



WAIKATO BADMINTON

Health and safety Policy and Procedures Manual

Health and Safety at Work Act 2015

Health and Safety at Work Regulations 2016

Health and Safety in Employment Regulations 1995 (SR1995/167)

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Approved By: WBA Board

DEFINITIONS AND ABBREVIATIONS

WBA	Waikato Badminton Association Incorporated
HSWA	Health and Safety at Work Act 2015
HSWR	Health and Safety at Work Regulations 2016
PCBU	Person controlling a business undertaking. In the case of the WBA the

The Waikato Badminton Association Inc. (WBA) is committed to providing and maintaining a safe and healthy working environment for its employees, visitors, contractors and others. This commitment is achieved by senior management leadership, the provision of appropriate resources to administer its legislative responsibilities, and to pursue best practice in health and safety management.

Responsibilities:

Every member of the WBA has a responsibility for health and safety and an obligation to promote the health and safety of themselves and others involved in, or affected by WBA activities.

The Board of WBA have overall responsibility for the effective management of health and safety systems and requires the Chief Executive Officer to implement and regularly review the policies and procedures.

The PCBU (Chief Executive Officer):

- Ensure our obligations under the **Health Safety at Work Act 2015** (and amendments) and all relevant legislation, standards, codes of practice or guidelines are met.
- Identify all existing and new hazards and take all reasonably practicable steps to implement effective controls to either eliminate or minimise any risk of harm or injury.
- Ensure that all employees are made aware of hazards in their workplace and are trained, provided with information and where appropriate, supervised to undertake their duties safely.
- Ensure all personal protective equipment needed to secure health and safety standards is provided to employees and that they are adequately trained in the proper use, storage and maintenance of this equipment.
- Encourage and support employees (and if applicable, any employee representatives) to be actively involved in consultation and participation of the health and safety management process.
- Proactively encourage the timely and accurate reporting of, and investigation of all near miss, incidents and injuries.
- Encourage the early reporting of pain or discomfort and actively support safe early return to work for injured or ill employees.
- Ensure potential emergency situations are identified and that appropriate response plans are developed, implemented and communicated to all employees, contractors and subcontractors.
- Promote a system of continuous quality improvement in its health and safety performance which includes regular review of policies and procedures.

WBA employees will:

- Carry out their work in a way that does not adversely affect their own health and safety, or that of others.
- Attend training and observe all safe work procedures, rules and instructions that will allow them to work safely.
- Promptly report all near miss, notifiable incidents to the appropriate person.
- Actively participate in any investigations and reviews to improve the health and safety management system.

Signed:

By the most senior
person

Date:

Health & Safety Policy and Procedures Manual

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Employer commitment and policy

Purpose

This section lists the objectives of the health and safety manual, provides a brief summary of the health and safety legislation and defines accountabilities.

Objectives

The WBA health and safety programme aims to:

- promote excellence in health and safety management
- continually improve current health and safety performance
- provide a safe and healthy work environment
- identify and control actual and potential hazards
- establish and maintain communication on health and safety
- support staff participation in health and safety matters
- identify needs and provide training on health and safety
- demonstrate a commitment to the accurate reporting and recording of health and safety matters
- comply with legal and organisational obligations.

Objectives will be achieved through:

- management's support and commitment to health and safety
 - implementation of policies and procedures
 - two yearly review of health and safety plan
 - staff education and participation
 - regular reviews and evaluations
 - bi annual health & safety meetings
 - two-yearly health and safety manual review.
-

Legislative requirements

The Health and Safety at Work Act 2015 requires employers to take all practicable steps to ensure the health and safety of staff members at work by:

- providing a safe working environment
- providing and maintaining facilities for staff members' safety and health
- ensuring plant and equipment on the premises are safe
- ensuring staff members are not exposed to hazards
- developing emergency procedures
- ensuring that no action or inaction by staff members is likely to cause harm to themselves or any other person.

Other people who have duties under the Act include persons in control of places of work; self-employed people; principals to a contract; contractors and subcontractors; and staff members.

The Health and Safety at Work Act 2015 impose duties on employers in respect of the workplace, certain staff members, and types of work. The Resource Management Act, the Building Act, the Fire Service Act, the Hazardous Substances and New Organisms Act, and the Injury Prevention, Rehabilitation, and Compensation Act also include health and safety elements.

Accountability

The PCBU as the employer representative has ultimate accountability for the health and safety of all staff. This is provided for by:

- Demonstrating continuous improvement through a systematic approach to occupational health and safety matters that includes setting specific objectives, systems and programmes in partnership with staff and reviewing these yearly
- Documenting and communicating the health and safety policy and holding staff members responsible for supporting the policy and related procedures
- Taking appropriate actions (including disciplinary actions) in the event of unacceptable performance or behaviour, consistent with normal operational practice
- Incorporating health and safety as an element in position descriptions
- Expecting all staff to share the responsibility for meeting the requirements of health and safety legislation and maintaining ongoing accountability through the roles and responsibilities defined below.

The Health & Safety Officer being the Chief Executive Officer has key responsibilities for developing, implementing and improving the health and safety management system as an integral part of day-to-day operations. These include the following:

- providing leadership and direction in matters of health and safety
- developing staff commitment to achieving excellent health and safety standards
- establishing, monitoring and achieving overall health and safety goals and objectives
- ensuring that all staff members receive appropriate induction training, and are involved in the improvement of systems and practices where relevant
- conducting regular health and safety inspections
- maintaining up-to-date information on changes to health and safety legislation, regulations, codes of practice and standards
- acting in the capacity of the health and safety representative
- ensuring any changes to the health and safety manual are distributed to staff and the manual is kept up to date and is managed as a controlled document.

Health and Safety Meetings

- Bi-annually health and safety meetings are to be held
- Any employee is welcome to attend a health and safety meeting. The date and time of meetings will be circulated to all staff via group email. Any employee wanting to participate in the health and safety meeting may self-nominate and will as a result be invited to attend the meeting
- An extraordinary meeting will be held in the event of a serious harm injury being investigated
- The health and safety manual will be reviewed two-yearly by the Chief Executive Officer in consultation with staff.

Employee Consultation

Staff are encouraged to actively participate in health and safety meetings

Where changes to existing policies are being considered, staff will be invited to comment and participate in the consultation process prior to implementation of changes

Staff may have their nominated representative participate or advocate on their behalf as part of the consultation process

Hazard management

Purpose

To further improve the method for systematically identifying, assessing and controlling hazards in the workplace as required by the Health and Safety at Work Act 2015.

Scope

The procedures apply to all WBA activities.

What is a Hazard

A hazard is any actual or potential cause of harm. It may occur inside or outside of a place of work. It may be:

- An activity
- An occurrence
- An arrangement
- A phenomenon
- A circumstance
- A process
- An event or
- A situation.

Hazards may be grouped by type:

- Slipping/tripping hazards
 - Fire
 - Chemicals
 - Moving parts of machinery
 - Special Training
 - Ejection of material, Pressure systems
 - Vehicles
 - Repetitive work
 - Biological hazards
 - Electricity
 - Dust
 - Fumes
 - Manual handling
 - Noise
 - Poor lighting
 - Extreme temperatures.
-

Responsibilities

The Health & Safety Officer is responsible for:

- conducting regular health and safety inspections
- maintaining the hazard register including identification and risk analysis
- working with staff to control identified hazards
- authorising specialist consultants to be contracted where existing staff competency is not available to identify, eliminate or minimise hazards (for example assessment of workstations).

All staff & volunteers are responsible for:

- implementing hazard management procedures in their work area
 - taking all reasonable steps to ensure that hazards identified are eliminated, isolated or controlled
 - completing a hazard notification form if a hazard is identified and providing this to the (who will undertake a full identification and risk analysis and enter details into the hazard register)
 - informing others (staff, visitors and contractors) of any hazards to health and safety which are known to be associated with the work they perform and the steps to be taken to control any such hazard
 - ensuring unsafe acts and unsafe conditions are appropriately addressed.
-

Procedure

Hazard management steps include:

1. Identification – describe the hazard and state the location of the hazard
2. Risk analysis – rate the risk
3. Control – Recommend the control measure (eliminate, isolate or minimise).

Complete details on the hazard management register

If difficulties are experienced in identifying, eliminating or controlling hazards, or engaging an outside **contractor with appropriate experience**.

Hazard management needs to be completed:

- systematically for all areas and processes at regular three-monthly intervals
- when a notifiable incident occurs; a check is needed to ensure hazards listed and their controls are adequate
- when a new process or equipment is introduced
- if a new hazard is observed or reported.

Hazard monitoring

Where a hazard or significant hazard is managed using minimisation, it is a mandatory requirement to monitor the employees' exposure to the hazard (in addition to monitoring the employees' health in relation to the exposure). The reason for monitoring is to provide staff support and ensure that control measures implemented remain effective.

Support

If a staff member who is dissatisfied with an action taken, or not taken, by a manager or staff member in relation to:

1. an identified hazard, or
2. a work-related personal injury.

They may refer the matter to the Health and Safety Officer, who will provide assistance in resolving the situation

Step 1 – Identify hazards

Hazard Identification Process ²		
1.	Use inspection, audits, walk-through surveys and checklists to determine hazards	
	Working Environment Area used and its physical condition Workplace layout Location of material/equipment and distances moved Types of equipment used Energy hazards Hazards which could cause injury Characteristics of materials, equipment Hazards which could cause ill health Psycho-social environment Organisation environment	Human Factors Knowledge and training Skills and experience Health, disabilities, fitness Age and body size Motivation Risk perception and value systems Protective clothing, equipment, footwear Leisure interests
		Tasks Task analysis Working postures and positions Actions and movements Duration and frequency of tasks Loads and forces involved Intensity Speed/accuracy Originality Work organisation
2.	Analyse any 'near miss / notifiable incidents that may have been recorded in the incident report	

Step 2 – Risk analysis

Risk analysis is the process of estimating the magnitude of the risk and deciding what actions to take. Below examples / templates of how risks can be analysed, assessed and controlled. The below process can be used or if using a cloud based programme then follow the programmes' build in risk analysis feature.

Score	Scale	Frequency of accident or illness
1	Rare	May occur only in exceptional circumstances, e.g. less than 5% chance of occurring
2	Unlikely	Could occur at some time, e.g. 5-29% chance of occurring
3	Possible	Should occur at some time, e.g. 30-59% chance of occurring
4	Likely	Will probably occur in most circumstances, e.g. 60-79% chance of occurring
5	Almost certain	Will occur in most circumstances, e.g. 80%+ chance of occurring

Impact scale

Score	Scale	Severity of accident or illness
1	Minimal	Negligible injury or illness
2	Minor	Minor injury or illness requiring minor first aid and/or less than one weeks' recovery
3	Moderate	Injury or illness requiring advanced first aid and medical visit (e.g. GP or hospital visit) and/or 1-6 week's recovery
4	Major	Injury or illness requiring advanced first aid and emergency medical assistance (e.g. hospitalisation) and/or more than six weeks' recovery
5	Extreme	Injury or illness requires immediate emergency medical assistance and may result in permanent or long-term disabling effects or death. Hospitalisation likely to be for more than six weeks

² Table: Adapted from Interaction of people, tasks, and environment for hazard analysis (developed from Hay 1992, and WORK SAFE 1991: P10) Likelihood scale.

A risk assessment category (critical, high, moderate or low) for each hazard is compiled by using the chart below. Hazards with the highest rating are given priority.

Risk assessment chart

Likelihood	Impact				
	Minimal	Minor	Moderate	Major	Extreme
Almost certain	H	H	C	C	C
Likely	M	H	H	C	C
Possible	L	M	H	C	C
Unlikely	L	L	M	H	C
Rare	L	L	M	H	H

Legend:

C	Critical risk; immediate action required
H	High risk; senior management attention is needed
M	Moderate risk; management responsibility must be specified
L	Low risk; manage by routine procedures

The risk assessment category is entered into the Risk Score column beside the hazard on the Hazard Management form. 'Significant Hazards' are identified according to the definition above.

Step 3 – Control

Where a significant hazard is to be controlled, this must, if practicable, be by elimination. Where elimination is not practicable then the hazard must be isolated. Only where both elimination and isolation are not practicable are methods of minimisation to be applied.

If a minimisation strategy is used, the Act requires monitoring of employees' exposure to the hazard. In this event, a schedule should be developed and implemented whereby they regularly monitor the hazard noting variances and taking appropriate action where necessary (such as obtaining expert advice).

Use of Public Venues Policy

Policy statement

To provide systems and procedures for proactively managing the risk factors that may face staff member of the WBA or a member of the public when working in public venues.

Scope

This policy applies to all staff members of the WBA.

Purpose

To provide a safe work environment outside of the office.

To provide safe training and learning environment to member of the public.

Responsibilities

Staff members & volunteers are responsible for:

- Before your audience arrives investigate the evacuation procedures for the venue
- If the building has no evacuation procedures analyse the building by assessing the most efficient and harmless way out of the building
- If you are unsure please check with authorities (e.g. fireman)
- You must also identify the potential hazards and complete a RAM's form
- Any you find, you must do your best to minimize the risk of it becoming a danger to anyone. If the risk is still high, then you must verbally warn the group of this and tell them how to/ to avoid interaction with the surrounding area.

When your audience have arrived:

- When using a public venue notify your audience of the hazards and evacuation process before you proceed with the formalities.
 - Explain to them the evacuation procedures
 - Indicate the nearest exits and where the assembly point is.
 - Highlight any potential hazards in the area
 - Lastly, indicate the nearest facilities and any general housekeeping rules you may like to add.
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Procedures

- Complete a RAM's form.

Vehicles and Driving Safety Policy

Policy statement

The WBA is firmly committed to reducing incident risk associated with vehicle use. While driving company vehicles, staff must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits when driving on company business.

Scope

This policy applies to all staff members of the WBA.

Purpose

To provide systems and procedures for managing driver safety in WBA vehicles.

Responsibilities

Staff members are responsible for:

- Maintaining all company vehicles in a safe, clean and roadworthy condition to ensure the maximum safety of the driver, occupants, and other road users at all times
- Ensuring that staff driving company vehicles demonstrate safe driving and other good road safety habits at all times when driving.

This is achieved by:

- ensuring staff hold a current driver licence for the class of vehicle they are driving
- immediately notify their supervisors or managers if their driver licence has been suspended or cancelled, or has had limitations placed upon it
- being responsible and accountable for their actions when operating company vehicles
- displaying the highest level of professional conduct when driving motor vehicles
- assessing hazards while driving and anticipate 'what if' scenarios
- driving within the legal speed limits, including driving for the conditions
- wearing a safety belt at all times
- reporting vehicle defects to a supervisor or manager before the next vehicle use
- complying with traffic legislation when driving a company vehicle
- regularly check the oil, radiator and battery levels, and tyre pressure of company vehicles they regularly use
- reporting any near hits, crashes and scrapes to their manager, including those which do not result in injury
- following the crash procedures outlined in this policy.

In addition, it is required that all drivers:

- take regular and adequate rest breaks
- stop when tired ensuring that they do not exceed 10 hours of driving in one day
- plan the journey, taking into consideration pre-journey work duties, the length of the trip and post-journey commitments
- take breaks every two hours.

Cellphone use (including hands-free) is strongly discouraged while driving. Staff should adopt the following policies:

- If possible turn your cell phone off and leave it off until you reach your destination, regardless of hands-free capability (there is no expectation that you keep your phone switched on while you are driving)
- If you need to have your cell phone switched on in the vehicle and it rings, pull over to the side of the road to answer the call safely (note: this recommendation also applies to other distractions such as eating, tuning the radio, changing CD's, etc)
- Keep cell phone use to an absolute minimum when driving (e.g. divert to voicemail and check messages regularly when it is safe to pull over)
- Do not make calls, dial numbers, or text message while driving
- Pull over to the side of the road when it is safe, before making or answering a call

- If calls are necessary to have while driving then they should only be received via a hands-free kit.

The PCBU is responsible for:

- Ensuring optimal safety provisions
- Only buying and/or leasing vehicles built from 1994 that have ABS brakes, air conditioning and station wagons with load barriers between the boot and passenger areas
- Fitting all vehicles with a first aid kit, torch and emergency triangle
- Setting up procedures where the employees check the vehicle's oil, water, tyre pressure and general cleanliness on a monthly basis, and this is recorded
- Encouraging staff to follow the maintenance schedule in the vehicle's manual
- Collecting and collating statistics on incidents, crashes and their causes
- Providing a thorough induction to the company's road safety policies and procedures
- Providing regular staff seminars or refresher meetings on using safety belts, combating fatigue, driver responsibility, and drink-driving
- Updating driver training logs on staff's personnel.

Encouraging safe driving behaviour by:

- Not paying staff speeding or other infringement fines
- Discouraging the use of cell phones in vehicles
- Encouraging the use of taxis and buses whenever necessary
- Subscribing to Driver Check to ensure that all new staff are licensed, and the employer is informed if existing staff become unlicensed.

Procedures

What to do if there is a crash in a company vehicle:

Immediately stop your vehicle at the scene or as close to it as possible, making sure you are not obstructing traffic. Ensure your own safety first.

Help any injured people and call for assistance if needed.

Try to get the following information:

- Details of the other vehicle(s) and registration number(s).
- Name and address of the other vehicle owner(s) and driver(s)
- Name and address of any witness(es)
- Name of insurer(s).

Give the following information:

- Your name and address and company details
- If you damage another vehicle that is unattended, leave a note on the vehicle with your contact details.

Contact the police:

- if there are injuries
- if there is a disagreement over the cause of the crash
- if you damage property other than your own
- if there is another party involved in the accident.

Follow-up:

If there is an injury, or major damage, report the crash to your manager as soon as you can. Otherwise report the crash within 48 hours.

Occupational Overuse Syndrome

Prevention Policy

Policy statement

Occupational Overuse Syndrome (OOS) is a collective term for a range of conditions (including injury) characterised by discomfort or persistent pain in muscles, tendons and other soft tissues. Every case of OOS has the potential to be classified as a significant hazard because the condition may cause a notifiable injury or illness. Therefore, the risk factors for OOS need to be controlled by eliminating the hazard if at all possible, or else by isolating or minimising the hazard.

Scope

This policy applies to all staff members of the WBA.

Purpose

To provide systems and procedures for proactively managing the risk factors that may contribute to a range of occupational overuse type conditions.

Responsibilities

The PCBU is responsible for:

- taking all practical steps to ensure that there is compliance with the *WORK SAFE Code of Practice (COP) for Visual Display Units*
- ensuring all staff at risk attend an Health and Safety Induction including OOS awareness in their first month of employment and as may be required
- encouraging staff to report any work-related pain to the as early as possible
- ensuring the work environment of any staff who do develop symptoms is monitored and all practicable steps are taken to remedy any deficiencies
- facilitating any return to work for any staff member who has been absent through an OOS-related injury where possible.

Staff members are responsible for:

- reading the OOS awareness information and attending training where required
- adjusting workstation equipment to maintain a comfortable body position
- taking breaks away from the workstation and practising micro-pauses as appropriate
- reporting early symptoms to the team leader (preferably before visiting a doctor)
- participating in any return to work programme if applicable.

Procedures

Pre-employment procedures

Managers will seek to establish if the prospective staff member suffers from any gradual process injury that the particular job may aggravate or contribute to, by checking the statement on the application form.

Existing staff

- Individual staff members should adjust their own workstation to maintain a comfortable working position, vary tasks, practise micro-pauses and take other breaks. They must report any problems to the H&S Officer, who in turn may request a full workstation assessment from a properly trained Workstation Assessor. The Workstation Assessor will work with the staff member to recommend changes or adjustments, and will provide a brief summary of findings to the employee.
 - Early warning symptoms should not be ignored in the hope that the pain will go away. If discomfort during work activities persists for more than a few days the above actions should be taken. By taking these steps individuals will be making important decisions about stopping the symptoms from worsening and developing into a possibly serious and long-term condition.
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Stress at work

Policy statement

The WBA recognises the responsibility of the employer to actively reduce and manage stress in the workplace. Stress may arise from both personal and organisational sources.

The WBA clearly has a degree of control only over the latter, and these guidelines provide a framework for stress management in the workplace.

Background information for employees

“Stress arises when a person’s capabilities are overwhelmed by demands”⁵

Every day, individuals are confronted with a variety of demands or ‘stressors’. These may arise from either personal sources e.g. ill-health, marital discord, family problems, financial uncertainty, or from institutional sources e.g. work overload or underload, role conflict, lack of control, physical environment. Stressors produce a biochemical response in the body which prepare the body to do what is essential during a stressful situation (in preparation for fight or flight).

The stress response is highly functional and can lead to elevated performance, through constructive and creative responses, increased and well-directed energy, improved morale and motivation, and increased efficiency and effectiveness. Where an individual is exposed to demands that are too intense, frequent or chronic, the stress response can create unhealthy, destructive outcomes, e.g. cardiovascular disease or depression.

There are wide individual differences in the way we each respond to stressors, and therefore the optimum stress load that maximises performance varies by individual and by task. (The Yerkes-Dodson Law refers to the fact that performance increases with increasing stress loads up to an optimum point, and when the stress load becomes too great, performance decreases.)

Some common signs of stress in individuals are:

- headaches, feeling tired, or having difficulty sleeping
- worrying a lot, feeling anxious and tense for no explained reason
- having difficulty concentrating, finding it hard to make decisions
- lower level of confidence, making mistakes, forgetting things
- feeling impatient and irritable, drinking more alcohol, smoking more.

“Stress is inevitable: distress is not”⁶

Organisational stressors can be grouped into four categories:

- Physical – the physical environment in which one works, e.g. temperature, office design, noise, lighting etc.
 - Task – the nature of the work itself, the specific activities assigned to the employee, e.g. reception, budget management
 - Role – the expectations that others have of one’s role and its function within the organisation, e.g. conflicting or ambiguous expectations
 - Interpersonal – the social, personal and working relationships that exist.
-

Scope

This policy is applicable to all staff.

Purpose

- To assist all staff to understand the causes of stress, and work together in ways that encourage positive responses to work demands
 - To enable staff to identify indicators or symptoms of stress and to assess the extent to which they or other individuals are responding positively or negatively
 - To encourage managers and staff to seek information and early assistance in managing their own stress in a constructive way
 - To provide information and advice regarding the causes and impact of stress in the work situation, and offer some ways for managing stress positively
 - To have procedures for dealing with negative stress or distress effectively.
-

Responsibilities

The PCBU is responsible for:

- facilitating training and providing information for managers in effective management practices and styles, covering the nature of stress, and promoting responsible prevention and rehabilitation attitudes towards it
- providing up-to-date and accessible information on stress
- adjusting the physical environment, the workload, task design, pacing of work and work schedules to alleviate significant stress/distress for an individual, in full consultation with the individual concerned
- making free specialist counselling available for staff.

Prevention

- allow staff to participate in collaborative decision-making.
- allow staff to exercise as much autonomy and control as is practical
- provide training to enable work to be done most effectively
- provide accurate, fair and prompt feedback on performance
- consider job design, job descriptions and performance targets with the aim of reducing unnecessary stressors
- consult with employees to identify stressors in the workplace
- Promote activities that make the workplace healthier, more stimulating and more fun
- Carefully match people to jobs by considering their individual skills, capabilities and needs.

Early intervention

- Act immediately if a staff member seems overly stressed
- Explore whether their stress is in any way job related, discuss ways of alleviating it in the short term initially, and then focus on the sources of stress to consider long-term solutions
- Short-term solutions could include sharing tasks amongst other staff, taking leave, or adopting flexible or reduced hours
- Long-term solutions should aim to eliminate or minimise the cause of stress where possible – the preventative strategies outlined above should be used.

All staff are responsible for (where applicable):

- managing your time and realistically prioritising tasks
- taking regular, necessary breaks during the day
- taking your annual leave
- taking leave accrued as time in lieu as soon as practicable
- not working excessively long hours
- discussing with your manager the issues that are causing you stress, along with any suggested solutions
- seeking advice and help from others – talk to partners, friends, colleagues, a professional counsellor or your manager if possible.

Manual handling

Purpose

To provide a starting point for the identification, assessment, prevention and control of the hazards and risks associated with manual handling in the workplace.

Scope

The policy is applicable to all employees.

Responsibilities

The Health and Safety Officer is responsible for:

- identifying the manual handling tasks that are likely to be a risk to health and safety, in the office workspace, re-assessing the risks on a regular basis, taking steps to control those risks, and reviewing the effects of controls. The code of practice for manual handling provides a method that can be used to analyse such tasks in order to establish the healthiest and safest ways of preventing harm to staff members
- providing information and training for staff about the hazards they are exposed to or that they may create and what controls are in place.

Staff members are responsible for:

- taking all reasonable and necessary precautions for their own health and safety, (and that of others), when carrying out manual handling tasks
 - being familiar with current accepted best practice for manual handling, including use of equipment.
-

Definitions

The Code of Practice for Manual Handling published jointly in June 2001 by Work Safe and ACC defines manual handling as:

“any activity requiring a person to lift, lower, push, pull, carry, throw, move, restrain, hold, or otherwise handle any animate, or inanimate object”.

Incident management

Policy statement

A safe and healthy work environment is fostered through a partnership where all involved combine their efforts and share the responsibility for work-related personal injury prevention and management. Early reporting is essential to this process and the WBA has a specific incident reporting and investigation form that must be used in the event of all notifiable work incidents and OOS type conditions.

A staff member injured at work who needs medical treatment must provide the WBA with a copy of the completed ACC forms, and, if time off work is also required, must provide a medical certificate.

Scope

This policy applies to employees of the WBA, including fixed-term, part-time and casual staff.

Purpose

To provide consistent procedures for recording and investigating notifiable work-related incidents and near misses and to set out the work-related personal injury claim process.

Accident means an event that:

- a) Causes any person to be harmed; or
 - b) In different circumstances, might have caused any person to be harmed.
-

Responsibilities

To the WBA in meeting its aims in the prevention and management of work-related personal injury, there are responsibilities for the employer through line managers working in partnership with employees.

The PCBU is responsible for:

- preventing notifiable incidents and injury by providing a safe and healthy work environment within their areas of office operation
- managing or controlling the workplace at which a notifiable event has occurred and take all reasonable steps to ensure that the site where the event occurred is not disturbed until authorised by an inspector.
- notifying the regulator as soon as possible after becoming aware that a notifiable event has arisen out of the conduct of the business or undertaking that occurred.
- keeping a record of each notifiable event for at least 5 years from the date on which notice of the event is given to the regulator
- taking all reasonable steps to see that all staff are aware of the incident reporting system, know where to obtain the appropriate form, and report such events when they occur
- arranging for appropriate first aid and emergency care (or other assistance) where required if an accident does occur
- ensuring that weekly compensation payments are paid during any period of incapacity
- acting as the health and safety representative, including liaison with ACC and investigation of workplace injury or accident.

Staff members

Every staff member is responsible for:

- observing any established health and safety procedure that relates to the work performed
- participating in relevant health and safety training, e.g. OOS prevention, manual handling
- accurately reporting and documenting of all notifiable incidents and observed hazards to the PCBU
- obtaining initial medical treatment from a registered treatment provider of his/her choice (this must be a registered medical practitioner if lost time is involved)
- providing a copy of the completed ACC forms and, if lost time is involved, a medical certificate from the registered medical practitioner, to the PCBU
- reporting non-work injuries resulting in time off to the PCBU as soon as possible.

Procedures

Pre-employment injury prevention procedures

The team leader or manager responsible for recruitment will check information provided as part of the application process to ensure that prospective staff members have stated that they are physically and medically fit to perform the duties of the position for which they have applied before appointment is finalised.

Record of notifiable incidents

The Health and Safety at Work Act 2015 places requirements on employers to record and investigate notifiable incidents. Notifiable incidents must be reported, in writing, and on the prescribed form, to Work Safe, within seven days of the event.

The purpose of the investigation procedure is to determine actual causes of a notifiable incident and to put in place procedures or controls to minimise the chances of a recurrence.

The WBA notifiable incidents form.

Notification of notifiable work-related incidents and how to make a claim

Whenever there is a work-related accident, incident or 'Serious Harm' injury the staff member must take the following steps:

- Inform the PCBU as soon as possible after the accident/incident occurs by completing the incident form via the
- Complete a notifiable incident form, and send a copy to the WBA immediately
- If medical treatment is required and/or there is lost time, the staff member must, in addition to completing the form above, seek treatment from a treatment provider of their choice. (This must be a registered medical practitioner if lost time is involved.) ACC forms will need to be completed
- Provide copies of any completed ACC forms (and a medical certificate if lost time is involved) to the PCBU as soon as possible.

Notifiable Incident reporting investigation

In the event of notifiable incident or a significant hazard the PCBU must be advised immediately so that Work Safe can be advised.

The PCBU should:

- ensure receipt of all relevant information (incident form, ACC forms, medical certificates as applicable)
 - initiate and carry out an investigation. This must commence within 12 working hours of the event concerned
 - ensure any hazard that is identified as the cause of the event is eliminated, isolated or minimised in accordance with the requirements of the Health and Safety in Employment Act
 - ensure all corrective actions that have been identified are carried out within the specified timeframes
 - the investigation report will be reviewed by the PCBU to ensure that the corrective actions have been carried out as indicated and to check, if applicable, that significant hazards have been controlled in accordance with the requirements of the Act.
- **Meaning of notifiable injury or illness**
 - (1) In this Act, unless the context otherwise requires, a **notifiable injury or illness**, in relation to a person, means—

- (a) any of the following injuries or illnesses that require the person to have immediate treatment (other than first aid):
 - (i) the amputation of any part of his or her body:
 - (ii) a serious head injury:
 - (iii) a serious eye injury:
 - (iv) a serious burn:
 - (v) the separation of his or her skin from an underlying tissue (such as degloving or scalping):
 - (vi) a spinal injury:
 - (vii) the loss of a bodily function:
 - (viii) serious lacerations:
- (b) an injury or illness that requires, or would usually require, the person to be admitted to a hospital for immediate treatment:
- (c) an injury or illness that requires, or would usually require, the person to have medical treatment within 48 hours of exposure to a substance:
- (d) any serious infection (including occupational zoonoses) to which the carrying out of work is a significant contributing factor, including any infection that is attributable to carrying out work—
 - (i) with micro-organisms; or
 - (ii) that involves providing treatment or care to a person; or
 - (iii) that involves contact with human blood or bodily substances; or
 - (iv) that involves handling or contact with animals, animal hides, animal skins, animal wool or hair, animal carcasses, or animal waste products; or
 - (v) that involves handling or contact with fish or marine mammals:
- (e) any other injury or illness declared by regulations to be a notifiable injury or illness for the purposes of this section.
- (2) Despite subsection (1), **notifiable injury or illness** does not include any injury or illness declared by regulations not to be a notifiable injury or illness for the purposes of this Act.
-
- **Meaning of notifiable incident** In this Act, unless the context otherwise requires, a **notifiable incident** means an unplanned or uncontrolled incident in relation to a workplace that exposes a worker or any other person to a serious risk to that person's health or safety arising from an immediate or imminent exposure to—
 - (a) an escape, a spillage, or a leakage of a substance; or
 - (b) an implosion, explosion, or fire; or
 - (c) an escape of gas or steam; or
 - (d) an escape of a pressurised substance; or
 - (e) an electric shock; or
 - (f) the fall or release from a height of any plant, substance, or thing; or
 - (g) the collapse, overturning, failure, or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with regulations; or
 - (h) the collapse or partial collapse of a structure; or
 - (i) the collapse or failure of an excavation or any shoring supporting an excavation; or
 - (j) the inrush of water, mud, or gas in workings in an underground excavation or tunnel; or
 - (k) the interruption of the main system of ventilation in an underground excavation or tunnel; or
 - (l) a collision between 2 vessels, a vessel capsize, or the inrush of water into a vessel; or
 - (m) any other incident declared by regulations to be a notifiable incident for the purposes of this section.
- (2) Despite subsection (1), **notifiable incident** does not include an incident declared by regulations not to be a notifiable incident for the purposes of this Act.

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- **Meaning of notifiable event**
- In this Act, unless the context otherwise requires, a **notifiable event** means any of the following events that arise from work:
 - (a) the death of a person; or
 - (b) a notifiable injury or illness; or
 - (c) a notifiable incident.

When events result in ‘Notifying Injury or illness or Notifiable Incident or event’, take the following steps

- Make sure anyone injured or suspected of injury has received medical attention if necessary.
- Do not interfere with the accident scene without the permission of an Inspector from Work Safe.
- Complete the reporting and investigation procedures and take steps to eliminate, isolate or minimise any identified significant hazards. The injured person must also provide a medical certificate from the treatment provider and forward it to the health and safety committee or PCBU.
- OOS type conditions may become ‘serious harm’ and must be reported to Work Safe (via the PCBU) if the following conditions are met:
 - The person is suffering from pain which is significantly more than discomfort, and considers it work related.
 - The person is unable to carry out, or is directed not to carry out, normal duties for a period of more than seven calendar days, irrespective of whether they take sick leave.
 - The person has voluntarily obtained, or been directed to obtain, medical help for the condition.
 - A diagnosis of an OOS type condition that is or could be work related is made by a medical practitioner.

Support

If a staff member who is dissatisfied with an action taken, or not taken, by a manager or staff member in relation to an accident, incident or harm they may refer the matter to the Health and Safety Coordinator, who will provide assistance in resolving the situation.

Rehabilitation policy

Policy statement

The WBA is committed to initiating vocational rehabilitation programmes whenever appropriate for work-related personal injury (all staff) and for non-work personal injury (excludes contracted staff who fall outside the definition of 'employee'). The aim is to assist optimum recovery, early return to work and resumption of normal lifestyle without undue delay. The benefits of rehabilitation are greatest when the process is begun as soon as possible.

Staff are expected to participate fully in their own rehabilitation programme which will be established through a consultative approach. The injured person is entitled to support, advice and representation from their nominated representative. Medical information will be obtained with formal consent from the staff member and will be treated confidentially.

Purpose

Through planned rehabilitation, to manage proactively the early return of staff members to as normal a life as possible, having regard to the consequences of the personal injury.

The PCBU is responsible for:

- identifying suitable alternative duties, where possible, to enable an early return to work for the staff member
- confirming that a rehabilitation plan is established, if appropriate, following a lost time accident
- monitoring the staff member's progress towards recovery and the suitability of the alternative duties and/or rehabilitation programme
- taking steps to see that appropriate levels of confidentiality are maintained consistent with the principles of the Privacy Act 1993
- reviewing health and safety management after a critical event, or if there is a change in work procedures or health and safety policy
- acting as the health and safety representative and person responsible for liaison with ACC on behalf of your organisation.

Staff members are responsible for:

- participating in an appropriate rehabilitation programme, including a return to work programme which requires alternative duties or partial hours
 - providing ongoing medical certificates to the PCBU.
-

Rehabilitation procedure/support

Early return to Work for full-time and part-time employees

A staff member who has experienced work-related personal injury and who has taken time off to recover will be supported in a return to work as early as possible and in accordance with medical advice. This involves a partnership between the staff member and the PCBU, medical treatment providers and others as appropriate in the circumstances. At any stage the staff member can choose to be accompanied by a representative or support person. An early return to work may involve a modification of the person's working environment, alternative duties for a temporary period, and/or changes to the normal hours of work.

Medical information

The staff member must give a copy of their completed ACC forms, or medical certificate, from the treatment provider (this must be a registered medical practitioner if lost time is involved), to the PCBU.

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

Capacity to work and the provision of alternative duties

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

The PCBU, in consultation with others as appropriate, will try to identify suitable alternative duties after considering:

- the nature and severity of the illness/injury
- the medical information provided and the restrictions imposed by treatment providers
- the previous work undertaken by the staff member
- the predicted timeframe for rehabilitation (if known).

Regular review

The PCBU will review the rehabilitation programme in consultation with the staff member at regular intervals (usually every two weeks) involving others as appropriate. Where uncertainty exists about the suitability of duties being performed or where the progress of a staff member is slower than anticipated, the PCBU will seek additional professional assistance as appropriate.

Alternative placement or permanent disablement

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

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

Definitions

- **'Rehabilitation'** means a process of active change and support with the goal of restoring the staff member's health, independence and participation to the maximum extent practicable. It comprises treatment, social rehabilitation and vocational rehabilitation.
- **'Rehabilitation plan'** means an individualised rehabilitation programme to facilitate the early and safe return of the staff member to the same or equivalent duties as those previously performed on a long-term basis.
- **'Alternative duties'** are early return to work interventions. They may include alternative work, or other forms of action appropriate for the staff member. These duties are a temporary modification of the employee's work tasks. They must not aggravate the personal injury or delay healing, must be compatible with the business of the organisation, and be subject to regular review. A staff member may be fit for alternative duties from the occurrence of the personal injury, or when improvement has occurred following a period of being unfit for work.
- **Notifiable Incident** means resulting in a condition that amounts to or results in permanent loss of bodily function, or temporary severe loss of bodily function and/or any harm that causes the person to be hospitalised for a period of 48 hours or more.

Emergency management

Policy

The WBA recognises the need to be prepared for emergency situations that may be encountered while at work.

Scope

This policy applies to all full-time and part-time WBA employees and contractors.

Responsibilities

The Health & Safety Officer is responsible for:

- acting as the warden for The WBA
- ensuring all staff receive emergency preparedness training
- maintaining emergency supplies of water and provisions in accordance with civil defence requirements
- maintaining a register of those staff who may require special assistance in the case of an emergency requiring evacuation.

All staff & volunteers are responsible for:

- maintaining familiarity with emergency responses and following procedures
 - advising the of any special assistance that may be required in case of an emergency requiring evacuation (e.g. in case of deafness, physical disability)
 - ensuring their own safety if working in the building after hours or alone, by utilising security measures that are available (e.g. doors electronically locked).
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Procedures

1. When emergency services are required

- For emergency services dial 1 for an outside line then 111 and ask for the service you require:
FIRE
AMBULANCE
POLICE
- Stay calm, give your name, details of the emergency, and street address - which is
Eastlink Badminton Stadium, 30 Old Farm Road, Hamilton East
PHONE NUMBER 07 856 3049
- Visitors
Visitors are the responsibility of the person they have called to see.

2. Fire

Ensure you are familiar with the building evacuation scheme or evacuation procedure.

If you discover a fire:

- activate the alarm and dial 111
- alert people in your area and the WBA warden or any staff member of the WBA or a Club warden
- do not extinguish the fire unless there is no personal danger to you or anyone else
- if time permits and there is no danger, close all doors and windows
- evacuate the building following the evacuation procedure or scheme
- after evacuation meet at the assembly point.

If the fire alarm sounds:

- walk quickly to your nearest exit
- make sure any visitors leave the building with you
- do not stop to take personal items with you
- meet at the assembly area of carpark and report to the building or floor warden.

3. Earthquake

- Keep calm
- Move away from windows, equipment and shelves that may fall
- Take cover under solid furniture such as tables and desks
- Do not try to evacuate until the shaking has stopped
- Be prepared for aftershocks.

When the shaking stops:

- keep calm and help those who need assistance
- warden will turn off all electrical sources and gas taps
- wait for orders from your warden
- check for hazards and extinguish any fires if safe to do so
- evacuate if instructed to do so
- listen to the radio for civil defence instructions.

If you need to evacuate or the fire alarm sounds:

- use evacuation procedures to leave the building
- keep together
- follow the warden's instructions
- meet at the assembly area –end of the carpark.

5. Flood (Natural Disaster)

- Shut off the power and water and turn off electrical appliances if there is no personal danger to you or anyone else
- Move vital records to highest accessible point if safe to do so
- Notify emergency services
- Prepare to evacuate.

6. Unwanted visitor

If a person is displaying unusual behaviour:

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

7. Bomb threat

When a bomb threat is received, or a suspicious object is discovered, it must be treated as genuine until proven otherwise.

Do not touch or move any suspicious object. Treat unusual or suspicious objects as a bomb, as they can be made to resemble almost anything. The Police will determine the action to take with the object.

- Keep calm and keep the person talking – don't interrupt
- Let them feel in charge – keep the person on the line, don't hang up
- Ask Bomb Threat Checklist questions and record responses
- Do not operate the manual alarm points or electrical switches, or use a mobile telephone as this may activate the device
- Attract assistance if possible and have this person alert staff and notify Police on 111
- Evacuate the building if directed to do so by the Police (but do not hang the phone up on the caller).

First aid

Policy statement

The WBA has a responsibility to take 'all practicable steps' in providing effective first aid arrangements.

Purpose

To ensure safe and consistent care is taken when first aid may be required in the workplace.

Scope

This policy applies to all WBA employees.

Responsibilities

The Office Administrator / Safety Officer are responsible for:

- ensuring appropriate first aid supplies are provided at the WBA office and Tournament Control Room (see minimum list below)
 - ensuring that first aid supplies are accessible to staff at the office
 - being the designated first aid representative for the WBA
 - holding an appropriate first aid certificate or other equivalent qualification
 - ensuring a first aid register form and incident and accident register is completed in the event that first aid is rendered
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Addendum

WBA Office first aid supplies

Minimum contents for workplace first aid kits

- A manual giving general guidance on first aid
- 20 individually wrapped sterile adhesive dressings (various sizes), appropriate to the type of work
- 2 sterile eye pads
- 2 individually wrapped triangular bandages
- 6 safety pins
- 6 medium-sized, individually wrapped sterile un-medicated wound dressings, about 12 cm x 12 cm
- 2 large sterile individually wrapped un-medicated wound dressings, approximately 18 cm x 18 cm
- 1 pair of disposable gloves
- 1 resuscitation mask.

The first aid kit should be inspected on a regular basis and new supplies bought if needed.

Note: Pain relief should not be included in first aid kits. Special provision for treating allergic reactions should be the responsibility of the person with the allergy.

Employee information, training and supervision

Policy statement

The WBA recognises the responsibility of the employer to promote a safe and healthy workplace. Employees need to actively participate in workplace health and safety and require information, training and supervision to support safe workplace practices.

Purpose

To ensure that employees are provided with adequate information, training and supervision on health and safety matters.

Scope

This policy applies to all WBA employees.

Responsibilities

The PCBU is responsible for ensuring that all newly appointed staff receive:

- an induction to health and safety in the workplace (see Employee health and safety induction material)
- a copy of the Employee Health and Safety Handbook
- an opportunity to complete the induction process and gain familiarity with WBA policies and procedures
- any additional training that is required as a result of specific work activities or requirements
- any protective clothing or equipment required for the position
- adequate supervision to ensure a safe workplace including a workstation assessment.

The PCBU is responsible for ensuring that staff receive:

- opportunities for employees to contribute to health and safety
- notification of all health and safety meetings
- an opportunity to attend ongoing training in relation to health and safety relevant to the organisation and employee responsibilities (for example, health and safety representative training, first aid training).

All staff are responsible for:

- following instructions of the PCBU or team leader/manager
- completing the induction process including reading the employee health and safety handbook, policies and procedures and undertaking paid training as directed
- reporting hazards
- cooperating with the monitoring of workplace hazards and employees' health (with permission)
- reporting work-related injuries or ill health
- not undertaking work that is unsafe
- not interfering with an accident scene.

Workmen on site (contractors) / visitors

Policy statement

The WBA is firmly committed to the provision of a safe and healthy workplace for contractors, sub-contractors and visitors in accordance with its Occupational Health and Safety Policy and with its duties under the Health and Safety at Work Act 2015, and related legislation and regulations. In meeting these requirements the WBA seeks to:

- ensure that contractors and subcontractors work in a healthy and safe manner and are not harmed (or do not cause harm to others) while working on WBA premises
 - promote measures to prevent injury and illness by insisting on safe methods, safe equipment, proper materials and safe practices at all times
 - ensure that all visitors are not harmed while on WBA premises.
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Responsibilities

The Receptionist is responsible for:

- ensuring details of any specific hazards that may be relevant to the visitor and/or contract worker are provided to the visitor and/or contractor
- advising the contractor on miscellaneous matters, such as how to activate the fire alarm, the location of fire extinguishers and first aid assistance, escape possibilities, and where and to whom the contractor should report in case of an emergency situation, or an accident
- advising visitors of any hazards and evacuation procedures in case of an emergency and of the policy that they must be escorted at all times
- maintaining a record of visitors and contractors on the premises and ensuring the contractor is escorted in the building
- ensuring there are strategies for on-site communications for contractors (e.g. Building WOF manual).

Staff are responsible for:

- ensuring visitors are escorted by a staff member at all times (unless they have been issued with a visitor ID badge) to ensure their safety and wellbeing and assist that person if required should the building need to be evacuated.

The contractor is responsible for:

- providing details of any hazards that they will be bringing onto the site or any hazards that may be created as a result of the nature of the work being undertaken, together with how these hazards will be mitigated
- ensuring the contractor's employees have received the safety training required for the specific job, including protocols for issuing keys or entry to restricted areas
- providing and using emergency and personal protective equipment they may require.

The visitor is responsible for:

- acting on the instruction of the in the case of an emergency
- advising the receptionist of any special assistance that may be required in case of an emergency requiring evacuation.

Last Reviewed	Approval	Next Review
August 2018	PCBU	August 2019