

Work, Health and Safety Policy

Work, health and safety policy and procedure

1 Introduction

Good Friends (2020) Limited (**GF**) will endeavour to take all reasonably practicable steps to provide and maintain a working environment that is safe and without risk to any workers and any other person whose health or safety may be adversely affected by the conduct of GF's business.

Everyone in the workplace has duties and responsibilities in respect of workplace health and safety (**WHS**) and a cooperative approach is required in order to ensure WHS.

GF takes its responsibilities in respect of WHS extremely seriously and requires Workers to do the same.

WHS is largely about common sense and we ask you to cooperate with GF to ensure your own personal safety and to ensure that your actions do not endanger those around you.

2 Purpose

The purpose of this policy is to ensure that Workers are aware of:

- (a) the measures that GF has put in place to help ensure WHS;
- (b) their own WHS obligations and responsibilities; and
- (c) the procedures for reporting injuries and/ or risks to health and safety.

3 Scope

This policy applies to all Workers whilst performing work for GF at any location.

4 GF's obligations and responsibilities

Under WHS legislation, GF has a duty to ensure (as far as is reasonably practicable) the health and safety of Workers whilst they are at work, and the health and safety of other persons who may be affected by the conduct of GF's business.

5 Workers' obligations and responsibilities

In order to maintain a safe and healthy working environment, Workers must also

take responsibility for and cooperate with GF in respect of WHS matters.

In order to meet their WHS obligations, Workers must:

- take reasonable care for their own health and safety whilst at work;
- take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- comply with instructions given by GF relating to the delivery of the Help Plan;
- ensure that any equipment is maintained in good condition and used safely;
- only undertake activities that have been agreed to by the Member in the Help Plan;
- keep their workspace clean and free of any potential safety hazard;
- supply, wear and use all safety equipment and clothing as required by their role;
- participate in any WHS training as directed by GF;
- participate in WHS consultation mechanisms;
- promptly report any WHS Incidents to their manager or supervisor and complete a WHS Incident Report;
- comply with any lawful and reasonable direction or instruction given by GF;
- use and comply with GF Mango WHS reporting system and processes; and
- comply with any policy or procedure of GF regarding WHS matters (including but not limited to this policy).

6 Manager's and supervisor's obligations and responsibilities

In addition to their obligations as Workers, to assist GF to meet its WHS obligations, persons holding a supervisory or managerial role are required to:

- provide information, training and instruction to Workers regarding WHS matters (including potential or actual hazards or risks) and WHS procedures;
- supervise Workers to ensure that work is being performed safely and that WHS procedures are being complied with;
- regularly assess the work environment and work processes to identify health or safety hazards and risks;
- comply with directions issued by senior management regarding:
- consultation with Workers; and
- the control and management of risks to health and safety; and
- ensure that WHS Incident Reports are completed in accordance with this policy and that WHS Incidents are promptly brought to the attention of senior management.

7 Obligations and responsibilities of Members and/or Workers

Members and Workers are required to:

- maintain a safe work environment;
- be responsible for their own in-home safety;
- cooperate with Workers (including third party service providers) to ensure safe work procedures and a safe work environment (e.g. move furniture to allow adequate workspace, use lifting equipment based on assessed needs);
- keep their equipment safe, well maintained and in good order; and
- inform GF and third-party service providers of any known hazards.

8 Reporting WHS Incidents

8.1 WHS Incident Reporting

Workers have an obligation to report all WHS Incidents.

WHS Incidents include potential hazards or safety risks, and all near misses, accidents and injuries (no matter how large or small) involving Workers or other persons in the workplace.

A WHS Incident Report must be completed in respect of all WHS Incidents.

The WHS Incident Report should be completed by a person who was involved in, observed or identified the incident and forwarded to their manager or supervisor as soon as possible.

Failure to report a WHS Incident makes it difficult for GF to take action to protect Workers and other persons from situations or work practices which pose risks to health and safety. Failure to report is also a serious breach of this policy.

8.2 Stop work

Workers may refuse to perform certain work if they have reasonable grounds to believe that to perform the work would expose them (or another person) to immediate risk to their health or safety. Management must be notified immediately in such situations and a WHS Incident Report must be completed.

8.3 Management action

A manager or supervisor receiving a WHS Incident Report must review it as soon as they receive it and liaise with senior management regarding appropriate steps to take to address the situation. The manager or supervisor should keep the Worker who made the report updated in relation to the matter.

9 Fire and emergency procedures

9.1 In the Member's home

In the event of a fire or other emergency, Workers will:

- Immediately contact 111;
- Report the matter to relevant authorities;
- Notify the relevant manager or after hours contact;
- Stay with the Member and administer First Aid within skill level and as directed by relevant authorities or manager; and
- Only ever act if it is safe to do so, never put yourself in any danger.

Workers are also required to:

- be aware of the location of exit doors in the Member's home; and
- keep exits clear at all times.

9.2 In the workplace other than in the Member's home (e.g. Head Office)

In the event of a fire or other emergency Workers must follow the instructions given by designated fire wardens.

There are signs in the workplace setting out evacuation procedures and the evacuation assembly points. Workers must:

- familiarise themselves with these procedures and locations;
- be aware of the location of exit doors in the workplace;
- keep exits clear at all times; and
- participate in any emergency evacuation drills or training.

10 First Aid

All Workers should have a first aid kit available and are encouraged to maintain a first aid certificate.

A WHS Incident Report will need to be completed in all circumstances where first aid is required.

11 Smoking

Smoking in the workplace is prohibited by legislation and GF maintains a smoke free workplace.

Workers must not smoke on or within 5 metres of a Member's home or GF's premises, other than at designated smoking areas.

This clause also applies to other locations where the Worker may be required to perform work for GF (including but not limited to Members premises).

12 Drugs and alcohol

Workers must not undertake any work whilst under the influence of alcohol or drugs (not prescribed to them).

It is a requirement that all Workers have a blood alcohol level of 0.00 whilst performing work at any location and at all times whilst on GF or Member premises and while traveling to and from work, Member's homes and any other work locations which may include the community when providing community access services for Members.

A Worker must notify their supervisor or manager if they are taking prescription or other medication which has the potential to impair their ability to work safely. In such circumstances, GF may require the Worker to provide a letter from a medical practitioner confirming their ability to perform their duties safely before they are able to return to work.

13 Hazard reporting and management

13.1 Overview

GF and contractors have an ongoing obligation to:

- identify hazards;
- assess the risks that a hazard may have to health and safety;
- eliminate or minimise those risks as far as is reasonably practicable; and
- consult with Workers about workplace health and safety matters.

All Workers and other people (including Members and contractors) are encouraged to identify and report hazards in accordance with this policy and procedure.

13.2 What is a hazard?

A hazard is a source or situation with the potential to cause harm to people, property or the environment such as:

- physical hazards;
- chemicals;
- work practices such as repetitive jobs; and
- aspects of workplace design.

13.3 Hazard identification

Hazard identification is the process used to identify the situations in the workplace with the potential to cause harm to people, property or the environment.

The Worker's manager, and Workers, are responsible for implementing formal hazard identification procedures including but not limited to:

- conducting an inspection of a Member's home before providing any service to a Member to identify potential hazards;
- considering potential hazards prior to purchasing new equipment or chemicals;
- reviewing industry information and updates for issues which may not have been considered;
- reviewing injury and incident data including near misses;
- monitoring the work environment including observing work practices; and
- consulting with Workers (and in some cases Members and visitors)

13.4 Remedial control measures

When a hazard is identified and reported, a remedial control measure should be immediately applied, where it is appropriate to do so.

13.5 Reporting a hazard

Once a hazard has been identified it must be reported to the manager, even where a remedial control measure has been applied.

A hazard may be reported by:

- recording it on the Mango App;
- by emailing it to the manager; or
- reported verbally in person or by calling the manager.

The following information should be provided when reporting a hazard:

- a brief description of the hazard and/or the health and safety issue;
- the location of the hazard;
- the time and date that the hazard was identified; and
- if any remedial actions that were taken or could be taken.

13.6 Risk assessment

The manager will conduct a thorough risk assessment of all hazards within a reasonable period after receipt of an Incident Report or verbal notification.

The purpose of the risk assessment is to determine the potential outcome most likely to occur from exposure to a hazard.

To meet WHS obligations we must:

- eliminate risks to health and safety so far as is reasonably practicable;
or

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

In determining what is reasonably practicable, the following matters should be taken into consideration when conducting the risk assessment:

- the seriousness of the risk including;
 - the likelihood of the hazard or the risk concerned occurring; and
 - the degree of harm that might result from the hazard or the risk;
- what the person concerned knows, or ought reasonably to know, about the hazard or the risk, and ways of eliminating or minimising the risk;
- the availability and suitability of ways to eliminate or minimise the risk;
- the cost associated with eliminating or minimising the risk including whether the cost is grossly disproportionate to the risk; and
- the Member's care needs.

13.7 Risk response

As part of the risk assessment a risk response including the urgency for control measures to be implemented must be considered.

The higher the potential risk of an identified hazard, the more timely that control measures must be taken.

For example, if the risk level of a hazard is major and the likelihood is high, then an immediate response may necessary.

13.8 Control measures

Hazard control is the process of applying the most effective control measure to eliminate or minimise the hazard having regard to the level of risk and what is reasonably practicable.

After having conducted a risk assessment, the manager must consider and plan measures to implement to control the risk.

The manager must document the control measure implemented to eliminate or minimise the risk in the Mango App.

13.9 Monitoring and evaluation

As part of our commitment to continuous improvement, we will take all reasonable steps to actively monitor:

- the amount of time taken to minimise and/or eliminate identified hazards;
- whether the control measure implemented was effective; and

- whether satisfactory outcomes have been achieved.

14 External investigations and reporting obligations

To the extent required by law, we will cooperate and assist with any investigation conducted by external agencies.

In the event of a notifiable event the appropriate person will ensure that WorkSafe NZ are advised.

14.1 External referral

Where a WHS Issue cannot be resolved using the procedure set out in this section, a party to the WHS issue may refer the matter to WorkSafe NZ to appoint an inspector to assist in resolving the matter.

15 Breach of policy

GF will treat any breach of this policy very seriously and could result in termination of the agreement with the Worker and other disciplinary action.

In addition to internal disciplinary action being taken, a Worker in breach of this policy could be subject to prosecution and fines for breach of their duties under WHS or other legislation.