CITY LOCKSMITHS LTD

Hazard Management

City Locksmiths Ltd will provide this framework to ensure that any hazard and associated risk, (by activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation, or substance), that could affect a work situation, either existing, newly introduced or newly identified, at all workplaces under our control, will be systematically identified, assessed, controlled, monitored and reviewed to prevent any negative impact on workers, other persons, property or the environment.

This framework shall apply to all activities relevant to the organisation and the types of work undertaken by City Locksmiths Ltd.

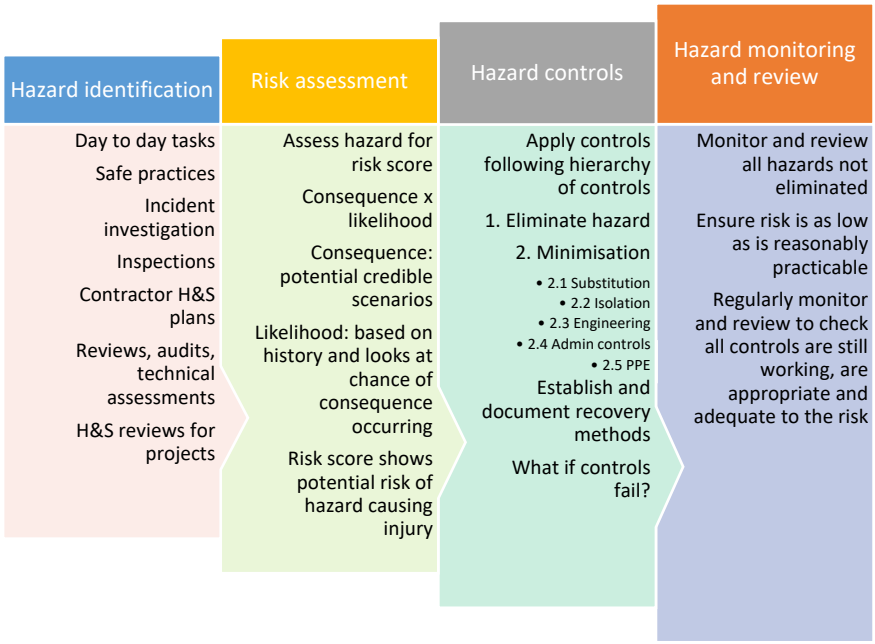
Definitions.

Contractor	A person or organisation hired for the purposes of carrying out their contracted work.
Critical Hazard	Hazards that have the potential to fatally injure our people, contractors or third parties.
Embedded Contractors	Refers to individuals (whether sole traders or other business entity) who are embedded into City Locksmiths Ltd. For the purposes of health and safety an embedded contractor will generally be managed in the same way as a worker.
Hazard	Anything that has potential to cause harm. Can be viewed as an activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation, or substance that could be an actual or potential cause of harm.
Hazard & Risk Management	A systematic approach to eliminate health and safety hazards so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard. Incorporates the following: – The systematic identification of hazards. – The assessment of the risk taking into account the severity (impact) of harm that may occur if exposed, and the likelihood of exposure to the hazard. – The reduction of risk to an acceptable level. – The monitoring and review of risk on a regular basis.
Hierarchy of Control	The mechanism by which hazards are required to be controlled. – Elimination. – Substitution. – Isolation. – Engineering. – Administration. – PPE.
Incident	In the context of health and safety, an event that has, or in different circumstances might well have (near miss), resulted in some form of harm to a person, damage to property or to the environment.
Officer	Any person who has significant influence over the management of the PCBU (e.g. CEO, CFO, Directors).

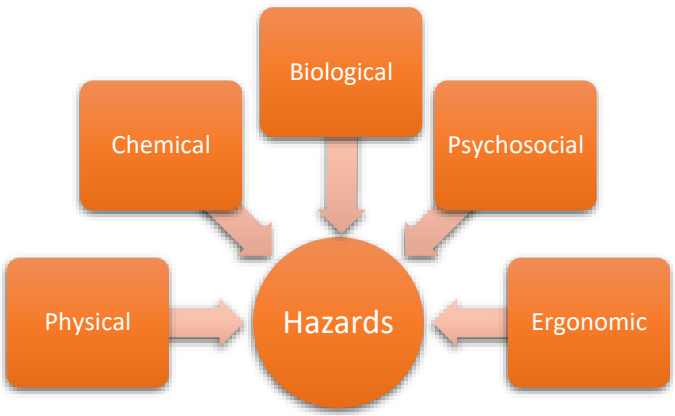
Plan	A documented course of action, outlining responsibilities and objectives, within a defined timeframe.
PCBU	A 'person' who is conducting a business alone or with others whether or not for profit or gain. 'Person' can be an organisation or an individual.
Reasonably Practicable	A PCBU has a duty to ensure that the controls used are appropriate for reducing the hazard or risk and that all reasonably practicable steps have been taken. This means they must take into account: – The likelihood of hazard or risk concerned occurring. – The degree of harm that might result from the hazard or risk. – What is known about hazard or risk and how to treat it. – The availability of methods to eliminate or minimise the risk and how effective these are. – The cost and availability of the methods of managing the risk including whether the cost of a control is grossly disproportionate to the risk.
Risk	The possibility that harm (death, injury, or illness) might occur when exposed to a hazard.
Volunteer Worker	A volunteer who carries out work in any capacity, with the knowledge and consent of City Locksmiths Ltd, on an ongoing and regular basis, and their work is integral to the activities of City Locksmiths Ltd.
Worker	An individual who carried out work in any capacity for City Locksmiths Ltd , including work as an employee, contractor or sub-contractor, an employee of a contractor or subcontractor, a labour hire employee assigned to City Locksmiths Ltd , an out worker, an apprentice or trainee, a person gaining work experience or carrying out a work trial, and a volunteer worker.

Hazard and Risk Management Process.

The Hazard and Risk Management Process is divided into four specific areas of focus. For it to be effective all must be covered. These four areas are:



Types of Hazards



There are numerous types of hazards that can impact on personnel while working for City Locksmiths Ltd. The following are some of the generic hazards within the organisation:

- Construction related hazards
- Computer Workstations
- Vehicles / Plant
- Fatigue / Dehydration

Identification of Hazards

City Locksmiths Ltd will utilise the following methods to identify hazards:

i. Ongoing monitoring of day to day tasks and work areas.
ii. Safe work practice observations.
iii. Review of current or new tasks/activities using Job Safety and Environmental Analysis (JSEA), SWMS, Task Analysis or Standard Operating Procedures.
iv. Use of one-off hazard/risk identification forms.
v. Investigation and review of incidents.
vi. Regular work area inspections.
vii. Contractor pre-qualification, and submission of safe work contracts.
viii. Reviews, audits or technical assessments of high-risk activities, areas, processes and environments.

ix. Health and safety reviews for projects, safety in design work and construction, purchasing policies and associated trailing processes.

Hazard and Risk Register

This hazard and risk register identify the range of hazards that exist within City Locksmiths Ltd. The register describes the range of mandated control options either required or able to be used to manage the risk posed by a given hazard.

What Should Not Be Recorded in the Hazard and Risk Register

Reports of missing hazard controls (e.g. sign is missing,) or Hazardous Conditions of a temporary nature (transitional hazards due to oversight or decay such as a pothole in the road or a faulty indicator on a car) should **not** be recorded in the hazard register. These issues should be recorded as incidents (of identified hazards with their controls missing). Care will be taken to ensure the hazard register is not confused with a corrective action management process.

Assessment of the Risk

Once a hazard has been identified an assessment of risk must take place.

Risk Score indicates the potential negative outcomes of a hazard and is primarily utilised to determine what action to take to control the hazard.

For every hazard, an initial risk score and residual risk score will be documented.

Initial risk score (also known as the raw risk score) is the risk score associated with the hazard without any controls in place.

Residual risk score is the risk score associated with the hazard after the controls are put in place. The following is the Risk Matrix used by City Locksmiths Ltd.

Likelihood / Probability of event occurring						
	Almost Certain	5 Medium	10 Medium	15 High	20 High	25 Extreme
	Likely	4 Low	8 Medium	12 Medium	16 High	20 High
	Possible	3 Low	6 Medium	9 Medium	12 Medium	15 High
	Unlikely	2 Low	4 Low	6 Medium	8 Medium	10 Medium
	Rare	1 Low	2 Low	3 Low	4 Medium	5 Medium
		Insignificant	Minor	Significant	Major	Severe

Consequence / Impact
Severity of outcome if event occurred

Cross-reference the Consequence and Likelihood to determine the Risk Score. The colours within the matrix are aligned with the level of risk. The level of risk is utilised to determine the controls, communication, and monitoring requirements of the hazard.

Consequences / Impact:

The consequences are those of credible scenarios (taking the prevailing circumstances into consideration) that can develop from the hazard. These can be thought of as the consequences that could have resulted from the release of the hazard if circumstances had been less favourable.

Likelihood / Probability:

Likelihood is estimated based on historical evidence or experience that such severity has materialised within the industry that the hazard is primarily associated with. The focus is on the estimated consequences occurring during a 12-month period. The following provide the likelihood descriptors to be used with the matrix anchors:

LIKELIHOOD PROBABILITY	DESCRIPTION
Rare	May occur in exceptional circumstances $p < 0.1\%$
Unlikely	Has occurred in industry. Probability between .1% and 1% per year
Possible	Occurs in industry annually. Probability between 1 and 10% per year
Likely	Has occurred in industry. Probability between 10 and 50% per year
Almost Certain	Known issue. Probability greater than 50%.

Developing Hazard and Risk Controls

The purpose of hazard controls is to reduce the level of residual risk to as low as is reasonably practicable. Controls are to be introduced to safeguard people in the most effective and practical way. Ideally controls should endeavour to eliminate the hazard but if this is not reasonably practicable then they should target the hazard source (e.g. guard on a machine), and the people that are exposed (e.g. procedure, training and behaviour).

Hierarchy of Control

It is important to maintain best practice standards in hazard and risk management. Accordingly, City Locksmiths Ltd has made the decision to implement the hierarchy of control under the Health and Safety at Work Act 2015.

The hierarchy of control is as follows:

ELIMINATE the hazard altogether **For example - get rid of the dangerous machine**	Most Effective Control
If the hazard cannot be eliminated then:	
SUBSTITUTE the hazard for a safer alternative **For example - replace the machine with a safer one**	
ISOLATE the hazard from anyone who could be harmed **For example – keep the machine in a closed room and operate it remotely**	
Use **ENGINEERING CONTROLS** to reduce the risk **For example – attach guards to the machine to protect users**	
Use **ADMINISTRATIVE CONTROLS** to reduce the risk **For example – train workers how to use the machine safely**	
Use **PERSONAL PROTECTIVE EQUIPMENT (PPE)** **For example – use gloves and goggles to use the machine**	Least Effective Control

Administration and the use of personal protective equipment are the least effective of the hierarchy of controls. These types of controls should NOT be relied on as the primary means of hazard control unless the options higher in the hierarchy have been exhausted.

Development of Hazard Recovery Measures

Despite best efforts, history indicates that there is the potential for hazard controls to fail. Worst case scenarios need to be identified and planned for including recovery measures. Recovery measures must be established for all critical hazards and associated activities. These may be dealt with through Emergency Management and/or Business Continuity procedures.

Hazard Monitoring & Review

Any hazard that has not been eliminated must be reviewed to ensure the implemented controls remain effective and remain the best options to control the risk. The hazard and risk review is to be based upon the **Initial** Risk Matrix score (not the Residual Risk Score). The hazard and risk review shall be undertaken by the Manager / Operations Manager who is primarily associated with the hazard or their delegates. The following table sets out minimum hazard review timeframes:

Priority Level	Level of Risk	Review Period
1	Extreme Risk	All controls to be reviewed **every 3 months**
2	High Risk	All controls to be reviewed **every 6 months**
3	Moderate Risk	All controls to be reviewed **every 6 months**
4	Low Risk	All controls to be reviewed **every 12 months**

Management of Specific Hazards and Risks

Personal Protective Equipment

If the control of a hazard relies on minimisation, we will assess whether workers require personal protective equipment (PPE). Workers will be supplied with appropriate PPE and this will be maintained and replaced in accordance with manufacturer instructions. The following outlines the minimum personal protective equipment requirements for City Locksmiths Ltd workers:

Activity / Exposure	PPE Requirements
On construction sites	– Safety footwear – Hi viz vests / shirts – Hardhat – Safety glasses – Safety gloves – Other PPE as required by PCBU in control of site
On other PCBU premises	– PPE as required by PCBU

Contract / Project Specific Health and Safety Plans

Where City Locksmiths Ltd is undertaking and / or managing a specific project it will ensure robust health and safety plans are developed and in place to manage any risk.
For all projects, the **Project / Site Specific Health and Safety Plan Template** will be used to define required Health and Safety processes.

Drugs and Alcohol

Drug and alcohol use in the workplace create a range of problems. In light of this, City Locksmiths Ltd has developed the **Drug and Alcohol Policy**. This outlines a code of behaviour in relation to drugs and alcohol. This ensures expectations in this area are transparent.

Management of Hazardous Energy

From time to time workers may be required to isolate hazardous energy sources to enable plant or equipment to be worked on safely. The Isolation Procedure has been developed to set out the requirements associated with the effective isolation of plant and equipment from sources of energy prior to any work being carried out.

Hazardous Substances

City Locksmiths Ltd provides this framework to manage the health, safety and environmental risks associated with the use of hazardous substances in order to protect people and the environment.

This Procedure shall apply to all operations. All workers are responsible for compliance with the requirements of this procedure.

Responsibilities

Management is responsible for ensuring that the hazardous substances under their control are correctly managed and that the environment and health and safety of people are not adversely affected. Specifically, this includes:

i. Ensuring that an up to date Hazardous Substances Register, together with up to date SDS's, exists for the work activity.
ii. A task-specific Job Safety Environmental Analysis (JSEA) exists for the task to be undertaken, and that the JSEA includes any controls that are required to be in place and followed.
iii. All workers are aware of the requirements and adhere to the requirements of this safe working practice.

Requirements

i. A Hazardous Substances Register must be kept for all tasks and regularly updated as substances are permanently removed from, or new substances are brought into use.
ii. There must be an SDS for every hazardous substance held on site which is accessible by all workers. SDS's must be less than 5 years old. If a substance is permanently removed from site, the SDS must also be removed.
iii. A Hazardous Substances Management Plan is to be included as part of the task specific safety plan and a JSEA must be in place for each work activity which includes the physical location of the hazardous substance in relation to the work activity and any other hazardous substance locations.

iv. Hazardous substances on site must be stored, transported, and used in accordance with controls established in regulations under the HSWA 2015.
v. Location test certificates (if applicable) will be kept current.
vi. Approved handlers (if applicable) will be trained to the level required and refresher training will be conducted on an annual basis or as required.
vii. We will document how Approved Handlers have passed on their knowledge to other staff handling the hazardous substances.
viii. Occupational exposure monitoring programmes must be implemented where exposure is likely to exceed threshold limit values. Results must be documented, and on-going testing implemented where required.
ix. We will ensure Approved Handlers are 'available at all times' giving consideration to shift work and staff leave.
x. Any spillages must be cleaned up and disposed of immediately following the procedure set out on the relevant SDS. Approved disposal companies will be used where required by the SDS.
xi. An assessment to determine the appropriate PPE must be conducted and training in the use of the PPE provided to staff handling hazardous substances.
xii. Hazardous substances must be adequately contained (packaging) and incompatible substances segregated as per the regulation requirements.
xiii. Before any new hazardous substance is brought into use, its SDS must be reviewed to establish whether it is feasible to introduce a less toxic alternative.
xiv. A hazardous substances assessment will be conducted, and necessary controls implemented before any new hazardous substance is used.
xv. If there is any doubt whether a substance is hazardous, it must be treated as hazardous. It must be positively identified before it is used.
xvi. The requirements of this procedure must be communicated to all personnel.
xvii. A regular audit of all Hazardous Substance storage areas (including inventory) should be conducted to check for compliance i.e. signage, labelling, packaging, spill kits.
xviii. Safety Data Sheets (SDS) for all hazardous substances will be held in a hazardous substance register in the work office. A second copy will be held at the point of use. SDS instructions for safe use must be followed.

21 October 2021