



WORK HEALTH AND SAFETY MANUAL

WORK HEALTH AND SAFETY MANAGEMENT SYSTEM

DOCUMENT REFERENCE: DB-DOC-01
 DATE OF ISSUE: 22-APR-2021
 AUTHORISED BY: WENDY MCCALLUM
 ISSUED BY: GENERAL MANAGER
 STATUS: UNCONTROLLED WHEN PRINTED

DATE	APPROVED BY	AMENDMENT DESCRIPTION
22-APR-2021	MANAGEMENT COMMITTEE	NEW ISSUE

VERSION	ISSUE DATE	PERSON ISSUED TO	POSITION
DRAFT	01-MAR-2021	WENDY MCCALLUM	GENERAL MANAGER
V1	22-APR-2021	WENDY MCCALLUM	GENERAL MANAGER



CONTENTS

1.	WORK HEALTH AND SAFETY POLICY	4
2.	DRUG AND ALCOHOL POLICY	5
3.	INTRODUCTION	5
4.	DEFINITIONS.....	6
5.	SCOPE.....	6
6.	WHS RESPONSIBILITIES– SETTING UP A SAFE WORKPLACE	7
7.	CONSULTATION WITH EMPLOYEES.....	7
7.1.	COMMUNICATION	8
7.1.1.	INTERNAL COMMUNICATION	8
7.1.2.	COMMUNICATING TRAINING & COMPETENCY	9
7.1.3.	EXTERNAL COMMUNICATION.....	9
7.2.	VESSEL WORKS SAFETY RULES – FOR MEMBERS, VOLUNTEERS, STAFF AND SUBCONTRACTORS	9
8.	SAFE WORK PROCEDURES - MANAGING HAZARDS/ HIERARCHY OF CONTROL MEASURES	11
8.1.	DEVELOPMENT AND IMPLEMENTATION (RESPONSIBILITIES OF IMPLEMENTATION)	13
8.2.	EMPLOYEES’ INVOLVEMENT IN DEVELOPMENT SAFE WORKING PROCEDURES	13
9.	NONCONFORMITY AND CORRECTIVE ACTION	14
9.1.	NONCONFORMITY & CORRECTIVE ACTION PROCESS	14
10.	INFORMING, TRAINING AND SUPERVISING OUR EMPLOYEES	14
11.	REPORTING – MAINTAINING A SAFE WORKPLACE.....	14
11.1.	NOTIFICATION REQUIRED FOR SERIOUS INJURY	15
11.2.	NOTIFICATION REQUIRED FOR DANGEROUS INCIDENTS (‘NEAR MISSES’).....	15
12.	PLANNING FOR EMERGENCIES	16
12.1.	EMERGENCY EQUIPMENT.....	16
12.2.	EMERGENCY RESPONSE ARRANGEMENTS	16
12.3.	EMERGENCY PREPAREDNESS.....	16
12.4.	AUDIT AND COMPLIANCE PROGRAMS	16
12.5.	ROLES AND RESPONSIBILITIES	17
12.6.	FIRST AID REQUIREMENTS.....	17
12.7.	POTENTIAL EMERGENCIES.....	17
12.7.1.	EVACUATION	17
12.7.2.	MEDICAL EMERGENCY	17
12.7.3.	FIRE	18
12.7.4.	SIGNIFICANT CHEMICAL SPILL/LEAK	18
12.7.5.	ELECTROCUTION	18
13.	SAFETY CHECKS - INSPECTIONS.....	19
14.	MAINTAINING WORKPLACE EQUIPMENT AND TOOLS.....	19
14.1.	RECORDS AND OUTPUTS	19
15.	KEEPING RECORDS	20
15.1.	PURPOSE AND RESPONSIBILITY	20
15.1.1.	MANAGING RECORDS THAT ISSUE INSTRUCTION OR DIRECTION	20
15.1.2.	COMPLETED OR POPULATED FORMS	20
15.1.3.	EXTERNAL DOCUMENTS, FORMS & RECORDS	20
15.2.	MANAGEMENT SYSTEMS – REGISTERS.....	20
16.	CONTROL OF EXTERNALLY PROVIDED PRODUCTS AND SERVICES	21



17. PERFORMANCE EVALUATION	21
17.1. MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION	21
17.1.1. AUDIT AND COMPLIANCE PROGRAM	21
17.1.2. CUSTOMER SATISFACTION	23
17.1.3. EVALUATION OF COMPLIANCE	23
17.1.4. ANALYSIS AND EVALUATION	23
17.2. INTERNAL AUDIT	23
17.3. MANAGEMENT REVIEW	24
17.3.1. INPUTS	24
17.3.2. OUTPUTS	25
17.4. IMPROVEMENT	25



1. WORK HEALTH AND SAFETY POLICY

OUR COMMITMENT

Management and the Workers of Dinah Beach Cruising Yacht Association (DBCYA) are committed in working together to provide and maintain a safe and healthy workplace in so far as is reasonably practicable, in accordance with the *Work Health and Safety (National Uniform Legislation) Act 2011*.

OUR OBJECTIVES

SAFE WORKPLACE – we will provide and maintain safe premises free of injuries with safe means of entry, exit and access.

SAFE PLANT & EQUIPMENT – we will provide and maintain safe plant and equipment.

SAFE SUBSTANCES – we will ensure all substances on site are safely used, handled, stored, transported and/or disposed of.

SAFE SYSTEMS - we will develop and implement a systematic approach to identifying, reporting, assessing and controlling WHS hazards and potential incidents.

SAFE PEOPLE – we will train our people, so they have the right knowledge, skills and attitude to perform their work correctly and without harm to themselves or others.

LEGISLATION – we will identify and implement the WHS legislative standards and codes of practice relevant to our business and operations.

CONSULTATION – we will adopt a team approach to improving our WHS standards through open and regular consultation of health and safety matters.

MONITOR AND MEASURE – we will conduct regular workplace assessments to ensure we are complying with the standards, objectives and targets we set ourselves.

EMERGENCY RESPONSE – we will develop and test emergency plans to ensure their effectiveness

REHABILITATION – in the regrettable instance of an employee being injured we will provide effective first aid, rehabilitation and support to ensure a speedy recovery.

OUR RESPONSIBILITIES

Dinah Beach Cruising Yacht Association will so far as is reasonably practicable:

- Provide and maintain a working environment that is safe and without risks to health
- Provide and maintain safe systems of work
- Provide information for the safe use, handling, storage and transport of plant, structure and substances
- Provide and maintain adequate facilities for the welfare of workers
- Provide Workers with information, instruction, training or supervision to work safely and without risk to their health
- Provide monitoring of workplace conditions to prevent injury or illness
- Consult with Workers and take their views into account when making decisions about resolving, monitoring, elimination and management of health and safety issues
- Not discriminate against a worker because of their involvement in workplace health and safety
- Strive for an accident/injury free work place.

All Management Committee members and employees of DBCYA are required, as is reasonably practicable, to:

- Take reasonable care for your own health and safety, and that of people who may be affected by your work
- Comply with this Health and Safety Policy
- Attend training as required



- Follow safe work instructions and processes as provided
- Follow information, for safe use handling and storage and transport of plant, structures and substances
- Use all Safety Equipment supplied in the manner it is designed for
- Consult with the Person Conducting Dinah Beach Cruising Yacht Association in relation to issues affecting your health and safety, this includes identifying hazards and assessing risks arising from your work
- Ensure Incident reports are completed for accidents and near misses
- perform all work duties in a manner that promotes care for the environment

2. DRUG AND ALCOHOL POLICY

In keeping with our obligation to provide and maintain a safe and healthy place of work, this policy sets out the responsibilities of all employees and contractors working on our sites, to be fit for duty.

“No employee, member, volunteer or contractor is to carry out works at Dinah Beach Cruising Yacht Association (DBCYA) facility under the influence of Alcohol or Drugs.”

An employee under the influence of drugs (including over the counter, prescription or prohibited) or alcohol may pose a substantial risk to themselves and other employees. DBCYA and all its employees are responsible for the safety of employees who may be put at risk because of another employee who is under the influence of drugs or alcohol.

As such DBCYA have a zero tolerance for detectable levels in a person of any of the substances listed below.

The General Manager or Supervisor may determine whether staff or volunteers are not fit for duty due to being under the influence of Alcohol or Drugs.

Members are required to abide by this policy as per their signed agreement to adhere to the DBCYA Constitution, policies and club rules. The actions of Contractors engaged directly by members are the responsibility of the member.

All staff, employees, contractors and volunteers must:

- be fit for work at the start of and throughout the work period
- notify their manager/supervisor if at any time they *may not* be fit for work
- not exceed a Blood Alcohol Level of 0.05
- have no impairment from the use of prescription medication
- have no impairment from illegal drugs: (Cut off level as per AS 4308:2008)
 - Opiates (300 ug/L)
 - THC (50 ug/L)
 - Cocaine (300 ug/L)
 - Benzodiazepines (200 ug/L)
 - Amphetamines (300 ug/L) and
 - Methamphetamines (300 ug/L)
- comply immediately with a stand-down order if requested by the supervisor

3. INTRODUCTION

This manual is an introduction to the safe work practices you are to follow while at work, to protect both yourself and others. Dinah Beach Cruising Yacht Association (DBCYA) is committed to ensuring a safe and healthy workplace. Safety is everybody’s responsibility and you are expected to play your part in maintaining the health and safety standards at any workplace you go to.



4. DEFINITIONS

For all intents and purposes definitions used throughout this document hold the meaning and purpose of those found under s. 5 of the *Work Health and Safety Regulations 2012* (NT).

5. SCOPE

Topics covered in this manual are:

- WHS responsibilities
- Consultation and communication
- Demonstrating management commitment
- Health and Safety Representatives (HSRs) and Safety Committees
- Risk identification and control
- The WHS considerations of recruitment, selection and engagement of workers
- Information, instruction, training and supervision
- Maintaining workplace equipment and tools
- Emergency Planning
- Responding to incidents in the workplace
- Monitoring and review of safety performance



6. WHS RESPONSIBILITIES– SETTING UP A SAFE WORKPLACE

PERSON RESPONSIBLE		HEALTH AND SAFETY RESPONSIBILITIES			
GENERAL MANAGER WENDY MCCALLUM	SUPERVISOR / EMERGENCY CONTROLLER WENDY MCCALLUM		Preparing, updating and implementing this WHS Management Plan		
			Develop WHS Policy		
			Ensuring that all works are conducted in a manner without risk to employees		
			Identifying and monitoring compliance of all legal WHS obligations		
			Identifying WHS training required for an activity		
			Ensure employees undertake identified WHS training		
			Communicating and consulting with workers, stop the job if it is unsafe		
			Investigating hazard reports and implement corrective actions		
			Implementing the WHS Policies, Manual and Procedures		
			Dispute resolution and return to work initiatives		
			Participate in the planning and risk assessments management process		
			Communicate and consult with works		
			SAFETY CONSULTANT HSE MANAGEMENT AUSTRALIA	WORKERS & SUBCONTRACTORS	Operate / use plant and equipment in accordance with safe operating procedures
					Comply with the requirements of the SWMS and JHAs on site
Report hazards and defects to the safety officer or General manager					
Participating in incident investigations					
Present fit for duty to the workplace					
Comply with WHS Manual, policies and procedures. Obey all safety rules					

FIRST AIDERS: DURING OFFICE HOURS	General Manager
BAR – EVENINGS AND WEEKENDS	Bar Supervisor / employee on duty

7. CONSULTATION WITH EMPLOYEES

DBCYA will consult with employees through regular staff meetings and will (where determined) nominate Health and Safety Representatives (HSRs). This will be determined at recorded meeting. Training of HSRs will be provided by DBCYA.

The duties of an elected HSR is to facilitate the flow of information about health and safety between DBCYA and the employees, monitoring of health and safety actions and investigate when the health and safety of the employees they represent might be compromised.



The HSR in no way removes the obligation of management to ensure the health and safety of employees, members, contractors, clients or visitors to the workplace.

The role of the HSR is to form a joint management/ team consultative group, with the aim of identifying and resolving occupational health and safety issues, as well as working towards improving standards in health and safety and continuous improvement of the WHS Management System.

They will meet regularly with management and employees. Copies of the meeting's minutes shall be made accessible to employees. The employees within the department (designated workgroup) shall have access to discuss health and safety issues with the Health and Safety Representative, when required.

Health and Safety issues may be raised according to the Health and Safety Communication Process with their Manager or Health and Safety Representative.

7.1. COMMUNICATION

DBCYA communicates with employees and stakeholders using the following processes.

7.1.1. INTERNAL COMMUNICATION

Inductions

The Manager or their appointed HSR is responsible for conducting inductions, ensuring all personnel are informed on matters such as:

- WHS issues – especially emergency procedure, hazardous materials, dangerous goods, Job Hazard Analysis requirements
- Emergency response issues
- Reporting requirements in cases of issues relating to safety, environmental and quality concerns & incidents, defects and suggestions or non-conformances
- Amenities and site house keeping
- Customer focus and service delivery, etc. with regards to the workplace.

Pre-shift briefings

Pre-shift briefings take place in person, by phone or through the Staff Communications Book. The briefings will be conducted by Management or the Bar Supervisor and will address production, safety and environmental issues. All persons should be briefed when conducting and activity for the first time and outside the scope of day-to-day operations. All employees are to read the Staff Communications Book upon arrival back through to their last shift.

Safety Meetings (called to deal with specific issues or changes)

Safety Meetings are conducted to ensure all 'change management' issues are dealt with and the outcomes communicated.

Management Committee (MC) Meetings

WHS issues shall be included in the monthly GM report presented to the MC and discussed as required at the monthly MC meeting. Safety issues may include site statistics; review of accidents and incidents; identification of training needs; shortcomings in the safety management system, outstanding hazard items, reports etc.

Management Committee Guidelines

MC Guidelines are signed by all MC members to ensure they have a clear understanding of the role they have been elected to and the operational standards that they will be expected to perform to. All newly elected MC members are required to sign a Consent of Commitment form to confirm they agree to abide by the required standards and obligations given in the MC guidelines.

DBCYA communicates with members via noticeboard, website, newsletter and SGM information sessions.



7.1.2. COMMUNICATING TRAINING & COMPETENCY

Upon commencement all employees will be inducted. The induction process should include familiarization with the organisation structure, reporting procedures, issue resolution processes, and emergency procedures. All staff will attend annual fire and emergency procedures training conducted in the form of drill.

7.1.3. EXTERNAL COMMUNICATION

DBCYA implements channels of communication to address the following:

- Services or products information
- General enquiries, contracts or order handling and
- General Feedback (including complaints).

Methods used include, email, telephone, instructions, website, newsletter, notices, alerts, pamphlets, advertising media and other suitable means.

7.2. VESSEL WORKS SAFETY RULES – FOR MEMBERS, VOLUNTEERS, STAFF AND SUBCONTRACTORS

Correct and appropriate personal protective equipment (PPE), tools and equipment for the task must be used and maintained. The following general site safety rules apply to every person who conducts vessel repairs and maintenance (R&M) or vessel transportation within the DBCYA premises:

Exclusion Zone – Exclusion zone: pontoon, wharf access, licensed premises, kitchen, amenities (laundry and ablution block), children’s play area, car parks. In all other areas PPEs must be used as per following safety rules:

Subcontractors must wear PPE everywhere while on DBCYA premises.

High visibility clothing - to be worn at all times whilst working in designated hard stand areas (wharf and Boat Park), the careening poles basin, workshop, dinghy crane area and ramp.

Safety footwear - approved safety footwear to be worn at all times whilst conducting works appropriate for the tasks being undertaken.

Sun Safety is to be practiced. Use appropriate long-sleeved clothing. 30+ broad spectrum sunscreen should be applied every 2 hours while on site.

Hard Hats are to be worn if members/ subcontractors/ volunteers are working around or near a crane or in the vicinity of others working at heights. Where worn, all persons are to wear an approved safety helmet (Australian Standard 1801). Hard hats are to be worn in accordance with manufacturer’s instructions.

Site conduct – it is every individual’s responsibility to work in such a manner to ensure, their own health and safety and that of others. No member/ subcontractor/ volunteer shall conduct themselves in a manner which is likely to cause incident or injury to themselves or others. Site behaviour shall not cause offense, upset or harass other persons onsite. Ref: DBCYA code of Conduct policy.

Work Practice – it is every individual’s responsibility to work in accordance and comply with WHS Legislation, statutory/industry codes of practice, the DBCYA WHS policies and procedures, safe operating instructions for plant and equipment, the approved Safe Work Method Statements and all lawful instructions from General Manager and the MC.



Unsafe Conditions - If an unsafe condition exists and requires urgent attention; correct it yourself if it is safe to do so. If you cannot do so, stop that activity and immediately report the condition to General Manager or supervisor.

Reporting Hazards - it is every individual's responsibility to report any unsafe conditions or practices to General Manager or supervisor. Notice Board to be used to communicate hazards and risks.

Injuries - It is responsibility of all individuals to ensure that their injury is reported to the First Aider for treatment and General Manager for formal reporting.

Emergency procedures - it is every individual's responsibility to know the site emergency procedures. Familiarise yourself with the assembly area and the system employed when an evacuation is initiated – you will be advised as to how it works and what you are to do at the site induction. Drills will also be conducted from time to time

Electrical – Ensure testing and tagging of electrical equipment to be used is current and RCDs have been tested. Use lead stands and hooks where appropriate – no leads on the ground.

Fatigue – The normal hours of work and breaks are to be maintained on site to avoid fatigue occurring in employees at DBCYA. DBCYA management is to be informed if any concerns arise regarding fatigue. Members/ subcontractors/ volunteers should take heed of sensible work hours and breaks on site to avoid fatigue occurring.

Drugs and Alcohol – drugs and alcohol are not to be consumed whilst conducting works. Members who appear to be under the influence of drugs or alcohol whilst conducting works may be subject to disciplinary action from the Management Committee.

Smoking – Smoke Free Zones are to be observed. Smoking is not permitted near the waste shed, in any buildings (including the office, bar, kitchen and amenities blocks), the children's play area or in the licensed premises unless in the designated smoking area.

Animals - No animals are permitted in the licensed premises whilst operating. Dogs may be transported through the premises on a lead. No pets are to reside on a hard stand occupant's vessel.

Loose clothing, loose hair, and jewellery – Care is to be taken to ensure clothing, hair and jewellery are not to be worn loose whilst conducting R&M works.

Children – children under the age of 18 years of age, unless undertaking a formal apprenticeship/approved work experience, are not permitted in the workshop at any time or in the licensed premises without the supervision of a parent/guardian.

Site Cleanliness - it is every individual's responsibility to keep their work site clean and free of waste materials. Stock materials and waste safely. All walkways must be always kept clear. Rubbish is to be placed in the appropriate waste receptacle provided by the club (general, waste oil, paint, batteries, oil spill products, cardboard, recyclables, other liquids). All liquids for disposal must be in a sturdy sealed and labelled container and placed inside the waste liquids bin. All bulky items, gas cannisters and tyres must be taken to Shoal Bay tip by the individual.

Safety Signs – all employees/ members/ subcontractors/ volunteers must observe safety signs on all occasions. The removal, shifting or destruction of any warning sign is forbidden. Should any sign be removed or destroyed accidentally, notify General Manager immediately and ensure the hazard addressed by the sign is not left unprotected in the meantime.

Car Parking – Vehicles shall not be permitted to park anywhere other than designated parking bays unless by prior approval from the General Manager or the MC. DBCYA accepts no responsibility for vehicles whilst parked in DBCYA premises or in surrounding areas.



Movement - Use designated walkways wherever provided around the DBCYA premises. Beware of mobile equipment, overhead cranes and motor vehicles while moving around the site. Obey any instructions given by a dogman, rigger or operator who is directing crane operations in your area. Do not enter barrier-controlled areas unless authorised to do so.

Public Protection - Where necessary, maintenance and other work areas shall be isolated to safeguard the public during the works using the following methods as deemed necessary by the site management:

-
- Perimeter fencing/hoarding
- Barricades
- Safety Signs and Restrictive or No Access Signs.

Site Security - If any employees/ members/ subcontractors/ volunteers have site security concerns, these are to be reported to the General Manager.

Hazardous substances - always adhere with the DBCYA SOP – Chemical Handling when using hazardous substance or chemicals and work in accordance with the applicable SDS.

Chemicals – all chemicals brought onto the site must have a Safety Data Sheet (SDS). All containers must be clearly marked with their contents and safe handling procedures. Storage must be in accordance with manufacturer’s recommendations / SDS. Chemicals must be stored securely away from public access. Chemicals should be disposed of as per requirements detailed in SDS. Spills must be cleaned immediately and reported to General Manager.

Compressed Air – do not use compressed air to blow dirt from hands, hair, or clothing.

Ladders – If performing work from a ladder it must be a platform ladder. Step ladders are not to be used in DBCYA premises. While using an extension ladder, secure it at the top and bottom. 3 points of contact should be maintained while climbing and working. Extension ladders should be angled at a ratio of 1:4. That is, position the base of the ladder 1 metre away from the structure for every 4 metres of height.

Wildlife – all personnel are not permitted to enter the water where there may potentially be crocodiles.

8. SAFE WORK PROCEDURES - MANAGING HAZARDS/ HIERARCHY OF CONTROL MEASURES

DBCYA utilises the HIRAC (Hazard Identification, Risk Assessment and Control) process to ensure Safe Work Procedures are implemented and to manage risks to health and safety. Risk management involves selecting one or more options for modifying risks and implementing those options. Once implemented, treatments provide or modify the controls.

This method is use to:

- Identify hazards and assessing the risks involved.
- Determine the level of risk - understanding the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening.
- Implement controls that will eliminate and/or minimise those risk so far as reasonably practical.
- **Elimination** – The most effective control measure involves eliminating the hazard and associated risk. By designing-in or designing-out certain features, hazards may be eliminated. If it is not reasonably practicable to eliminate a hazard the following control measures should be considered:

Substitution – replace a hazardous process or material with one that is less hazardous to reduce the risk. For example use non or less hazardous substances.

Isolation – separate the hazard or hazardous work practice from people, for example designing the layout of a building so that noisy tasks are isolated from other workers.



Engineering controls – use engineering control measures to minimise the risk, for example, including adequate ventilation and lighting in the design, designing and positioning permanent anchorage and hoisting points into buildings where maintenance needs to be undertaken at height.

Administrative controls – If engineering controls cannot reduce the risk sufficiently, then administrative controls should be used, for example using warning signs or exclusion zones where a hazardous activity is carried out.

Personal protective equipment – (for example hard hats, respiratory protection, gloves, earmuffs) should be used to protect the employer/ member/ subcontractor/ volunteer from any residual risk. It is the least effective control measure as it relies on the employee's behaviour and therefore requires thorough training and a high level of supervision to be effective.

In many cases a combination of control measures will be required to minimise health and safety risks.

- Maintenance, Evaluation and Review of the effectiveness of the implemented controls.

SEVERITY		POTENTIAL	LIKELIHOOD				
			1	2	3	4	5
			Almost Certain	Very Likely	Possible	Unlikely	Rare
A	Extreme	Fatality, or multiple fatalities	A1	A2	A3	A4	A5
B	Major	Permanent loss of body function, amputation or hospitalisation	B1	B2	B3	B4	B5
C	Moderate	Significant injury resulting in greater than one day from work; including stress	C1	C2	C3	C4	C5
D	Minor	Medical treatment – not hospitalized and less than one shift away from work	D1	D2	D3	D4	D5
E	Insignificant	First aid or insignificant injury only	E1	E2	E3	E4	E5
Action by		Risk Level	Action			Communication Process	
All		Catastrophic	Shut down job until process put in place to lower risk score			Management Instruction	
Project Manager		High	Project Manager authorisation required for work to proceed			Site Safety Meeting & Toolbox	
Supervisor		Medium	Job may continue under constant site supervision			Toolbox/Pre-start briefing	
Workers		Low	Worker to adhere to WHS methods in SWMS			Toolbox/Pre-start briefing	

DETERMINING THE ACTION REQUIRED BASED ON THE DETERMINED RISK LEVEL AND ACTION PRIORITY

CATASTROPHIC

- Stop task, product or service, product or service immediately and do not proceed until risk level can be lowered to a Medium or Low

HIGH

- Risk will require detailed pre-planning



- Act immediately
 - Do not proceed or, if commenced, stop the activity/process immediately
 - The proposed activity can only proceed, provided that:
 - the risk level has been reduced to as far as reasonably practicable using the hierarchy of risk controls
 - the risk controls must include those identified in legislation, Australian Standards, Codes of Practice etc.
 - the risk assessment has been reviewed and approved by the relevant Manager or Supervisor; and
 - a Safe Working Procedure or Safe Work Method Statement has been prepared
- The relevant Manager or supervisor must review and document the effectiveness of the implemented risk controls.

MEDIUM

- Will require operational planning
- Act within 24 hours
- The proposed task, product or service or process can proceed, provided that the following risk controls are implemented:
 - the risk level has been reduced to as far as reasonably practicable using the hierarchy of risk controls
 - the risk assessment has been reviewed and approved by the relevant Manager or Supervisor,
 - a Safe Working Procedure or Safe Work Method Statement has been prepared.
 - Actions taken are recorded and dated on the risk control worksheets

LOW

- Managed by local documented routine procedures which must include application of the hierarchy of controls.
- Localised control measures require monitoring
- Act within a week.

8.1. DEVELOPMENT AND IMPLEMENTATION (RESPONSIBILITIES OF IMPLEMENTATION)

Management –

To provide the resources required to develop, implement and maintain this procedure and to nurture the culture within the organisation to drive positive change.

Supervisor:

To implement the Work Health Safety and Environmental Management mechanisms.

Employees, Members and Volunteers:

To comply with the WHS and Environmental Procedures.

Subcontractors:

To comply with this procedure.

8.2. EMPLOYEES' INVOLVEMENT IN DEVELOPMENT SAFE WORKING PROCEDURES

Communication and consultation regarding WHS information with all employees onsite includes:

- familiarization and training regarding the hazard reporting system.
- the selection of health and safety representatives who will represent them on WHS matters.
- a program to ensure regular meetings with minutes of the meetings available to all employees.

During day-to-day operations, employees onsite are able to capture and record concerns or suggestions regarding safe work procedures by raising issues through the staff communications book, completing a hazard report form and by articulating concerns directly to the GM or Bar Supervisor upon occurrence.



9. NONCONFORMITY AND CORRECTIVE ACTION

Nonconformity to DBCYA's WHSMS (inclusive of complaints, incident management and investigation) is managed by Nonconformity & Corrective Action Process.

Records of all nonconforming product and the actions to control are retained within the Actions Register.

9.1. NONCONFORMITY & CORRECTIVE ACTION PROCESS

Process Step	Action	Responsibility
React to The Nonconformity	<ul style="list-style-type: none"> Take immediate action to control and correct issue Deal with the consequences in a manner that doesn't hide issues and doesn't impede reputation of DBCYA Report to top management 	All staff
Evaluate the Need for Action to Eliminate the Causes	<ul style="list-style-type: none"> Review/ analyse issue Determine cause/s Determine if common nonconformities exist DBCYA or potentially could occur 	Employee involved General Manager
Implement Action	<ul style="list-style-type: none"> Plan determined action Implement determined action 	Employee involved
Track Effectiveness	<ul style="list-style-type: none"> Monitor the effectiveness of the corrective action 	General Manager
Improve WHSMS	<ul style="list-style-type: none"> Make all required improvements/ changes to WHSMS 	General Manager

10. INFORMING, TRAINING AND SUPERVISING OUR EMPLOYEES

DBCYA provides mandatory information and training for their employees, there are two main types of training utilised:

- Work activity induction—training in the hazards, risks and control measures associated with the work activity or task (e.g. Task Specific Safe Work Method Statement or Job Safety Analysis) and
- Site or project specific induction—training in the hazards, risks and control measures specific to the project location (e.g. site rules, emergency evacuation and first aid procedures, and environmental controls).
- Under the guidance of General Manager, the Bar Supervisor monitors work practices and standards on the workplace, delivers briefings as a consultative instruction forum, inducts/trains/supervises the bar staff this includes procedural instructions and any safety, environmental or associated arrangements.

11. INCIDENT REPORTING

Under the Work Health and Safety Act (NT) a Person Conducting a Business or Undertaking (PCBU) is required to notify NT WorkSafe immediately after becoming aware of a notifiable incident at their workplace. The PCBU is also responsible to implement procedures to ensure work health and safety incidents are promptly brought to the relevant individual's attention, for example a manager and then notified to the Regulator, if required.



All workers / Subcontractors are required to report incidents to their immediate supervisor or manager at the first opportunity. An *Incident Report Form* is to be completed immediately upon becoming aware of the incident, notifiable incidents include:

- A death of a person
- A serious injury or illness of a person, or
- A dangerous incident

Notification must be done by the fastest possible means by either calling **1800 019 115**, or completing the appropriate 'incident notification form', and faxing it to **8999 5141**, or emailing it to **ntworksafe@nt.gov.au**.

Following the initial notification by phone, A PCBU may also be required to complete and submit an 'Incident notification form' to NT WorkSafe. A PCBU who is required to submit an 'Incident notification form' has 48 hours from the time they notified the incident by phone.

Penalties will apply to a PCBU who fails to notify an incident.

** Refer to DB-For 04 Incident & Investigation form*

11.1. NOTIFICATION REQUIRED FOR SERIOUS INJURY

- Resulting of a work-related activity requiring immediate treatment as an in-patient in a hospital– does not included immediate discharge from the Emergency Section or subsequent corrective surgery such as that required to fix a fracture nose.
- Immediate treatment for the amputation of any part of the body.
- Immediate treatment for a serious head injury – fractured skull, loss of consciousness, temporary or permanent amnesia.
- Immediate treatment for a serious eye injury.
- Immediate treatment for a serious burn.
- Immediate treatment for the separation of skin from an underlying tissue (such as de-gloving or scalping) – tendon, bone or muscle separation
- Immediate treatment for a spinal injury.
- Immediate treatment for the loss of a bodily function – does not include fainting or a sprain
- Immediate treatment for serious lacerations, including extensive cuts and tear of flesh and tissue.
- Medical treatment within 48 hours of exposure to a substance.

11.2. NOTIFICATION REQUIRED FOR DANGEROUS INCIDENTS ('NEAR MISSES')

- An uncontrolled escape, spillage or leakage of a substance.
- An uncontrolled implosion, explosion or fire.
- An uncontrolled escape of gas or steam.
- An uncontrolled escape of a pressurised substance.
- Electric shock – does not include static electricity, extra low voltage.
- Fall or release from a height of any plant, substance or thing.
- The collapse, overturning, failure, malfunction, or damage to, any plant, boat.
- The collapse or partial collapse of a structure.
- The collapse or failure of an excavation or of any shoring supporting an excavation.
- The inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
- The interruption of the main system of ventilation in an underground excavation or tunnel.



12. PLANNING FOR EMERGENCIES

Emergency procedures/plans are developed based on potential emergency situations identified through the Risk Assessment Process. The Risk Register is also developed based on this process. The objective of the emergency response procedures is to:

- Decrease the level of risk to life and property.
- Control an incident and minimise its effect.
- Provide the basis for training people who may be involved in a workplace emergency.

Emergency Procedures are dynamic by nature and have well defined mechanism to continually review, monitor and update documents, with clear channels for communicating a change. Some of these document may include the following:

- The potential emergencies that are applicable to the worksite;
- The written procedures developed in response to the potential emergencies;
- The person/s responsible for particular actions in an Emergency situation; and
- The ongoing training proposed as part of the overall strategy.

12.1. EMERGENCY EQUIPMENT

An assessment is conducted by Safety Personnel in consultation with Management/Emergency Controller using the Risk Assessment Process to identify specific needs; suitability, location and accessibility of emergency equipment and emergency response arrangements.

12.2. EMERGENCY RESPONSE ARRANGEMENTS

Communicated to all members and visitors through signage and site induction program. The site emergency evacuation procedure is posted on the club noticeboard; it is communicated to new starters during the induction.

12.3. EMERGENCY PREPAREDNESS

Safety Representative in coordination with the Manager, implement training drills based on identified potential emergency situations on the Risk Register. In addition, workers on-site are inducted in the following specific information:

- The key personnel roles and responsibilities;
- Emergency exit locations;
- Assembly/Muster point locations;
- Fire Fighting equipment locations; and
- The written procedures applicable for the emergency or evacuation.

12.4. AUDIT AND COMPLIANCE PROGRAMS

Records of the drill are maintained on the Emergency Drill Form. Any actions resulting are entered into the Actions Register to ensure completion and tracking. This ensures the effectiveness of the emergency preparedness is evaluated and corrective actions taken where necessary. This program also ensures emergency equipment, exit signs, paths of travel and alarm systems are inspected, tested and maintained at regular intervals.



12.5. ROLES AND RESPONSIBILITIES

Designated emergency personnel are appointed (e.g. wardens, emergency coordinators etc.) to receive additional training in emergency procedures appropriate to their allocated emergency response responsibilities and the degree of risk.

Responsibilities

Management –

Ensure that emergency procedures are in place to cover those emergency situations that may be reasonably expected to occur. Provide training and instruction for emergency procedures through induction to all workers, sub-contractors and any other person who may be at risk, to ensure in any incident, all persons have sufficient knowledge to be able to respond appropriately.

Employees/ members/ Subcontractors/ Visitors

Follow all reasonable instructions given during any emergency incident. Provide information and assistance if qualified to support management during any emergency incident, actively participate in emergency drills and provide proactive feedback with a view to improve DBCYA emergency preparedness.

12.6. FIRST AID REQUIREMENTS

Are assessed by a competent person (must have completed first aid and fire warden training and have been working in a management role or WHS for a minimum of two years) this assessment takes into account Site Specific and Organisational Risks. Site First Aiders are highlighted through posters and personally introduced to all employees.

12.7. POTENTIAL EMERGENCIES

12.7.1. EVACUATION

The Chief Warden will take the following issues into consideration when determining if and when to evacuate;

- The severity of the incident.
- The likelihood of escalation; and
- The incident becoming uncontrollable beyond the resources available.

12.7.2. MEDICAL EMERGENCY

The first employee on the scene should assess the situation and if they do not have first aid training, immediately notify the Manager, Supervisor or First Aid trained personnel; the following should take place:

- Notify Emergency Services on 000 and request an ambulance.
- Apply first aid as trained.
- A staff member to meet the Ambulance at the entrance to the site and take them to the medical emergency.
- At least one staff member is to remain with the injured person until the Emergency Services personnel arrive and take control of the incident.
- Complete an incident / accident report form.



12.7.3. FIRE

The first employee on the scene should raise the alarm and alert others by shouting 'FIRE, FIRE, FIRE'; assess the situation and the potential for evacuation, if safe to do so, attempt to extinguish the fire (i.e. small paper bin fire).

- Remove anyone in the immediate vicinity if it is safe to do so.
- Immediately notify the General Manager or Bar Supervisor (after hours). Evacuate if an evacuation is deemed necessary – follow evacuation procedure.
- If it is safe to do so, endeavours to extinguish the fire using fire extinguishers may be attempted – follow directions given by the Chief Warden.
- If evacuating toward the Assembly point, ensure no person enters the site, account for all employees/ members/ visitors where possible. When emergency services arrive provide them information if requested;
- Do not re-enter the building/site until all clear is given, follow directions given by the General Manager/ Bar Supervisor or Chief Warden.

12.7.4. SIGNIFICANT CHEMICAL SPILL/LEAK

Some of the material stored on site or in temporary use, may include oils, gas, sanitation products, fuels, paints/adhesives. If a spill or leak occurs the following should take place by General Manager:

- Ensure all occupants including customers, visitors and hard stand residents are aware of the evacuation. Assist mobility impaired personnel to a safe area.
- Evacuate the building via the nearest safe exit. Close all doors and windows as you leave if safe to do so, and assemble at the assembly point as per the evacuation diagram. Prior to exiting ensure to collect the first aid kit from the bar.
- Contact "Cleanaway" on 1800 spills (1800 774 557) and also contact the fire brigade on 000
- At the assembly area, the Chief Warden is to account for all customers, visitors and members which may have been present at the time of the evacuation.
- Once all personnel and visitors have been accounted for; and if it is safe and practicable to do so, the manager or supervisor is to ensure access via external main entrance way is barred to avoid unauthorised access during the evacuation.
- Do not re-enter the building or affected site, until the 'all clear' is given by the responding emergency services.

12.7.5. ELECTROCUTION

First employee/ member on scene: DO NOT TOUCH the person and assess the situation for danger; if safe to do so isolate or turn the power source off. If a vehicle is being touched by a high voltage cable, DO NOT go near the vehicle or try to remove the person from the vehicle. If the worker is in contact with high voltage lines, do not approach, but wait until power is disconnected by authorised electrical personnel.

- If power cannot be switched off quickly, remove the patient from the electrical supply without directly touching them. Use a non-conductive, dry material (e.g. a dry wooden broom handle).
- If qualified provide first aid or call for help.
- Call triple zero (000) for an ambulance.
- Hold any burnt area under cool running water for 20 minutes.
- Remove jewellery and clothing from burnt areas, unless stuck to the burn.



- Cover the burnt area with a loose and light non-stick dressing, preferably clean, dry, non-fluffy material such as plastic cling film.
- Seek medical aid.

13. SAFETY CHECKS - INSPECTIONS

Workplace inspections are a systematic process of visually checking the workplace to identify or revised hazard/ risks, in order to reduce the risk of injury. Inspections are to be conducted regularly by the General Manager with participation of the MC and workers (including subcontractor's representatives).

Workplace inspections are conducted using checklists to help prompt the person(s) conducting the inspection to find hazard/ risks. Checklists can and should be modified to suit the risks and conditions associated with the area being inspected.

Workplace inspection requirements are determined, based on risk and managed through Safety Procedures and the Audit and Compliance Program.

Inspection, analysis and evaluation can include inspection of:

- Potentially hazardous processes to ensure that controls have been effective.
 - Plant e.g. pressure vessels to ensure conformity with regulatory requirements.
 - Work areas to ensure that specific site safety rules are followed; and
 - Work sites to ensure that controls are effective and to demonstrate the commitment of management.
- Monitoring and testing requirements for specific hazards can include the following forms:
- Environmental, e.g. flammable gases.
 - Personal, e.g. noise dosimetry.

** Refer to DB-For 07 WHS Performance Report*

14. MAINTAINING WORKPLACE EQUIPMENT AND TOOLS

DBCYA makes sure that a safe system of work is in place to manage mobile plant that takes into account the manufacturers' operational requirements, issues identified in the plant risk assessment, and risks associated with the nature of the plant and its operation on the project.

In addition, DBCYA conducts regular inspections of all mobile plant in accordance with regulatory requirements and the original equipment manufacturer (OEM). This includes the conduct of quarterly and annual inspections by a competent person and 10-yearly major inspections

The Plant and Vehicle Service Maintenance schedule, and the *Training Register* serve as tools to ensure that all services are identified. If required, asset owner requirements are adhered to, including encroachment distances, permits and training. Upkeep of these registers shall be conducted by DBCYA administration personnel with the support of both on-site and head office management.

DBCYA also identifies and carries out all required inspection and maintenance of rigging and lifting equipment, ensuring the scheduling is carried out in accordance with the manufacturers' guidelines, legislation, codes of practice and Australian standards. This aspect of the system is managed through the preventative maintenance program.

14.1. RECORDS AND OUTPUTS

- Risk Assessment – determines site specific maintenance needs.
- Manufacturers' Manuals – outlines manufacturer's guidelines requirements.
- Mobile Plant procedure – addresses specific needs for the safe operation on-site.
- Site Induction – contains information on plant/equipment that must be understood and acknowledge by all workers.



- Inspection schedule – for all plant and equipment i.e. test & tag.

15. KEEPING RECORDS

WHS records and data include but are not limited to completed copies of;

- Forms.
- Checklists.
- Risk assessments, and
- Externally produced documentation such as but not limited to;
 - Material safety data sheets.
 - Health surveillance records, or
 - Workplace monitoring reports.

Records management processes are maintained to reflect

- The type of record.
- The location of the storage.
- The custodian or responsible officer.
- Confidential and privacy requirements.
- Time period for keep the document.

15.1. PURPOSE AND RESPONSIBILITY

15.1.1. MANAGING RECORDS THAT ISSUE INSTRUCTION OR DIRECTION

Examples - WHS Manual, Risk Assessments, Emergency Procedures, Plans, etc.

Responsibility - Safety Personnel, in consultation with DBCYA Management and any subject matter expert. These documents are to be freely available and easily accessible to anyone that should require it. The review, improvement, access and archiving are the responsibility of DBCYA Safety Personnel.

15.1.2. COMPLETED OR POPULATED FORMS

Examples - Forms developed for the purpose of collecting data associated with an activity associated with the management system.

Responsibility - The access, instruction for use and application and the storage and archiving is the responsibility of the DBCYA Safety Personnel.

15.1.3. EXTERNAL DOCUMENTS, FORMS & RECORDS

Responsibility - The request of, review of and approval for use of external documentation is the responsibility of DBCYA Management.

15.2. MANAGEMENT SYSTEMS – REGISTERS

Purpose- Register of data and information;

- *Actions Register* – to record and track actions that have arisen from a hazard, incident or non-compliance. The Actions Register is used to identify trends associated with the management system and as a result, systems adequacy and effectiveness.
- *Documents Control Register* – to record document name, number within the system and review status.



- *Plant and Equipment Service and Maintenance Register* – to record and manage plant and large equipment managed by the organisation; plant identifier, scheduled services, maintenance and repair, alterations and procurement.
- *SDS Register* – to record, enable ready access, and to manage SDS version status.
- *Training Register* – to identify training, licensing requirements and competency needs associated with an organisational position, duty or task.
- *Risk Register* – to record items associated with the management system that require Risk Management.

Responsibility - DBCYA Safety Representative is responsible for the establishment, maintenance and review of the management system registers. Specific administrative content shall at times be delegated to others; however, the Safety Representative is responsible to monitor the delegation.

16. CONTROL OF EXTERNALLY PROVIDED PRODUCTS AND SERVICES

DBCYA depends on external provided products and services from time to time; when we require services provided directly to the customer on our behalf, when we need externally provided products and services incorporated into our range and a part of our process is provide externally.

We ensure these products and services conform to specified requirements by establishing and applying a criterion that the supplier must meet for DBCYA to consider using them; evaluation, selection, monitoring and re-evaluation. This process is the Approved Contractor/ Supplier process. Records are maintained within the Supplier Register.

Information to External Providers

- Processes, products and services to be provided
- Approvals required
- Competence of personnel required
- Required interactions with DBCYA
- Control and monitoring we require
- Verification activities to be performed at their premises/ jobsite

17. PERFORMANCE EVALUATION

17.1. MONITORING, MEASUREMENT, ANALYSIS AND EVALUATION

The WHSMS is monitored by DBCYA to measure performance against achieving the intent of the policies and objectives.

Measurement refers to monitoring, measurement, and the analysis and evaluation process.

Top management determine (through objectives, trends and other methods) the WHSMS elements that will be monitored and measured, including who will monitor, the method of monitoring and measuring and how the results will be analysis and evaluation. All performance evaluation results are provided to top management at management review as a minimum.

17.1.1. AUDIT AND COMPLIANCE PROGRAM

Workplace inspections are a systematic process of visually checking the workplace to identify or revised hazard/ risks, in order to reduce the risk of injury. Inspections are to be conducted regularly by the supervisor with participation of management and workers (including subcontractor's representatives).

Workplace inspections are conducted using checklists to help prompt the person(s) conducting the inspection to find hazard/ risks. Checklists can and should be modified to suit the risks and conditions associated with the area being inspected.

Workplace inspection requirements are determined, based on risk and managed through Safety Procedures and the Audit and Compliance Program.



Inspection, analysis and evaluation can include inspection of:

- Potentially hazardous processes to ensure that controls have been effective.
- Plant e.g. pressure vessels to ensure conformity with regulatory requirements.
- Work areas to ensure that specific site safety rules are followed; and
- Work sites to ensure that controls are effective and to demonstrate the commitment of management. Monitoring and testing requirements for specific hazards can include the following forms:
 - Environmental, e.g. flammable gases.
 - Personal, e.g. noise dosimetry

The audit and compliance program specifies the frequencies, evidences, reported outcomes and responsibility for conduct and planning of audits, inspections, emergency drills etc. The performance against audit and compliance is measured by using WHS Performance Report on annual basis with monthly updates.

WHS PERFORMANCE MEASURE					
DBCYA Management is responsible to produce Quality, Health, Safety & Environment (QHSE) Reports at determined intervals, this are provided directly to Management for review and for action if required. All actions are tracked through the company Actions Register. DBCYA management determines QHSE objectives and targets at project level.					
SITE AUDIT & COMPLIANCE PROGRAM	FREQ	WHO	RECORD/ EVIDENCE	OUTCOMES REPORTED TO	OUTCOMES RECORDED FOR ACTION IN
Internal Audit – QMS & WHSMS	12M	QHSE Rep.	Internal Audit Report	DBCYA management	Action Register
Review – Management Review Meeting	12M	QHSE Rep.	MRM Minutes Form	DBCYA management	Action Register
Review – Registers	3M	QHSE Rep.	Registers	DBCYA management	Action Register
Compliance – Site inspection	Monthly	QHSE Rep.	Inspection record	DBCYA management	Action Register
Employee Engagement – Toolbox talk	Trigger/Event	QHSE Rep.	Toolbox record	DBCYA management	Action Register
Emergency Drill/Scenario conducted	3M	QHSE Rep.	Emergency Drill Record	DBCYA management	Action Register
Test and Tag – Electrical Equipment	3M/6M/12M	Electrician	Test and Tag Register	QHSE Rep.	Action Register
Emergency – RCD Testing	Push Button Test – 6M Switching Time Test – 12M	Electrician	Certificate of Compliance	QHSE Rep.	Action Register
Emergency – First aid kit inspection	6M	QHSE Rep.	Inspection record	DBCYA management	Action Register
Emergency – Fire extinguisher inspection	6M	QHSE Rep.	Inspection tag	DBCYA management	Action Register



Review System	– QHSE	12M	QHSE Rep.	QHSE Review	DBCYA management	Action Register
STATISTICS						
MAN HOURS				FATALITIES (Death)		
WORKSAFE NOTICES				LOST TIME INJURIES (loss of whole shift or more)		
INCIDENTS (injuries & near misses)				MEDICAL TREATMENT INJURIES (treated by medical professional)		
REPORTABLE INCIDENTS (MUST be reported to the regulator)				FIRST AID INJURIES (treated by first aider only)		

17.1.2. CUSTOMER SATISFACTION

Customer satisfaction is monitored by DBCYA through verbal and electronic feedback sources. Feedback such as complaints and comments that imply a less than satisfied 'tone' are acted upon by top management.

DBCYA is a 'hands on' organisation with top management having close relationships with members and the general community.

All customer feedback is reviewed at management review.

17.1.3. EVALUATION OF COMPLIANCE

Compliance with legal (and other) requirements is managed for DBCYA through;

- Development of a Legislation and compliance register
- Planned register reviews
- Taking action when required
- Monitoring, measurement, analysis and evaluation
- Performance reports
- Management review

17.1.4. ANALYSIS AND EVALUATION

Analysis and evaluation consider;

- Product conformity
- Customer feedback
- WHSMS performance
- External providers
- Effectiveness of actions

DBCYA is a 'hands on' organisation where top management is involved with all projects, so analysis and evaluation can be informal or formal, with record format being diary entries, action register entries or other record methods.

17.2. INTERNAL AUDIT

Internal audits are planned, scheduled and undertaken by DBCYA on the basis of the status and importance of the activity to be audited; risk and priority approach.

The purpose of the internal audits is to monitor;

- conformance to our WHSMS,
- to check the WHSMS is effectively implemented and maintained, and
- to identify opportunity for improvement



An internal audit schedule is developed and maintained. The schedule will include internal audits, register reviews, scheduling of management review and other planned events associated with the monitoring on the WHSMS. The audits are to be conducted objectively and impartially.

The audits are conducted using an audit checklist, with records maintained on this checklist. All actions arising from audits are managed with the Actions Register that details the date, audit reference, the issue, the corrective action, person responsible for implementation, date to be implemented by and verification of implementation. The Actions register is an input of the management review.

17.3. MANAGEMENT REVIEW

Top management review the WHSMS at planned intervals. The planned intervals are detailed within the Audit and Compliance Program. Management review considers;

- the status of actions from previous management reviews
- changes in external and internal issues relevant to the WHSMS
- Changes in the needs and expectations of interested parties
- Changes of our risks and opportunities
- Changes of our significant environmental aspects
- Health surveillance
- Changes to legal and compliance requirements
- WHS performance, including trends in incidents
- information on the WHSMS including;
 - ✓ customer satisfaction and stakeholder feedback
 - ✓ objectives performance
 - ✓ product performance and conformity
 - ✓ non-conformance and corrective action
 - ✓ monitoring and measurement including audits
 - ✓ external providers
- process performance and conformity of products and services;
- adequacy of resources
- actions taken regarding risk and opportunity
- improvement
- opportunities for improvement
- changes to the WHSMS
- resources

17.3.1. INPUTS

Inputs of the management review include;

- audit results
- register review results
- actions register
- policy
- objectives
- performance reports
- incidents
- emergency situations
- other inputs



17.3.2. OUTPUTS

Outputs of the management review include;

- opportunities for improvement
- changes that are required for the WHSMS
- resource commitment

17.4. IMPROVEMENT

DBCYA utilises the internal audit and management review process to identify opportunity for improvement; these opportunities can include;

- improving products and services
- correcting, preventing or reducing undesired effects that impact our WHSMS, and
- improvement of the performance of elements of the WHSMS