



Charles Sturt Campus Services Limited

Work Health & Safety Risk Management Procedure

Charles Sturt Campus Services (CSCS) is a company owned by Charles Sturt University. The company provides services to Charles Sturt University campuses, including Wagga Wagga, Bathurst, Thurgoona, Dubbo and Orange as well as external clients. CSCS is contracted to provide a range of services including cleaning of the campus teaching facilities, and residential accommodation, a laundry, a courier service between campuses, and maintenance services.

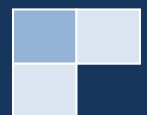


TABLE OF CONTENTS

1. PURPOSE.....	3
2. SCOPE	3
3. DEFINITIONS	3
4. SPECIFIC WHS RESPONSIBILITIES.....	4
5. HAZARD AND RISK MANAGEMENT PROCESS.....	5
6. WHEN TO DO RISK ASSESSMENTS.....	6
Who must be involved?.....	6
7. HAZARD AND RISK IDENTIFICATION PROCESS	6
Dangerous Occurrences (Hazards and Near Misses).....	7
Environmental Hazards and Incidents.....	7
Hazard Reporting.....	7
Review of Risk Assessment.....	7
Risk Register	8
8. SAFE WORK METHOD STATEMENT	8
9. TRAINING	8
10. RECORDS.....	8
11. USEFUL REFERENCES	9
Legislation and Australian and International Standards	9
CSCS Risk Documents	9

1. PURPOSE

Charles Sturt Campus Services Limited (CSCS) is committed to managing risk as part of our standard management and day to day operational responsibilities and to develop a culture of risk awareness and ensuring that CSCS complies with risk management processes in accordance with government legislation.

The purpose of this document is to define the process that CSCS uses for the identification, assessment, control and review of work health and safety hazards and their associated risks.

2. SCOPE

The procedures in this document apply to all CSCS employees and contractors across all Australian operations of Charles Sturt Campus Services Limited.

3. DEFINITIONS

Definitions specific to this document are provided below.

Acceptable Level of Risk is the level of risk that all people involved in the risk assessment process consider to be acceptable for people conducting the process to be exposed to; and the level that a reasonable person would consider acceptable

Hierarchy of Control ranks risk control measures in decreasing order of desirability and effectiveness. These are:

- *Elimination* – Remove the hazard
- *Substitution* – Exchange the hazard for a lesser one
- *Isolation* – Separate people from the hazard
- *Engineering controls* – Use physical barriers to control the hazard
- *Administrative controls* – Provide information, training and procedures to ensure that people can manage the hazard appropriately
- *Personal Protective Equipment (PPE)* – Last layer of defence to stop people from being exposed to the hazard.

Further detail on Hierarchy of Control can be found in the WHS Risk Management Program document.

Likelihood is the chance of something happening. This can be assessed using the duration of the activity, the failure chance, and the number of staff conducting the activity.

Risk means the possibility that something unpleasant will happen that will have an impact upon objectives and/or the health and safety of employees. It can be measured in terms of likelihood or consequence.

Risk Assessment is a documented process for determining the risk of a hazardous activity, process or item, and for determining controls to reduce the risk of the hazard.

Risk Management is the process of hazard identification, risk assessment, and risk control with the aim of providing healthy and safe conditions for employees, students, visitors and contractors at CSCS.

Risk Rating is the product of the likelihood and the consequences and is a quantitative assessment of the risk associated with an activity.

4. SPECIFIC WHS RESPONSIBILITIES

Risk management principles are integrated into the day to day operations of CSCS. Each employee is expected to take on appropriate responsibilities for managing risk. A list of WHS responsibilities relevant to WHS risk management is provided below.

Directors, General Manager, Area Managers and HR & Safety Manager

- hold staff in supervisory or management roles responsible for managing WHS matters in their areas
- use a risk based approach for managing WHS
- provide adequate budget for WHS programs
- regularly discuss WHS issues at senior management meetings
- monitor and regularly review WHS performance
- implement WHS policies and procedures and participate in WHS related initiatives and projects
- ensure compliance of employees WHS

Senior Supervisors, Supervisors and Team Leaders

- encourage appropriate positive attitudes towards WHS
- ensure you, your staff or students participate in approved WHS training
- use a documented risk management process to manage WHS risks
- apply relevant WHS policy and procedures
- actively participate in WHS inspections and audits
- include WHS performance in staff appraisals
- ensure all hazards and incidents are reported and investigated appropriately and suitable controls are implemented

General staff

- complete the induction process
- follow WHS policy and procedures
- seek advice when needed before starting new or unfamiliar work
- be familiar with emergency and evacuation procedures
- follow the directions of emergency response staff and health and safety staff
- know the location of emergency equipment (if trained in its use)
- wear appropriate clothing and footwear for the work you do
- use and maintain protective and safety equipment properly
- use documented risk management process to manage WHS risks
- not wilfully or recklessly endanger anyone's health and safety
- report hazards and incidents

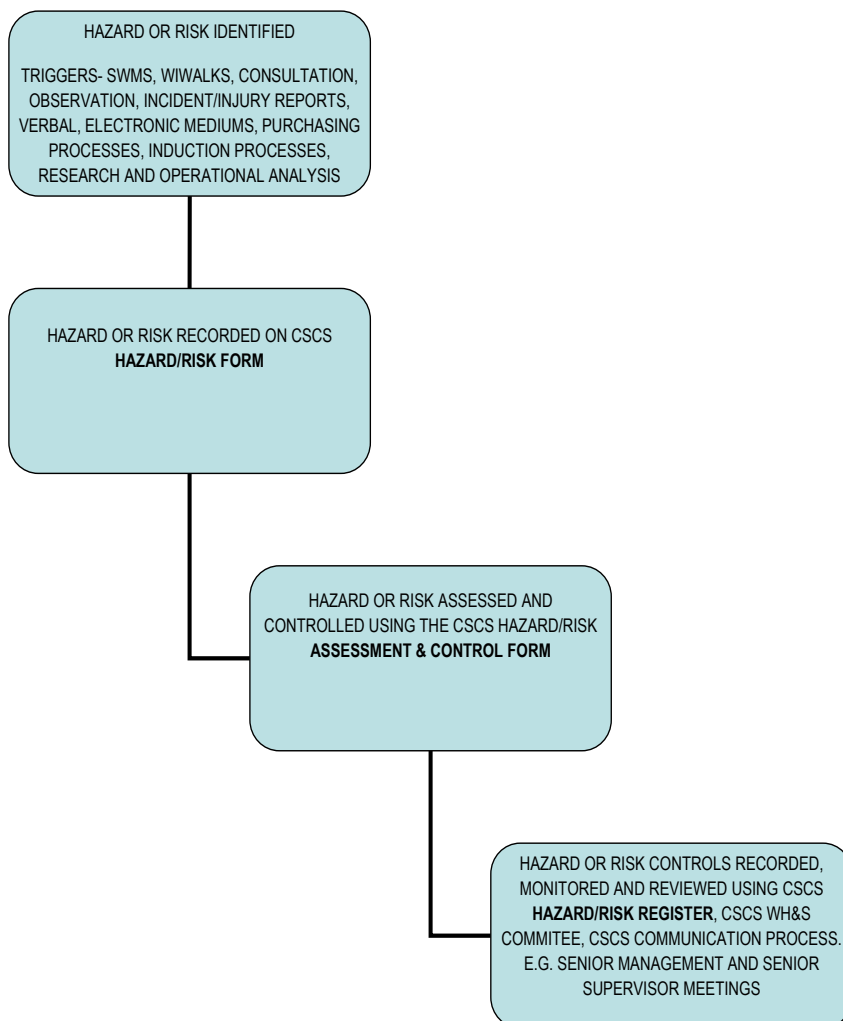
Contractors

- complete the induction process
- submit a safe work method statement or job safety analysis before work starts
- minimise the environmental impact of your activities
- use equipment and materials that are safe and in a safe manner
- use safe work methods
- have the required compensation and liability insurance
- safeguard yourself, your staff and our staff, students and visitors
- report all incidents.

5. HAZARD AND RISK MANAGEMENT PROCESS

In order to conduct risk management, there must be an established process that is being assessed. Risk cannot be assessed in isolation from their process.

CSCS have put in place safe work procedures that highlight the hazards and risks in a process or task and provide information necessary to assist all employees to perform activities safely. These instructions also assist in the training and orientation of new employees to reduce the risk of the tasks to be performed, as well as providing them with the rules and procedures necessary to ensure that they can perform their work in a safe manner.



6. WHEN TO DO RISK ASSESSMENTS

WHS risk management must be undertaken when there is a reasonable WHS risk associated with:

- the introduction of new equipment, procedures or processes;
- the modification of equipment, procedures or processes;
- specific circumstances change that increase the risk (eg. pregnancy).

WHS risk management must be undertaken prior to the commencement of activities or when an injury or near miss occurs, which reveals a previously unidentified hazard.

Who must be involved?

- (a) Risk assessments must be completed by the person who will be:
- undertaking the process; or
 - supervising the process.
- (b) There must be consultation with:
- supervisor of the area;
 - persons undertaking the task;
 - safety officer of the area;
 - health and safety representative of the area; and
 - external organisation or subject matter expert (when appropriate).

7. HAZARD AND RISK IDENTIFICATION PROCESS

1. Identify the hazard. This can be done as part of an employees everyday tasks via such things as SWMS, WIWalks, consultation, observation, incident/injury reports, verbal, electronic mediums, purchasing processes, induction processes, research and operational analysis.
2. Assess the risk - understand the nature of the harm that could be caused, how serious the harm could be and the likelihood of it happening.
3. Control the risk - implement the most effective control measure that is reasonably practicable in the circumstances using the hierarchy of control.
4. Record, monitor and review the risk – via the Hazards and Risk Form, Risk Register and WHS Committee and communication meetings.

Dangerous Occurrences (Hazards and Near Misses)

Notification is also required of situations that expose a person in the immediate vicinity to an immediate health and safety risk through incidents including but not limited to:

- collapse or partial collapse of a building or structure;
- implosion, explosion or fire;
- escape, spillage or leakage of substances; and
- objects or substances falling from a height

Environmental Hazards and Incidents

Notification to the Environment Protection Authority (EPA) is required of any hazard or incident involving potential risk to, or contamination of, air, water or soil, on or off-campus, or noise levels to local communities that exceed regulatory limits and that result from any activity undertaken by CSCS

Hazard Reporting

Hazards must be reported to your team leader by completing an Injury/ Hazard/ Incident report Form. Action will be taken by your Team Leader/ Supervisor to have the problem assessed.

Your Team Leader/ Supervisor will advise you about the steps taken to control or eliminate the problem.

Examples of hazards that you may come across

- Worn carpet that may have become dangerous
- Loose tiles
- Broken glass around buildings
- Floors that have become slippery
- Loose power plugs
- Holes in the ground where someone may trip
- Lifted concrete

Review of Risk Assessment

A documented process shall be established to evaluate the effectiveness of the controls in achieving an acceptable level of risk. This process can be determined by the area conducting the process.

Until the acceptable level of risk is achieved, the process should be reviewed regularly until the acceptable level of risk is achieved.

Once the acceptable level of risk is achieved, the risk assessments should only be reviewed when:

- there is a significant change;
- a hazard and incident report is generated; or
- at least every three years.

Risk Register

The risk assessment must be placed on the CSCS Risk Register as soon as possible

8. SAFE WORK METHOD STATEMENT

Safe Work Method Statements (SWMS) have been developed to assist CSCS employees performing medium and high-risk activities to assess and control the risks of those activities that may impact the health and safety of staff, students, visitors and contractors.

A SWMS **must** be completed for tasks that involve:

- working from height
- working with plant
- working with hazardous substances
- working on or near live electricity
- manual Handling
- all tasks that have inherent hazards or risks involved

9. TRAINING

CSCS Induction is carried out prior to commencement of work. Area specific inductions are carried on an 'as needs' basis.

Training in risk management is provided by CSCS via in-house sessions Training in SWMS is provided by CSCS via in-house sessions.

10. RECORDS

Risk assessments must be documented in the Risk Register and kept with the associated process documentation.

The risk assessments must be accessible to employees and Contractors that are affected by the process.

Risk assessments must be kept by the area for 3 years or until reviewed.

11. USEFUL REFERENCES

Legislation and Australian and International Standards

Refer to WES Legal Compliance Register.

CSCS Risk Documents

- Injury and Incident Management Procedure WHS027Injury
- Injury or Incident Management Report Form WHS015
- Injury or Incident Investigation Form CSCS091
- Hazard Checklist WHS135
- Hazardous Substances Policy WHS101
- Hazardous Substances Risk Checklist WHS102
- Health Surveillance Procedure CSCS074
- CSCS Safe Work Method Statements
- Risk Management Program WHS025
- Personal Protective Equipment Policy WHS107
- Personal Protective Equipment Guidelines WHS108
- Do Not Operate Tags Procedure WHS025
- All relevant Work Instructions
- All relevant Safety Data Sheets
- Induction System
- Risk Assessment Control Form WHS039
- WiWalk Policy WHS094
- WiWalk Procedure WHS095
- WHS Roles and Responsibilities CSCS076
- Dangerous Goods Risk Checklist CSCS081
- Dangerous Goods Register CSCS080
- Plant and Equipment Hazard Checklist WHS092