008)

Controlling risks:
- By implementing the most effective risk control that is reasonably practicable in the circumstances. Refer to the Hierarchy of Risk Control on the Risk Assessment Tool (QMS F-008) and Risk Register (QMS F-007)

Reviewing risk controls
- To ensure they are working as planned.

3.3 Consultation:

The site supervisor must consult with affected workers during all stages of the risk management process. They must ensure consultation, cooperation and coordination of activities occurs with other persons conducting a business or undertaking (PCBUs) where a shared duty in relation to the same matter exists. (E.g. labourhire companies, government agencies, contractors of companies undertaking work, stakeholders) This will ensure any risks associated with an activity or work process are identified, appropriately managed and communicated to those who will be affected.

3.4 Hazard Identification:

On identifying a hazard in the workplace, employees must act as quickly as possible to eliminate it. This may mean a simple alteration, substitution or removal of the hazard.

Hazards generally arise from the following aspects of work and their interaction. This includes the:

- Physical working environment.

- Equipment, materials and substances used.

- Work activity/tasks/processes and how they are performed.

Hazards can also be identified when new information becomes available due to:

- Hazard and injury incident reports.

- Consultation with workers or others.

- Complaints from workers or others.

- Health monitoring or surveillance findings.

- Workplace inspections.

- Internal/external audit findings.

- Workplace changes relating to plant, structures, equipment and substances.

- Changes to legislation, industry standards and technological advance.

Hazard Report Notification Form (QMS F-006) have been developed to assist workers in the reporting of hazards found in the workplace.

Housekeeping Audit Checklists (QMS F-009) have been developed to assist site supervisors to identify workplace hazards while activities are being performed.

4.   Procedure:

4.1   Reporting Hazards:

Where a hazard has been identified by a worker at a BHRC site, the worker <u>must</u>:

- Resolve the hazard if able to do so safely. If the hazard cannot be resolved immediately, make the area safe and alert others.

- Complete the Worker section on the Hazard Report Notification Form (QMS F006), including the description of the hazard as soon as possible and forward the form to the supervisor immediately for investigation and resolution.

- Detail the recommended actions to rectify the hazard and provide details.

On receipt of the Hazard Report Notification Form, the site supervisor must:

- Eliminate or minimise the hazard immediately.

- Notify the Safety Advisor and together undertake an investigation and risk assessment in accordance with this procedure.

Use the Risk Assessment Tool (QMS F-008) to determine and implement risk controls in accordance with the Hierarchy of Risk Control.

4.2   Assessing Risk:

The Risk Assessment Tool (QMS F008) must be used when assessing:

- Extreme and high risk activities (e.g. work that has the potential for falls, working at heights, live electrical work.)

- All other activities where a hazard has been identified (e.g. working in isolation, one-off activities) where:

  o There is uncertainty about how a hazard may result in injury or illness.

  o The work activity involves a number of different hazards and there is lack of understanding about how the hazards may interact with each other to produce new or greater risks.

  o Changes at the workplace which may impact on the effectiveness of current risk controls.

A risk assessment is not required in situations where:

- Legislation requires a particular hazard or risk to be controlled in a specific way and the site complies with these requirements.

- A code of practice or other guidance material such as an Australian Standard set out a way of controlling a hazard or risk and the recommended risk controls are implemented at the site.

- Industry specific risk controls which are well known and effective are currently in place.

A risk assessment involves considering what could happen if a person is exposed to a hazard and the likelihood of it happening. A risk assessment can help determine:

- How severe a risk is

- Whether existing risk controls are effective

- What action or additional action should be taken to control the risk

- How urgently the action needs to be taken

Using the Risk Assessment Matrix, evaluate the likelihood that someone will be harmed can be estimated by considering the following questions:

- How often is the task done – does this make the harm more or less likely?

- How often are people exposed to the hazard?

- How close do people get to it?

- Has it ever happened before, either in the workplace or somewhere else? If so, how often?

Note: the level of risk will increase as the likelihood of harm and its severity increases

4.3   Evaluate Risk
To evaluate the consequence or severity of harm that could result from a hazard, the following should be considered:

- The type of harm that could occur, e.g. muscular strain, burn, laceration, illness.

- The severity of the harm e.g. death, serious injuries, illness or only minor injuries requiring first aid.

- The factors that may influence the severity of harm e.g. distance someone might fall, the weight of the item to be lifted.

- How many people are exposed to the hazard and how many could be harmed e.g. release of hazardous chemical, fire.

- The possibility that one failure could lead to other failures e.g. plant malfunction can lead to total site disruption to electrical supply.

- The possibility a small event may escalate to a much larger event with more serious consequences e.g. a minor fire can quickly escalate in the presence of large amounts of combustible materials.

4.4   Hazard Risk Control:
Some hazards and associated risks can be fixed easily and should be done immediately while others may need more effort and planning to resolve.

The ways of controlling risks are ranked from the highest level of protection and reliability to the lowest.

This ranking is known as the Hierarchy of Risk Control. Refer to Hierarchy of Risk Control on the Risk Assessment Matrix.

The tolerable level of residual risk BHRC will accept is MEDIUM. This means controls need to be implemented to reduce the level of risk for HIGH and EXTREME.

For all other levels of residual risk, eliminating the hazard should always be the objective and achieved wherever reasonably practicable. However if this is not possible, the risk must be minimised through the use of other alternatives in the Hierarchy of Risk Control (QMS F008 Page 2). This may involve a single risk control or a combination of different risk controls that work together to provide the highest level of protection that is reasonably practicable.

Level 1 risk control involves eliminating the hazard and associated risk by not introducing the hazard into the workplace. Eliminating hazards is often more cost effective and practical at the design or planning stage of a product or process. If the hazard cannot be eliminated then eliminate as many of the risks associated with the hazard as possible.

Level 2 risk controls may involve one or more of the following approaches:

- Substituting the hazard with something safer e.g. replacing solvent-based paints with water-based ones.

- Isolate the hazard from people e.g. using safe work zones and barriers, installing guard rails around exposed edges of stairs, storing chemicals in fume cupboards.

- Use engineering controls e.g. trolleys or hoists to move heavy loads, place guards around moving parts of plant.

Level 3 risk controls rely on human behaviour and do not control the hazard at the source and should only be used when:

- No other practical risk controls are available.

- As an interim or temporary risk control until a more effective way of controlling the risks can be used.

- To supplement a higher level risk control.

They tend to be the least effective in minimising risks and involve:

- Administrative risk controls such as procedures or signage to warn others.

- Personal Protective Equipment (PPE) which limits exposure to harmful effects of a hazard. These are only effective if worn and used correctly such as ear muffs, face masks, gloves and eye wear.

PPE must be worn by a worker or other person where a BHRC procedure or a risk assessment has determined the use of appropriate PPE as a risk control.

The *Occupational Safety and Health Act 1984* include specific requirements if PPE is to be used as a risk control. PPE must be:

- Selected to minimise risk to health and safety.

- Suitable for the nature of the work and any hazard associated with the work.

- A suitable size and fit and reasonably comfortable for the person wearing it.

- Maintained, repaired or replaced so it continues to minimise the risk.

- Used or worn by the worker, so far as is reasonably practicable.

4.5   How to Develop and Implement Risk Control Options

The cost of controlling hazards and associated risks may be taken into account in determining what is 'reasonably practicable' particularly where the cost may be grossly disproportionate to the risk e.g. using expensive risk controls may not be required to minimise a low risk hazard. However costs cannot be used as a reason for doing nothing or adopting risk controls that rely exclusively on changing people's behaviour or actions when more effective risk controls are available.

How to determine what is reasonably practicable to meet a health and safety duty.

Generally the greater the likelihood of a hazard occurring and/or the greater the harm that would result if the hazard or risk occurred, the site supervisor should give less weight to the cost of controlling the hazard or risk.

Site supervisors can obtain information on how to control common hazards and risks from:

- Codes of practice and guidance material such as Australian Standards.

- Manufacturers or suppliers of plant, substances and structures.

- Industry associations and unions.

The risk controls put in place will usually require changes to the way work is carried out due to a new or modified piece of plant or processes, new or different chemicals or new PPE.

Therefore it is necessary to support the risk control with:

- Work procedures that describes the tasks, identifies the hazards and documents how the task is to be performed to minimise the risks.

- Training, instruction and information where workers receive information and training in the work procedure to ensure they are able to perform the task safely. In some situations information and instruction may also need to be provided to other people who enter the workplace. Training, instruction and information must be provided in a form that can be understood by individuals.

- Supervision which will depend on the level of risk and the experience of workers and other people involved in the activity. High levels of supervision are necessary where inexperienced workers are expected to follow new procedures or carry out difficult or critical tasks.

Plant/machinery guidance documents such as standards, risk assessments, safe operating procedures to control hazards and associated risks with high risk plant and machinery are to be made available to workers that may require them.

For other hazards, the site supervisor is required to develop and implement site specific procedures to manage hazards and associated risks at the site in consultation with workers.

To ensure risk controls will be effective in reducing the risk and does not introduce a new hazard into the workplace, the site supervisor must determine if any residual risks remain by following the steps outlined in section above. This is referred to as the residual risk rating.

The Risk Register (QMS F007) has been developed to enable sites to track the implementation of risk controls and corrective action that need to be implemented to minimise risk. It captures details such as the hazard, the risk rating, the details of the risk controls, residual risks, who is responsible for implementation and the expected due date of implementation.

The site supervisor must ensure any hazard with a residual risk rating of HIGH and EXTREME is escalated for inclusion on the Risk Register for additional reporting, monitoring and review. However control of the hazard will remain the responsibility of the site supervisor.

4.6   How to Review Risk Controls
In relation to hazards and risks associated with high risk activities involving infection control, hazardous chemicals, hazardous manual tasks and plant, BHRC requires site supervisors to review risk assessments and risk controls (including procedures) at least once every five (5) years or earlier under certain circumstances.

In relation to all other MEDIUM and HIGH risks identified at the site level, the site supervisor must ensure a review is conducted regularly on risk controls that have been put in place, to ensure they work as planned and are effective.

A review will be required:

- When it becomes evident the control is not effective in controlling the risk.

- Before a change at the workplace that is likely to introduce a new or different risk that the current risk controls may not effectively control.

- If a new hazard or risk is identified.

- If a request for a review has been received.

A review will require the site supervisor to consult with workers when considering the following:

- Are the risk controls working effectively in both their design and operation?

- Have the risk controls introduced new problems?

- Have all hazards been identified?

- Have new work processes, new equipment or chemicals made the job safer?

- Are safe operating procedures being followed?

- Has instruction, information and training provided to workers on how to work safely been successful?

- Is the level of supervision afforded appropriate for the task being performed?

- Are workers actively involved in identifying hazards and possible risk controls?

- Are they openly raising health and safety concerns and reporting problems promptly?

- Are the frequency and severity of injury incidents reducing over time?

- If new legislation or information becomes available - does it indicate current controls may no longer be the most effective?

If problems are found, the site supervisor is to use the risk assessment process outlined above to review information and make further decisions about additional risk controls.

4.7   Records Management:
The *Occupational Safety & Health Regulations 1996* require a site to retain records for a specified period of time for plant and hazardous chemicals.

The site supervisor must ensure the following records are retained in accordance with the records management procedure:

- Risk assessments.

- Site specific procedures.

- Details on training, information and instruction given to workers and other persons on the management of an identified hazard.

- Site Risk Register.

Original hard copy to be retained by Administration with the electronic version stored on a common drive for all to access.

4.8   Responsibility
Contractors:
Must as part of their contract:

- Comply with legislative requirements in regards to the management of hazards and their associated risks.

- Consult, cooperate and coordinate with BHRC and/or site supervisors on any activity that may affect the health and safety of BHRC workers and other persons while conducting business on a BHRC site.

Workers:
While at a BHRC site workers must:

- Take reasonable care for his or her, own health and safety.

- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.

- Comply, so far as the person is reasonably able, with any reasonable instruction that is given by any officer or supervisor of BHRC.

- Report all hazard and injury incidents to the site supervisor as soon as possible.

- Wear appropriate PPE where a BHRC procedure or a risk assessment has determined the use of appropriate PPE is a risk control.

Supervisors:
It is the responsibility of the site supervisor of the workplace, to ensure hazard management is a fundamental element of work health and safety management within their workplace by:

- Complying with all requirements of this procedure.

- Consulting with:
    - Affected workers during all stages of the hazard management process.
    - Ensuring consultation, cooperation and coordination of activities occurs with other persons conducting a business or undertaking (PCBUs) where a shared duty in relation to the management of a hazard exists.

- Ensuring a hazard is resolved immediately within receipt of the Hazard Report Notification Form (QMS F-006) from a worker.

- Undertaking an investigation and risk assessment in accordance with this procedure where a hazard cannot be resolved immediately.

- Ensuring a mandatory risk assessment is undertaken for activities involving plant, hazardous chemicals, manual tasks, infection control and inclement weather as required.

- Using the Risk Assessment Tool (QMS F-008) when assessing:
    - Extreme and high risk activities e.g. work that has the potential for falls, working at heights, live electrical work.
    - Other activities where a hazard has been identified e.g. long distance driving, working in isolation, one-off activities.

- Determining and implementing 'reasonably practicable' risk controls in accordance with the Hierarchy of Risk Control by using the Risk Assessment Tool (QMS F-008).

- Ensuring any hazard with a residual risk rating of MEDIUM or HIGH are included in the Site Risk Register for continuous monitoring and are regularly reviewed for effectiveness.

- Escalating any hazard with a residual risk rating of HIGH and EXTREME for inclusion Risk Register (QMS F-007) for additional monitoring, review and reporting.

- Ensuring appropriate PPE is worn by a worker or other person where a BHRC safe operating procedure or a risk assessment has determined the use of appropriate PPE as a risk control.

- Ensuring all records such as risk assessments, safe operating procedures, training, information and instruction are retained in accordance with the Record Management Procedures.

This Risk Assessment tool is to be completed by the site supervisor in consultation with affected workers to determine the risk control/s required to manage general work health and safety risks.

Use this document to identify the level of risk and help to prioritise the implementation of risk controls. Using the Risk Assessment Matrix for Work Health and Safety (WHS) Risks over the page, consider the consequences and likelihood for each identified hazard to determine the risk rating. After the identification of risk control/s reassess the risk to determine the residual risk level.

This document is controlled unless printed. Always refer to the electronic copy for the latest version

Once the hazard has been rectified, the supervisor needs to forward the Hazard Report Notification Report Form to the Administration department for numbering and adding to the Risk Register.

4.9   Monitoring, Evaluation and Review
This procedure will be subject to review every two (2) years by Management, in consultation with the BHRC employees or earlier if there has been a change in any legislation, Australian Standards or BHRC specifications.

The effectiveness of this procedure will be evaluated and reviewed through regular internal audit processes. Compliance outcomes will be reported as part of the Management Review process.

Attachments:

- *Hazard Report Notification (QMS F-006)*
- *Risk Register (QMS F-007)*
- *Risk Assessment Tool (QMS F-008)*

Further Information:

- *Occupational Safety & Health Act 1984*
- Occupational Safety & Health Regulations 1996
- Safety Management System Policy
- Hazard Report Notification Form (QMS F006)
- Risk Register (QMS F-007)
- Risk Assessment Tool and Matrix (QMS F-008)
- Housekeeping Audit (QMS F-009)
- Consultation and Communication (QMS008)

First Adopted:
Review by: Tony Battersby
Review date: June 2017
Review Responsibility:
Last Reviewed: June 2016