



MAHI MIHINARE
ANGLICAN ACTION

Health and Safety Policy

It is the policy of Anglican Action to make every reasonable effort in areas of accident prevention, injury protection and promotion of the health, safety and welfare of all persons in any way having access to Anglican Action and its premises in accordance with the legislation. It is also the policy of Anglican Action to make every reasonable effort in areas of accident prevention, injury prevention and promotion of the health, safety and welfare of all persons attending a residential programme.

August 2016

HEALTH & SAFETY POLICY STATEMENT

Anglican Action is committed to providing and maintaining a safe and healthy work environment for all Employees, Contractors and all persons visiting the premises.

To achieve this we commit to:

1. Set health and safety objectives and performance criteria for all staff and work areas.
2. Actively encourage the accurate and timely reporting of all incidents and injuries as well as near misses.
3. Proactively identify hazards and risks.
4. Ensure that all employees are made aware of the hazards in their work area and are trained to enable them to perform their duties in a safe manner.
5. Promote a system of continuous improvement.

Every employee is expected to share in the commitment to health and safety.

This means that, employees are expected to:

1. Play a vital and responsible role to maintain and play a vital and responsible role to maintain a safe and healthy workplace to ensure their own safety at work and that no action or inaction causes harm to any other person.
2. Follow Anglican Action rules and regulations at all times.
3. Ensure all equipment is properly maintained and used correctly.
4. Ensure that all incidents, injuries and hazards are reported to the appropriate person and contribute ideas on how to improve safety.
5. Maintain a safe and tidy work area.
6. Ensure they know exactly how to do their tasks safely before commencement.

Health and Safety Management

Health and safety is an integral part of Anglican Action's business practice. This system is designed to manage health and safety and to provide guidance to the management and employees.

The system includes hazard management, accident management, emergency management, employee consultation, customers and contractor management.

Scope

All employees, including management at Anglican Action are included in this document.

Internal References

This manual links to the following internal documents:

- Employee Individual Agreements
- Job Specifications
- Performance Reviews
- Operational Procedures

External References

This manual ensures compliance with the following external documents:

- Health and Safety at Work Act 2015
- Injury Prevention, Rehabilitation, and Compensation Act 2001
- Privacy Act 1993
- Human Rights Act 1993
- New Zealand Bill of Rights Act 1990
- Relevant Codes of Practice
- Relevant Standards

Reporting

All reports are presented to the Manager and the appropriate staff. These include the internal review, internal audit and external audit as well as trends, accidents reports and Health and Safety minutes.

Resources

Anglican Action is committed to health and safety and provides resources to ensure the safety of employees. Requests for resources are submitted to Management for approval.

Objectives

Health and Safety objectives will be set and reviewed annually. These will be SMART – Specific, Measurable, Achievable, Realistic, and Time-bound. Management are responsible for this. All staff are required to contribute to the development and review of objectives.

Reviews

Reviews allow continual improvement in our health and safety system. All reviews are presented to staff. An overall review of health and safety management will occur after a critical event, when a work process changes, or health and safety policy changes.

Health and Safety Policy

Workplace health and safety is something that cannot be ignored or swept under the carpet. Every employer has an obligation to make sure that the workplace is safe, and every employee has a role in contributing to a safe workplace. While ultimate responsibility rests with the employer, the employer cannot be everywhere at once and must to some degree rely on others to bring matters to his or her attention. This does not shift the responsibility away from the employer, but there is greater assurance of a safe workplace, when everyone within an organisation 'buys in' to the process of workplace health and safety.

Our health and safety policy is set out in other parts of the Policy and Procedures Manual, as well as in these notes. In reading these notes, reference should also be made to the sections in the Manual dealing with anti-harassment, computer and internet use, vehicles, and violent and dangerous persons

In an effort to improve workplace health and safety right across the range of organisations with skilled or unskilled employees, Parliament has enacted the Health and Safety at Work Act 2015. The operative parts of this Act come into force on 4th April 2016. The Act makes fundamental changes to workplace health and safety and increases monetary penalties for non-compliance. Our policy, as set out in the Policy and Procedures Manual in general terms deals with Anglican Action's responsibilities under the Health and Safety at Work Act [HSW Act]

Outline

The HSW Act strengthens health and safety processes which were initiated by the Health and Safety in Employment Act 1992.

It is the policy of Anglican Action to make every reasonable effort in areas of accident prevention, injury protection and the promotion of the health, safety and welfare of all persons in any way having access to the agency and its premises and working within its environment. The plan encompasses all paid employees, volunteers, and residents, as well as visitors.

Staff members and volunteers have a role to play in the identification and reporting of hazards, reporting of accidents, and health and safety compliance

This policy will be made available to staff members and volunteers, who are expected to become familiar with the processes it describes and their participation in the plan.

The policy will be reviewed in a twelve-monthly cycle. The objective of the review will be to assess the effectiveness of the plan, compliance with responsibilities, and the need for any revision of the plan.

Policy requirements in view of the HSW Act:

1. Duty of Care

The HSW Act places a duty of care on those to whom the Act refers as “Persons Conducting a Business or Undertaking” abbreviated in the Act to “PCBU.” Effectively this is a reference to an employer who operates a business or organization, including a not for profit organization.

To meet the requirements of the HSW Act, the PCBU must ensure, as far as reasonably practicable, the health and safety of workers employed or engaged by the PCBU in the business or undertaking by –

- The provision and maintenance of a work environment that is without risk to health and safety
- The provision and maintenance of safe systems of work
- The provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking including ensuring access to those facilities
- The provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking
- Maintaining safe accommodation so that workers are not exposed to risks to health and safety arising from the accommodation
- Monitoring health of workers and conditions at the workplace for the purpose of preventing injury or illness of workers arising from the conduct of the business or undertaking

An example of compliance with this duty of care in the case of Anglican Action can be seen in that the office accommodation is subject to regular inspections and has a current building warrant of fitness. The warrant of fitness is issued under section 108 of the Building Act 2004, and expires on 12th August 2015. A further inspection was carried out prior to expiry of the warrant of fitness and a new certificate has been issued as from 12th August 2015.

The warrant of fitness covers both the office accommodation, the cafeteria area, and the Kids First Whanau Centre residential area.

2. Meaning of ‘worker’

For the purpose of this plan, the HSW Act provides that the term 'worker' includes employees of a PCBU, and also contractors and subcontractors and their employees, volunteers, and persons gaining work experience or undertaking a work trial

3. Meaning of 'workplace'

The Bill refers to a workplace as meaning a place where work is carried out for a business or undertaking, and includes any place where a worker goes, or is likely to be, while at work. This includes, for example, a vehicle. A workplace is therefore not just an office, or common areas within the office accommodation. The employer's duty to provide a safe workplace extends to vehicles which it owns, and to ensure, as far as possible that when employees work in the community they are safe.

The obligation to provide a safe workplace can only apply to premises or other places under the control of the employer. It does not apply to situations in which employees visit clients in their own homes, but probably does require, in that situation the provision of means of communication for the employee so he or she can communicate with the employer if he or she is in danger

4. Additional duties

It should be mentioned that the Health and Safety at Work [General Risk and Workplace Management] Regulations place additional duties on a PCBU. By virtue of Clause 10 of the Regulations, a PCBU must ensure, as far as is reasonably practicable

> The layout of the workplace allows, and is maintained to allow, persons to enter and exit the workplace and to move within without risks to health and safety, both under normal working conditions and in an emergency. This means that the workplace must be designed for ease of access and exit and must avoid clutter of objects which may impede exit in an emergency.

> work areas have sufficient space for work to be carried out without risks to health and safety. [there are no guidelines in the regulations as to what constitutes 'sufficient space' but a 'common sense' approach would be expected, having regard to the nature of the work carried out and the design of the premises]

> Floor and other surfaces are designed, installed and maintained to allow work to be carried out without risks to health and safety

> There is suitable and sufficient lighting to enable each worker to carry out work without risks to health and safety. The lighting must be sufficient to allow people to move within the work areas without risk to health and safety, and must allow safe evacuation in an emergency.

This clause places an onus on the PCBU to think about and carefully plan the workplace.

Clause 11 of the Regulations requires that adequate facilities are provided at a workplace including –

- Toilets
- Drinking water
- Hand-washing facilities
- Facilities where workers can take breaks
- The facilities must be in good working order, as well as clean, safe and accessible

By virtue of Clause 13, a PCBU must ensure that first aid equipment is provided for the workplace, which employees have access to the equipment, and that employees have access to facilities for the administration of first aid. The PCBU must also ensure that an adequate number of employees are trained to administer first aid at the workplace, or that workers have access to an adequate number of other persons who have been trained to administer first aid.

Clause 14 requires a PCBU to ensure that an emergency plan is prepared for the workplace. The plan must provide emergency procedures, including –

- An effective response to an emergency
- Evacuation procedures
- Procedures for notifying emergency service organizations at the earliest opportunity
- Medical treatment and assistance procedures
- Procedures to ensure effective communication between the person authorized by the employer to co-ordinate the emergency response and all other persons at the workplace
- Provide for the testing of the emergency procedures, including the frequency of testing
- Provide for information, training and instruction to be given to relevant employees in relation to implementing the emergency procedures

5. The role of WorkSafe

WorkSafe is a governmental agency responsible for the administration and enforcement of the Health and Safety in Employment Act 2015, and regulations made pursuant to the Act. The agency has a very informative website, and people wishing to know more about health and safety at work are advised to view the website. WorkSafe also has a strong emphasis on education and encouragement in the provision of safe workplaces. There are some robust penalties for non-compliance with the requirements of the Act, but WorkSafe will work

constructively with PCBUs in promoting health and safety in the workplace and an awareness of health and safety.

6. How does a PCBU exercise responsibilities under the Health and safety at Work Act in regard to Anglican Action.

In the case of Anglican Action, the Anglican Action Mission Trust is responsible for the administration and operation of the Mission. The Trust is at law a 'legal person' and has full capacity to enter into contracts and sign any necessary documents relating to the operation of the Mission.

However, it is recognized that the Trust meets only occasionally, and cannot be onsite on a fulltime basis. It is therefore necessary for the Trust to nominate either a Trustee, or an employee who can undertake to duties of the PCBU in maintaining a safe workplace. An employee would have to be someone in the position of a manger, with overall responsibility on a day-to-day basis for the operation of the Mission. The delegation of this function to an employee would not relieve the PCU of any of its responsibilities under the Act, but would ensure that there is someone on site to oversee health and safety in the workplace.

In the case of the Mission, it is the Missioner, who as the Mission's Chief Executive Officer, who has responsibility as an officer of the PCBU to ensure that the PCBU maintains a safe workplace. Among the Meissonier's roles in this capacity, is responsibility for exercising due diligence to ensure that the PCBU complies with its health and safety duties. This means that the Missioner must exercise the care, diligence and skill which a reasonable officer would exercise in the same circumstances, taking into account matters including the nature of the undertaking, the Meissonier's position, and responsibilities.

The Missioner must ensure that the PCBU has appropriate processes for receiving and considering information regarding incidents, hazards and risks, and for responding in a timely way to that information. This means that the Missioner is the person to whom reports of hazards, incidents or health and safety concerns must be made. She is responsible for responding to these, and also for regular reports to the PCBU concerning health and safety.

7. Identification of hazards and assessment of risks

In order to provide a safe workplace, there must be a process in place which involves the identification of hazards and assessment of risk

Identification of existing and new workplace hazards is essential in order to prevent accidents or harm:

- All existing hazards are to be identified and recorded in the Hazards Register [see Appendix A]
- Staff members and volunteers must participate in a process involving identification of hazards

The term 'hazard' carries its ordinary meaning as a thing likely to cause injury, but section 16 of the HSW Act widens the ordinary meaning to include -

“ a person’s behaviour where that behaviour has the potential to cause death, injury or illness to a person [whether or not that behaviour results from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person’s behavior].”

The HSW Act requires an employer to eliminate risks to health and safety so far as is “reasonably practicable.” If it is not reasonably practicable to eliminate risks to health and safety, then the employer is required to minimize risks as far as is reasonably practicable. In the HSW Act the word 'health' includes reference to physical and mental health. [See section 16]

'Reasonably practicable means, in relation to a duty to ensure health and safety, that which is, or was, at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters, including :

- The likelihood of the hazard or the risk concerned occurring; and
- The degree of harm that might result from the hazard or risk; and
- What the person concerned knows or ought reasonably to know, about the hazard or risk and ways of eliminating or minimizing the risk; and the availability and suitability of ways to eliminate or minimize the risk; and
- After assessing the extent of the risk and the available ways of eliminating or minimizing the risk, the cost associated with available ways of eliminating or minimizing the risk, including whether the cost is grossly disproportionate to the risk.

When thinking about a workplace, it is necessary to think more widely than the confines of the office accommodation. A workplace does include the office accommodation, but extends as far as any place where a worker goes or is likely to be, while at work.

Accordingly, for those employees undertaking work in the community, the employer has a duty to ensure safety in vehicles, and in premises such as the Victoria Street accommodation and other locations visited as part of the work which employees undertake on behalf of the organization. Part of that safety is covered by the Dangerous Persons Policy as contained in the Policy and Procedures Manual

While it is the employer's responsibility to take action once a hazard is identified, identification of a hazard and assessment of risk involves participation and co-operation from employees. Employee participation is required –

- When identifying hazards
- When making decisions about ways to minimize or eliminate risks
- When making decisions about the adequacy of facilities for the welfare of employees
- When making changes that may affect the health and safety of employees
- When making decisions about the procedures [if any] for resolving work health and safety issues in the workplace
- When developing worker participation processes

Hazards arising in the workplace may arise from –

- Noise – employees may find that for one reason or another, the level of noise in a workplace is excessive. Noise may be due to the number of people in a room, or due to a certain type of equipment, or noise may be created by the activities of others outside but in the vicinity of the workplace
- Electrical appliances – there may be exposed wiring or equipment may cause health concerns. For example a computer may cause someone discomfort due to inadequate screen resolution, or the screen may flicker. In some cases, people find working under neon lighting very uncomfortable, as neon lights may sometimes flicker, when a bulb is beginning to fail.
- Lighting – as mentioned, some people may find certain lighting causes discomfort, or lighting may be inadequate
- Temperature – a room may be too hot or cold for comfort. Air conditioning may not work properly, windows may not close, or there may, in some cases, be no ventilation at all.
- Ergonomic design – some chairs may look 'good' but may be poorly designed and uncomfortable, or may cause poor posture when someone is operating a computer.
- Behavioural issues – some employees may suffer bullying or harassment from other employees, or due to work-related stress may be in danger of causing harm to themselves or other employees
- Structural issues – loose floor boards, or ill-fitted carpeting or matting may cause people to trip and fall; doors may be difficult to open or close, preventing problems in entering or exiting from a room

The items listed above are for the purposes of example only, and the list is not exhaustive.

Risk assessment involves a thorough approach to work activities in order to identify those things, situations, tasks or processes that might cause harm to people. Risk assessment involves five steps:

- Hazard identification – the aim is to identify and record all the possible dangers which could foreseeably cause harm to people in the workplace
- Identify the persons or groups who may be harmed, and how harm may occur
- Evaluate the risk and decide on precautions. Once the hazards have been identified, the assessor must decide the level of risk, according to potential outcomes, for example the potential severity of the harm, the likelihood that harm will arise, and the numbers of people likely to be affected
- Record the findings and implement them
- Monitor and review any action taken

[Source: Risk Assessment, University of Oxford Safety Office. Refer to www.admin.ox.ac.uk/safety/policy-statements/5-08/

8. Employee participation

In terms of the HSW Act, a PCBU is required, as far as is reasonably practicable, to engage with workers who carry out work for the business or undertaking, and who are likely to be directly affected by a matter relating to work health or safety. This means that relevant information about a matter be shared with workers in a timely manner, and that workers are given a reasonable opportunity to express their views and raise issues about health and safety, and to contribute to the decision-making process. The PCBU must take the views of workers into account, and advise them as to the outcome of any issue or concern in a timely manner.

(a) Health and safety representatives

A PCBU has a duty of care towards employees, but will often rely on an employee to draw a hazard to his or her attention. In accordance with the HSRB, employees have the right to elect a representative whose responsibility it will be to talk with the employer about workplace hazards and to attend meetings with any health and safety inspector who may be called in, once a hazard is identified. It is not absolutely essential for any such representative to be elected, but employees should be aware that the opportunity to elect a representative does exist.

If workers wish to choose a health and safety representative, they should advise the PCBU, and nominate such a person from among the workers.

(b) Process where health and safety representative is not elected.

When an employee has a concern about workplace safety the concern being one which has an adverse impact on the employee's abilities to undertake his or her duties, this must be reported to the **Missioner** **within 24 hours** of the concern being noted by the employee.

Within **24 hours of receipt** of the notification, or as soon as is reasonably practicable the **Missioner** will, in discussion with the employee, take steps to investigate the concern, and decide what steps must be taken to eliminate or otherwise minimise the hazard.

The **Missioner** in consultation with the employee, will decide on a time frame for elimination or minimisation of the hazard. Once the appropriate action has been taken, the employer will provide a report for the employee, setting out the steps that have been taken following notification of the hazard.

Staff members should be prepared to keep their workplaces under review. This does not shift responsibility for workplace safety from the **Missioner** to employees, but will ensure that any concerns are brought to the attention of the **Missioner**. It is obvious that employees are best placed to assess their workplaces and any factors affecting the workplace or ability to undertake work. **Accordingly employees will on a monthly basis schedule work place health and safety as an agenda item in team meetings, and report any concerns via the team leader to the Missioner. Apart from monthly team meetings, as noted above, an employee may report any significant workplace concern once it becomes apparent.**

Employees will receive information about how to identify hazards, and the reporting of identified hazards. They will also be encouraged to adopt safe work methods, and to comply with any instructions given by the employer in the use of the office accommodation and equipment

Employees should also discuss ways in which health and safety in the workplace can be improved. It is not just a matter of identifying hazards and assessing risks. It is also a matter of anticipating hazards, and looking for ways in which workplace health and safety can be enhanced. Employees will be invited to submit suggestions and recommendations to the **Missioner** either through team discussion or individually

Hazards must be reported using the hazard identification sheet. [See Appendix B]

9. Duties of employees

The HSW Act provides that employees must take reasonable care for their own health and safety, and also take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons. **Employees must also comply, as far as is reasonable, with any reasonable instruction given by the Missioner to allow her to comply with the health and safety legislation. They must also co-operate with any reasonable policy or procedure relating to health and safety at work which has been notified to employees**

This means:

- An employee must notify the **Missioner** if he or she is ill and cannot attend work. An employee should avoid, as far as is possible bringing colds or similar illnesses into the workplace. Where employees require time off work due to illness, they should apply for sick leave. The employer can require that sick leave be taken in certain situations, especially where an employee is a risk to his or her own health and safety and the health and safety of others
- Employees should also ensure that they take regular rest or meal breaks, as provided for in their employment contracts. They should, as far as possible prevent fatigue from affecting their work performance and should, especially, make sure that they do not drive if suffering from fatigue
- Employees must comply with any reasonable instruction given by the **Missioner** in relation to equipment provided in the workplace, or any identified hazards.

10. Hazard Register

A hazard register has been developed. It lists all known workplace hazards at the time of development of this policy, and will be updated as the need arises. A copy of the Register is included in the Health and Safety section of the Policy and Procedure Manual.

11. Volunteers

It is recognized that volunteers are in a different situation from paid staff members, and generally do not become part of teams, unless as in some cases work is undertaken for the Just Food Café. In that case, the volunteer is part of the Just Food Café team, and the provisions of this policy apply equally to volunteers.

Where volunteers are not part of a team, but are involved in undertaking work on behalf of the organization, [for example CoSA volunteers who meet occasionally in Anglican Action premises, and who also visit CoSA Core Members in premises for which Anglican Action is responsible] they must also be involved in hazard identification and notification, and the organization must ensure that the volunteers are aware of the employers obligations towards them, and the requirements of the HSW Act.

12. Reporting accidents and injuries.

Employees must report accidents arising either in the workplace or offsite immediately or as soon as is reasonably practicable in the circumstances, using the incident forms at the end of the Health and Safety section of the Policy and Procedure Manual.

In the case of an accident involving injury to an employee, a full account of the accident must be provided, so that the cause may be established and appropriate action taken to avoid any repetition

Under the HSW Act, the **PCBU** is required to notify WorkSafe or a designated agency of any serious accident or injury involving physical impairment or harm to an employee.

Where a person is seriously harmed while at work, it is important that no person shall interfere with the scene of the accident, except to:

- Render aid or assistance to the victim of the accident as much as possible immediately after the accident, and to monitor the injured person's condition pending the arrival of medical personnel
- Maintain an essential service or utility to which members of the public may have access
- Prevent serious damage or serious loss of property

A member of Anglican Action's management team is to be responsible for investigation of all workplace accidents. He or she will commence the investigation following receipt of a report from a staff member or staff members who witnessed the accident.

The investigator will talk with witnesses as well as inspecting the scene of the accident and will also liaise with medical personnel in the case of a serious accident causing injury to an employee. The investigator will be responsible for the notification of a serious accident to Worksafe and any other designated agency, and will liaise with WorkSafe during the investigation of the accident.

Following completion of the investigation and identification of the cause, if not immediately apparent at the time of the accident, the investigator will complete a report which will be made available to Anglican Action management, Worksafe and any other designated organization. A copy of the report will also be made available to staff members.

13. Pain or discomfort while at work

Where employees feel pain or discomfort while at work, and that discomfort relates to the use of equipment supplied by the **PCBU** the discomfort must be reported as soon as is practicable using the Self-Report of Discomfort and Pain form at the end of the Health and Safety section of the Policy and Procedure Manual..

14. Notification of injury or illness, incidents and events

The **PCBU** is responsible for notifying WorkSafe or any other designated agency, if serious harm occurs to a person while at the workplace. The HSW Act requires that the **PCBU** provide formal notification of what it describes as 'notifiable events' which include:

- The death of a person
- A notifiable injury or illness
- A notifiable incident

A 'notifiable injury or illness' includes any of the following injuries or illnesses which require immediate treatment other than first aid:

- Amputation of a limb
- Serious head injury
- Serious eye injury
- Serious burn
- Spinal injury
- Loss of a bodily function
- An injury or illness requiring immediate hospital treatment serious laceration
- A serious infection

A 'notifiable incident' means an incident which occurs without warning and which exposes a worker or any other person to a serious risk to that person's health or safety arising from immediate or imminent exposure to [among other things]:

- An implosion, explosion or fire
- Electric shock
- Collapse or partial collapse of a structure
- Escape of gas or steam
- Escape of a pressurised substance

The **PCBU** must, as soon as possible after becoming aware that a notifiable event arising out of conduct of the business or undertaking has occurred, ensure that WorkSafe or other designated agency is notified.

The notification may be given by telephone or in writing [which includes email] but the **PCBU** must choose the fastest possible means in the circumstances.

Non-compliance with these requirements may incur a substantial criminal penalty. Records of the event must be placed in the Critical Incidents Register, and kept for a period of five years from the date of the notification. [The Critical Incidents Register is kept in the office occupied by the agency's administrator].

15. Emergency Management

An emergency can arise at any time and may be completely unforeseen. An emergency may be the result of an earthquake, severe electrical storm, flooding, or fire (the policy contains specific measures relating to fire safety – see below)Anglican Action management have taken steps to ensure that workers and volunteers as well as residents in the supported accommodation are aware of the steps which must be taken in an emergency. In particular:

- Workers and residents must be fully conversant with emergency procedures [a small booklet outlining emergency procedures has already been distributed]
- Emergency procedure notices are placed in residential rooms, public areas, and offices throughout the premises for which Anglican Action is responsible
- Emergency lighting is situated throughout the premises and is activated when power fails
- All workers and residents are aware of the location of the emergency lighting
- All workers and residents are aware of the location of power mains and how to turn them off if it is necessary to do so in an emergency

(a) Fire Safety

The premises for which Anglican Action is responsible all have fire alarms and fire extinguishers which can be used in the event of fire. If a fire occurs, the Fire Service will be called out but the following provisions relate to the safety of workers and residents in the event of an emergency due to fire:

- A Fire Evacuation Scheme has been established and approved by the New Zealand Fire Service
- A pre-determined assembly point in the premises has been identified.
- Fire Safety Evacuation notices have been posted in the office and residential accommodation.
- Smoke detectors are installed in the residential areas and in each corridor throughout the premises
- Workers and residents are familiar with fire evacuation procedures and the operation of fire alarms and extinguishers
- Means of evacuation are clearly marked throughout the premises and fire control doors are kept closed at all times. Corridors leading to evacuation areas are kept clear of obstructions
- Building and Floor Wardens have been appointed to co-ordinate overall fire evacuation

- Fire evacuation drills are held at regular intervals and the local fire station is given at least 14 days' notice of the date of each drill
- Vehicles operated by Anglican Action have fire extinguishers and workers aware of how to use fire extinguishers in the event of a fire in a vehicle

(b) Flooding

Natural disasters can occur without warning. Apart from the risk of fire, which has already been mentioned, we need to consider, as unlikely as it may seem, the risk of flooding and earthquake damage

Flooding is unlikely to be severe enough to cause risk to health or safety of employees, but there are certain precautions which should be observed if the buildings for which Anglican Action is responsible should ever incur moderate to severe flooding. 'Moderate to severe' flooding would generally involve flooding of the corridors and other parts of the building to a depth of at least 0.5m. In that situation:

- Employees must ensure that all electric equipment is switched off, and that there are no exposed cables or wiring in the vicinity of their workplace
- Any loose items of office furniture should be secured

(c) Earthquakes

Earthquakes can occur at any time and often without warning. While most earthquakes are relatively minor, a severe earthquake can cause structural damage to a building and cause interior furnishings and fittings to shift and fall.

- Staff members should be aware of safety procedures in the event of an earthquake, and discuss as a team plan for ensuring safety during an earthquake
- Staff members should check their workplaces to make sure that wall cabinets and bookshelves are secure and where possible fastened to a wall or in some other way prevented from falling in an earthquake.
- Safety in an earthquake depends on a process known as 'drop cover and hold.' This involves dropping to the floor, taking cover under a sturdy item of furniture such as a desk, or against an interior wall away from windows, bookcases, or tall furniture that may fall and injure someone. This process should be practiced during the year so that in time of an earthquake it is more or less 'instinctive.'
- Staff members should identify safe places in their workplaces. In an earthquake there will be little time to look for a safe place. These need to be identified and

available. Practising 'drop cover and hold' will reveal the safest places and ease of access.

- One of the safest places in an earthquake is under a desk. Staff members need to ensure that if sheltering under a desk during an earthquake, equipment does not fall and injure them so computers should be placed securely on desks. Books and files should not be kept on desks
- Electric cables should be arranged in a way which will avoid people tripping on them in an emergency
- If an earthquake occurs during office hours, staff members should drop to the floor, get under cover and hold on
- During an earthquake staff should stay away from windows
- Once the earthquake has finished, staff members should endeavour to leave the building if it is safe to do so. Injured staff members must be made as comfortable as possible until such time as medical assistance is available
- It should be remembered that aftershocks are likely to occur following the main earthquake. If it is possible to do so, it would be best to remain inside under cover than to venture outside and risk being injured by falling objects or masonry from the building
- Staff members should follow the instructions of designated wardens who will manage safety of staff and other personnel in the building following an earthquake
- **Teams should practice earthquake drills twice a year – this means going over a team plan and practicing 'drop cover and hold.'**

(Sources in regard to flooding and earthquakes – Ministry of Civil Defence and Emergency Management – Hazard Specific Information [2010])

16. Smoke-free environment

The Smoke-free Environments Act 1990 aimed to improve health through the elimination of cigarette smoke in workplaces, restaurants and other environments, except in designated areas. Reference can be made to the Policy and Procedures Manual at page 7, which outlines Anglican Action's smoke-free policy as part of its compliance with the Smoke-free Environments Act 1990.

- Employees must comply with the requirements of the policy.
- Complaints that an employee has contravened the policy will be investigated and regarded as serious matters.
- Where the **PCBU** receives a complaint, the employer must investigate the complaint within 20 working days of the receipt of the complaint. If it appears that

contravention has occurred the **PCBU** must try to resolve the complaint and this may occur using the process outlined in the Complaints Policy – see page 48 of the Policy and Procedures Manual. If the complaint involves contravention of policy by an employee or volunteer, the **PCBU** must seek an assurance from the employee or volunteer that there will be no repetition of the cause of the complaint

- Serious complaints which cannot be resolved by the employer must be referred to the Director-General of Health.

17. Management of work fatigue

In the workplace, fatigue is a recognized hazard. [See the reference to fatigue in the statutory definition of ‘hazard’ set out in Part 4 of these notes on page 8] It can arise for a number of reasons, but principally it appears that shift work can lead to fatigue, especially shift work undertaken at night. Care must be taken in preparing shift rosters to ensure that people undertaking shift work at night are given adequate time off to enable them to catch up with sleep requirements, as well as regular rest or meal breaks

In managing fatigue as part of this plan the **Missioner** will:

- Consult with staff
- Evaluate the needs of staff for rest and meal breaks and balance those needs against the needs of work
- Ensure that as far as practicable, rosters are designed to ensure that shift workers do not become fatigued
- Ensure that staff members have training which will assist them to identify the causes and signs of work place fatigue and be able to report when they are stressed or fatigued or others are showing signs of stress or fatigue.
- In managing fatigue, the employer will provide training for staff so that they are aware of the following:
 - What to eat and when and when
 - The impact of caffeine and alcohol on sleep
 - The impact of prescribed medication such as antihistamines, on their alertness
 - How to make the most of meal breaks
 - How to use their rest and recovery time appropriately

18. Management of stress in the workplace

Fatigue and stress can be linked, but it is preferable to deal with them separately, as stress may result from causes other than fatigue.

In the workplace, the **PCBU** must have strategies in place to manage stress. There have been cases in employment law in which an employer has been held to be in breach of an employment contract for failing to identify and control stress as a hazard. But employees also have responsibility to identify their own stress, and to communicate with the employer when stress, or the likelihood of stress, becomes apparent.

Stress can result from a number of causes including:

- Employees may feel that they are overworked, or by way of contrast, undervalued
- Poorly organized shift work rosters
- Situations in which an employee's skills or abilities do not match the requirements of the job
- Isolation in the workplace
- Workplace bullying
- Poor communication within a team, or with management
- Lack of recognition

While this list is not exhaustive, it does provide an example of common workplace stressors

Stress can, if not recognized, or dealt with, cause health problems. Experiencing stress for long periods of time will activate the body's 'fight or flight' response, but over a prolonged period, it does not get the chance to deactivate. The body's pre-programmed response to stress has been called the Generalized Stress Response and this includes:

- Increased blood pressure
- Increased metabolism
- Decrease in protein synthesis, digestion, immune and allergic response systems
- Increased cholesterol and fatty acids in blood for energy production systems
- Localized inflammation
- Increased production of blood sugar for energy
- Increased stomach acids

Stress can contribute to accidents and injuries by causing people to:

- Sleep badly
- Over medicate themselves and/or drink excessively
- Feel depressed
- Feel anxious, jittery and nervous
- Feel angry and reckless (often due to a sense of unfairness or injustice)

When people experience these symptoms, they are more likely to:

- Become momentarily (but often dangerously) distracted
- Make errors in judgment

- Put their bodies under physical stress
- Fail in normal activities, including activities that require gross motor co-ordination

Stress can directly lead to accidents or injuries by depriving a person of the control necessary to prevent the threat to their physical wellbeing.

The warning signs of stress

These may include, but are not limited to, the following:

Physical: headaches, chest pain, shortness of breath, high blood pressure, indigestion, fatigue, insomnia, frequent illness, forgetfulness

Psychosocial: anxiety, irritability, sadness, defensiveness, anger, mood swings, hypersensitivity, apathy, depression, slowed thinking or racing thoughts, feelings of helplessness, hopelessness, or of being trapped, lower motivation

Cognitive: decreased attention, narrowing of perception, forgetfulness, indecisiveness, reduced ability to learn, distractibility

Behavioural: overeating, or loss of appetite, impatience, irritability, procrastination, increased use of alcohol or drugs, increased smoking, withdrawal or isolation from others, neglect of responsibility, poor job performance, poor personal hygiene, change in religious practices, change in close family relationships

The signs of stress tend to develop over a period of time and progress through several stages. The symptoms generally become worse over time, and may, if not recognized or dealt with, have serious effects such as physical and emotional fatigue, and may even progress to the point where a marriage or relationship may be in jeopardy and work performance is seriously adversely affected.

Dealing with stress in the workplace: While the **PCBU** has a legal obligation to maintain a safe workplace, the employer is reliant on employees drawing concerns to **the PCBU's** attention to enable action to be taken. Employees also have an obligation to manage their own situations and to report concerns to the employer.

If you notice any of the signs of stress, or you consider that a colleague is suffering from stress, you must, after drawing this to the attention of the team leader, notify the **Missioner of the situation. In the case of a colleague, this may be difficult, especially if the colleague is in denial, or asks that no referral to the **Missioner** be made. However, stress, at least when it significantly affects the behaviour or wellbeing of an employee may also adversely affect others as well, and the matter cannot be left or ignored.**

An employer may not dismiss an employee who is stressed, or take other disciplinary action against him or her. The employer's role is to deal with the situation which is causing stress,

and to offer help to the employee. An employee who is stressed may be offered counselling in order to deal with the stress, and the employer would also need to take any necessary action to ensure that the cause of stress in the workplace is ameliorated.

For example, an employee may report stress due to overwork. While the employer may offer support to the employee to overcome the stress, either perhaps through sick leave, or counselling, the employer would need to look carefully at the cause of work overload, and perhaps redistribute some of the employee's work amongst other members of the team. This would need careful consultation with the team to make sure that the problem is not passed on to another person, but it is an example of the type of action that an employer might take.

An employer has an obligation to treat employees fairly and with respect. While this is a reciprocal obligation within the workplace, the employer has an obligation in managing employees to:

- Take stress seriously and be understanding to employees under too much pressure
- Be aware of the signs and symptoms that an employee may be having trouble coping with stress
- Encourage team leaders to have an understanding attitude and to be proactive by looking for signs of stress among team members
- Make sure employees have the training, skills and resources they need
- Design jobs to allow for a balanced workload
- Value and recognize individuals' results and skills
- Provide support, and be clear about job expectations

Note: this section draws substantially on information provided in "OSH Answers Fact Sheets – Workplace Stress." This is an online Canadian resource at:

<http://www.ccohs.org/oshnanswers/psychosocial/stress.html>

19. Staff Training

The **PCBU** must ensure that staff are adequately trained in order to fulfill the roles to which they are assigned. Accordingly, at the time of interviews for specific positions within the agency, the employer will check training references and evaluate training undertaken to the needs and requirements of the specific position.

During employment, employees will receive regular training to ensure that skills are maintained and updated where necessary

A training log will be established and details of all staff training will be entered in the log

20. Other aspects of health and safety in the workplace

Employees should refer to the Policy and Procedure Manual for the following topics:

- Anti-harassment Policy:
- Computer and Internet Use Policy:
- Suicidal persons Policy:
- Vehicle Policy:
- Violent and Dangerous Persons Policy:

These form part of Anglican Action's health and safety in employment policy, and must be read in conjunction with the health and safety policy

21. Just Food Café

The staff employed in Just Food Café have developed their own health and safety policy. It is set out in the following sections of this Manual. While the Just Food team have developed their own policy and have identified specific hazards, Anglican Action staff members are expected to co-operate with the Just Food team in the implementation of their policy, and to assist the team in identifying any hazards that may not be covered by the policy.