



POL 2 OHS ISSUE RESOLUTION POLICY

1. PURPOSE:

The purpose of this procedure is to provide guidance on the process of resolving OHS issues in the workplace.

2. SCOPE:

The procedure is applicable to Arnold Group Australia Pty Ltd Permanent Employees and Contractors, and clients. It outlines reporting and resolution processes for health and safety issues identified in the workplace.

3. REFER:

1. Victorian Occupational Health and Safety Act 2004
2. Victorian Occupational Health and Safety Regulations 2007
3. www.worksafe.vic.gov.au

4. RESPONSIBILITIES:

Senior Management is responsible for:

- The provision of resource to enable effective resolution of workplace OHS issues.

Office Manager and Consultants are responsible for:

- Participating in consultation processes with key stakeholders to resolve OHS issues in the workplace;
- Initiating actions to ensure Permanent Employees and Contractors are safe from risks to health and safety in the workplace;
- Assisting with the resolution of OHS related issues affecting Permanent Employees and Contractors;
- Communicating the OHS Issue Resolution procedure to Contractors and Permanent Employees; and
- Communicating any unresolved issues to Senior Management

Permanent Employees and Contractors are responsible for:

- Permanent Employees and Contractors are responsible for reporting workplace incidents and unresolved OHS issues to the Office Manager, Consultant or Client Manager.

5. DEFINITIONS:

Issue Resolution

An "issue" exists where there is a difference of opinion between the Employer and one or more Employee(s) relating to safety and health in the workplace. It does not mean that there has to be an actual "dispute". Rather, the issue resolution procedures aim to ensure the matter is resolved before it becomes the subject of disputation.

Immediate Risk

Where there is a high degree of danger which is likely to cause injury or disease before the risk can be eliminated or adequately controlled.

6. PROCEDURE:

6.1 A Workplace Health & Safety Incident is Reported

Contractors should report workplace incidents immediately to their supervisor or line manager at the client site and to the relevant Arnolds and Associates Account Manager. If the Contractor believes there is a real or perceived threat to their immediate safety or others they may take interim measures such as ceasing work or isolating themselves from a hazard prior to reporting the incident if necessary.

Permanent Employees should report workplace incidents immediately to the Office Manager.



The following actions should be considered when a Permanent Employee or Contractor reports an incident that may affect health and safety at work:

- Isolating the hazard;
- Number and locations of employees affected by the hazard;
- The appropriateness of temporary or interim measures;
- Review and monitoring processes;
- The time that may elapse before the hazard or risk can be modified or corrected; and
- The persons responsible for removing the hazard or fixing the problem.

6.2 When the Issue cannot be Resolved for the Permanent Employee

When a workplace incident reported by an employee cannot be resolved through reporting procedures the following actions shall be undertaken:

- 1) Once the risk of immediate danger is eliminated, the Employee and Office Manager will seek advice from the Managing Director depending on the complexity of the issue, to assist with resolution;
- 2) If required, an external third party may be engaged, to assist in the resolution of the issue;
- 3) If resolution has not been achieved, then the matter may be referred to the relevant State Authority for further guidance.

6.3 When an Issue cannot be Resolved for a Contractor

When a workplace incident reported by a Contractor is unable to be resolved through the Client reporting procedures and processes the following actions shall be undertaken:

- 1) Once the risk of immediate danger is eliminated, the Contractor should follow the issue resolution procedure and contact the Office Manager or Consultant;
- 2) Where an agreement cannot be reached through on-site procedures, the Office Manager or Consultant will refer the issue to the Managing Director to assist with on-site issue resolution;
- 3) If required, an external third party representative may be engaged, in consultation with the Client, to assist in the resolution of the issue; and
- 4) If resolution has not been achieved, then the matter may be referred to the relevant State Authority for further guidance.

6.4 Documenting Health and Safety Issues

The resolution of health and safety issues is to be thoroughly documented by the relevant Office Manager or Consultant involved in the process. This may include diary notes, emails, letters to relevant parties etc.