

**WESTERN SYDNEY**  
UNIVERSITY



**Work Health and Safety  
Manual**



**WHS and Risk Management**

**Division of Infrastructure  
and Commercial**



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## **Introduction**

### **Identification**

This document is the Work Health and Safety Manual of Division of Infrastructure and Commercial, Western Sydney University. It is the principal document of Division of Infrastructure and Commercial Work Health and Safety (WHS) Management System (WHSMS).

Implementation of the Division of Infrastructure and Commercial Work Health and Safety System (WHSS) supports the safety of contractors and staff across all workplaces and work sites associated with facilities management and maintenance and project delivery.

### **Purpose**

The purpose of this document is to:

- Describe the structure and operational control of the WHSS
- Reference the Western Sydney University WHS policy
- Reference the Division of Infrastructure and Commercial WHS objectives and procedures
- Reference the responsibilities and training of personnel
- Outline the maintenance and review of the WHSS
- Demonstrate Division of Infrastructure and Commercial's ability to meet statutory and regulatory requirements.

### **Scope**

This WHS Manual applies to all personnel and activities of Division of Infrastructure and Commercial, including those at the following campuses and locations:

- Hawkesbury campus, Richmond
- Penrith campus (Kingswood, Werrington North and Werrington South campuses),
- Parramatta campus, Rydalmere
- Westmead precinct, Westmead
- Bankstown campus, Milperra
- Campbelltown campus, Macarthur
- Blacktown campus (Nirimba Education Precinct), Quakers Hill
- Blacktown Clinical School, Blacktown Hospital, Blacktown
- Sites at Lithgow, Lismore and Bathurst
- Other transient site activities identified in the applicable Safety Plan.



## Acronyms and Abbreviations

Acronym/Abbreviation	Explanation
AS/NZS	Australian and New Zealand Standard
I & C	Division of Infrastructure and Commercial
HR	Human Resources
HSR	Health and Safety Representative
IM	Injury Management
ISO	International Standards Organisation
NSW	New South Wales
PC	Principal Contractor
PPE	Personal Protective Equipment
QMS	Quality Management System
SOP	Standard Operating Procedures
SDS	Safety Data Sheet
WSU	Western Sydney University
WHS	Work Health and Safety
WHSC	Work Health and Safety Committee
WHSS	WHS System



### **Referenced Documents**

Within the WHS section of this manual, reference to an Act or Regulation implies reference to the WHS Act 2011 and WHS Regulations 2011 respectively. Copies of the Act, Regulations and Codes of Practice are accessible at the Safe Work Australia, or updates on the NSW government legislation web pages website:

<http://www.safeworkaustralia.gov.au>

<https://www.sira.nsw.gov.au/>

<https://www.icare.nsw.gov.au/workers-insurance-policy-portal#gref>

<http://www.legislation.nsw.gov.au/maintop/scanact/inforce/NONE/O>

WHS policies and procedures for Western Sydney University are accessible at:

[https://www.westernsydney.edu.au/policy/policy\\_ddds](https://www.westernsydney.edu.au/policy/policy_ddds)

<https://www.westernsydney.edu.au/whs/whs>

Note: the WSU WHS web site is currently being updated.

### **Legislation**

- Work Health and Safety Act 2011 (the Act)
- Work Health and Safety Regulations 2011 (Regulations)

### **Recognised Standards**

#### **National**

- AS1470:1986 Australian Standard for Health and Safety at Work- Principles and Practices
- AS1885 Measurement of occupational health and safety performance
- AS1885.1 Part 1: Describing and reporting occupational injuries and disease (known as the National Standard for workplace injury and disease recording)
- AS/NZS3760:2010 In-service safety inspection and testing of electrical equipment
- AS/NZS 4801 Occupational Health and Safety Management Systems - specification with guidance for use
- AS/NZS 4804 Occupational Health and Safety Management Systems - general guidance on principles, systems and supporting techniques

#### **International**

- ISO9001 Quality management systems - Requirements
- ISO 31000 Risk Management - principles and guidelines



### **Codes of Practice**

An approved code of practice is a practical guide to achieving the standards of health, safety and welfare required under the WHS Act and the Work Health and Safety Regulations (the WHS Regulations).

A code of practice applies to anyone who has a duty of care in the circumstances described in the code. In most cases, following an approved code of practice would achieve compliance with the health and safety duties in the WHS Act, in relation to the subject matter of the code. Like regulations, codes of practice deal with particular issues and do not cover all hazards or risks that may arise. The health and safety duties require duty holders to consider all risks associated with work, not only those for which regulations and codes of practice exist.

Codes of practice are admissible in court proceedings under the WHS Act and Regulations. Courts may regard a code of practice as evidence of what is known about a hazard, risk or control and may rely on the code in determining what is reasonably practicable in the circumstances to which the code relates. The WHS Act and Regulations may be complied with by following another method, such as a technical or an industry standard, if it provides an equivalent or higher standard of work health and safety than the code. An inspector may refer to an approved code of practice when issuing an improvement or prohibition notice.

Codes of practice have been developed by Safe Work Australia as a model code of practice under the Council of Australian Governments' Inter-Governmental Agreement for Regulatory and Operational Reform in Occupational Health and Safety for adoption by the Commonwealth, state and territory governments.

Key Codes of Practice referred to in this Manual are accessible through the Safework website:

<https://www.safeworkaustralia.gov.au/law-and-regulation/codes-practice>

These Codes of Practice include, but are not limited to:

- Confined spaces
- Hazardous manual tasks
- How to manage and control asbestos in the workplace
- How to manage work health and safety risks
- Managing the risk of falls at workplaces
- Managing the work environment and facilities
- Work health and safety consultation, co-operation and co-ordination



**Contracts / Subcontracts**

Division of Infrastructure and Commercial contracts, such as those modelled on AS 4905-2002, require the Principal Contractor to ensure that all contract staff, separate contractors, subcontractors and all other parties providing labour, equipment or services comply with the WHS Act and Regulations.

Requirements include:

- Compliance with NSW Government WHS Management System guidelines for contracts valued at \$1 million or more
- Risk assessment of the site and foreseeable hazards, with control measures implemented and monitoring and review of control measures undertaken regularly undertaken
- WHS awareness and training including the Division of Infrastructure and Commercial Contractor Induction (On-site Operational Protocols)
- Submission of a Work Health and Safety Management Plan to manage compliance, to assess subcontractors' capabilities, manage WHS information dissemination, conduct safety training, provide first aid, manage accident and emergency procedures and maintain a Hazmat register
- Ensure incident management procedures are established, and site safety rules are clearly communicated
- Prepare Safe Work Method Statements, including the scope of works, supervision and inspection of work areas and methods, appropriate codes of practice, training and health and safety instructions
- Notification to Safework NSW and WSU Superintendent and project manager of any serious incident or dangerous occurrence.
- Provision of WHS records including those for subcontractors and suppliers for audit as required



**Division of Infrastructure and Commercial Specifications and Guidelines**

All works are to follow Division of Infrastructure and Commercial specifications and guidelines and broader University policies, procedures and guidelines, including:

- Specifications for infrastructure, building services and landscaping as provided by the WSU key contact or Project Manager
- Division of Infrastructure and Commercial guidelines including those relating to electrical, hydraulic and environmental services, as applicable
- WSU policies and procedures, including those relating to the Contractor WHS
- Risk Management Procedure, Sun Protection Policy and associated guidelines, and others as applicable

Current Guidelines are located at the following link:

<\\ad.uws.edu.au\dfshare\OEC\EPS\Design Standards & Templates\Design Standards>

Copies can be provided upon request by the Project Manager.

Examples of guidelines include those relating to:

- Architectural Design Standards
- WSU Asbestos Management Plan
- BMS Design Standards
- CAD Manual
- Engineering Services Design Standards
- Electrical Services Design Standards
- Fire Detection Guidelines
- Furniture Standards
- Bins and Outdoor Furniture Standards
- Fittings Standards
- Hydraulic Services Standards
- Landscape Master Plans and Guidelines Volumes 1 and 2 (prepared by FJMT)
- Mechanical Services Design Standards
- Electronic Security System Installation Specification (prepared by Campus Safety and Security)
- Signage Manual
- Space Guidelines
- Telecommunications Standards - Structured Cabling (prepared by ITDS)
- Mid-sized Theatre with Split Screen Display (Prepared by ITDS)
- Small Teaching Space with Digital Media (prepared by ITDS)





## **Definitions**

### **Audit**

A systematic examination against a defined criteria to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve the organisation's policy and objectives.

### **Control of risks**

The term 'control of risks' is used to mean the process of elimination or minimisation of risks.

### **Corrective action**

Action to eliminate the cause of detected nonconformity.

### **Hazard**

A source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.

### **Hazard identification**

The process of recognising that a hazard exists and defining its characteristics.

### **Incident**

Any unplanned event resulting in, or having a potential for, injury, ill-health, damage, or other loss.

### **Nonconformity**

Non-fulfilment of a requirement [ISO9000:2000, 3.6.2]

### **Preventive action**

Action to eliminate the cause of a potential nonconformity.

### **Procedure**

A specified way to carry out an activity or process. (Note 1: Procedures can be documented or not. Note 2: Adapted from ISO 9000:2000, 3.4.5)

### **Record**

A document stating results achieved providing evidence of activities performed. (Note: Adapted from ISO 9000:2000, 3.7.6)

### **Risk**

The likelihood and consequence of that injury or harm occurring (in relation to any potential injury or harm).

### **Risk assessment**

The term 'risk assessment' is used to mean the overall process of estimating the magnitude of risk and deciding what actions will be taken.

### **Safety**

A state in which the risk of harm (to persons) or damage is limited to an acceptable level.



**WHSS**

That part of an organisation's overall management system, which is used for developing, implementing, achieving, reviewing and maintaining its WHS procedures and so manage the WHS risks associated with the business of the organisation. (Note 1-A management system is a set of interrelated elements used to establish policy and objectives and to achieve those objectives. Note 2 -A management system includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources).

**WHS objectives**

Overall WHS goals in terms of WHS performance, arising from the work health and safety policy that an organisation sets itself to achieve, and which are quantified where practicable.

**WHS performance**

The measurable results of the WHSS, related to the organisation's control of health and safety risks, based on its WHS policy, objectives and targets. Performance measurement includes measurement of WHS management activities and results.

**WHS Policy**

Statement by the organisation of its commitment, intentions, and principles in relation to its overall work health and safety performance which provides a framework for action and for the setting of its work health and safety objectives and targets.

**WHS Target**

A detailed performance requirement, quantified wherever practicable and pertaining to the organisation, that arises from the work health and safety objectives and that needs to be met in order to achieve those objectives.



## **Management Requirements**

### **General**

Division of Infrastructure and Commercial has an established WHSS, which is operated and maintained in accordance with the WHS Act 2011, WHA Regulations 2011, as/nz4804 and iso9001. This system as documented in this manual incorporates:

- WHS policies
- Planning
- Implementation
- Measurement and evaluation, and
- Management review

Outlined below are the responsibilities and strategies associated with these general management requirements, along with reference to more detailed policies, plans and procedures.

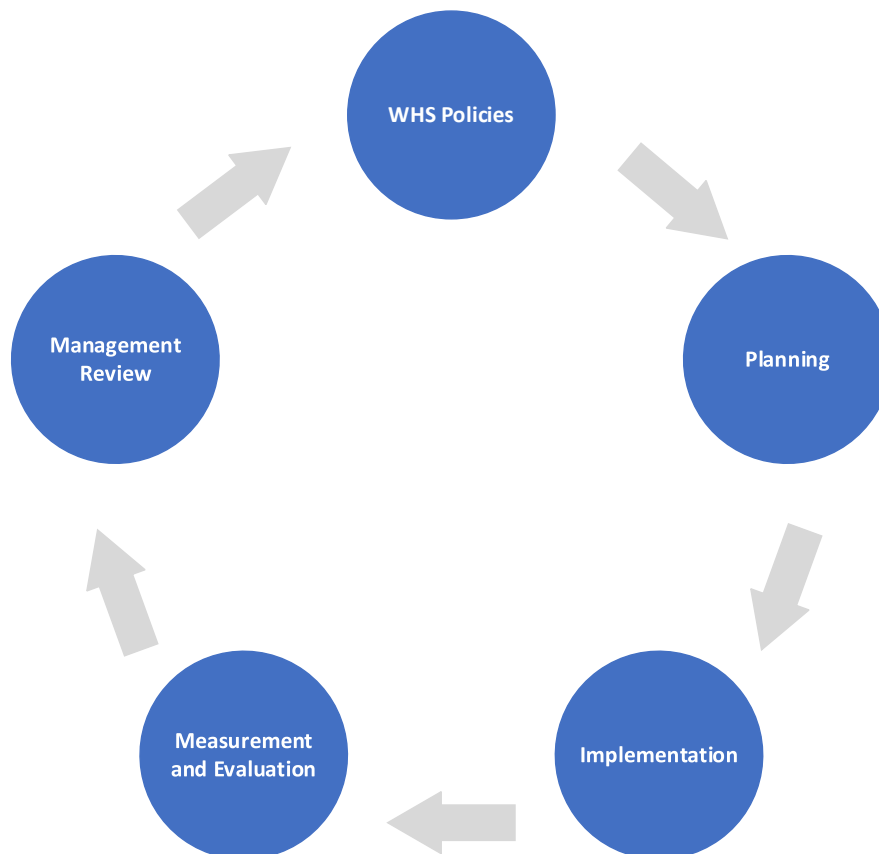


Figure 1. General Requirements of Division of Infrastructure and Commercial WHSS



## **WHS policies**

### **General**

The Division of Infrastructure and Commercial WHSS operates under the provisions and procedures relating to the University WHS policy which can be found at the following website.

<https://policies.westernsydney.edu.au/view.current.php?id=00081>

Other related WSU policies and procedures accessible through the University's policies website include:

- Accident, injury, hazard reporting and investigation Policy
- Biological and Gene Technology Work Safety Policy
- Employee Assistance Program Policy
- First Aid Policy
- Injury Management Policy
- Sun Protection Policy

University guidelines and procedures are being updated and can be accessed at:

[https://www.westernsydney.edu.au/policy/policy\\_ddss](https://www.westernsydney.edu.au/policy/policy_ddss)

The Division of Infrastructure and Commercial WHSS follows the University WHS guidelines relating to:

- Accident/injury/hazard notification
- Risk assessment and control
- Workers compensation
- Training
- First aid

Details can be found at:

<https://www.westernsydney.edu.au/whs/whs>

The Division of Infrastructure and Commercial WHS is consistent with broader University risk management policy, as follows, and related initiatives to develop comprehensive and consistent risk management strategies.

<https://policies.westernsydney.edu.au/view.current.php?id=00172>



## Planning

### Risk assessment and control

Risk assessment and control procedures associated with the Division of Infrastructure and Commercial WHSS have two areas of practical focus:

- Contractor risk management for work sites and workplaces associated with facilities operation maintenance, and project delivery
- General risk assessment and control by Division of Infrastructure and Commercial staff engaged in facilities operations.

The Division of Infrastructure and Commercial Contractor Risk Management Procedure details the procedures for hazard identification, hazard/risk assessment and control of hazards/risks of activities, products and services over which Division of Infrastructure and Commercial has control or influence, including activities, products or services of suppliers. These procedures apply to all persons employed by Division of Infrastructure and Commercial or visiting a Division of Infrastructure and Commercial worksite and are consistent with the Safework Codes of Practice.

For general risk assessment and control by Division of Infrastructure and Commercial staff, risk assessment procedures follow the University guidelines for WHS.

### WHS Implementation and Responsibility

The Division of Infrastructure and Commercial has identified and provided the resources to implement, maintain and improve the WHS. Resources include human resources and specialized skills, technology and financial resources. The Division of Infrastructure and Commercial WHS operates within the broader University wide WHS policy, procedures and consultative arrangements as shown below.

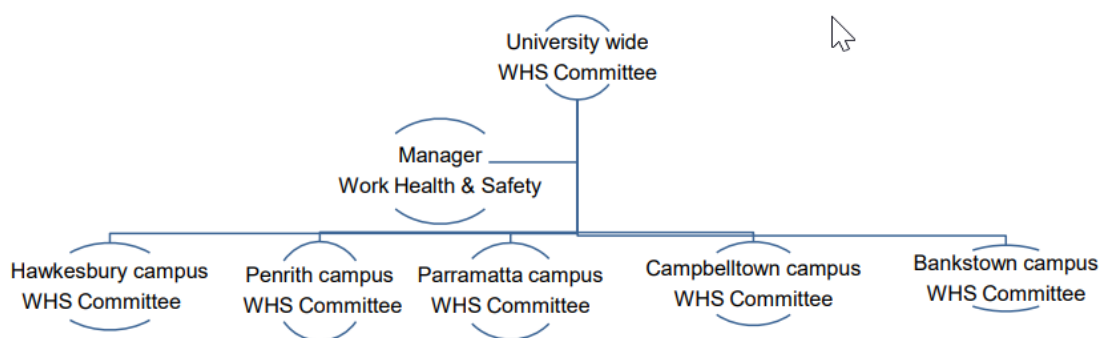


Figure 2- University WHS Organisation Structure



## DIVISION OF INFRASTRUCTURE & COMMERCIAL

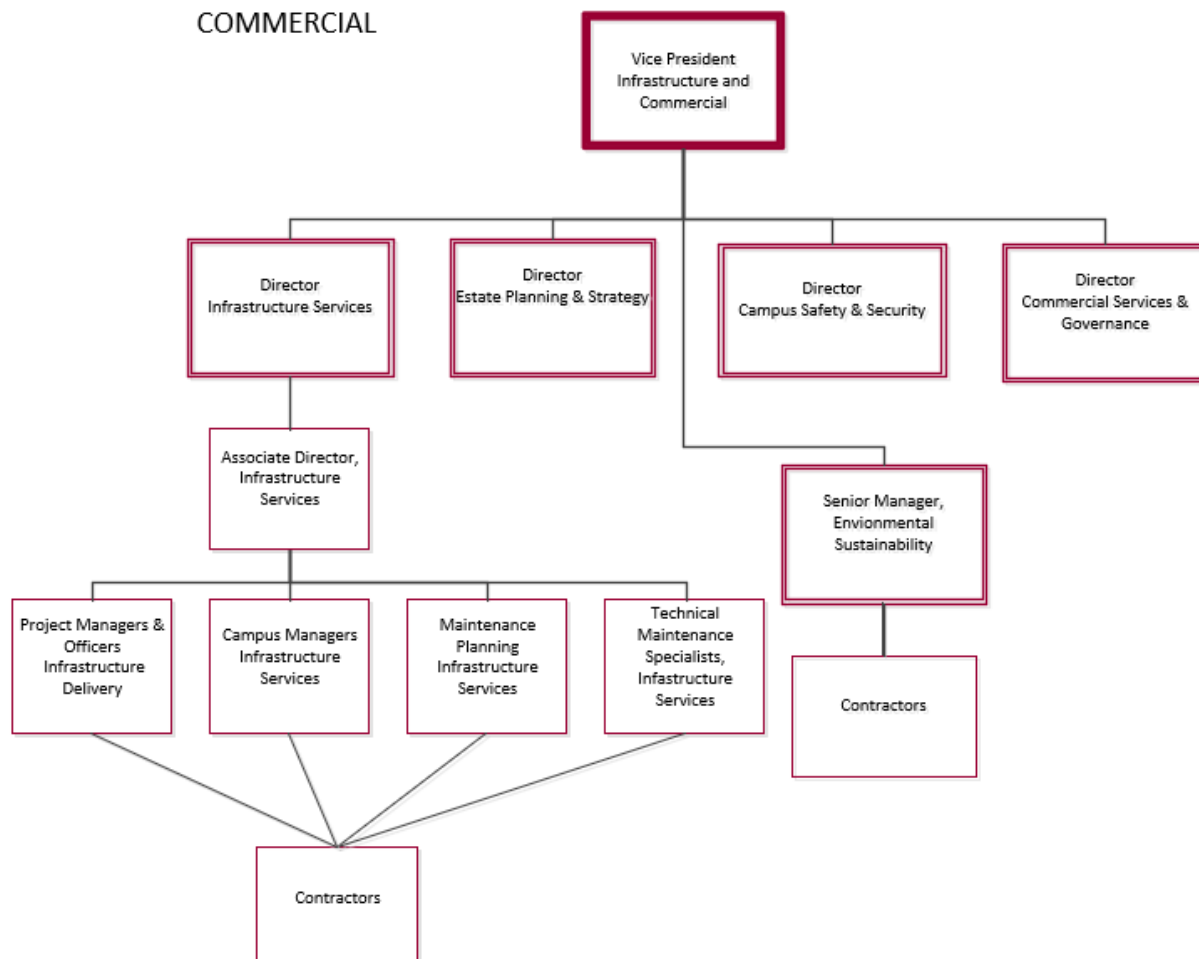


Figure 3- Division of Infrastructure and Commercial Organisational Structure



### **Responsibility and accountability**

The promotion and maintenance of WHS is the responsibility of management at all levels and all individuals must ensure that they have the prime responsibility for their own health and safety. Employees will draw to the attention of their supervisor any health, safety or welfare concerns they may have so that they can be promptly addressed.

### **University Work Health and Safety Manager**

The University WHS Manager provides strategic and specialist advice on all aspects of WH&S risk strategies, policies and procedures across the University. The role of the WHS Manager includes:

- Ensure appropriate WHS systems are in place across the university
- Consult with Officers, workers, senior management, Deans and Heads of School on WHS matters, identifying areas of high risk and exposure and to make recommendation on appropriate courses of action

The Director Infrastructure Services and the WSU WHS Manager to ensure Division of Infrastructure and Commercial complies with the Act, Regulations, all applicable standards, and Code of Practice, and for implementing WSU WHS policy. They will:

- Provide regular reports on WHS incidents, accidents and associated issues to Division of Infrastructure and Commercial Senior Management.
- Provide and seek appropriate advice into WHS plans and procedures required for division of infrastructure and commercial projects and facilities management.

The Director Infrastructure Services will work closely with the Senior Management team to:

- Support employees through the Division of Infrastructure and Commercial Training Plan for awareness of the WHS program
- Select and organise training of first aid officers and fire wardens

All Division of Infrastructure and Commercial Campus Managers, Managers and Supervisors, Project Managers and Project Officers are responsible through their Senior Managers to the Director to:

- Ensure that WHS requirements are effectively implemented, including risk assessments and WHS audits performed as required
- Holding managers and team leaders accountable for their specific responsibilities

For the purpose of WHS Regulation, the Senior Managers, Campus Managers, Managers and Supervisors, Project Managers, Maintenance Specialists and Project Officers are the "person with management or control of plant at a workplace" for that site.

### **Current Incumbents**

The Division of Infrastructure and Commercial employees filling the offices and representatives noted above are identified in the Division of Infrastructure and Commercial staff page on the WSU website.



## **Training, consultation, and reporting**

### **Training and competency**

Division of Infrastructure and Commercial Management in consultation with staff continues training needs through the development and implementation of WHS modules within the yearly Division of Infrastructure and Commercial Training Plan.

The Division of Infrastructure and Commercial Training Plan incorporates broader University requirements for WHS and ensures that WHS related competencies are developed and maintained. WHS modules incorporated in the Division of Infrastructure and Commercial Training Plan include:

- Safework General Construction Induction (and National WHS General Construction Induction Training)
- Additional modules associated with WSU WHS training

It is a mandatory Division of Infrastructure and Commercial requirement that all personnel (including contractors and visitors) are inducted and undertake training appropriate to the identified needs. For site access, general contractors must undertake the Division of Infrastructure and Commercial Contractor Induction, accessible at: <https://contractorinduction.westernsydney.edu.au/course/>

### **Consultation, Communication, and Reporting Consultation**

The NSW WHS Act Part 5- Consultation, Representation and Participation requires Division of Infrastructure and Commercial to consult with workers regarding matters likely to affect the physical and psychological health, safety or welfare of people in Division of Infrastructure and Commercial and Safework Code of Practice "Work Health and Safety Consultation, Co- operation and Co-ordination" as guidance, through:

- Direct engagement with the University WHS Unit for University wide WHS policies and procedures
- Engagement with University wide WHS Committees and HSRs
- Use of established Division of Infrastructure and Commercial governance and business unit meetings as forums for improving WHS performance and behaviour

### **Communication**

The Division of Infrastructure and Commercial has established series of governance and communication procedures, which ensure that pertinent WHS information is communicated to and from employees and other interested parties. These procedures include:

- Project Governance oversight and Senior Management reporting, which incorporate WHS as a standing agenda item
- Internal communication among the various Division of Infrastructure and Commercial levels and functions as part of standard business management and reporting processes
- Yearly updates to all contractors associated with facilities maintenance and operations which incorporates WHS as a key agenda item
- Updates to all Division of Infrastructure and Commercial staff through established communication means (eg electronic updates, emails, briefings for business units)





### **Reporting**

Reporting is a crucial action that among other things provides important feedback to all Division of Infrastructure and Commercial staff to monitor the effectiveness of the WHSS and make adjustments as necessary. Division of Infrastructure and Commercial WHS reporting includes:

- Direct reporting by site managers to Safework of any notifiable accidents or incidents
- Reporting to the WSU WHS Office of all WHS incidents or near-misses
- Reporting to the Senior Managers and the WSU WHS Manager any incidents with subsequent investigations by relevant Division of Infrastructure and Commercial staff (consistent with University and Division of Infrastructure and Commercial Incident Investigation)
- WHS issues is a standing agenda item on the Division of Infrastructure and Commercial Governance Committee and all Project steering Committees associated with Division of Infrastructure and Commercial capital projects
- Reporting on incidents, incident investigations and corrective actions part of monthly Senior Management Reports and yearly Division of Infrastructure and Commercial business planning and review

### **Documentation control**

The University Records Management Policy and associated procedure, provides the framework for documentation control across WSU. The WSU Records and Archives Management Service (RAMS) oversees the application of the Content Manager system to electronic and hard copy document management.

All Division of Infrastructure and Commercial Capital Projects, Facilities management and maintenance contracts utilise Content Manager for documentation of all materials including those relating to WHS for each contract or area of operational responsibility.

Documentation maintained in appropriate Content Manager files includes:

- Contract information, including associated requirements for WHS
- Safety Management Plans assessed as a part of tender assessment processes
- Site specific Safe Work Method Statements for all work sites
- Safe Work Method Statements for general maintenance and operational procedures
- Job Safety Analysis or equivalent for conditions outside general maintenance conditions
- Safe Work Method Statements for ad hoc or reactive works
- Records of all work site planning meetings, toolbox talks, and incident investigations
- WHS audits undertaken as part of the established procedures for different project scales



## **Risk management**

### **General**

Division of Infrastructure and Commercial manages hazards and risks in accordance with the Safework Code of Practice "How to Manage Work Health and Safety Risks."

Key procedures within the Division of Infrastructure and Commercial WHSS are:

- Division of Infrastructure and Commercial staff undertake the hazard identification, risk assessment and control in a manner consistent with University WHS Procedures
- Division of Infrastructure and Commercial Contractor WHS Risk Management Procedure which outlines how Division of Infrastructure and Commercial staff manage contracts and work sites under their supervision

### **Hazard identification**

The identification of hazards in the workplace takes into account the situation, events or circumstances that has the potential to give rise to injury or illness; the nature of potential injury or illness relevant to the activity, product or service; and any past injuries, incidents and illnesses. In addition to the above, the identification process also considers the:

- Purchasing of goods and services
- Contracting and subcontracting of services including contract specification and responsibilities to and by contractors
- Way work is organized, and managed, and any changes that occur
- Design of workplaces, work processes, materials, plant and equipment
- Fabrication, installation and commissioning and handling and disposal of materials, workplaces, plant and equipment
- Inspection, maintenance, testing repair and replacement of plant and equipment

### **Risk assessment**

A risk assessment is the consideration of what could happen if someone is exposed to a hazard, and the likelihood of it happening. A risk assessment can assist in determining: how severe a risk is; whether any existing control measures are effective; what action should be taken to control the risk; and how urgently the actions need to be taken. All risks must be assessed and have control priorities assigned, based on the established level of risk.

### **Control of risks**

All risks, identified through the assessment process as requiring control, are controlled through a preferred order of control methods (commonly referred to as the hierarchy of risk control), based on reasonable practicability. The most important step in managing risks is to determine how to eliminate them so far as is reasonably practicable, which may result in finding a way to minimize the risks so far as is reasonably practicable.

### **Evaluation**

It is a requirement under the Regulations that risks and the controls implemented are reviewed regularly. The processes for evaluating Division of Infrastructure and Commercial hazard identification, hazard/risk assessment and control of hazards/risks procedures are contained in the Safework Code of Practice "How to Manage Work Health and Safety Risks."



## **Emergency preparedness and response**

### **General**

Emergencies are events, which have the potential to cause injury or otherwise present an unsafe environment for occupants of a workspace. Such situations include fire, explosion, bomb threats and hostile intrusion. Emergencies require an immediate and rehearsed response by the occupants.

Division of Infrastructure and Commercial handle site specific emergency situations and the appropriate actions required with procedures and crisis management plans.

Division of Infrastructure and Commercial periodically tests their internal procedures to assess their effectiveness. For worksites where Division of Infrastructure and Commercial is a tenant, the relevant Campus Manager is to liaise with the relevant authority to ensure the Division of Infrastructure and Commercial team are aware of the local emergency procedures.

Division of Infrastructure and Commercial reviews and where necessary, revises its emergency preparedness and response procedures annually and after the occurrence of tests, incidents or emergency situations.

Standard procedures undertaken by Division of Infrastructure and Commercial include:

- Training of fire wardens in all buildings
- Emergency evacuation procedures
- First aider training and first aid responses
- Response to critical incident

## **Contractor management**

### **General**

Division of Infrastructure and Commercial has an obligation to provide a safe and healthy working environment for its contractors and visitors, who have a reciprocal obligation to act safely. Division of Infrastructure and Commercial is responsible for advising all contractors and visitors of any safety requirements and the emergency response procedures applying at the site they are working or visiting. As outlined in the Division of Infrastructure and Commercial Contractor Risk Management Procedure, all Division of Infrastructure and Commercial contractors are required to:

- Submit their Safety Management Plans as part of the procurement process for establishing Contractor Panels, Maintenance contracts, or other service contracts
- For building contracts over \$1 million accreditation with Commonwealth WHS Should this be WHS systems is a prerequisite. WHS procedures are to be consistent with these requirements, including the provision and review of Safe Work Method Statements, site safety audits, and consultation
- Maintenance and service contractors must prepare and submit Safe Work Method Statements for common maintenance tasks as part of their general engagement. For any situations or environments which differ from those covered by the general SWMS, a separate Job Safety Analysis (JSA) is to be prepared
- For ad hoc jobs where contractors are engaged, Safe Work Method Statements must be prepared prior to any works being undertaken



- All contractors and subcontractors' staff must undertake the Division of Infrastructure and Commercial Contractor Induction as a requirement for campus access, and must swipe in and out at the Campus Safety and Security office at each campus. Where a team of people are coming onto campus, only their supervisor need swipe on and identify the number of people with them
- Follow all relevant WSU policies relating such as those relating to behavior on site

### **Access requirements**

Having completed the Division of Infrastructure and Commercial Contractor Induction, Maintenance contractors must swipe in and out of the appropriate Campus Safety and Security Office and identify their work location by building or outdoor area. Additional access requirements are necessary for:

- Roof access
- High Voltage switches
- Laboratories, particularly PC2 laboratories
- IT data rooms
- Tasks which incorporate hot works or access to confined spaces
- Extensive and remote campus areas, including the Hawkesbury Farm and areas of Cumberland Plain remnants
- Other areas as specified by Division of Infrastructure and Commercial representatives

### **Work premises and environment**

#### **General**

Division of Infrastructure and Commercial will provide work premises and working environments that are safe and healthy and provide for the welfare of its employees. Division of Infrastructure and Commercial will control risks arising from the working space and environment in accordance with the risk management procedures described above.

#### **Safety Rules and Practices**

The following general rules and practices are identified to assist in ensuring the health and safety of all Division of Infrastructure and Commercial employees, contractors and visitors in the workplace. They should be followed in conjunction with any specific safety instructions that may be issued by Division of Infrastructure and Commercial Managers.

#### **Housekeeping**

- Work areas must be kept clean and tidy. Any item that could cause a person to trip or fall must be placed/removed to a safe location to ensure the risk is minimised
- Passageways and corridors are to be well lit and kept clear of materials, equipment, rubbish and electrical leads at all times

#### **Hazardous materials and spills**

- All industrial quantities of hazardous materials must be used, stored and disposed of in accordance with its MSDS, which must accompany the material. A copy of the MSDS is to be held by the relevant Manager, Project Manager or Maintenance Manager in the site/project SDS Register
- Small quantities of hazardous materials used in the office must be used, stored and disposed of in accordance with the product label on its container



- Spilled liquid or other substances dropped on the floor are to be immediately removed or cleaned away. If it is suspected of being a hazardous material, contact the relevant Manager Project or WHS representative

### **Office and electrical equipment**

- Office machines and equipment are to be kept in good working order. Equipment using hand fed processes, such as electric staplers and paper guillotines, document shredders etc. should only be used with the guard correctly in place. All staff are to make themselves aware of the correct operating procedures prior to using the equipment, and training records may be required for certain office equipment
- Electrical tools, equipment and appliances are to be maintained in good working order. Power cables for portable equipment, including laptop computers, are to be kept in good order, tagged, and tested, and damaged cables are not to be used. Any instances of malfunction are to be reported to the relevant Supervisor, Manager or WHS representative
- General Power Outlets (power points) and power boards are not to have more than one appliance per outlet. The use of double adapters is forbidden

### **General matters**

- Do not block emergency exits or emergency equipment, such as fire extinguishers and hose reels
- Observe no smoking and fire precautions at all times. No hot work is to be conducted without prior approval of the Project Manager or the issue of a Hot Work Permit by Campus Safety and Security for maintenance works
- Where any lifting is to be done, ensure that good manual handling principles are applied
- Wear appropriate protective clothing and equipment in designated areas or as required to guard against identified safety hazards
- Exercise maximum care and good judgement in preventing accidents
- All contractors undertaking work at Division of Infrastructure and Commercial are required to comply with the relevant commonwealth and state legislation

Employees working at Division of Infrastructure and Commercial sites, full time or temporarily, are to observe any safety instructions or procedures specific to that site. In particular, employees working outside normal working hours or working alone are to observe the posted limitations to the work that they are allowed to perform at that time. Any situation that may be, or could become, a safety hazard and cannot be rectified immediately should be reported to the relevant Supervisor, Manager or WHS Representative at the site. Unsafe conditions, equipment or practices should cease and be reported immediately.

No job shall be considered effectively completed unless every precaution and safety rule has been followed by employees to protect themselves and other employees, contractors and visitors from injury throughout the operation.

### **Work Environment**

The work environment is described as the combination of lighting, temperature, humidity, noise and air quality at an employee's place of work. Division of Infrastructure and Commercial provides safe and healthy working environments for all of its employees



by providing suitable lighting and air-conditioning, and by limiting exposure to workplace noise, at the employee's places of work. For all office areas, Division of Infrastructure and Commercial follows the guidelines laid down in the Safework guide "Health and Safety in the Office." For all non-office workplaces, Division of Infrastructure and Commercial considers environmental matters as part of the risk management processes.

### **Electrical Equipment**

All electrical equipment (including power boards and cables) shall be inspected, tested and tagged in accordance with standard AS/NZS 3760:2010.

### **Workplace amenities**

Division of Infrastructure and Commercial provides workplace amenities suitable for the welfare and personal hygiene of its employees. They include toilets, washing facilities, rest rooms, seating, dining rooms, drinking water and lockers, as appropriate.

The Safework Code of Practice, "Managing the Work Environment and Facilities," provides practical advice on implementing the requirements of the WHS Regulations and determining the amenities required for each workplace. The amenities at all Division of Infrastructure and Commercial sites meet or exceed the guidelines set out in the Code of Practice.

### **Ergonomics policy**

Division of Infrastructure and Commercial will ensure that all reasonably practicable steps are taken to provide employees with an environment that is ergonomically sound. Where the risk assessment for the plant/work practice or procedure indicates there is a hazard from poor ergonomic considerations, a full ergonomic assessment of the hazard will be undertaken through the University WHS Unit and suitable control measures adopted.

Where ergonomic control measures are implemented, all employees will be required to comply with the requirements. Failure to do so will be seen as a failure to perform the duties of their positions adequately. The Safe Work Australia Code of Practice on "Managing the Work Environment & Facilities" guide provides guidelines for employees to assist in providing maximum comfort and physical wellbeing whilst working in an office environment.

### **Smoking policy**

In the interest of the comfort and health of all employees and of safety in the workplace, smoking is prohibited in any work sites or buildings occupied by Division of Infrastructure and Commercial or their contractors. All University campuses are completely smoke free.

### **Substance abuse**

The use of illegal drugs and other potentially harmful substances and the abuse of alcohol in the workplace are strictly prohibited, as is coming to work under their influence. If an employee is suspected of being under the influence of alcohol or illegal drugs, standard disciplinary procedures will be applied.

### **Personal firearms**

Personal firearms or weapons are strictly prohibited within the workplace. If an employee is found to be in possession of a personal firearm or weapon in the workplace, the Police will be notified, and appropriate action undertaken by the University.

### **Work Practices**

Manual handling practices shall ensure that personnel are not injured or subjected to unacceptable risks. The Division of Infrastructure and Commercial's procedures for





manual handling tasks or activities will be established on an appraisal of each manual-handling situation. This appraisal will determine the handling practices to be followed for that task or activity.

### **Personal Protective Equipment (PPE)**

Risk assessments shall also identify all necessary PPE requirements. All necessary PPE will be provided for employees to safely undertake all manual-handling tasks. The PPE shall conform to AS1470.

Employees are to ensure they correctly use all necessary PPE to undertake all manual-handling tasks. PPE must not be illegally modified at any time. PPE shall be inspected periodically for availability, functionality, damage and signs of wear. Where an item of PPE is dropped, sustains a sharp blow, or is crushed it shall be inspected for damage immediately and replaced if determined to be no longer safe to use.

### **Manual Handling**

The Regulations require Division of Infrastructure and Commercial to assess and control any manual handling activity, such as carrying, stacking, pushing, pulling, rolling, sliding, lifting or lowering loads. The principal goal is to eliminate, so far as is reasonably practicable, the occurrence of manual handling injuries. Manual handling risks are controlled by ensuring that:

- Items manually handled in the workplace are designed, constructed and maintained to be safe and without risk to health
- Work practices are designed to eliminate potential risks
- The working environment is designed to be consistent with safe handling activities.

The following guidance material should be used to assist in the identification, assessment and control of risks:

- Safework Code of Practice for "Hazardous Manual Tasks"
- AS1470:1986 "Australian Standard for Health and Safety at Work- Principles and Practices"

### **Plant**

#### **General**

Plant ranges from design, supply and working with Plant, and includes the installation, erection, commissioning, use, maintenance, repair, dismantling, storage and disposal of plant in some circumstances. In undertaking this level of involvement in Plant, Division of Infrastructure and Commercial is required to comply with WHS Regulation Chapter 5 "Plant and structures," and take into consideration Code of Practice "Safe Design of Structures," and Code of Practice "Managing Risks of Plant in the Workplace," for all Plant related matters.

The information contained in these references is detailed. All Division of Infrastructure and Commercial personnel with an involvement in Plant must familiarize themselves with the references listed above before undertaking any Plant related activities. The policies, procedures and programs that division of infrastructure and commercial follows in the design, manufacture and supply of its products are documented thoroughly in division of infrastructure and commercial Specifications and Guidelines.



### **Working with Plant**

'Working with Plant' includes the installation, erection, commissioning, use, maintenance, repair, dismantling, storage and disposal of plant for use at work.

The relevant Manager at each Division of Infrastructure and Commercial site is to identify and list all plant in their workplace and apply risk control measures to all hazardous items identified. Plant shall be maintained in accordance with the procedure for Corrective Maintenance and records kept accordingly. All available information concerning health and safety about the plant shall be made available to employees and any emergency procedures relating to the plant will be appropriately displayed. Plant shall not be used unless the operator has received adequate information and training and is supervised to the extent necessary to minimise the risks to health and safety and it shall only be used for its intended purpose.

### **Injury notification and management**

#### **Injury notification**

Division of Infrastructure and Commercial adheres to the mandated injury reporting timelines detailed on the Safework website, through reporting via the WSU WHS Unit and direct reporting by Principal Contractors on larger work sites.

- The University WHS Unit must be notified that a worker has received an injury as soon as possible after the event occurred and not more than 24 hours for insurance notification
- The University WHS Unit must then notify WSU's insurer after becoming aware that a worker has received a workplace injury that seems to be a significant injury. A significant injury is one that prevents a worker from undertaking their normal jobs for more than seven days
- For injuries other than significant injuries, the University WHS Unit must notify the insurer within seven days after becoming aware that the worker has received an injury

#### **Injury management and rehabilitation**

As outlined in the policy section of this document, the Division of Infrastructure and Commercial operates within the broader WSU policies and procedures regarding injury management and occupational rehabilitation.





## **Bullying in the Workplace**

### **General**

The SafeWork Australia guide "Preventing and Responding to Workplace Bullying," is to be consulted for all matters relating to bullying in the workplace. WSU has an established policy and procedure on Bullying Prevention. The policy identifies bullying as the repeated, unreasonable behaviour directed towards a worker or a group of workers, that creates a risk to health and safety. 'Repeated behaviour' refers to the persistent nature of the behaviour and can refer to a range of behaviours over time. 'Unreasonable behaviour' means behaviour that a reasonable person, having regard for the circumstances, would see as victimising, humiliating, undermining or threatening.

Bullying can happen in all types of workplaces. Any person is capable of engaging in bullying behaviour in some circumstances and anyone could be a target of the behaviour. Bullying is a hazard because it may affect the emotional, mental and physical health of workers. The risk of bullying is minimised in workplaces where everyone treats each other with dignity and respect.

## **Violence in the workplace**

### **General**

Violence differs from bullying, as it is the unjust or unwarranted use of force and power and is a risk to the health and safety of workers. It includes verbal abuse, threats, harassment, physical assault, serious bodily injury, death and malicious damage to property or the company. Violence can be either internal to the workforce or from an external source. The Safework "Violence in the Workplace," guide are to be used in identifying violence hazards, assessment and control of the risks and preventative measures. These documents include information on the types of violence that can occur, advice on appropriate training programs and incident management.

## **Measurement and evaluation**

### **General**

The Division of Infrastructure and Commercial has established and implemented documented procedures to monitor and measure on a regular basis the key characteristics of its operations and activities that can cause illness and injury or have a significant environmental impact. The effectiveness of these measures are evaluated and reported in the annual management review.

Appropriate equipment for monitoring and measurement related to environment, health and safety risks are identified, calibrated, maintained and stored as necessary. Records of this process are maintained in accordance with WSU Records Maintenance procedures as outlined previously.

Being part of the Division of Infrastructure and Commercial, these procedures monitor:

- Performance, effectiveness of relevant operational controls and conformance with Division of Infrastructure and Commercial's WHS objectives and targets
- Compliance with relevant WHS legislation and standards

### **Incident investigation, corrective and preventive action**

Division of Infrastructure and Commercial undertakes all risk management action in accordance with Safework NSW Code of Practice "How to Manage Work Health and Safety



Risks." This Code of Practice details the procedures for:

- Investigating, responding to, and taking action to minimize any harm caused from, incidents
- Investigating and responding to system failures
- Initiating and completing appropriate corrective and preventive action

Any accidents or injuries requiring investigation shall be analysed to determine the root cause of the incident. This will include a risk assessment to verify the need for amendment to current control measures (eg physical alterations, training or changes to work instructions) in order to prevent similar occurrences.

The investigation and risk assessment shall be carried out by the relevant Manager. A report detailing the findings, recommendations and corrective actions (if appropriate) is to be submitted to the Division of Infrastructure and Commercial Senior Manager, with reporting to Division of Infrastructure and Commercial Senior Management and the University WHS Unit.

Any changes in the WHSS procedures resulting from incident investigations and corrective and preventive action will be implemented and recorded in established reporting strategies and considered in yearly reviews.

### **Records and record management**

Division of Infrastructure and Commercial follows the WSU procedures for the identification, maintenance and disposition of all records, which includes WHS records, as well as the results of audits and reviews. Records maintenance is maintained according to the University Records and Archive Management Policy and Procedures.

### **WHSS audit**

Division of Infrastructure and Commercial has implemented an audit program and procedures for periodic WHSS audits to be carried out by competent persons, in order to determine whether the WHSS:

- Conforms to planned arrangements for WHS management including the requirements of AS/NZS4801
- Has been properly implemented and maintained
- Is effective in meeting Division of Infrastructure and Commercial's WHS policy as well as objectives and targets for continual WHS improvement
- Provides information on the results of audits to management and employees

The audit program, including its schedule, is based on the WHS importance of the activity concerned, and the results of previous audits. The audit processes will be established in a manner which addresses the scope, frequency, methodologies and competencies, as well as the responsibilities and requirements for conducting audits and reporting results.



**Management review**

A review of the WHSS will be undertaken yearly by the Division of Infrastructure and Commercial Senior Management, in association with the WSU WHS Manager, with periodic internal WSU audits overseen by the WSU Audit and Risk Division to ensure its continuing suitability, adequacy and effectiveness. This management review process ensures the necessary information is collected to allow management to carry out this evaluation. Review requirements will be documented in reporting with the review being recorded as a Division of Infrastructure and Commercial internal audit report. Input to management reviews include:

- Results of internal audits and evaluations of compliance with legal requirements and with other requirements to which the organization subscribes
- Communication(s) from external interested parties, including complaints
- Division of Infrastructure and Commercial's WHS performance
- Extent to which objectives and targets have been met
- Status of corrective and preventive actions
- Follow-up actions from previous management reviews
- Changing circumstances, including developments in legal and other requirements related to its environmental aspects
- Recommendations for improvement

The outputs from management reviews include any decisions and actions related to possible changes to WHS policy, objectives, targets and other elements of the environmental management system, consistent with the commitment to continual improvement.