



TELNET SERVICES LTD

HEALTH AND SAFETY PLAN

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Revision:	Date:	Revised by:	Description of Changes
0	16 Dec 16	KC	Final
1	22 Dec 17	KC	Annual Revision L&D Manager replaced with H&S Manager All references to Action Tracking Register deleted as Support Queue is used Responsibilities of H&S Manager added to Section 4 New Section added (Section 5) – Objectives and Targets A new training course was added (Workstation Ergonomic Assessor Training) CCP Office inspections changed to once every three months. Reference added to Eureka System for Health and Safety template storage.

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1. Introduction

Telnet Services is a contact centre business that provides services to a range of clients across New Zealand. Telnet have offices in 131 Queen Street, Auckland CBD, Northwest Shopping Centre in Auckland and CCP Offices in Auckland CBD. The business has approximately 330 staff, including 30 homeworkers.

As described in Telnet's Health and Safety Policy (TSL-POL-01), Telnet's management team and staff are highly committed to ensuring a healthy and safe workplace.

Health and Safety for Telnet Services is managed in accordance with the Health and Safety at Work Act (2015) and Health and Safety at Work (General Risk and Workplace Management) Regulations 2016.

2. Scope

This Plan outlines how Health and Safety is managed and controlled within Telnet Services.

It describes the Health and Safety System, including the activities required to ensure that the Company's services are provided without causing harm to people or damage to property.

3. Committee

The Company has an established Health and Safety Committee, consisting of representatives from various levels across the business. The purpose, composition and activities of the Committee were agreed in the Meeting on 16 September 2016 and are described in the Charter document.

Committee Meetings are conducted on a quarterly basis, attendance recorded and minutes kept.

Actions resulting from the meetings are recorded, and tracked until closure .

Members are responsible for completing their actions in a timely manner, and reporting their progress back to the meeting chair before the next meeting. The Committee constantly strives for continuous improvement of Health and Safety at Telnet.

4. Responsibilities

At Telnet, safety is everyone's responsibility. The specific Health and Safety responsibilities of various persons within Telnet are described:

- throughout this Plan;
- in the Health and Safety at Work Act (2015); and
- in the Health and Safety at Work (General Risk and Workplace Management) Regulations 2016.

Health and Safety Representatives are responsible for:

- Listening to the health and safety concerns of persons within their teams
- Working with the person and management to rectify problems (supporting worker engagement in Health and Safety).
- Participating in inspections and incident investigations.
- Incident reporting to management.
- Participating in quarterly HS Committee Meetings.
- Is aware of the private nature of some incidents and keeps personal information private and confidential unless necessary to disclose
- Keeping hazard records and ensuring actions are tracked until closure; and
- Seeks help or guidance for Health and Safety matters with Health and Safety Officer, H&S Manager and other management.

The H&S Manager is responsible for:

- Ensuring the activities required in this Plan are completed within the scheduled times
- Managing Telnet's Health and Safety System

Further responsibilities are described in Section 20 (Activity Schedule).

5. Objectives /Targets

In order to ensure the safety and wellbeing of Telnet's employees, contractors and visitors, Telnet will promote and proactively pursue the goal of zero injuries and incidents.

6. Risk Assessment

In September and October 2016, a formal Risk Assessment was conducted to assess the Company's Health and Safety Risks and prioritise actions based on risk. The assessment produced the following documents:

- Risk Assessment Report (TSL-RAR-01)
- Risk Register (TSL-RR-01).

The Risk Register will be reviewed at least annually by the Health and Safety Committee, or earlier:

- If there is a significant health and safety incident, near miss, or additional major hazard(s) identified
- Prior to any major changes in the services provided by the Company, major expansion and/or moving to or opening new premises.

Any updates will be recorded in the Risk Register. Any actions resulting from the risk assessment review will be tracked until closure.

The Health and Safety Manager is responsible for keeping the Risk Register up-to-date.

7. Hazard Management

Hazards are and will be identified and controlled to ensure that risks to health and safety are eliminated or minimised. Hazards will be managed in accordance with the Hierarchy of Control, by taking the most appropriate and effective action in the order specified in the diagram below.



1. Eliminate the hazard - Elimination of the hazard is not always achievable though it does totally remove the hazard and thereby eliminates the risk of exposure. An example of this would be a spilled water on the floor has been immediately mopped and dried

2. Substitute the hazard with a lesser risk - Substituting the hazard may not remove all of the hazards associated with the process or activity and may introduce different hazards but the overall harm or health effects will be lessened. For example: A spilt water on the floor was not immediately dried but a wet floor caution sign has been installed to minimize the risk of slips, trips and falls

3. Isolate the hazard Isolating the hazard is achieved by restricting access to plant and equipment or in the case of substances locking them away under strict controls. When using certain chemicals then a fume cupboard can isolate the hazard from the person, similarly placing noisy equipment in a non-accessible enclosure or room isolates the hazard from the person(s). i.e. IT server/equipment/tools and cleaning chemicals are kept in isolation within the business

4. Use engineering controls Engineering Controls involve redesigning a process to place a barrier between the person and the hazard or remove the hazard from the person, such as machinery guarding, proximity guarding, extraction systems or removing the operator to a remote location away from the hazard.

5. Use administrative controls

Administrative controls include adopting standard operating procedures or safe work practices or providing appropriate training, instruction or information to reduce the potential for harm and/or adverse health effects to person(s). Isolation and permit to work procedures are examples of administrative controls.

6. Use personal protective equipment

Personal protective equipment (PPE) include gloves, glasses, earmuffs, aprons, safety footwear, dust masks which are designed to reduce exposure to the hazard. PPE is usually seen as the last line of defence and is usually used in conjunction with one or more of the other control measures. An example of the weakness of this control measure is that it is widely recognised that single-use dust masks cannot consistently achieve and maintain an effective facepiece-to-face seal, and cannot be adequately fit-tested and do not offer much, if any real protection against small particulates and may lead to a false sense of security and increase risk. In such instances an extraction system with fitted respirators may be preferable where the hazard may have significant health effects from low levels of exposure such as using isocyanate containing chemicals.

Hazards (and actions) are and will be identified from a variety of sources including those:

- From the risk assessment;
- From inspections;
- Raised by employees, contractors, and visitors;
- From Health and Safety Committee Meetings (and/or any other meetings); and
- Identified as a result of emergency drills or events.

Where possible, hazards shall be easily and safely resolved by the person who identified the hazard.

All hazards shall be reported to the relevant Health and Safety Representative.

Hazard reporting depends upon the nature of the hazard. In some cases, hazards will be reported to those directly responsible for resolving them. Supervisors are also responsible for ensuring hazards are addressed, therefore staff shall also report hazards to their Supervisors.

Hazards identified and actions required and completed will be recorded using IT's Support Queue System.

Tracking of hazards is an important task as it demonstrates that hazards are being identified and controlled and enables any trends to be established and prevented.

Hazards will be categorised and from time to time analysed to identify trends, review the effectiveness of prevention measures and identify improvements.

Hazards recorded in Support Queue will be separated from incidents and carefully and accurately entered and reviewed, and the status of the hazard is kept up to date.

8. Inspections

Office Inspections

Regular Health and Safety Inspections are and will be conducted using the Health and Safety Inspection Checklist (TSL-IC-01).

Inspections will be conducted every second month, and will include 131 Queen Street and Northwest.

For the CCP Office, Inspections will be conducted once every 3 months.

Actions resulting from the checklist will be:

- Prioritised in accordance with their risk
- Tracked until closure in Support Queue.
- Allocated to the appropriate person to address the issue and complete the task required.
- Closed out in a timely manner

Inspections will be conducted by the Health and Safety Representative for that location and one member of the Health and Safety Committee.

Senior management will be encouraged to participate in Health and Safety Inspections, which will demonstrate management commitment to Health and Safety.

Home office inspections

Those who spend the majority of their time working from home/ home is their primary place of work (Home workers) will conduct inspections on their own home offices, using the Home Office Requirements Checklist. Their team leader is responsible for ensuring this occurs.

Re-inspections need to be completed on home environments by home workers every six months (and the checklist completed and sent to the Team Leader). If the home worker moves house they will need to do a new inspection.

Those who use their home as a secondary or occasional place of work will be asked to complete and acknowledge the Home Office Requirements Checklist. This will be self-monitored and a copy will be kept on the person's HR File.

9. Inductions

All employees and temporary staff working for Telnet are required to complete the on-line Employment Induction before commencing work. Refresher courses are completed every six months.

All staff are also given a copy of the Code of Conduct and Employee Handbook which contains important Health and Safety Requirements.

Visitors and Contractors agree to the Health and Safety Requirements as part of the visitor registration process.

Actions resulting from incident investigations, new hazards and changes to the Risk Register may involve the induction content being edited or added to. This is an important part of the system as it is a record of Health and Safety training.

10. Health and Safety Training

Staff will be provided with information (in writing), training and instruction, that is necessary to protect them and others from risks to their health and safety arising from their work.

Training will be kept current and records will be kept.

Staff with specific Health and Safety responsibilities will be trained for their roles, including, but not limited to Workstation Ergonomic Assessment Assessor Training, Fire Warden and First Aid training.

11. Supervision

Staff will be supervised to a level that is necessary to protect all persons from risks.

12. Workstation assessments

Workstation assessments are conducted for all staff (other than very short term contractors), using the Workstation Assessment Checklist. The assessments shall include both ergonomic and display screen requirements.

Office based assessments can be conducted with assistance from the Trained Workstation Ergonomic Assessor.

Workstation assessments for home workers will be self-completed with information on how to complete assessments provided to the individual.

If a person moves desks permanently then workstation assessments shall be completed again for the new location.

13. Events

Health and Safety will be taken into account during the planning and execution of company events and functions, and this will be recorded.

14. Incident Reporting

Incident Definition: An uncontrolled or unplanned event that exposes a risk to a person's health and safety or property damage. This includes any event which results in an injury or had the potential to result in injury or illness. This includes near miss incidents.

Incident Reporting Procedure:

Temporary Staff and Employees (including home workers) are required to report any incidents verbally to their Team Leader immediately, who will immediately report the incident to their Health and Safety Representative/Officer and Manager.

Contractors and visitors are required to report any incidents to the Telnet person whom they are visiting, who will also report to a Health and Safety Representative/ Officer and Manager.

Senior Management must be made aware of all incidents as soon as possible.

Reporting to WorkSafe:

Notifiable injuries, illness, incidents or events will be reported by Telnet to WorkSafe New Zealand in accordance with the requirements of the Health and Safety at Work Act (2015).

These are defined in the Act (Parts 23, 24 and 25). Senior Management and the Health and Safety Officer (and Consultant if required) must be aware and involved with such reports, prior to WorkSafe being contacted.

Further information can be found at:

<http://www.worksafe.govt.nz/worksafe/notifications-forms/notifiable-events>

15. Incident Investigation

All incidents, regardless of severity and including near miss incidents, will be investigated. Incident investigations will be recorded using the Incident Report Form (TSL-IR-01). This form will be completed by the H&S Manager, with assistance from the supervisor of the person(s) involved and/or the Health and Safety Officer, and/or Consultant if required. Incident reports are private and confidential.

All incidents will be investigated without judgement. Incident investigations will be conducted or reviewed by a person who is trained or suitably experienced.

The injured person(s), person suffering from work-related illness or main person involved in the incident will not complete the incident report themselves.

Drug and Alcohol testing may be conducted post-incident (For further information refer to Telnet's Drug and Alcohol Policy Document).

All incidents will be recorded in Support Queue. These records will be kept separate from hazards. As incidents contain private and confidential information, access to the records will be arranged to ensure confidentiality is maintained.

The H & S Manager will ensure that Incident Records are reviewed and carefully and accurately entered, with the status of the investigation kept up-to-date.

Anyone can report an Incident through Support Queue.

16. Contractor Management

Contractors are:

- Responsible for ensuring that they undertake work in a safe and healthy manner and do not cause harm to themselves or anyone else.
- Required to sign in and out and/or use the visitor control process, ensuring that the person responsible for their visit is aware of their arrival
- Are required to report hazards, incidents and concerns to the person responsible for their visit.

Contractors will be fully supervised whilst conducting work on Telnet Premises. Any contractors who do not follow safe work requirements will be asked to leave.

Main Contractors who work on Telnet's premises will be issued with a copy of the Health and Safety Policy, and letters regarding Health and Safety requirements.

Meetings with Contractors may be held to discuss Health and Safety matters and minutes kept.

Only Contractors who are competent and appropriately qualified are permitted to complete work.

17. Reporting

A Monthly Health and Safety Report (TSL-MR-01) is currently and will be prepared by the Health and Safety Officer or Manager and discussed at the Management and Board Meetings.

18. Emergency Response

Procedures for response to emergencies can be found in the following documentation:

- *Red Alert Fire and Emergency Evacuation Scheme (131 Queen Street)*. (this document covers fire evacuations, bomb threats and earthquakes)
- Northwest Office -Building Emergency Evacuation Plan
- CCP Office -Building Emergency Evacuation Plan

Medical Emergency procedures vary depending on the unique circumstances of the environment and patient. As a general guide, for medical emergencies, the following procedure shall be followed:

1. Call out for the assistance of a first aider
2. Immediately Dial 111 for an Ambulance if person is experiencing a life-threatening medical emergency
3. If you are trained or confident in First Aid, provide emergency assistance until the arrival of an ambulance or qualified medical expert.

First aiders will be provided with specific procedures for dealing with medical emergencies.

19. Annual System Review

The following documents will be reviewed annually and updated if required:

- Health and Safety Policy (TSL-POL-01)
- Risk Register (TSL-RR-01)
- The Health and Safety Plan (TSL-PLAN-01) (this document).

Identification of new hazards, findings of incident investigations, major safety related events, changes in legislation or major changes in the business are identified within the Health and Safety System may trigger earlier reviews and updates of the above documents.

Once per year the Committee will conduct a formal review of the Health and Safety System, which will include:

- A discussion on the effectiveness of the System and improvements required
- A review of the original Risk Register, including any additional hazards; and
- The effectiveness of the control measures.

A record of this review will be kept, actions recorded and tracked until closure..

20. Activity Schedule

The Table below describes the activities conducted for Health and Safety within Telnet.

Activity	Frequency	Date	Person(s) Responsible
Incident Investigations	All incidents	As required	Supervisor with assistance from H&S Officer, H&S Manager (and Consultant if required)
Maintain the Action Tracking Register	On-going basis	On-going basis	H&S Officer (Queen Street) H&S Representative(s) - Northwest
Health and Safety Training	On-going basis	Various	H&S Manager
Health and Safety Inductions	On-going basis	Pre-employment + refresher every six months	H&S Manager
Workstation Assessments	On-going basis	Start of employment, permanent desk move	Person themselves and Trained Ergonomic Assessor (Office Based Personnel) Person themselves (Home Workers)
Home Office Checklists for persons that spend majority of time working from home (primary place of work)	On-going basis	Start of employment, every six months, house move	Home worker with review by Team Leader
Home Office Checklists – for persons that occasionally work from home (secondary place of work)	On-going basis	On-going basis	Self-policed and acknowledged Copy Sent to HR File
Monthly HS Reports (to management and Board)	Monthly	Monthly	H&S Officer or H&S Manager
Office Health and Safety Inspections	Every second month	Every second month	H&S Representative(s)/ Officer and one other H&S Committee member
CCP Office Health and Safety Inspections	Once every three months	Once every three months	H&S Representative(s)/ Officer and one other H&S Committee member
Health and Safety Committee Meeting	Quarterly basis	At least one per quarter	H&S Committee
Review Risk Register	Annually or before (Refer	October each year	H&S Committee, Officer with assistance from Consultant if required

	Section 5 of this Plan)		
Review and update Health and Safety Policy	Annual or before	November each year	H&S Committee, re-signed by CEO
Formal Review of Health and Safety System	Annual or before	July each year	H&S Committee, Officer with assistance from Consultant if required
Review Health and Safety Plan and update if required	Annual or before	December each year	H&S Committee, Officer with assistance from Consultant if required

21. List of System Documents

Document Title	Document Number (if available)
Health and Safety Policy	TSL-POL-01
Health and Safety Plan	TSL-PLAN-01
Risk Register	TSL-RR-01
Risk Assessment Report	TSL-RAP-01
Health and Safety Inspection Checklist	TSL-IC-01
Workstation Assessment Checklist	-
Home Office Checklist	-
Health and Safety Monthly Report	TSL-MR-01
H&S Committee Meeting Minute Template	TSL-MM-01
H&S Committee Meeting Charter	-
H&S Committee Meeting Minute Agenda	-
H&S Committee Meeting Minutes	-
Incident Report Form	TSL-IR-01
Employee Handbook	E1 14 EA
Code of Conduct	-
Health and Safety Induction and refresher (bi annual compliance test)	E-Learning Module
Drug and Alcohol Policy	-

Health and Safety Templates are stored in the Eureka System.