



HEALTH & SAFETY

MANUAL

2024



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Introduction

This manual is designed to assist Te Puia in meeting your obligations under the Health and Safety at Work Act 2015, its regulations and associated legislation.

This publication is an overview of the Health and Safety at Work Act 2015 and may incorporate additional information that is integral to health and safety but not necessarily covered by the Act.

As the PCBU, you acknowledge and agree that it is your responsibility to manage your own compliance with applicable Health and Safety laws and regulations (including the Health and Safety at Work Act 2015), and merely completing and (or otherwise) using the OSHbox templates will not guarantee your compliance with the Health and Safety laws.

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Additions, deletions, or amendments may be made at any time and this manual should be reviewed for completeness and currency annually from the date of publication.

Note: The reference 'we' or 'us' contained in this manual refers to 'we or us' as you, the PCBU.

Amendments

Date	Details	Actioned by	Version (2024)
March 2023	OSHbox System delivered	OSHbox	2023
March 2024	Manual updated with SMP	OSHbox/Te Puia	2024

Review

We, as the PCBU, will ensure an annual review and update of our Health and Safety System is undertaken by our senior management team, with advice from external consultants, OSHbox.

The purpose of the annual review is to identify any deficiencies or improvements that are necessary to ensure the efficient continuing operation of our safety system and to identify the achievements and gains that have been made during the review period.

Post audit findings are compiled into a report and reviewed by the senior management team. The annual review report also includes corrective actions which are implemented and under the guidance of senior management.

A follow up review meeting is held within the quarter to verify corrective actions have been effectively implemented, and issues resolved.

All audit results are recorded and archived for reference in future audits. This will help in continuously improving the audit process and maintaining a record of previous issues to avoid recurrence.

Ongoing improvements – setting objectives

The establishment of Health & Safety Goals are an integral part of the Te Puia|NZMACI Health & Safety management process. Achievement of these goals will assist in the continuous improvement of the organization's Health & Safety Management performance.

Annual Health & Safety Objectives will be established by 1st April each year and recorded on the Health & Safety Objective form (example below). The Health & Safety Objective form will be kept with the Health & Safety Manual.

Additional Health & Safety Objectives may be added during the year (as required) and will be recorded on the Health & Safety Objectives form.

Health & Safety Objectives can relate to:

- Policies and procedures within the Health & Safety Management Plan
- The Health & Safety Plan Review mechanisms
- Work Policies and Practices
- Identified hazards and methods to control these hazards
- Training and qualifications of individual staff members
- Targets for audit results
- Staff issues
- Health monitoring
- Systems or machinery changes
- Improvements to any other aspects of the Health & Safety Management System.

Health & Safety Objectives will be quantifiable (achievements can be measured), and the timetable to achieve the target and the responsibility for achievement will be specified.

All staff are expected to contribute to the ongoing improvements in the Health & Safety management process.

The CEO will be responsible for signing off the objectives when achieved.

Health & Safety Objectives will be reviewed:

- Three monthly at the management Health & Safety Meeting.
- As part of the annual internal review of the Health & Safety Management Plan.
- At any other time when review is deemed to be necessary by the Health & Safety Committee.

Our Commitment to Health and Safety

Health and Safety at Work Act 2015

The principal objective of the Health and Safety at Work Act 2015 (HSAW Act) is to provide a balanced framework to secure the health and safety of Workers and workplaces by—

- protecting Workers and other persons against harm to their health, safety, and welfare by eliminating or minimising risks arising from work or from prescribed high-risk plant; and
- providing for fair and effective workplace representation, consultation, co-operation, and resolution of issues in relation to work health and safety; and
- encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices, and assisting PCBUs and Workers to achieve a healthier and safer working environment; and
- promoting the provision of advice, information, education, and training in relation to work health and safety; and
- securing compliance with this through effective and appropriate compliance and enforcement measures; and
- ensuring appropriate scrutiny and review of actions taken by persons performing functions or exercising powers under the Act; and
- providing a framework for continuous improvement and progressively higher standards of work health and safety.

The Health and Safety at Work Act 2015 is supported by regulations, guidelines and codes of practice which control specific health and safety issues.

The Act does not tell us specifically how to make our workplace safe; rather, it requires that we have done everything that is reasonably practicable to make work safe.

It recognises that all parties involved in our work and our workplaces (including our Officers, Workers, Contractors, and Volunteers) have the best knowledge about the specific risks arising from our work and are best placed to provide solutions about how to manage those risks.

The information in this manual will guide us as a PCBU, our Officers, Workers, Contractors, and Others to better understand and fulfil our roles and responsibilities.

Responsibilities

The Act clearly defines the duties at each level of our business as follows:

Person Conducting a Business or Undertaking (PCBU)

We, as the PCBU, have the primary duty of care and are responsible for the Health and Safety of anyone working for us (including Officers, Employees, Contractors, Volunteers, and Volunteer Workers) as well as those within the vicinity of the work we are carrying out or by using the products and services we provide (including Customers, Visitors, General Public, and Others such as those that don't work for or with us).

Our responsibilities as the PCBU in the workplace; So far as is reasonably practicable are:

- providing and maintaining a work environment, plant and systems of work that are without risks to health and safety
- ensuring the safe use, handling and storage of plant, structures, and substances
- providing adequate facilities at work for the welfare of Workers, including ensuring access to those facilities
- providing information, training, instruction, or supervision necessary to protect Workers and others from risks to their health and safety
- monitoring the health of Workers and the conditions at the workplace for the purpose of preventing illness or injury.

Note:

- *PCBUs do not owe a duty to any person who is at the workplace for an unlawful purpose.*

Officers

Individuals in our organisation who hold a senior governance role or who exercise significant influence over the management and decision making in our business are deemed to be 'Officers' under the Act and must exercise due diligence to ensure that we are complying with our duties.

Examples of Officers (not limited to) are:

- Company Directors
- Partners
- Board Members
- CEO

Our Officers must ensure they are taking safety seriously and that they are asking the questions that allow them to fully understand the hazards and risks within the operations of our company, including assessing incidents, injuries and near misses to ensure we have the resources required to work safely and act accordingly.

Examples of due diligence from our Officers include taking reasonable steps to:

- understand work health and safety matters and keep up to date on changes
- gain an understanding of the operations of the organisation and the hazards and risks generally associated with those operations
- ensure the PCBU has appropriate resources and processes to eliminate or minimise those risks
- ensure the PCBU has appropriate processes for receiving information about incidents, hazards, and risks, and for responding to that information
- ensure there are processes for complying with any duty, and that these are implemented
- verify that these resources and processes are in place and being used.

Workers

Examples of Workers include:

- a Worker; or
- a Contractor or subcontractor; or
- a Worker of a Contractor or subcontractor; or
- a Worker of a labour hire company who has been assigned to work in the business or undertaking; or
- an outworker (including a homemaker); or
- an apprentice or a trainee; or
- a person gaining work experience or undertaking a work trial; or
- a volunteer Worker; or
- a person of a prescribed class.

The Health and Safety at Work Act 2015 takes into consideration Workers and the responsibilities they have to themselves and others in the workplace. This includes taking reasonable care of their own safety, ensuring their acts or omissions don't harm others, complying with instructions, and cooperating with the policies and procedures we have in place.

Other responsibilities of our Workers include:

- Actively learning and complying with our health and safety systems
- Being involved in the workplace health and safety systems, which includes Te Ao Hou audits and OFI processes.
- Adhering to correct procedures and use of equipment, especially safety sensitive equipment
- Wearing protective clothing and equipment as and when required
- Reporting any pain or discomfort as soon as possible
- Ensuring all incidents, injuries or illnesses are reported to either the respective divisional health and safety rep, the manager, or the GM HR / Health and Safety

- Helping new employees, trainees and visitors to the workplace understand the right safety procedures and why they exist
- Telling your manager or your respective Health and Safety rep, immediately of any health and safety concerns
- Keeping the workplace (in keeping with Te Ao Hou LEAN principles of 5S) tidy, to minimise the risk of any trips and falls.

Volunteers

Volunteers that work for us regularly, on an ongoing basis and who are integral to our operations are deemed to be Volunteer Workers. We have the same duties to those Volunteers as we do our Workers (refer to duties under Workers above).

The act does not cover volunteers that work on a casual basis (Casual Volunteers) in roles such as fundraising. We have the same duties to those Casual Volunteers as we do our Customers or Visitors.

Obligations upstream of the workplace

If we design, engineer, manufacture, supply or install plant, substances, or structures, we specifically have a duty to ensure, so far as is reasonably practicable, that the work we do; and what we provide to the workplace does not create health and safety risks.

These explicit duties include ensuring the plant, substances, or structures are without risk to people who:

- use the plant, substance, or structure at a workplace
- handle the substance at a workplace
- store the plant or substance at a workplace
- construct the structure at a workplace
- carry out any reasonably foreseeable activity (inspection, cleaning, maintenance, or repair) at a workplace
- are at or in the vicinity of a workplace and who are exposed to the plant, substance, or structure at the workplace.

Obligations to other PCBU's (Shared responsibilities)

As a PCBU, we often work alongside other PCBU's; or contract to or contract together with other PCBU's. We have a duty to everyone affected by our work and workplace, not just those that work for us – therefore we will:

- consult,
- co-operate, and,
- co-ordinate activities to meet the shared responsibilities between the PCBU's involved.

Note: Refer to Contractor section of this Manual

Workplace Facilities

We are committed to providing a safe and healthy environment for our Workers, Contractors, and Visitors. To ensure this, we will work to ensure our workplace complies with the following objectives:

General Layout

The layout of our worksites will be:

- Well maintained
- Have clear entry and exit points for safe evacuation
- Clear workspaces
- Sufficient space
- Well designed, installed and maintained floors and surfaces
- Suitable and sufficient lighting to carry out work, move around and evacuate safely
- Suitable and sufficient ventilation
- Provisions for extreme temperatures

General Facilities

Adequate facilities will be provided and shall be in good working order, clean, safe, and accessible:

- Toilets
- Drinking water
- Hand-washing facilities
- Eating and break facilities
- Facilities to rest if workers become unwell and it is not reasonable to leave the workplace

Other Facilities

When required, we will ensure the following other facilities are available:

- if the work is of such a nature that Workers are reasonably likely to need facilities for washing the body, such facilities will be available
- if the work is of such a nature that Workers' clothing is reasonably likely to become contaminated or wet, a place in which to change clothes
- if the work is of such a nature that it is reasonably likely that Workers will bring to the workplace clothes that will not be used at work, facilities for keeping such clothes clean and dry will be available
- if the work is of such a nature that it is reasonable for Workers to perform it while seated, facilities for sitting will be available
- if the work is of such a nature that it is not reasonable for Workers to perform it while seated, facilities for sitting that enable Workers to take any reasonable opportunity for rest that may occur in the course of the work
- if the work is of such a nature that it is reasonably likely that any floor will become wet, facilities that prevent Workers from becoming wet, whether by way of drainage of the floor or otherwise.
- If airborne contaminants arise in the workplace, facilities that enable these to be controlled as closely as possible to their sources, treated, or carried off will be provided

These facilities will be provided with assessment to the nature of work, nature of hazards, size, location, and nature of workplace, number of Workers, and composition of Workers. All will be in good working order, clean, safe, and accessible.

Facilities for Unwell Workers

We will ensure that any Worker who feels unwell may:

- rest in facilities provided at the workplace, if we decide that it is the appropriate course of action in the circumstances; or
- leave the workplace, if we decide that it is the appropriate course of action in the circumstances

The rest facilities we will provide will be:

- suitable for the purpose for which they are to be used; and
- provided in sufficient numbers; and
- maintained in good order and condition; and
- that all Workers can access any of those facilities in a way that is convenient to them.

Facilities for First Aid

We will ensure the following First Aid facilities will be available in the workplace:

- Adequate First Aid Equipment, access to that equipment and facilities to administer
- Adequate number of trained First aiders to administer First Aid, access to those First Aiders

These facilities will be provided with assessment to the nature of work, nature of hazards, size and location of the workplace, number of Workers, and composition of Workers.

Incident, Injury & Illness Management

Reporting, Recording and Investigation

We aim to foster a safe and healthy work environment where all workplace personnel combine their efforts and share the responsibility for work-related personal injury prevention and effective Incident, Injury, and Illness Management.

In the event of any work-related Incidents (including Near Misses), Injuries and Illnesses, details must be recorded in the company's **Incident Record** and summarised in the **Event Register** – both of which are kept in a central location. Any Notifiable Events must be investigated using the **Incident Investigation Form** also kept in a central location.

These are essential as it will enable our Officers to establish patterns or determine actual causes of the Incident/Injury/Illness, including newly identified risks, and put in place preventative controls to eliminate or minimise the chances of a recurrence.

All personnel will receive training in incident response, reporting and recording as part of their induction. It is important that all personnel must know how to manage any incident in our workplace.

Refer to the **Incident Workflow** for more guidance.

Notifiable Events

In the HSAW Act, unless the context otherwise requires, a Notifiable Event means any of the following that arise from work:

- the death of a person; or
- a notifiable injury or illness; or
- a notifiable incident.

Note: Deaths, injuries or illness that are unrelated to work are not notifiable events e.g.:

- a diabetic worker slipping into a coma at work
- a worker being injured driving to work in his or her private car when the driving is not done as part of their work
- a worker fainting from a non-work-related cause.

(worksafe.govt.nz)

Definition of Notifiable Injury or Illness

All injuries or illnesses that require (or would usually require) a person to be **admitted to hospital for immediate treatment** are notifiable.

'Admitted to a hospital' means being admitted to hospital as an inpatient for any length of time – it doesn't include being taken to the hospital for out-patient treatment by a hospital's Emergency Department, or for corrective surgery at a later time.

Table One – Notifiable Injuries and Illnesses (worksafe.govt.nz)

Trigger	Examples
The amputation of any part of the body that requires immediate treatment (other than first aid)	Amputation of: <ul style="list-style-type: none"> • a limb (for example, an arm or leg) • other parts of the body (for example, hand, foot, finger, toe, nose, ear).
A serious head injury that requires immediate treatment (other than first aid)	<ul style="list-style-type: none"> • fractured skull • a head injury that results in losing consciousness

A serious eye injury that requires immediate treatment (other than first aid)

- blood clot or bleeding in the brain
- damage to the skull that may affect organ or facial function
- a head injury that results in temporary or permanent memory loss

A serious eye injury that requires immediate treatment (other than first aid)

- injury that results in, or is likely to result in, the loss of an eye or vision (total or partial)
- injury caused by an object entering the eye (for example, metal fragment, wood chip)
- contact with any substance that could cause serious eye damage.

Does not include:

- exposure to a substance or object that only causes discomfort to the eye.

A serious burn that requires immediate treatment (other than first aid)

A burn that needs intensive or critical care such as a compression garment or skin graft.

Does not include:

- a burn treatable by washing the wound and applying a dressing

Skin separating from an underlying tissue (degloving or scalping) that requires immediate treatment (other than first aid)

- skin separating from underlying tissue where the tendons, bones, or muscles are exposed.

A spinal injury that requires immediate treatment (other than first aid)

- injury to the cervical, thoracic, lumbar or sacral vertebrae, including discs and spinal cord.

Does not include:

- back strain or bruising

Loss of a bodily function that requires immediate treatment (other than first aid) (for example, through electric shock or acute reaction to a substance used at work)

Loss of:

- consciousness (includes fainting due to a work-related cause for example, from exposure to a harmful substance or heat)
- speech
- movement of a limb
- function of an internal organ
- senses (for example, smell, touch, taste, sight or hearing).

Does not include:

- fainting not due to a work-related cause
- a sprain, strain or fracture that does not require admission to hospital (except for skull and spinal fractures).

Serious lacerations that require immediate treatment (other than first aid)

- serious deep cuts that cause muscle, tendon, nerve or blood vessel damage, or permanent impairment
- tears to flesh or tissue – this may include stitching or other treatment to prevent loss of blood or bodily function and/or the wound getting infected.

Does not include:

- superficial cuts treatable by cleaning the wound and applying a dressing
- minor tears to flesh or tissue

An injury or illness that requires (or would usually require) medical treatment within 48 hours of exposure to a substance (a natural or artificial substance in any form for example, solid, liquid, gas or vapour)

Burns from skin exposure or inhalation of toxic chemicals that require medical treatment.

Contracting a serious infection (including occupational zoonoses) to which the carrying out of work is a significant contributing factor including any infection due to carrying out work:

- with micro-organisms
- that involves providing treatment or care to a person
- that involves contact with human blood or bodily substances
- that involves handling or contact with animals, their hides, skins, wool or hair, animal carcasses or waste products or
- that involves handling or contact with fish or marine mammals.

- diseases caught from animals (for example, leptospirosis) or E. coli infections
- Legionnaire's Disease caught from working with soil, compost or potting mix.

An illness or injury declared in regulations to be a notifiable injury or illness

Any illness or injury listed in Schedule 5 of the Health and Safety At Work (Mining Operations and Quarrying Operations) Regulations 2016.

In this table:

- 'Medical treatment' is considered to be treatment by a registered medical practitioner (for example, a doctor).

- 'Immediate treatment' is urgent treatment, and includes treatment by a registered medical practitioner, registered nurse or paramedic.
- Note that if immediate treatment is not readily available (eg because the injury happened at a remote site), the notification must still be made.

Definition of Notifiable Incident (near miss)

A Notifiable Incident is an unplanned or uncontrolled incident in relation to a workplace that exposes the health and safety of workers or others to a serious risk arising from immediate or imminent exposure to:

- a substance escaping, spilling, or leaking
- an implosion, explosion, or fire
- gas or steam escaping
- a pressurised substance escaping
- electric shock (from anything that could cause a lethal shock, for example it would not include shocks due to static electricity, from extra low voltage equipment or from defibrillators used for medical reasons)
- the fall or release from height of any plant, substance, or thing
- damage to or collapse, overturning, failing, or malfunctioning of any plant that is required to be authorised for use under regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or any shoring supporting an excavation
- the inrush of water, mud, or gas in workings in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel
- a collision between two vessels, a vessel capsizes, or the inrush of water into a vessel
- any other incident declared in regulation to be a notifiable incident, for example those listed in:
 - regulation 6 of the Health and Safety At Work (Asbestos) Regulations 2016
 - Schedule 5 of the Health and Safety At Work (Mining Operations and Quarrying Operations) Regulations 2016
 - regulation 33 of the Health and Safety At Work (Major Hazard Facilities) Regulations 2016
 - regulation 70 of the Health and Safety at Work (Petroleum Exploration and Extraction) Regulations 2016.

Notifiable Incidents do not include controlled activities that form part of the business or undertaking (e.g., the controlled release of water from a dam).

A notifiable Incident is where someone's health or safety is seriously endangered or threatened. People may be put at serious risk even if they were some distance from the incident (e.g., from a gas leak).

A notifiable Incident also covers the incidents specified above which may have only resulted in minor (non-notifiable) injuries but had the potential to cause serious injury, illness, or death.

Process for Notifiable Events

Step 1: Control and Preserve Incident Site

- Ensure anyone injured or ill or suspected of injury or illness has received medical attention and notify emergency services if necessary.
- Ensure site is safe for emergency services and personnel are situated to meet services onsite. If an obvious hazard poses an immediate risk to others, the plant or activity involved should be shut down
- Preserve (secure and control) the site excepting to save life or major disruption to essential services. **Do not interfere with the incident site without the permission of a WorkSafe Inspector.**

Step 2: Communicate

- Ensure Management has been advised immediately of the Notifiable Event
- Ensure someone in authority notifies WorkSafe New Zealand as soon as possible. If contact is made by phone, a notification in writing is required within 48hrs of the incident.
 - *Notifications may be made using the online ['Notify WorkSafe Tool'](#)*

Step 3: Collect all relevant information about the incident in the *Incident Investigation Form*:

- Who was involved?
- What appears to have happened?
- Who should be interviewed (e.g., witnesses)
- What machinery and equipment were used? Was it regularly checked and serviced?
- What may have failed?
- Take photographs as evidence

Step 4: Initiate investigation

- Management to initiate an investigation no later than 12 hours of the event concerned
- Complete the *Incident Investigation Form*. The purpose of the investigation procedure is to determine actual causes of an incident and to put in place preventative measures or controls to eliminate or minimise the chances of a recurrence
- Analyse facts and consider all possible causes and contributing factors
- Update the *Hazard/Risk Register* with contributing factors, add newly identified hazards or review existing hazards and take steps to eliminate or minimise
- Update health and safety policy and procedures if required.
- Hold a Toolbox Meeting

Step 5: After the event

- The Act requires the company to keep a record of all Notifiable Events for 5yrs from the date WorkSafe is notified, therefore a file must be collated for and must include all information relating to the investigation together with the conclusions drawn and a copy of the final report.

Rehabilitation

Worker return to work policy

Any Worker who has experienced a work-related personal injury and who has taken time off to recover will be supported in their return to work as early as possible and in accordance with medical advice. This involves a partnership between ACC, the Worker and us, medical treatment providers and others as appropriate in the circumstances. An early return to work may involve a modification of the Workers working environment, alternative duties for a temporary period, and/or changes to the normal hours of work.

Medical information

The Worker must provide us with a copy of their completed ACC forms and/or medical certificate, from the treatment provider.

The medical certificate will state the Worker's capacity or incapacity for work and specify a date for review (second visit) by the treatment provider. Selected or restricted activities may also be specified for a certain period of time. If the injured Worker is off work for more than seven consecutive days, they must provide us with a medical certificate confirming they are 'fit for work'.

Capacity to work and the provision of alternative duties

The provision of suitable alternative duties is an essential part of rehabilitation. Alternative duties are aimed at providing appropriate and productive work while a Worker rehabilitates to their former role. This is a proactive approach to enable the Worker to return to work as quickly as possible and maximise the chances of full recovery.

Alternative placement or permanent disablement

Where at any point it becomes clear that the Worker will be unable or is unlikely to return to former duties as a result of work-related personal injury, our Management will explore the possibility of suitable alternatives with the Worker.

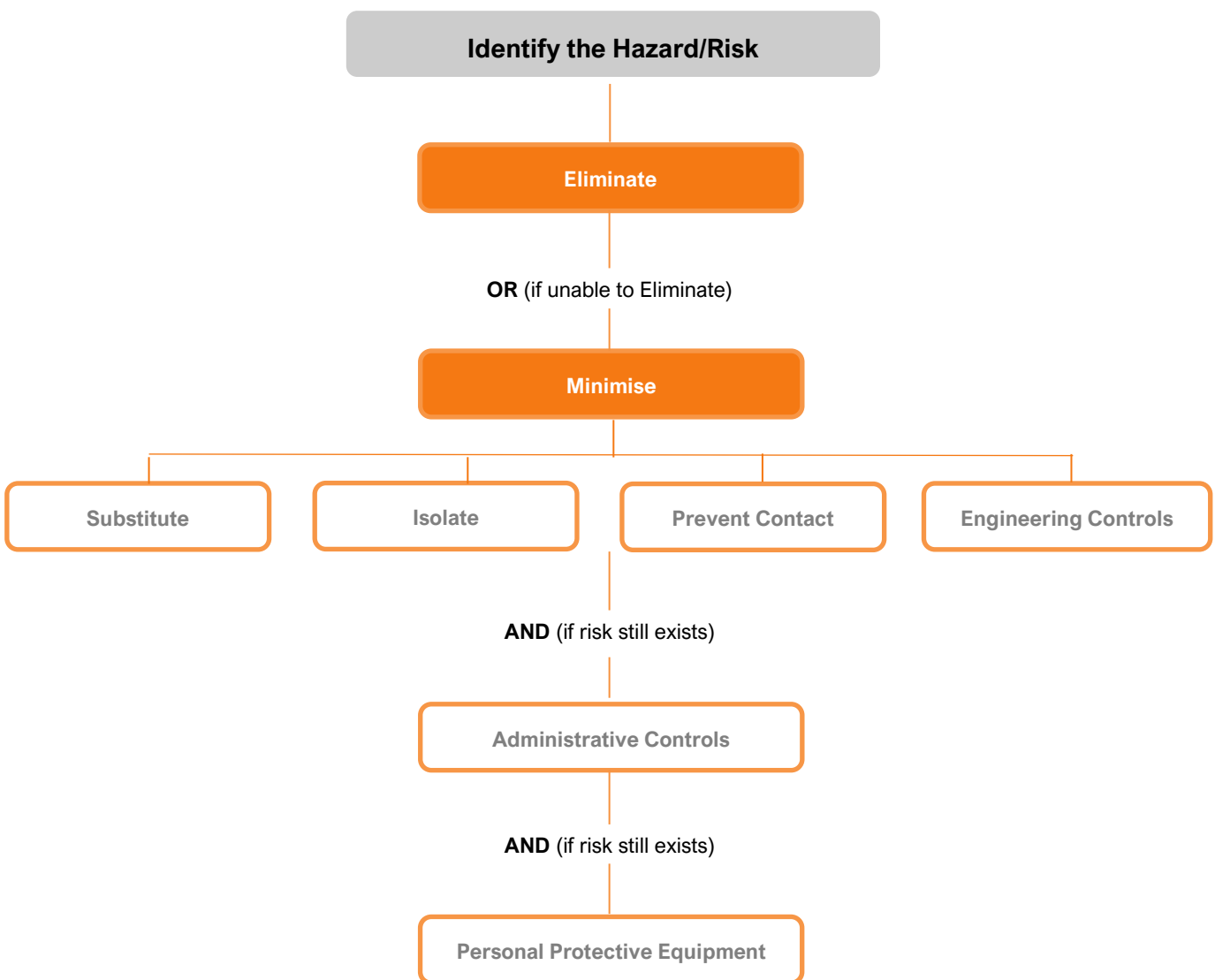
When the Worker's personal injury is so severe as to prevent them returning to their former position and all available options have been fully explored, then termination of employment will be considered in accordance with the relevant employment contract.

Hazard & Risk Identification and Management

We are committed to providing a safe and healthy work environment by —

- eliminating risks to health and safety, so far as is reasonably practicable; and
- if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.

Hierarchy of Controls - Our workflow process for identifying and managing hazards/risks:



Hazard/Risk Identification, Reporting, Assessment and Control

Identification of our Hazards and/or Risks will occur from:

- regular physical inspection of our workplace, equipment, and work practices
- analysis of injuries, illnesses, incidents, and events to determine the cause, and prevent a reoccurrence of this nature in future
- analysis of tasks and how they are carried out

Hazard/Risk Reporting, Assessment, and Control

Once a hazard has been identified, it is evaluated and recorded in our *Hazard/Risk Register*.

A control plan is formulated as follows and documented in our *Hazard/Risk Register* – (ensure appropriate advice is sought where applicable):

- First consider options in the control plan to **eliminate** the risk. Hazards can be eliminated by replacing with less hazardous material or equipment, repairs and maintenance or changing the way a task or activity is carried out.
- If the hazard cannot be eliminated, then consider options to **minimise** the risk. Hazards can be minimised by substituting the hazard for a lower risk option, isolating the hazard, or preventing contact with people, and implementing engineering controls such as guarding equipment.
- If after taking those steps the risk remains, administrative controls must be put in place in the form of policies, safe operating procedures, job safety analysis and signage.
- The last step is to ensure the appropriate personal protective equipment is identified and implemented. personal protective equipment alone is not an appropriate control.

Hazard/Risk Maintenance and Review

Regular maintenance checks are then conducted to ensure our controls are:

- effective and maintained
- fit for purpose
- suitable for the nature and duration of the work
- installed, set up and used correctly

Review and Revision

More formalised reviews of the workplace and *Hazard/Risk Register* are also conducted, including when:

- maintenance checks show controls aren't working
- an incident arises
- there are changes the workplace, environment, work, process, or procedures
- a new hazard or risk is identified
- health monitoring shows exposure, illness, or recommendations
- exposure monitoring reveals a concentration of a substance hazardous to health exceeding standards
- worker engagement suggests a review
- it is requested by a Health and Safety Representative
- it is deemed necessary as part of our regular review process

Plant and Equipment

Purchase and Hire

When choosing and purchasing plant and equipment, we will ensure it is safe for its intended and reasonably expected use. We will prioritise machinery that is designed with inherent safety features, and only purchase from manufacturers or suppliers who design, manufacture, and test the machinery to ensure it is safe for installation, use, and repairs and/or maintenance in compliance with NZ and International Standards.

We will also ensure the manufacturer or supplier provides us with thorough and easy to understand information and instructions for safe installation, use, repair, dismantling, and cleaning. We will ensure these instructions include:

- hazards linked to the machine
- how to install the machine safely
- how to operate the machine safely
- safe ways to clean and adjust the machine
- how to maintain and repair the machine
- regular replacement of parts of the machine that wear
- how to safely take the machine out of service and take it apart
- any other relevant matters.

To ensure our Workers have easy access to this information, and it is in a format that is understood, we may create a **Safe Operating Procedure** to be followed based on this information (see SOP Section).

Safe Use of Plant and Equipment

We will ensure, as far as practicable, that as Employers we:

- keep Workers safe from hazards at work by identifying and managing hazards
- make sure work done is safely
- provide protective clothing and equipment
- train and supervise Workers so they can work safely
- provide an incident reporting system and follow up on any incidents, injuries or illnesses
- develop procedures for dealing with emergencies.
- Monitor the environment and the health of our Workers

No worker will be authorised to operate any plant and equipment without training on:

- the actual and potential hazards of the machine
- how to check and adjust the machine before starting it
- how to stop and start the machine
- how the machine works
- what the machine does
- location and operation of other controls
- actual and potential hazards and appropriate ways to control them
- purpose of guards and other safety devices correct use and adjustment of guards
- correct work methods to be used
- how to recognise and report faults that could cause harm
- limitations and capabilities of the machine emergency procedures.

All Workers will be supervised and trained by a competent person, and we will ensure any licenses or certifications are obtained as required.

The records of this training and assessment will be recorded in the **Training Register** and **Competency Assessment** checklists (see Training Section).

Inspection and Maintenance

In order to ensure the ongoing reliability and integrity of our plant and equipment safety systems, we will follow an inspection and maintenance programme whereby a competent person will regularly inspect, test and maintain all facets of the proper working order of machinery, including guards and safety control systems.

Inspections will be conducted in line with the manufacturer's instructions, be recorded on an inspection checklist, and any anomalies or defects identified will be addressed immediately to ensure the safety of all personnel using the equipment.

Cleaning and Maintenance will be scheduled based on the manufacturer's instructions, best practices, and regulatory requirements, and the frequency and completion of this maintenance will be recorded in a Maintenance Register.

This Maintenance Register will contain the following information:

- where cleaning/servicing/testing/certification is needed
- how much servicing/testing/certification is needed
- what type of cleaning/servicing/testing/certification is needed
- how often it needs to be cleaned, serviced, tested, and/or certified
- who is responsible for cleaning, maintaining repair and maintenance programmes
- how defects will be fixed
- what standards are used for performance testing and evaluation.

Only competent personnel will undertake cleaning and maintenance, and a full **Job Safety Analysis** must be completed and approved in order to plan out the tasks safely prior to commencing work (refer to JSA section).

We will take all practicable steps to ensure hazardous machinery is stopped before any cleaning and maintenance is completed by following our Isolation and Lockout Policy.

Isolation and Lockout Policy

Plant and machinery may cause or become hazards to workplace personnel, from such things as electrical, mechanical, pneumatic, or hydraulic sources. The purpose of this policy is to ensure the safety of all Workers workshop by preventing the accidental release of energy during servicing and maintenance of machinery and equipment.

This policy applies to all personnel, including full-time, part-time employees, contractors, and visitors who may be involved in operations where isolation or lockout is required.

Isolation: The process to physically separate machinery or equipment from its energy source.

Disconnecting or making safe the plant and machinery involves the removal of all energy sources and is known as isolation. The isolation procedure includes the following tasks:

1. Identify the energy source(s)
2. Isolate the energy source(s)
3. Lock and Tag the energy source(s)
4. Prove that the equipment isolation is effective

Lockout: The use of a lock to hold an isolating device in the 'off' or safe position.

When one or more persons are working on the same plant or machine or different parts of a larger overall system; that plant, machine or system may be isolated by using a lock-out device comprising a folding scissor clamp that has many padlock holes capable of holding it closed and each person applies their own padlock to the clamp. The isolated or locked-out plant, machine or system cannot be activated until all persons have signed off on their portion of the work and removed their padlock from the clamp.

No two keys or locks should ever be the same. A person's lock and tag must not be removed by anyone other than the individual who installed the lock and tag unless removal is authorised by the Manager, who will first establish that it is safe to do so. The locking and tagging of the isolation point lets others know that the plant, machine or system is still a 'work in progress' and remains a potential cause of harm or a compromise of safety.

Responsibilities

Management: Ensure that the resources (training, equipment, and tools) needed to implement this policy are available.

Supervisors: Ensure all workers under their charge are adequately trained and follow this policy.

Employees: Comply with this policy and its procedures and report any observed non-compliances or potential hazards.

Isolation and Lock Out Procedure

Preparation for Shutdown

- Identify the equipment or machinery that needs servicing or maintenance.
- Inform all affected personnel about the scheduled service or maintenance.

Shutdown

- Turn off the machinery or equipment following the manufacturer's instructions.

Isolation

- Identify all energy sources connected to the machinery or equipment.
- Isolate the equipment or machinery from all these energy sources.

Lockout

- Apply personal locks and tags on isolation points.
- Ensure that no one can operate the machine until maintenance or service is complete and locks are removed.

Stored Energy

- Check for any stored energy in the system, such as in capacitors, springs, or elevated machine parts, and release or restrain it.

Verification of Isolation

- Before beginning work, verify that all energy sources have been effectively isolated and locked out.

Release from Lockout

- Ensure that all tools and parts have been removed.
- Ensure that all safety measures are in place and ensure all fixed guards have been reattached if removed.
- Inform affected personnel that locks will be removed.
- Remove the locks, activate the energy sources, and then start the equipment or machinery.

Training

All employees and contractors must undergo training to:

- Understand the purpose and function of the isolation and lockout policy.
- Recognise applicable hazardous energy sources.
- Understand the type and magnitude of the energy available in the workshop.
- Know the methods and procedural steps necessary for energy isolation and lockout.

Regular inspections and audits of the isolation and lockout practices will be conducted to ensure compliance and identify areas for improvement.

This policy will be reviewed annually or whenever there are changes to the relevant regulations, machinery, or work processes.

Hazard/Risk Documents

Hazard/Risk Register

A **Hazard/Risk Register** of all workplace hazards that have been identified and recorded is maintained at each of our worksites for reference by other PCBU's, Officers, Workers, Contractors, and Visitors alike.

The **Hazard/Risk Register** documents all hazards/risks covering the work we do, the environments we work in, as well as the equipment and substances we use. This Register helps us to document the controls we have implemented and manage the maintenance and review process.

All Workers are familiarised with the contents of the **Hazard/Risk Register** during training and induction, and Workers are updated as new entries are made and engaged in the review process.

Safe Operating Procedures (SOP)

Safe Operating Procedures (SOP) are a written summary of operating instructions for Workers responsible for operating plant and equipment in our workplace.

Safe Operating Procedures are used for inductions and training and may be issued to a new Worker ahead of their employment date, allowing a smoother and safer period of initial training. Our **Safe Operating Procedures** are the standard against which all training, operator competency assessments, and refresher training will be measured to ensure consistency in the operation of the company's plant and equipment.

All operators must adhere to the **Safe Operating Procedures** (which are reviewed and updated annually at a minimum), which are designed to prevent harm to operators and their fellow Workers and increase machine life. Operators must also use considered judgement and initiative when appraising and mitigating hazards/risks and specified personal protection equipment must be worn.

Job Safety Analysis (JSA)

Job Safety Analysis (JSA) is a process of systematically evaluating tasks, processes, or procedures of a specific high-risk jobs in our workplace and eliminating or minimising the risks or hazards in order to protect Workers from injury or illness.

Our job safety analysis process begins with identification of the potential hazards or risks associated with each particular step required to complete a job/task. Once the hazards are understood, the consequences of those hazards are then identified, followed by control measures to eliminate, or mitigate the hazards. This provides all personnel involved in the task with a documented methodology to work from.

The **JSA** process is documented to help refine safe work procedures and take into consideration judgement and participation from Workers involved. The **JSA** document can serve as a useful tool in training and guiding Workers through safe job performance. Specific job safety analysis are also living documents that are adjusted as conditions warrant.

Specific Hazard/Risk Policies

Notification of Particular Hazardous Work

The Health and Safety in Employment Regulations 1995 require employers as well as the person who controls a place of work to provide at least **24 hours' notice** to WorkSafe of particularly hazardous work.

We will ensure we notify WorkSafe of the following:

- Any licensed asbestos removal work, as required by the Health and Safety at Work (Asbestos) Regulations 2016, at least 5 days before work commences
- Logging or tree felling undertaken for commercial purposes.
- Construction work with a risk of falling 5 Metres or more.
- Erecting or dismantling scaffolding with a risk falling 5 metres or more.
- Use of a lifting appliance where the appliance has to lift a mass of 500 kilograms or more a vertical distance of 5 metres or more.
- Work in any pit, shaft, trench, or other excavation in which any person is required to work in a space more than 1.5 metres deep and having a depth greater than the horizontal width at the top.
- Work in any drive, excavation, or heading in which any person is required to work with a ground cover overhead.
- Work involving the use of explosives, or storage of explosives for use.
- Work that in which a person breathes compressed air, or respiratory medium other than air (not diving)
- Work that in which a person breathes compressed air, or respiratory medium other than air (diving)

[WorkSafe Online Notification Form](#)

Smoke-free & Vape-free Policy

As a PCBU, we will take all reasonably practicable steps to ensure that no person smokes or vapes at any time in our workplace.

- All buildings and vehicles (including privately owned vehicles whilst on grounds) will be smoke and vape free (smoke and vape free areas outside buildings will include that area within a 10m radius of walkways, doorways, windows, and any air inlets)
- All Workers, Contractors, Customers and Visitors will be aware of the smoke-free and vape-free policy
- Signage will be displayed and all entrances/exits to buildings and our site, and will clearly indicate our Smoke and Vape Free status
- Information will be provided to Workers who smoke or vape who would like to quit

Any complaints received relating to smoking or vaping in our workplace will be investigated and resolved within 20 working days.

Health and Exposure Monitoring Policy

Working in hazardous conditions can adversely affect Workers' health – in both the short (acute) and long term (chronic). We must ensure, so far as is reasonably practicable, the health and safety of our Workers, and that other people are not put at risk by our work.

To determine whether exposure and health monitoring is relevant to our workers and workplace, we will conduct a risk assessment to identify hazards that may cause harm to their health (refer to Hazard/Risk section of this Manual for our identification, control, and assessment procedures).

When carrying out the risk assessment, we will consider the likes of what substances are being used, what health effects may result from the work undertaken, what exposure limits there are within workplace standards, whether we are certain our exposure limits are within safe levels, and whether we are able to test for changes in our workplace.

Exposure monitoring measures and evaluates what risks workers are being exposed to within our workplace, and what the level of exposure is.

Exposure monitoring can be used to:

- identify, assess, and confirm health risks within our workplace
- identify where new control measures are needed
- monitor how well current control measures are performing, and
- identify when control measures need to be reviewed, updated, or removed.

This may involve Workers wearing a device while they work to measure the level of noise they are being exposed to, or to measure the air quality (or blood/urine samples) around a hazardous substance they are exposed to, or to measure the amount of vibration they are exposed to when operating plant and machinery.

We will ensure any exposure monitoring is carried out by a qualified, trained, and experienced person – such as an Occupational Health Nurse.

Health monitoring can be used to tell if Workers are experiencing health effects from potential exposures. Health monitoring can also confirm that control measures are preventing harm.

Health monitoring could include carrying out hearing tests to check for hearing loss from being exposed to noise, checking for skin damage from being exposed to chemicals, or checking lung function from being around airborne particles and fumes.

Monitoring should be carried out at the beginning of a worker's employment (to get baseline readings). Then regular (ongoing) monitoring should be carried out.

Monitoring

All exposure and health monitoring will be paid for by us or shared between our Company and other PCBU's. All monitoring will be carried out by or under supervision by an Occupational Health Professional who is experienced in health monitoring. All monitoring will be conducted at a frequency advised by the Occupational Health Professional.

Before monitoring takes place, information will be given to a person who is likely to carry out work that involves a health hazard and any Worker before the Worker commences work that involves a health hazard.

That information will include:

- The duty to monitor health
- The health hazard that triggered the requirements for exposure and health monitoring
- The nature of the monitoring and how it will be carried out
- What information will be given to the health practitioner
 - The Company (PCBU) contact details
 - Name and Date of Birth of the Worker
 - Details of the work that triggered
 - If the Worker has started that work, how long the worker has been carrying out that work
- The duty of us to obtain a monitoring report from the practitioner and the content (this report will be provided to the Worker and any relevant PCBU's and WorkSafe as soon as practicable after obtaining the report):
 - The Company (PCBU) contact details
 - Name and Date of Birth of the Worker
 - Name of Occupational Health Professional
 - Date of Monitoring
 - Test results, advice, and recommendations
- The duty to notify WorkSafe (if the results show) and other PCBU's
- The retaining, storage and sharing of reports
- The purposes of monitoring
 - For us to reduce the risk of exposure
 - Enable us to take remedial action
 - Facilitate treatment and protection of Workers
 - Inform WorkSafe

The Worker will also be consulted on the selection of the Occupational Health Professional.

All Exposure and Health Monitoring records will be recorded and kept for 40yrs after the record is made for asbestos, and for 30yrs after any other case.

Those records will be readily accessible (without disclosing personal details) and a copy will be provided when the Worker leaves or business closes. Monitoring reports will not be provided to another person without the Worker's written consent.

Personal Protective Equipment (PPE) Policy

We will provide any PPE required as a minimisation control measure for a Hazard/Risk (unless another PCBU has already provided).

If a Worker genuinely and voluntarily chooses to provide their own for comfort or convenience that would be acceptable as long as we are satisfied the PPE is of the standard set below. Where this is the case, the Worker may give us reasonable notice if they choose to be provided with the PPE instead.

PPE will be suitable for the nature of the work and hazard, comfortable and a suitable size and fit for the Worker. We will take into consideration medical requirements such as allergies and prescription lenses when deciding on the suitability of the PPE.

We, as the PCBU, will also ensure it is maintained, repaired, or replaced to ensure it is:

- Clean and Hygienic
- In good working order
- Used or Worn by the Worker
- Compatible with other PPE

We will ensure the Worker is provided with the appropriate information, training, and instruction on proper use, wearing, storage and maintenance.

When provided with PPE (or if the Worker chooses to provide their own), the Worker must use or wear it as informed, trained and instructed. The Worker must not intentionally misuse or damage the equipment and must inform us of any damage, defect, need to clean or decontaminate that they become aware of.

We will also ensure the PPE is used or worn by non-Workers as well.

All Personal Protective Equipment (PPE) and clothing supplied by the company will be recorded in the **PPE Register** which will contain details of:

- PPE and safety clothing that is issued
- PPE training that may be required
- Date that PPE and safety clothing is issued or replaced

Remote or Isolated Work Policy

Work that is isolated from the assistance of other persons because of location, time or nature of the work is deemed to be high risk.

Any work required to be done in isolation is required to be risk assessed by Management and a full **JSA** must be signed off prior to work commencing.

In every situation we will provide a system of work which includes effective communication at all times with the Worker.

Presence of Asbestos Policy

In compliance with the Health & Safety at Work (Asbestos) Regulations 2016, we as a PCBU with management or control of a workplace, structure or plant constructed before 1 January 2000 will ensure the risks caused by asbestos are minimised by identifying the presence and location of identified or assumed asbestos or ACM (Asbestos Containing Materials) in the workplace, including places where asbestos is not accessible. This includes building owners, property managers and landlords.

If we are a tenant occupying a workplace which may contain asbestos or ACM, we have an obligation to work with the landlord to ensure asbestos has been clearly identified and an Asbestos Management Plan is put in place.

We will;

- Identify asbestos and ACMs in the workplace
- Assess risks from asbestos and ACMs and identify ways to control them
- Develop an Asbestos Management Plan
- Develop processes for accidents, incidents & emergencies
- Review Asbestos Management Plan's effectiveness regularly

Identifying Asbestos

We will engage a competent asbestos surveyor with training, knowledge, and experience to identify and help us manage asbestos in our workplace. If required, we will ensure samples are analysed at an accredited laboratory. Once the results are confirmed, we will ensure locations of asbestos are recorded, a risk assessment conducted, and an Asbestos Management Plan put in place.

The type of survey required will vary depending on the premises' lifespan. Several may be required over time.

- A **management survey** will be conducted for normal occupation of a building or rental property to ensure the existing asbestos and ACM are managed.
- A **refurbishment or demolition survey** will be conducted when the building, or part of it, is going to be refurbished or demolished. At larger premises a mixture of surveys may be appropriate.

Asbestos Management Plan

Our Asbestos Management plan will include;

- Information about the identification and location of asbestos or ACM within the workplace
- Decisions, with reasons, about how asbestos will be managed within the workplace
- Information on how incidents and emergencies involving asbestos will be managed in the workplace
- Information about workers who carry out work involving asbestos

We will have a procedure (including timeline) for reviewing and if necessary, revising our Asbestos Management plan and procedures. At a minimum this will be every 5 years.

Our Asbestos Management Plan will be communicated to all contractors tendering for work on our workplace so they can address the risks involved.

Maintenance work - where asbestos is present

'Maintenance' is defined as routine or urgent work that keeps the building or structure in a proper condition or working order. It is incidental work that can be done quickly and safely within minimal control measures required to ensure safety.

We as the PCBU conducting care or upkeep of a building or structure where asbestos or ACM is assumed to be present, before commencing work, will ensure that asbestos has been identified and an Asbestos Management Plan is available for us to follow. So far as is reasonably practicable, we will ensure every worker who may encounter asbestos will be knowledgeable, experienced, and adequately trained in this work and any risks this work may present, so they are not likely to harm themselves or others. We will also ensure those working with asbestos are adequately trained in the use of PPE they may need.

In a building or structure where asbestos is likely to be disturbed by maintenance work, we deem this work as refurbishment.

Refurbishment – where asbestos is present

As a PCBU intending to carry out refurbishment work we must first determine whether there is any asbestos or ACM present in the structure or plant. If asbestos is assumed to be present, we have a duty to inform;

- If the workplace is a home: the homeowner and home occupier
- In any other case, the PCBU with management or control of the workplace.

We will not commence work on a site where asbestos is assumed until a refurbishment survey has been completed by an asbestos surveyor and an Asbestos Management Plan put in place. As a PCBU working with asbestos we will interpret and follow these asbestos surveys in order to plan and carry out the refurbishment safely.

So far as is reasonably practicable, the asbestos will be removed by an asbestos removalist before the refurbishment work begins.

Asbestos removal

Removal work will only be carried out by a licensed asbestos removalist. Any asbestos waste and contaminated PPE will be disposed of immediately and safely in a place approved by a territorial authority.

We do not require the services of a licensed asbestos removalist if cumulatively, over the whole course of the removal project, the removal is 10m² or less of non- friable asbestos or asbestos contaminated dust (ACD) associated with the removal of the non-friable asbestos.

Drug and Alcohol Policy

We recognise drug and alcohol abuse as a potential serious hazard/risk and will take a firm approach to dealing with such abuse. Management and Workers shall all work together to maintain a work environment that is free from the use and effects of drugs, alcohol and other mind-altering substances.

This policy applies at the workplace, to all workers and includes visitors and contractors inside and outside of normal scheduled working hours.

Prescribed drugs or medicine for private use are permitted providing they do not interfere with the Workers ability to perform their work in a safe manner. Workers who are taking prescribed medication that may affect their work, must notify their manager.

Any Worker or Contractor may be requested to undergo a:

- Pre-Employment Test - appointment of a new worker is conditional on the applicant returning a negative drug and alcohol test.
- Random Test - on random occasions and using a randomised selection process.
- Post Incident Test - where a worker is involved in an incident involving death or a lost time injury, an incident resulting in damage to property or plant. An incident requiring treatment by a medical professional or a near miss that has significant potential to cause serious harm.
- Reasonable Cause Test - where a worker's appearance, actions or behaviour suggest that they may be affected by drugs and/or alcohol or discovery has been made of any drug paraphernalia associated with the worker(s).

It is a requirement of many workplaces that only those Workers or Contractors who have passed a drug and alcohol test will be permitted on that site. Accordingly, any Worker or Contractor who fails or refuses to undergo a test will not be permitted on such a site and disciplinary procedures may follow.

All urine drug tests will be conducted by a qualified collection agent using certified test equipment in accordance with AS/NZS 4308:2008. A urine test is the normal method used to screen for drugs, however oral fluid screening conducted in accordance with AS/NZS 4760:2019 may also be requested at any time. A non-negative result from oral screening will be followed up using confirmatory methods such as a urine screen/test. Alcohol screening will be carried out using a certified breathalyser in accordance with AS3547. There will be zero tolerance for alcohol, with a limit of 100mcg/l breath.

If a Worker, Contractor, or Visitor arrives at the workplace, and you have reasonable cause to suspect that they are under the influence of alcohol or drugs, you should report this to your manager who should immediately remove that person from the work environment and investigate. If you have any doubt about whether they are, or are not impaired, you should err on the side of caution and report to your manager, asking that they be removed from the work environment. If you believe that a fellow Worker or Manager in a more senior position is in violation of this policy, you are encouraged to notify their manager.

Unexpected circumstances can arise when an off-duty staff member is requested to work. If you are in this position and you feel unfit due to the influence of alcohol or other drugs, it is your responsibility to refuse the request and ask that it be redirected to another person.

Young Persons in the Workplace Policy

We will ensure so far as reasonably practicable ensure that;

Persons under the age of 15yrs

Shall not be present in any area of the workplace at any time when the following are carried out in the area:

- Goods are being prepared or manufactured for trade or sale
- Contraction work is in progress
- Logging operations or tree-felling is in process
- Any work in progress involves the manufacture, use or generation of hazardous substances
- Any work that is likely to cause harm to the health and safety of the young person

Exceptions:

- Public generally has access to the area, or
- The young person is under the direct and active supervision of an adult in that area that is appropriate to the age of the young person and the nature of the risks present in the workplace, or
- Is on a guided tour, or
- Is in an area used only for selling goods or services

Workers under the age of 15yrs

Must not:

- Manufacture or prepare goods for trade or sale
- Carry out construction work
- Carry out logging operations or tree-felling
- Manufacture, use or generate hazardous substances
- Carry out any work which is likely to cause harm to the health and safety of the young person
- be required to lift any weight or to perform any task if lifting the weight or performing the task would be likely to be injurious to their health
- work at or with any machinery or assist with work at or with machinery at the workplace (including an engine, motor, or other appliance that provides mechanical energy derived from compressed air, the combustion of fuel, electricity, gas, gaseous products, steam, water, wind, or any other source. This includes any plant by or to which the motion of any machinery is transmitted and a lifting machine, a lifting vehicle, a machine whose motive power is wholly or partly generated by the human body and a tractor)
- drive a vehicle (meaning tractor and any self-propelled mobile mechanical plant - other than a car, a truck, a motorcycle, or machinery that has a mass of 700kg or less), ride upon a vehicle while it is drawing an implement, while implement is attached, or ride upon an implement (other than a sled or trailer designed or adapted for the carriage of passengers or goods) drawn by or attached to a vehicle

Exceptions

- if the young person is aged 12yrs or over, has been fully trained in the safe operation of the tractor and the safe use of any implement that is being drawn by or is attached to the tractor; or is being trained in the safe operation of the tractor and the safe use of any implement that is being drawn by or is attached to.
- This does not apply in relation to Workers under 15yrs who are carrying out administrative or retail work in a workplace that does the work of a type specified in the above areas.

Workers under the age of 16yrs

Must not work between 10pm and 6am (unless in accordance with Approved Code of Practice related to Workers under the age of 16yrs working in those hours relating to the kind of work they undertake).

Site Inspections

We will ensure so far as reasonably practicable ensure that we undertake regular and frequent site inspections in order to assess our worksites, observe Worker behaviour, and identify any potential hazards.

Physical Environment Checks:

- Inspect the workplace's physical environment, including machinery, equipment, structures, access, facilities, and surroundings.
- Identify any potential hazards related to the physical environment and implement controls
- Ensure compliance with relevant regulations and standards specific to the industry.

Check for Safe Worker Behaviour:

- Observe Workers (including Contractors) behaviour and adherence to safety protocols.
- Evaluate whether Workers are using personal protective equipment (PPE) correctly.
- Assess if Workers are following established safety procedures and practices.
- Review minutes of Toolbox Meetings and Debriefs

Identifying and Recording Hazards:

- Identify and record any hazards encountered during the inspection, including risk assessment and controls
- Review use of Safe Operating Procedures, Job Safety Analysis, Permits, and Prestarts
- Ensure that Workers are aware of identified hazards and controls.

Managing Corrective Actions:

- Develop a corrective action plan for addressing identified hazards.
- Assign responsibility for addressing each hazard.
- Implement corrective actions promptly and effectively.
- Continuously monitor progress until hazards are resolved.

Frequency of Inspections:

We conduct inspections at various frequencies, depending on the nature of the operation:

- At the start of every job (prestart): To ensure a safe initial setup.
- Daily: For high-risk environments or critical operations.
- Weekly: For routine inspections and larger worksites.
- Fortnightly: For moderate-risk environments.
- Monthly: For low-risk environments and maintenance records.

The choice of inspection frequency is determined by a combination of factors, including the potential risks associated with the worksite, the nature of the operation, and industry best practices.

High-risk activities or environments, and equipment/machinery may require daily inspections to minimise the likelihood of incidents.

Routine inspections are conducted weekly to maintain ongoing awareness of safety conditions.

Less frequent inspections, such as fortnightly or monthly, may be appropriate for low-risk environments to ensure that safety standards are upheld.

Other frequencies may be adopted as needed and documented in accordance with industry standards and specific risk assessments.

Hazardous Substances and Waste

Managing Risks and Reviewing Control Measures

We, as the PCBU, will ensure the risks caused by hazardous substances (including hazardous waste) in our workplace are eliminated so far as is reasonably practicable, or minimised so far as is reasonably practicable following the hierarchy of controls. These controls will be decided on in conjunction with our workers technical and operational knowledge, as well as the specific technical requirements from the manufacturer.

We will also ensure there is an inventory of our substances and the specific technical requirements for use, handling, manufacturing, and storage available onsite. This inventory will include the quantity, any health or physicochemical hazards (eg flammability), possible reactions between substances, ignition sources, equipment required and the work these are used for (including prescribed exposure standards with maximum limits of exposure and restricted entry interval for how long the wait time is before re-entering an area).

These controls will be reviewed every five years, unless there has been a significant change to a safety data sheet, the information on our inventory changes significantly or there has been a notifiable event involving a hazardous substance. Other reasons to review would be after any incident or illness, a change in the workplace, a new risk is identified or caused, health monitoring results show potentially harmful levels or a recommendation for remedial measures, exposure monitoring shows high concentrations, or there are concerns from workers.

Inventory

We as the PCBU will ensure there is a **Hazardous Substances Inventory** of the substances we use, handle, manufacture, or store at our workplace.

For each substance the **Hazardous Substances Inventory** will include:

- The product or chemical name, and the UN number if available
- The maximum amount likely to be at our workplace
- The location
- Any specific storage and segregation requirements
- A current safety data sheet or condensed version of its key information

This inventory will also include hazardous waste and:

- Describe its nature as closely as possible
- List the maximum amount likely to be at the workplace
- Identify the location of the waste
- State any specific requirements for storing or segregating the substance

This **Hazardous Substances Inventory** must be readily available to any emergency service worker who attends our workplace during and after the workplace is evacuated. This could be in hard copy or electronic form.

We will also ensure there is a separate inventory for each of the sites that we manage.

An inventory is not required for a transit depot or designated transfer zone if the name and quantity can be provided, or for consumer products used in amounts similar to domestic use, or for laboratories using hazardous substances in research and development.

An online tool is available to record an inventory, and which provides guidance around controls that must be in place, check out www.hazardoussubstances.govt.nz

Safety Data Sheets (SDS)

We as the PCBU will ensure there is a SDS for every substance in our workplace from the first time it is supplied and every five years thereafter (or if the SDS changes). All SDS must have an issue date current within five years.

The SDS will be available to any worker, emergency services worker or any other people who could be exposed to the hazardous substance.

When workers are travelling between workplaces, the SDS will travel with them, unless they carry a condensed version of the information on a safety card. The SDS will be available with each of the inventories.

SDS is not required for hazardous substances that are in transit, packed and labelled consumer products in a retailer's workplace intended for supply to other premises and that will not be opened, or consumer products used at the workplace in amounts and ways similar to domestic use (if kept in the original container)

Labelling and Packaging

We as the PCBU will ensure all hazardous substances in our workplace are properly labelled. This will include making sure the correct manufacturer or importer label is on, in English and easy to read.

If a substance is removed from its original container, we will ensure the new container is suitable (in sound condition, able to safely contain the substance at the temperature range at which it will be used and made of a material compatible with and not likely to be affected by the substance – NOT food or beverage containers) and labelled.

While a container is labelled for a hazardous substance, it will be used only for that substance. If the container is used for other substances, it will first be thoroughly cleaned, and the former label will be completely removed.

Hazardous waste will also be labelled in English with the nature of the waste, the name address and phone number of its producer and hazard pictograms and statements reflecting what we know about the waste.

Signage

We as the PCBU will ensure all emergency services, visitors and workers know what hazardous substances are on site and the protection or precautionary measures they should take through signage.

Our signage will be clear and concise and be placed at key points on our site such as entranceways, buildings, outdoor areas and where substances are used or stored (although not too close to the storage). If our substances are in a building, there will be signs at every vehicle and pedestrian entrance to the building and property. If they are within a room inside the building, signs will be at each entrance to that room. If outdoors, a sign must be next to that area.

No signage will be hidden, beside doors or gates that cover them while open, or above doors or anywhere smoke may conceal the sign.

The signage will show what substances are present, the general type of hazard and what to do in an emergency.

All signs will be made out of durable material that won't easily fade, will be in plain English, readily understandable, and clearly visible and legible from not less than 10 metres away under varying conditions.

Vehicle signage will also be displayed when hazardous substances are transported.

Emergency Plans

We as the PCBU will ensure there is an emergency plan in place for emergencies such as poisoning, inhalation, burns, fire or spills.

These emergency plans will be shared with our workers and all workers will be trained on what to do (including the location of fire and first aid equipment and how to use it), how to access the inventory and SDS for emergency services, ensuring the labelling of containers is correct, and the location of spill kits available for use.

Emergency Response Plan

If we hold substances that require an Emergency Response Plan, we will include all reasonably foreseeable emergencies and include a description of what we will do to:

- Evacuate
- Call emergency services
- Warn people at the workplace and nearby about the emergency
- Advise people how they can protect themselves
- Help or treat anyone injured
- Manage the emergency to restrict its effects
- Ensure those who need special training will receive it
- Have the inventory and SDS available
- Include a site plan with locations of substances

This Emergency Response Plan will be reviewed by Fire and Emergency NZ.

Fire Extinguishers

We as the PCBU will ensure all fire extinguishers will be clearly visible (with an easy to see sign) and readily accessible at all times. This could include in normal thoroughfares, near exits, or a safe distance from the hazard. All fire extinguishers will also have a rating of at least 30B.

Handling – Information, Training, Supervision and Certified Handlers

We as the PCBU will ensure all workers who handle hazardous substances will receive all the information (including what work is happening within their work area and the location and availability of information about how to safely handle and store hazardous substances), training (including exposure hazards, procedures for using, handling, manufacturing, sorting, or disposing, safe use of the plant, and emergency plan) and instruction they need to work safely with the substances. This includes telling workers where and how to find the SDS or condensed version at any time.

All workers will receive practical and experienced supervision in all areas listed above. The duration of this supervision will depend on the worker, their knowledge and previous experience. All instruction and training records will be documented in a training register.

We as the PCBU will ensure to have one or more certified handlers if our workplace uses, handles, manufactures or stores hazardous substances that require Certified Handlers

Storage (including securing substances)

We as the PCBU will ensure all hazardous substances in our workplace are properly stored and that we will only store what we need. Incompatible substances will not be stored together, and decanted substances will be stored in the right type of container and correctly labelled.

Depending on the class of substances we have and the quantity – small amounts may be kept in metal cabinets, while large amounts may need to be kept in a dangerous goods store or a separate building and a certain distance from other premises or public places. Lids will be kept on always.

If we hold flammable, oxidising, toxic or corrosive substances above certain quantities, we will ensure we have a location compliance certificate.

We as the PCBU will ensure that if required, our substances only to be used by Certified Handlers will be secured from persons other than those we allow access to them. This could be by padlock or keypad entry only.

Worker Training, Supervision and Participation

Employment

All Workers will be required to complete an **Employment Application** to ensure we have all Worker emergency contact and medical information in the event of an incident or emergency.

The **Employment Application** also contains a number of disclosures which Workers are required to acknowledge and agree to as an important part of their commitment to health and safety in the workplace.

Induction

Every Worker will receive a verbal induction to the company and its health and safety program before commencing work. The induction will be recorded on the **Induction Form** and will include an introduction to:

- Other Workers, First Aiders, Wardens, and key H&S contacts
- The workplace including emergency equipment, emergency exits, evacuation assembly points, and Worker facilities (staff room, toilets)
- Site rules including specific policies, exclusion zones and PPE requirements
- Incident, Injury and Illness Reporting and Investigation process
- Hazard/Risk Identification and Reporting process and the Hazard/Risk Register (including Hazardous Substances)
- Safe work procedures (including SOP's and JSA's)
- Personal Protective Equipment
- Health and Safety Policies and Procedures – including ongoing engagement and participation

Training, Supervision, and Instruction

We are committed to doing everything possible to ensure that Workers have adequate knowledge, experience, supervision, and training to do their work safely.

We will so far as is reasonably practicable, ensure that every Worker who does work of any kind, uses plant of any kind or deals with a substance of any kind that is capable of causing a risk in a workplace— either

- has adequate knowledge and experience of similar places, and work, plant, or substances of that kind, as to ensure that the Worker doing the work, using the plant, or dealing with the substance is not likely to cause harm to the Worker or other people; or
- is adequately supervised by a person who has that knowledge and experience; and
- is adequately trained in the safe use of
 - all plant, objects, substances, or equipment that the Worker is or may be required to use or handle; and
 - all PPE that the Worker is or may be required to wear or use

We will ensure that the supervision and training provided to a Worker are suitable and adequate, having regard to

- the nature of the work carried out by the Worker; and
- the nature of the risks associated with the work at the time the supervision or training is provided; and;
- the control measures implemented in relation to the work that the Worker is undertaking.

The training provided will also be readily understandable by any person to whom it is provided.

Records of competency assessments, licences, endorsements, and qualifications are held in the **Training Register**.

Worker Engagement, Participation and Representation

Workers are encouraged to contribute to health and safety within our workplace. We are committed to keeping an open dialogue with our Workers around Health and Safety and encourage our Workers to express their views, raise Health and Safety issues and participate in our decision-making process.

In particular, we will engage with Workers:

- when identifying hazards and assessing risks to worker health and safety arising from the work carried out or to be carried out as part of the conduct of the business or undertaking
- when making decisions about ways to eliminate or minimise those risks
- when making decisions about the adequacy of facilities for the welfare of Workers
- when proposing changes that may affect the health or safety of Workers
- when making decisions about the procedures for the following:
 - engaging with Workers
 - monitoring the health of Workers
 - monitoring the conditions at any workplace under the management or control of the PCBU
 - providing information and training for Workers
- when making decisions about the procedures (if any) for resolving work health or safety issues at the workplace
- when developing Worker participation practices, including when determining work groups

We will also facilitate regular health and safety meetings, either as part of our usual regular team meetings, or as standalone toolbox meetings. These may be by department, on sites, full team meetings – regardless, we will ensure that all Workers are included in these discussions and that minutes are recorded in our **Toolbox Minutes** form.

Health and Safety Representatives (if applicable)

All businesses must:

- arrange the election of Health and Safety Reps if requested by a worker, and
- form a Health and Safety Committee if one is requested by a Rep or five or more workers.

Our policy for Worker Participation (if required) is to elect one Health and Safety Representative for every 19 Workers taking into consideration our different work groups, sites, locations, and nature of work to ensure the representation from all aspects of the business. If we are notified of the request for Representatives, an election will be held within 2 months of the date of notification. If we are notified of the request for a Committee, a Committee will be established as soon as practicable.

Worker representatives can work either individually to promote health and safety in the workplace or as part of a health and safety committee. Either way their objectives will be the same and may include things such as:

- to represent the Workers in the work group in matters relating to health and safety
- to investigate complaints from Workers in the work group regarding health and safety
- if requested by a Worker in the work group, to represent the Worker in relation to a matter relating to health and safety (including a complaint)
- to monitor the measures taken by us, that are relevant to health and safety
- to inquire into anything that appears to be a risk to the health or safety of Workers in the work group arising from the conduct of the business or undertaking
- to make recommendations relating to work health and safety
- to provide feedback to us about whether the requirements of the Act or regulations are being complied with
- to promote the interests of Workers in the work group who have been harmed at work, including in relation to arrangements for rehabilitation and return to work.

Election of Health and Safety Representatives

Nominations – a person is eligible to be nominated IF they are a ‘Worker’ of the workgroup, willing to take on the role, and they work sufficiently regularly (e.g., not casual staff)

- Any Worker can nominate another Worker for the Rep position
- Workers can nominate themselves

Voting

- A person is eligible to vote IF they are a ‘Worker’ in the work group that would be represented

Elections

- We must give a reasonable time frame to collect nominations
- The election must be conducted by any person, except a candidate for election. That person must call for nominations, specifying a reasonable timeframe, and based on the number of nominations received, determine whether an election needs to be held and notify workers and us of that decision
- We will inform the Workers of the business of the work group they are in and the number of Reps to be elected
- The election process can be undertaken in any form (unless a secret ballot has been requested, in which case a secret ballot will be held)
- However, if the number of nominations is equal or less to the number of positions, there is no election necessary – those nominated will be elected.
- We will provide the resources, facilities, assistance, and payment of any costs associated with the election process
- No person may unreasonably delay the progress of an election nor interfere with or influence any Worker who votes

Once elected

- The Rep holds the office for no longer than 3 yrs. (unless we agree on a lesser period)
- That Rep can be re-elected after 3yrs
- They may resign from office at any time by giving us notice
- We will display a list of the names and contact details of the Health and Safety Reps in a prominent place in the workplace that is readily accessible to the Workers, and WorkSafe, and kept up to date

Training

- We will allow each Health and Safety Rep paid leave each year to attend Health and Safety Training. This will begin with initial training which at completion will mean the Worker has been assessed as having achieved NZQA Unit Standard 29315. From there, the Rep may use their training entitlement to attend additional training or transitional training – in consultation with us about the time, location and costs relating to the training (we will make a decision on training requests within 3mths of receiving the request).
- We will pay the training fees and will pay (in advance) reasonable expenses that they may incur (e.g. Travel and accommodation) and reimburse for any other reasonable expenses incurred by attending
- The maximum total number of day’s paid leave for training (across all Reps) is based on the number of workers we have as at the 1st of April each year:

Workers as at 1st of April each year	Maximum total number of paid leave training days
1-5	2
6-50	6
51-280	1 day for every 8 workers or part of that number
281+	35 days plus 5 days for every 100 workers or part of that number

Our commitment to Health and Safety Representatives

We will:

- consult, so far as is reasonably practicable, about health and safety matters with any Health and Safety Representative for a work group of Workers carrying out work as part of the conduct of the business or undertaking; and
- confer with a Health and Safety Representative for a work group, whenever reasonably requested by the representative, for the purpose of ensuring the health and safety of the Workers in the work group; and
- allow a Health and Safety Representative to spend as much time as is reasonably necessary to perform his or her functions or exercise his or her powers under the Act; and
- provide any Health and Safety Representative for a work group with any information necessary to enable the Health and Safety Representative to perform his or her functions or exercise his or her powers, including information relating to—
 - hazards (including associated risks) at the workplace affecting Workers in a work group; and
 - the health and safety of the Workers in a work group; and
- allow the Health and Safety Representative to be present at an interview relating to health and safety between a Worker and
 - an inspector; or
 - any PCBU at that workplace or the PCBU's representative; and
- allow the Health and Safety Representative to be present at an interview concerning health and safety between a group of Workers and
 - an inspector; or
 - any PCBU at that workplace or the PCBU's representative; and
- provide to a Health and Safety Representative for the work group, any resources, facilities, and assistance that are reasonably necessary or prescribed by regulations to enable the representative to perform his or her functions and exercise his or her powers under the Act; and
- allow a person assisting a Health and Safety Representative for the work group to have access to the workplace if that is necessary to enable the assistance to be provided; and
- permit a Health and Safety Representative for the work group to accompany an inspector during an inspection of any part of the workplace where a Worker in the work group works.
- If a Health and Safety Representative makes a recommendation regarding work health and safety, within a reasonable time, —
 - adopt the recommendation; or
 - provide a written statement to the Health and Safety Representative setting out the reasons for not adopting the recommendation.
- Any time that a Health and Safety Representative spends for the purposes of performing or exercising his or her functions or powers under this Act must be with the pay that he or she would otherwise be entitled to receive for performing his or her normal duties during that period.

Committees (if applicable)

Alongside the Workers or Reps, we will agree on who sits on the committee, but it must include:

- One member appointed by the us, as the PCBU to act on our behalf
- At least half the members must be Workers and not nominated by us
- And any Reps who consent to be a member

Committees must meet regularly as agreed by the members, but at least once every 3 months or at any other reasonable time on the request of a simple majority of members of the committee.

Specific Worker Policies

Harassment and Bullying Policy

Harassment and bullying in any form are an unacceptable behaviour that will not be tolerated under any circumstances. All Workers have the right to work in an environment that is free of harassment and bullying.

Any complaints of harassment or bullying will be treated seriously, sympathetically, and confidentially. Where harassment or bullying is found to have occurred, we will take action that is deemed appropriate to the circumstances and will act to ensure that the behaviour is stopped immediately.

This policy applies to everyone who works in this company (at all levels) including contractors and all visitors including customers and applies within our workplace as well as at any work-related events or environments outside of our workplace.

What is Harassment?

Harassment includes a variety of different things and come in a variety of forms. It can include (but need not be limited to) a person being troubled, tormented or confused by continual, persistent, or serious one-off attacks, or the person may feel aggravated, annoyed, badgered, bewildered, bothered, hassled, irritated, or persecuted because of their gender, marital status, religion, colour, race, sexual orientation, physical differences, disability, age, political opinion, or family status.

This may be by verbal or written harassment through jokes, teasing, offensive language, gossip, and slander; visual displays of posters and graffiti; offensive hand or body gestures; intimidation or bullying; persistent, unwelcome social invitations or telephone calls or coercion to participate in religious or political groups.

What is acceptable to some people may be unwelcome and offensive to others. Social and cultural contexts are important to consider, as behaviour, words and gestures have different meanings in different cultures and environments.

Some specific examples of harassment include:

Sexual Harassment

The Human Rights Act 1993 defines sexual harassment as any unwelcome or offensive sexual behaviour that is repeated or is of such a significant nature to have a harmful effect, or which contains an implied or overt promise of preferential treatment or an implied or overt threat of detrimental treatment.

Sexual harassment will not be tolerated within our company.

Racial Harassment

Racial harassment is the use of language (written or spoken) or visual material, or physical behaviour that directly or indirectly:

- expresses hostility against, or brings the employee into contempt or ridicule, because of their race, colour, or ethnic or national origins of the employee, and
- this is hurtful or offensive to the employee (even if they don't let the employer or the employer's representative know this) and
- it is so significant or repeated that it has a negative effect on their employment this has a detrimental effect on the employee's employment, job performance or job satisfaction.

Roles and responsibilities

Everyone has a role in preventing harassment.

As PCBU, we will:

- not tolerate harassment
- eliminate the risks from harassment so far as is reasonably practicable. If the risks can't be eliminated, they will be minimised so far as is reasonably practicable
- identify factors that contribute to harassment, and put effective control measures in place
- put in place a policy that limits the amount of alcohol permitted at work functions
- establish a work culture that is fair and free of harassment
- encourage positive leadership styles and invest in our managers to achieve this
- focus on behaviour rather than people, and aim to promote harmonious relationships across the company
- openly discuss harassment in both formal and informal settings, and provide information and training about it including consequences of such behaviour (e.g., possible disciplinary actions)
- make sure Workers know that they have the right to raise a personal grievance under the Employment Relations Act 2000 or submit a complaint under the Human Rights Act 1993 to the Human Rights Commission
- make sure independent contractors working under a contract for service know that they have the right to submit a complaint under the Human Rights Act 1993 to the Human Rights Commission
- make sure Workers have a range of ways to report harassment informally, formally, or anonymously

- make sure processes and systems for reporting and responding to harassment are fit-for-purpose and regularly reviewed
- train key Workers to receive sexual harassment reports and give support and advice (sexual harassment contact persons)
- make sure Workers know how to report harassment, what support, protection and advice is available, and their rights to representation
- provide Workers who believe they've been harassed with a range of options to address the issue
- provide a supportive environment to those who believe they have been harassed and the alleged harasser
- treat all parties fairly/impartially while allegations are dealt with
- seek advice from both parties as to how they wish to deal with the situation
- promote informal solutions before formal actions where appropriate
- aim to repair the working relationship and promote positive work values
- make sure this policy is visible to all Workers, Visitors and Customers

Management will:

- make sure Workers have clarity on what their roles entail
- intervene early to call out and deal with any unreasonable behaviour before it escalates
- take prompt action in response to any report of harassment
- seek advice from both parties as to how they wish to deal with the situation
- where appropriate look for other solutions before escalating an issue to higher levels (e.g., investigation)
- provide a supportive environment to those who believe they have been harassed and those accused
- treat all parties fairly while allegations are dealt with
- record and investigate complaints impartially and in line with the company's policies and processes.

Workers will:

- build a common understanding about what harassment is
- behave in a manner that does not harass others
- challenge inappropriate behaviour if they feel safe and comfortable to do so
- tell their managers or a sexual harassment contact person if they experience or see any harassment – if the Manager is the alleged harasser, then advise a Director
- follow the company's processes when reporting harassment
- keep an eye out for other people – providing support when seeing a person being isolated or experiencing reprisals.

When dealing with an allegation of harassment our company will:

- treat all matters seriously
- make sure complaints are taken seriously, and fairly and impartially investigated, and the alleged harasser is given the opportunity to offer an explanation
- make sure investigations are completed in a timely manner
- make sure neither the person who complained nor the alleged harasser are victimised (e.g., being punished, bullied, intimidated)
- support all parties involved (including witnesses and support people)
- find appropriate remedies and consequences for confirmed harassment as well as false reports
- communicate the process and its outcome
- ensure confidentiality
- keep good documentation
- get help from specialist external advisors as required.

Processes for Workers dealing with harassment:

Seek advice and support

Talk with a trusted person (e.g., a friend) about what happened, seek advice and support from others such as a colleague or manager, seek advice and support from public sector agencies or other organisations, helplines, counsellors, or lawyers.

Workers can have a support person present at interviews and meetings. To avoid conflicts of interest, the same support person should not support both parties involved.

Approach the person

This means approaching the other person(s) involved to challenge their behaviour. Workers can have a support person when they do this.

Workers don't need to do this – they should only do it if they feel safe and comfortable to do so.

Report harassment to the company

To report harassment, workers can make a written or verbal report.

Written reports within our Health and Safety System include:

- **Informal Report of Unreasonable Behaviour Form**
- **Sexual Harassment Report Form**

Report the harassment to outside agencies

Workers could instead decide to first seek help from an outside organisation (e.g., the Police for physical assaults and criminal harassment).

Workers (employees) could also decide to raise a personal grievance under the Employment Relations Act 2000 with the company first and then the Employment Relations Authority or submit a complaint under the Human Rights Act 1993 with the Human Rights Commission.

What we as the PCBU will do with reports of harassment:

- Take all reports of harassment seriously.
- Act promptly:
 - Set timelines and deal with reports as soon as they can.
- Carefully and clearly consider response options for the specific circumstance.
- Clearly communicate the process:
 - Tell everyone involved what the process is.
 - Let the people involved know if there are delays to timelines.
- Protect the people involved:
 - Protect all the people involved (including both sides of the complaint, support people and witnesses) from victimisation (e.g., being punished, bullied, intimidated).
- Support the people involved:
 - Anyone involved can have a support person present at interviews or meetings (e.g., in-house support person, their union delegate, colleague, friend, legal representative).
 - Tell everyone involved what support and representation is available to them.
- Maintain confidentiality:
 - Ensure details of the matter are only known to those directly concerned (including their representative or support person) and those involved in investigating and considering the reported behaviour.
- Treat everyone involved fairly:
 - Get someone unbiased and trained to look into the report of harassment.
 - Make decisions based on the facts.
 - Clearly tell the people involved what actions will be taken (considering privacy).
- Keep good documentation:
 - Ensure actions and decisions are documented.
 - Store all information securely and where access is restricted.

What is Bullying?

Bullying is defined as unreasonable and repeated behaviour towards a person or group that can lead to physical or psychological harm. Repeated behaviour is persistent and can include a range of actions.

Unreasonable behaviour covers actions which a reasonable person wouldn't do in similar circumstances, including victimising, humiliating, intimidating, or threatening a person.

A single incident isn't considered bullying but can escalate if ignored. Managing performance in line with business policies and processes is not bullying.

As PCBU, we will do the following to minimise and respond to workplace bullying:

- establishing respect for the broad range of human values and character strengths required for this organisation to survive
- actively looking for ways to create a positive workplace ('healthy work') that workers feel is pleasant, fair, rewarding and positively challenging
- encouraging positive leadership styles and investing in our managers to achieve this
- training key Workers to receive bullying reports and give support and advice
- directing attention towards behaviour rather than people, and aiming to promote harmonious relationships across the organisation

- providing Workers who believe they've been bullied with a range of options to resolve the issue
- promoting low-key solutions before formal actions where appropriate
- aiming to repair the working relationship and promote positive work values
- openly discussing bullying, in both formal and informal settings, and providing information and training about it
- identifying factors that contribute to bullying, and putting effective control measures in place
- ensuring our processes and systems are fit for purpose and regularly reviewed
- having regular worker surveys on our work culture.

Managers agree to:

- ensure Workers have clarity on what their roles entail
- intervene early to call out and deal with any unreasonable behaviour before it escalates
- record and investigate complaints fairly and in line with our policies and processes
- look for informal solutions before escalating an issue to higher levels (e.g., mediation or investigation) where appropriate.

Workers agree to:

- tell Management if they experience or see any bullying behaviours – if the Manager is the person behaving in a bullying manner, then advise a Director
- try low-key solutions (e.g., talking to the person initially (if safe to do so))
- follow our informal or formal processes when making a complaint
- keep an eye out for other people, providing support when seeing a person being isolated or experiencing reprisals
- accept that perceptions of bullying may need to be negotiated.

Reporting bullying to the company

To report bullying, workers can make a written or verbal report.

Written reports within our Health and Safety System include:

- **Informal Report of Unreasonable Behaviour Form**
- **Bullying Complaint Form**

When dealing with an allegation of bullying our company will:

- treat all matters seriously and investigate promptly and impartially
- ensure neither the person who complained nor the alleged bully are victimised
- support all parties involved
- find appropriate remedies and consequences for confirmed bullying as well as false reports
- communicate the process and its outcome
- ensure confidentiality
- use the principles of natural justice
- keep good documentation
- have specialist external advisors available to help.

Stress Policy

Every day, individuals are confronted with a variety of demands or stressors. These may arise from either personal source e.g., ill-health, relationship breakdowns, family problems, financial uncertainty, or from work-related issues e.g., work overload or under load, role conflict, lack of control, physical environment, bullying and harassment. Stressors produce a biochemical response in the body which prepare the body to do what is essential during a stressful situation (in preparation for fight or flight).

The stress response is highly functional and can lead to elevated performance through constructive and creative responses, increased and well-directed energy, improved morale and motivation and increased efficiency and effectiveness. But, where an individual is exposed to demands that are too intense, frequent, or chronic, the stress response can create unhealthy, destructive outcomes to their physical and mental health.

There are wide individual differences in the way we each respond to stressors, and therefore the optimum stress load that maximises performance varies by individual and by task.

Some common signs of stress in individuals are:

- headaches, feeling tired or having difficulty sleeping
- worrying a lot, feeling anxious and tense for no explained reason
- having difficulty concentrating, finding it hard to make decisions
- lower level of confidence, making mistakes, forgetting things
- lower morale and engagement
- illness and disease

As a PCBU, we understand the effects of work-related stress and are committed to providing a healthy work environment.

Some of the ways we can minimise the risk of stress to our team include:

- Setting achievable workloads
- Matching Worker's skills and abilities to job demands
- Supporting Workers to have a level of control over their pace of work
- Allowing Workers flexibility in work arrangements
- Involving Workers in decisions that may impact their health and safety and have processes to enable workers to raise issues and concerns they might have.
- Ensuring Managers and Supervisors have the capability and knowledge to identify, understand and support workers who may be feeling stressed
- Provide workers with access to independent counselling services*

More information is available through [Wellplace](#)

Contractors and Visitors

As a PCBU, we often work alongside other PCBU's; or contract other PCBU's and we have a duty to everyone affected by our work and workplace, not just those that work for us – therefore we will:

- consult,
- co-operate, and,
- co-ordinate activities to meet the shared responsibilities between the PCBU's involved.

Contractor Prequalification

The initial part of this process of working together involves ensuring we have prequalified any Contractors or Sub Contractors prior to them for us, or on our sites.

Our prequalification system is an acknowledgement of our contractors commitment to health and safety, their health and safety systems, processes, risk and control measures, emergency response procedures, experience, and qualifications. It is a tool we use to ensure our Contractors take safety as seriously as we do.

When we engage Contractors to provide services; the Contractor shall submit an acceptable **Contractor Application** with evidence of Health and Safety systems for approval prior to commencing work onsite.

As part of this prequalification, we will consult with our Contractors to ensure we understand how their work activities may add to the risks on our site, and what controls will need to be implemented (and who is responsible for ensuring those controls are in place).

Contractor Consultation, Co-Operation, and Co-Ordination (Minimum Requirements)

Once approved, our Contractors (and their Workers) must complete an induction into our worksite to understand and comply with our health and safety systems, policies, and procedures. During this induction, we discuss the co-ordination of works onsite, the safe set up of site, the importance of participation in onsite meetings, communication channels and personnel onsite, joint emergency procedures, and the facilities available onsite.

Planning

Each organisation involved in our work onsite must plan their activities to ensure that they do not negatively impact the activities of other organisations. This can be achieved by:

- Conducting regular meetings to discuss the work process and identifying potential areas of overlap.
- Developing a JSA for each organisation's work activities that considers the impact on other organisations.
- Sharing plans with other organisations and seeking feedback to ensure all activities are accounted for.

Safe Work Activities

Each organisation must carry out their work activities safely by:

- Conducting a risk assessment of their work activities to identify potential hazards.
- Implementing measures to control the identified hazards.
- Providing relevant safety training to workers.
- Ensuring all equipment and machinery used are in good working condition and meet safety standards.

Assessment of Affected Parties

Each organisation must assess who else may be affected by their work activities. This includes:

- Identifying other organisations that may be impacted.
- Identifying any individuals, including workers and members of the public, who may be affected.
- Implementing measures to minimise the impact on affected parties.

Ongoing Exchange of Relevant Information

Each organisation must maintain ongoing exchange of relevant information by:

- Providing regular updates on work activities to other organisations.
- Informing other organisations of any changes to their plans or work activities.
- Providing access to relevant documentation and reports.

Communication

Communication with our Contractors is paramount – all Contractors must also participate in any Prestart, Toolbox Meetings, JSA creation, or any other means of ensuring ongoing co-operation, co-ordination, and compliance of activities while sharing our site. All Contractors must also sign in and out of site each visit.

Co-ordination of Emergency Procedures

All Contractors must commit to:

- Identifying potential emergency situations.
- Developing a plan for responding to emergencies.
- Ensuring all workers are aware of the emergency plan and their role in responding to emergencies.

Sharing, Maintenance and Use of Shared Facilities

Organisations may share facilities such as equipment or storage areas. To effectively manage these shared facilities, each organisation must:

- Establish clear rules and procedures for sharing the facilities.
- Ensure the facilities are properly maintained and in good working condition.
- Implement measures to prevent damage or misuse of shared facilities.

At all times, our Contractors must comply with all requirements of the Health and Safety at Work Act 2015, and all applicable regulations.

Contractor Health and Safety Performance

Regular site inspections of our sites are completed and include the performance monitoring of any Contractors onsite. Physical work inspections and observations will be ad hoc depending on the site requirements and Contractor present onsite. In the absence of site inspections occurring while Contractors are onsite, a targeted site inspection will occur annually.

Contractor's health and safety performance will be evaluated annually to ensure that their work practices meet the requirements of our contract, and the Health and Safety at Work Act 2015. Short term or one-off contracts will be informally evaluated at the end of the contract.

Visitors

Any visitors to our worksite will be inducted and required to sign in and out – they must be actively supervised at all times.

Emergency Management

Emergency Plan

Four components (4 R's) are common to the approach taken in emergency Management:

R	Reduction	Reduce the risk of emergency events occurring and their potential impact (hazard Management process)
R	Readiness	Plan the response to an emergency event (policies and procedures are developed and known to all staff)
R	Response	What to do when an emergency event occurs (staff implement emergency Management policies and procedures)
R	Recovery	Review emergency response after the event – debrief staff and recommend changes to the emergency Management policies and procedures if required

The purpose of an emergency plan is to provide a system to handle emergencies that may occur at the workplace. These include medical, incident, fire, flood, earthquake, and other such events that may require the assistance of emergency services.

We have ensured an Emergency Plan is prepared and includes:

- Effective response to an emergency
- Evacuation procedures
- Procedure for notifying emergency services at the earliest moment
- Medical treatment and assistance procedures
- Communication procedures between emergency our Emergency Response Co-Ordinator, Workers, and Others in the workplace
- Regular testing of emergency procedures (including frequency)
- Information, training, and instructions for Workers on these procedures
- Maintenance and reviews of these procedures

This plan will be relative to the nature of our work, nature of hazards in the workplace, size and location of the workplace, number of Workers and composition of Workers.

The emergency plan will be implemented in the event of an emergency.

Workers, Contractors, and Visitors should note the following information which should be read in conjunction with other notices displayed throughout the workplace.

Emergency Procedures

Emergency Procedures will be displayed throughout the workplace and will provide procedures, locations of medical services and emergency equipment, and contact details that may be required in an emergency.

Emergency Evacuation

Emergency evacuation areas will have signage displayed together with the emergency procedures displayed throughout the workplace. Information on evacuations will be included in every induction for any persons onsite.

If instructed to evacuate you are to:

- cease all work
- extinguish naked flames (if able to do so safely)
- shut down and make equipment safe (if able to do so safely)
- move quickly from the site by nearest exit
- proceed to evacuation assembly area
- do not return to work until instructed

All Workers must ensure they are familiar with the building evacuation scheme and/or evacuation procedure.

Evacuation drills will be held every six months (at a minimum) and be recorded in the **Emergency Drill Register**.

Fire

Building owners are legally responsible for taking fire safety precautions in their buildings. This includes implementing fire evacuation procedures to ensure people can be evacuated in the case of a fire or alarm of a fire.

Some buildings must also have their **evacuation scheme approved by Fire and Emergency New Zealand**. When this is the case, the building's owner must submit their evacuation scheme for approval prior to, but no more than 30 days prior to, occupation of a new building or of an existing building being used as a relevant building.

Who needs their evacuation scheme approved?

Commercial, public, and industrial buildings that meet the conditions set out in section 75 of the Fire and Emergency Act 2017 must submit their evacuation scheme for approval.

These include a building or part of a building used for 1 or more of the following purposes:

- (a) the gathering together, for any purpose, of 100 or more persons:
- (b) providing employment facilities for 10 or more persons:
- (c) providing accommodation for 6 or more persons (other than in 3 or fewer household units):
- (d) a place where hazardous substances are present in quantities exceeding the prescribed minimum amounts, whatever the purpose for which the building is used:
- (e) providing an early childhood education and care centre (other than in a household unit):
- (f) providing nursing, medical, or geriatric care (other than in a household unit):
- (g) providing specialised care for persons with disabilities (other than in a household unit):
- (h) providing accommodation for persons under lawful detention (not being persons serving a sentence of home detention or community detention, or serving a sentence of imprisonment on home detention, or on parole subject to residential restrictions imposed under section 15 of the Parole Act 2002):
- (i) any other prescribed purpose.

Under the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018, owners of these buildings:

- must maintain their approved evacuation scheme by carrying out regular trial evacuations or implementing a training programme – noting that false alarms can now be treated as trial evacuations
- report the results to Fire and Emergency within 10 days of a trial evacuation
- provide for people who may require assistance to safely evacuate using the buildings means of escape, or have a fully compliant place of safety inside the building if they, or any other person, are to remain inside
- notify Fire and Emergency of certain events, under section 35 of the Regulations, including if the owner, or building contact person is going overseas for more than 21 days.

However, the owner of a relevant building is not required to provide or maintain an evacuation scheme for the building if the building is used for the purpose or providing employment facilities for 10 or more persons or providing accommodation for 6 or more persons (other than 3 or fewer household units) **IF** the building has an automatic sprinkler system which meets regulation standards, and the owner has notified FENZ in writing of this.

More information is available from **FENZ**

Electrical Safety (test and tag)

We are committed to the safety of our Workers, which mirrors the Electrical (Safety) Regulations 2010 dictating that we must ensure that all electrical fittings and appliances used in our workplace are electrically safe. One way of ensuring this, and the safety of our Workers, is by testing and tagging our leads in accordance with AS/NZS 3760.

By following AS/NZS 3760, we will ensure our electrical fittings are tested correctly based on the type of appliance and setting it is used in.

We will ensure our testing and tagging is undertaken by a competent person with the knowledge and skills to do the task correctly.

We will ensure any problems that testing reveals are only fixed by a registered electrical worker.

Alongside test and tag, we will also ensure all cords, plugs and tools are visually checked and the following observed and reported on with each use:

- Outer insulation on wires and cords must be undamaged and complete.
- Plugs, sockets, etc. must be undamaged.
- Switchboards must be enclosed and unobstructed.
- Multiple multi-plugs must not be used.
- Dust accumulations around or inside switchboards and distribution boards must be removed.
- Flexible cords for power tools must be fed from isolating transformers or approved earth linkage protection devices.
- RCD's must be used in circumstances such as outdoor or damp areas

Earthquake

A large, damaging earthquake could occur at any time, and can be followed by aftershocks that continue for days or weeks.

Most earthquake-related injuries and deaths result from falling debris, flying glass, and collapsing structures such as buildings and bridges. Earthquakes can also trigger landslides, avalanches, flash floods, fires, and tsunamis.

BEFORE AN EARTHQUAKE

Getting ready before an earthquake strike will help reduce damage to your business and help you survive.

Develop an Emergency Plan. Assemble and maintain your emergency survival items for your workplace, as well as a portable getaway kit.

Practice Drop, Cover and Hold.

Identify safe places within your workplace.

Secure heavy items of furniture to the floor or wall.

Visit [EQC](#) for more information.

DURING AN EARTHQUAKE

If you are inside a building, move no more than a few steps, drop, cover, and hold. Stay indoors till the shaking stops and you are sure it is safe to exit. In most buildings, it is safer if you stay where you are until the shaking stops.

If you are in an elevator, drop, cover, and hold. When the shaking stops, try and get out at the nearest floor if you can safely do so.

If you are outdoors when the shaking starts, move no more than a few steps away from buildings, trees, streetlights, and power lines, then Drop, Cover and Hold.

If you are driving, pull over to a clear location, stop and stay there with your seatbelt fastened until the shaking stops. Once the shaking stops proceed with caution and avoid bridges or ramps that might have been damaged.

If you are in a mountainous area or near unstable slopes or cliffs, be alert for falling debris or landslides.

AFTER AN EARTHQUAKE

Listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.

Expect to feel aftershocks.

Get first aid if necessary. Help others if you can.

Be aware that electricity supply could be cut, and fire alarms and sprinkler systems can go off in buildings during an earthquake even if there is no fire. Check for, and extinguish, small fires.

If you are in a damaged building, try to get outside and find a safe, open place. Use the stairs, not the elevators.

Watch out for fallen power lines or broken gas lines and stay out of damaged areas. Only use the phone for short essential calls to keep the lines clear for emergency calls.

If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if you can. If you see sparks, broken wires, or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so.

If your property is damaged, take notes and photographs for insurance purposes. If you lease your property, contact your landlord and your contents insurance company as soon as possible.

Before returning to work, exercise care and good judgement. Make a careful external visual inspection of your premises. If you see the slightest cracks or have the slightest doubt about the integrity of the building, get an expert report before you go in. If it is safe to enter, be extra vigilant as the contents of the building may have shifted; material may have fallen; there could be hazards you would not normally expect like spilled liquids or damaged racking for stored goods

Flood (Natural Disaster)

- Shut off the gas, power and water and turn off electrical appliances if there is no personal danger to you or anyone else, and if advised to
- Move vital records to highest accessible point if safe to do so
- Notify emergency services
- Listen to local radio station for Civil Defence instructions
- Prepare to evacuate to higher ground
- Never try to walk, swim or drive through flood water
- Do not return to the evacuated zones until authorities have given the all-clear.
- When re-entering buildings, use extreme caution as floodwaters may have damaged buildings. Look for, and report broken utility lines to appropriate authorities.
- If your property is damaged, take notes and photographs for insurance purposes. If you lease your property, contact your landlord and your contents insurance company as soon as possible.

Flooding (in building, e.g., sprinklers)

- Shut off the power and water and turn off electrical appliances if there is no personal danger to you or anyone else.
- Try to identify the source of the flooding if safe to do so.
- Contact the building manager.
- Prepare to evacuate.

Volcanic Activity – Ash Fall

- Call NZ Fire Service or Ambulance on 111 if assistance is required
- Listen to local radio station for Civil Defence instructions
- Stay indoors, close windows and doors – shut down heat pumps
- Place damp towels at thresholds
- Secure water supply for drinking
- If caught in ash fall use cloth or face mask to cover nose and mouth
- If you must go outside, wear a P2 or N95 mask, goggles, sturdy footwear, gloves, and cover arms and legs

Storm

- Secure items outside that could be blown about
- Secure building, close windows, and doors
- Stay away from doors and windows
- Shelter inside an internal room within the building
- Secure water supply for drinking
- Don't walk outside or drive
- Unplug electrical equipment in case of power surges
- Keep clear of water taps and sinks. Metal pipes and plumbing can conduct electricity if struck by lightning
- Listen to the local radio station for Civil Defence instructions
- Check all personnel for injuries
- Obtain assistance, if required, from NZ Fire Service or Ambulance. Call 111

Unwanted Visitor

If a person is displaying unusual behaviour:

- keep calm, make no sudden movements
- do what the offender asks
- try to memorise as many details about the offender as possible
- notify police as soon as it is safe to do so. Leave the phone line open until police arrive

Vehicle Accident

Reporting an accident

If you are involved in an accident while driving, and you are not badly injured, the first thing you must do is stop and check to see if anyone is hurt and provide assistance. Notify Management immediately.

If someone is hurt, you must ring emergency services and ensure police are notified as soon as possible and no later than 24 hours after the accident.

If no one is hurt, you must give your name, address, and vehicle registration (and the name and address of the Company) as soon as possible but no later than 48 hours after the accident to:

- the owner or driver of any other vehicle that has been damaged
- the owner of any property that has been damaged.

If you can't find these people, you must report to police as soon as possible and no later than 60 hours after the accident.

Tips for dealing with vehicle accidents

If you are first on the scene of an accident, your actions could help save the lives of the people involved and make it safer for other drivers coming upon the scene.

Here are some things you can do to help make the scene safer:

- Park your vehicle in a safe spot, away from the accident area. Leave plenty of space for emergency vehicles to come and go, and for emergency workers to work in.
- Request that all passengers remain seated within the vehicle.
- Switch on your vehicles hazard warning lights.
- If possible, post other people or warning triangles on all approaches to the site to warn oncoming drivers. The people or triangles should be about 200 metres from the accident site to give approaching drivers time to slow down.
- If people are injured, call an ambulance as soon as possible.

- Following an accident, some airbags may not be deployed. If you need to enter a damaged vehicle, don't place yourself between any undeployed airbag and injured or trapped person. Undeployed airbags can deploy with force some minutes after impact and could injure both the rescuer and injured/trapped person.
- If it is safe to do so, turn off the ignition of all vehicles involved.
- If any vehicle involved in the accident has a dangerous goods placard, follow the instructions on [vehicle accidents involving dangerous goods](#).

If people have been injured in the accident, you should call an ambulance as soon as you can. Before the ambulance comes, there are some things you may be able to do to help them and some things you should be aware of, which are outlined in this section.

Important

Dial 111 for emergency services.

Dial *555 to report traffic incidents.

Basic first aid

Try not to move injured people

If a victim has spinal injuries, moving them may only worsen their injuries. You should never move a vehicle accident victim unless it is absolutely necessary. The only instances where you should move someone before medical help arrives are when:

- the person is trapped in a vehicle that is on fire or in danger of catching fire
- it is necessary to move them to:
 - give CPR
 - give mouth-to-mouth resuscitation
 - stop severe bleeding.

If the victim is a motorcyclist, you should never remove their helmet.

Stopping severe bleeding

If the patient is bleeding badly, you should try to stop or reduce the bleeding.

- Raise the part of the body that is bleeding. This will take some of the blood away from the wound.
- Apply pressure to the wound, preferably with thick, folded fabric, such as a towel or an item of clothing.

Vehicle accident involving dangerous goods

If you come across an accident involving a vehicle that is carrying dangerous goods, you will need to be extremely careful. Never make a rescue attempt unless you are sure you are not endangering yourself by coming into contact with dangerous substances.

Most vehicles carrying dangerous goods display a placard that indicates the type of goods being carried. Some of the most common placards are shown below. You should familiarise yourself with these placards and what they mean.

Dangerous goods



Toxic substances



Explosives



Flammable liquid



Oxidising agent



Corrosive substances



Remember, if you're at an accident site and you're in any doubt about the meaning of a placard, keep your distance – especially if there's been a spillage. Poisonous fumes may be given off by a dangerous substance.

Make a careful note of the colour and symbol on the placard and give this information to the emergency services when phoning to report an accident and when they arrive at the site. Keep bystanders well away from the scene and upwind of poisonous fumes.

Pandemic (incl. Covid 19)

In order to restrict and reduce the risk of infection in the workplace, we (as a PCBU) will:

- have systems in place that assess the risk of and prevent, detect, and control the risk of infection
- conduct a risk assessment on the roles within our workplace to determine controls that we will put in place to minimise the risk of infection, including any vaccination requirements for Workers and the use of vaccination certificates for Workers, Customers and Visitors
- ensure Workers are provided with relevant and timely information from the Ministry of Health about the importance and benefits of vaccination, and allow Employees to access vaccinations during work hours for themselves and their dependents (without using leave or losing pay)
- ensure Employees, Contractors and other persons who directly or indirectly provide work are provided with suitable information, instruction, training, and supervision in the precautions to follow
- ensure information is obtained from and shared with other PCBU's we work with
- ensure sufficient resources are available to secure effective prevention and control of infection, including accessible supplies of PPE (including disposable masks and gloves)
- ensure an appropriate standard of ventilation, cleanliness and hygiene is maintained throughout the premises and that the premises and equipment used are maintained in good physical repair and condition
- ensure that a suitable cleaning schedule is in place and followed including routinely cleaning all frequently touched surfaces in the workplace

- ensure there are suitable and sufficient tissues, hand washing facilities, sanitizer, and no-touch bins where appropriate
- educate all Workers on cough and sneeze etiquette, safe use of PPE, and correct hand washing technique
- ensure suitable information is provided (including displaying signage) to Customers and Visitors, including the importance of correct hand washing techniques, use of face coverings, social distancing, and any vaccination certificate requirements
- ensure all Workers co-operate with our control of infection procedures
- operate in accordance with Ministry of Health and all of Government requirements, including but not limited to (as required):
 - compliance with vaccination mandates
 - compliance with localised lockdowns
 - compliance with travel and border restrictions
 - compliance with requirements to work from home
 - implementing public health measures
 - restricting Worker, Customer and Visitor numbers onsite
 - actively encouraging Workers to remain home when unwell AND until 24 hours after symptoms resolve
 - ensuring information regarding infection is passed on to any other person, as necessary
 - ensuring individuals who develop an infection are identified promptly and that they isolate while receiving the appropriate treatment and care
 - informing the Ministry of Health of any outbreaks relating to infection and following any instructions received
 - informing WorkSafe of any breaches to compliance
 - receiving external advice if necessary