

TELNET SERVICES LTD

HEALTH AND SAFETY COMMITTEE ANNUAL REVIEW OF THE HEALTH AND SAFETY MANAGEMENT SYSTEM

Date: 5 Oct 17	Venue: Level 2, Telnet Training Room, 131 Queen Street	Time: 11am -12pm	
Attendees (refer attached attendance list)	Katherine Connor (Chair)	Health and Safety Consultant, Connor Health and Safety Limited	
	Leith Harding	CFO, Representing the Board	
	Yogesh Gupta	HS Rep-Genesis TL, Northwest	
	Shaun Mills	H&S Manager	
	Craig Waddingham	L&D Team (H&S Officer)	
	Lina Otukolo	CCP Office	

Apologies: -
Kelly Tucker Representing Queen Street

BACKGROUND

In accordance with AS/NZS 4801:2001 *Occupational Health and Safety Management Systems*, (Section 4.6), the organisation's Management shall review its Health and Safety Management System to ensure its continuing suitability, adequacy and effectiveness. For Telnet, this is an annual activity.

This involves determining the suitability, adequacy, effectiveness and improvements (if any) of the components of Telnet's Health and Safety Management System, which include:

- H&S Policy
- H&S Plan
- Hazard Reporting
- Incident Investigation
- H&S Inspections
- H&S Meeting
- H&S Induction and Training, including Visitor inductions
- H&S Communication
- H&S Responsibilities
- Supervision of staff
- Workstation Assessments
- H&S for Company Events
- Contractor H&S Management

Monthly Reports
Emergency Response
H&S Risk Register

These components were discussed in a one-hour session conducted as part of the Health and Safety Committee Meeting on 5 October 2017 (refer attached sign-in sheet). All of the above system components were deemed necessary and suitable. Their effectiveness and any improvements are described below.

The Committee has representatives from Management and Employees.

Since the Health and Safety System was established there have not been any changes in the services, activities or substantial changes in the size of the organisation. There will be a temporary rise in temporary staff in the next few months for an upcoming contract but systems are in place to cover Health and Safety for temporary staff. There were no significant changes to the structure of the organisation.

The only significant change is a new Health and Safety Manager (Shaun Mills) who will receive guidance on the new role from Telnet's Health and Safety Consultant Katherine Connor in a meeting in the next few weeks.

There have not been any Legislative changes in NZ that affect Telnet's H&S System in the past 12 months.

H&S Policy

Telnet's Health and Safety Policy was reviewed. No changes were suggested just a date change on the lower right of the Policy and a signature by John Chetwynd. The new Policy will shortly be issued.

H&S Plan

Telnet's Health and Safety Plan needs to be reviewed and will be in December 2017. There will be some minor changes mostly around the recording of actions and hazards.

Hazard Reporting

Hazard reporting has greatly improved as discussed in the Committee Meeting on October 5. No further improvements to the system were identified. This demonstrates improved employee engagement and feedback.

Incident Investigation

There was one investigation that was not completed well previously. After this a new incident investigation form was designed, released and is in use. The suitability of the form was discussed and it was deemed effective. No improvements were required. The new Health and Safety Manager has experience in investigations which will ensure all investigations are high quality.

Lessons learned from incidents are quickly resolved and actions completed.

H&S Inspections

Some minor feedback about the wording on the Inspection form was received in June and this led to the form being revised to provide more explanation on some points. No further comments about the form or process were received. No improvements were deemed necessary other than revising the inspection roster to ensure that:

- Managers are involved in inspections
- Persons completing inspections are rotated (and areas rotated) to ensure that a "Fresh pair of eyes" are available to identify hazards.

Revising the inspection roster is currently an action recorded in the HS Committee Meeting minutes of 5 Oct 2017 (assigned to Craig Waddingham).

Katherine Connor will assist with the next Health and Safety Inspection to advise and try to improve inspections.

Inspection schedule -it was agreed that once every two months was a sufficient frequency (with CCP Office conducted once every 3 months).

H&S Meetings

These were deemed effective and no improvements were identified. It was agreed that Actions resulting from the meeting need to be managed better, so that they are tracked until closure and completed well before the next meeting. Individuals will email when they have completed their actions. Katherine will contact individuals to remind people of their actions.

H&S Induction and Training, including Visitor inductions

The Health and Safety Induction has been improved with an excellent video. Post Meeting, Katherine reviewed this and found it included all of the necessary parts required by the Risk Assessment, apart from a message about driving safely for work purposes which Shaun has agreed to include.

There is still an issue with staff getting behind on completing their yearly Health and Safety Induction Refresher. The new Health and Safety Manager is aware of this and will look into conducting some group sessions to achieve compliance. A better way of ensuring this is completed on-time needs to be established.

Training was discussed at it was agreed that no new courses were required. The current training will continue with First Aid (including the defibrillator), fire warden and ergonomic workstation assessor training. Training in these courses need to continue due to staff turnover.

No improvements were identified to the Visitor Induction Process, which is working effectively.

H&S Communication

Communication is going well with Bulletins, Facebook, and H&S Committee meeting minutes posted on the noticeboard, monthly reports (Board only). The Noticeboards are checked during the Inspections.

H&S Responsibilities

It was agreed that all who have responsibilities in Health and Safety were meeting their responsibilities. No improvements required. A new Representative is required for home workers.

Supervision of staff

Good supervision of staff can decrease Health and Safety risks. At Telnet, everyone is well supervised. Homeworkers are in regular contact with management. Working alone is not permitted at Northwest and Queen Street. No improvements required.

Workstation Assessments

This has improved greatly now that Assessors are trained and an expert external consultant is available. As some staff have left we currently have a shortage of Ergonomic Workstation Assessors. Another course is being organised to train more assessors. This is an important aspect of Telnet's Health and Safety that is well managed and needs to remain that way.

H&S for Company Events

Health and Safety is well managed for events. As this has been well managed in the past and this will continue, further improvements are not required.

Contractor H&S Management

The original Risk Assessment required that Contractors who visit Telnet's premises need to be informed in writing of Telnet's Health and Safety Requirements. This is being done by way of Visitor Inductions however letters regarding Health and Safety at Telnet are required for main contractors. The list of main Contractors who require a letter reminding them of Telnet's Health and Safety Policy and requirements was agreed. Katherine will prepare these letters as soon as possible.

Contractors are well accompanied, supervised and managed by their hosts within the office and the safety culture is such that unsafe acts are quickly stopped and addressed.

Monthly Reports

A review of these was requested which Katherine has completed. This system is working well and the Board are well informed about Health and Safety matters. The reports are effective, show proactive activities, incidents and hazards. Future reports need to have names removed for privacy reasons and need to be condensed.

Emergency Response

There have been two medical incidents recently (both fully investigated) which tested emergency response systems. The response was deemed as excellent and appropriate. A Bulletin about responding in an emergency will be sent out shortly. No further improvements to this system were discussed.

H&S Risk Register

Telnet's Risk Register (document) was looked at briefly during the meeting. Due to time constraints the Committee members were asked to review the Hazards and Controls columns in the next two weeks to make sure they are still current and applicable, and that there are no new hazards. As the nature of the business has remained unchanged in the last year it is likely that there will be minimal changes to the Risk Register. It will also be reviewed and updated in late November or early October (by Katherine, who will

collate the comments and issue the new version).

Action Tracking

Action Tracking was also discussed. Jane was using the Action Tracking Register and the latest version needs to be located. (Action for Craig Waddingham). Actions from the Inspections are currently tracked via the IT Support Q system. How other actions are tracked needs to be discussed. Katherine and Shaun will discuss this in their next meeting.

External Health and Safety Accreditation

The possibility of obtaining ACC accreditation was discussed (to reduce ACC levies). Katherine investigated this post meeting and the current ACC Program has closed. ACC are working on a new program of Health and Safety Incentives which Katherine will keep an eye out for.

The possibility of obtaining Telarc Accreditation for ISO 45001 was also discussed and deemed not required currently. Katherine will however investigate the cost and what is involved.

Overall the Management Review was a successful activity whereby all of the elements of the system were discussed (Additional to normal Committee Meetings). It was an opportunity to improve the system's effectiveness and build upon continuous improvement. Actions from this review are documented in the 5 October 2015 Committee Meeting Minutes.

The next Management Review will be conducted in the 3rd Quarter of 2018.

This report was prepared by Katherine Connor.