1. **Purpose**

The purpose of this procedure is to ensure all requirements associated with identifying and responding to hazards and incidents that occur as a result of Tasmanian Independent Retailers (TIR) and Island Fresh Produce (IFP) activities are followed.

1. **Scope**

This procedure applies to staff, visitors and contractors of TIR and IFP.

1. **Definitions**

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| **Key Word** | **Definition** |
| Acceptable risk | A level of risk that under the circumstances, is reasonably practicable to accept. |
| Emergency Incident | A significant event arising from an internal or external source, which poses a high level of risk to the health and safety of persons and requires immediate response. |
| Hazard | A source which has the potential to cause harm or illness. |
| Hazard & Incident reports | Documented evidence of the identification of a hazard, the background and details of how the hazard was identified, and any subsequent action taken to subsequently reduce risk. |
| Incident | Occurrence arising out of, or in the course of, work that could or does result in injury and ill health. Incidents are categorised as:   * Near Miss: A near miss is defined as any occurrence that might have led to injury or illness to a person. * Injury and ill health - Adverse effect on the physical, mental or cognitive condition of a person. Injuries and ill health are further classified as: * No lost time: Less than a complete day was lost from work as a result of the injury * Lost time: A complete day or more was lost from work as a result of the injury. |
| Notifiable Incident | Serious incidents, which, in accordance with legislative obligations, are required to be reported to the Regulator (WorkSafe Tasmania). |

1. **Responsibilities – ALL EMPLOYEES**

**Chief Executive Officer & Head of Business/Departments**

* Review and sign off notifiable incident investigations that occur in their area of responsibility
* Participate in and support the Management teams in the investigation of notifiable incidents.

**SHE Specialist**

* Provide necessary support to investigation team
* Support Head of HR on management of Workcover claim
* Provide oversight on the return to work and injury management plans
* Provide insights on trends and lessons learnt.

**TIR / IFP Managers and Supervisors**

* Ensure all incidents/hazards are captured using the Incident/Hazard Reporting Hub.
* Categorise incidents using SHE 02.07 OHS Classifications.
* Participate in and support the investigation of all incidents that occur in area of responsibility.
* Ensure corrective actions are completed in a timely manner.

**All Employees**

* Report all incident/hazards either using the Incident & Hazard Reporting Hub or Incident/Hazard Report Form SHE02-02
* Participate in incident investigations as requested.

1. **Raising an alert regarding a Hazard or Incident**
   1. All persons engaged in activities that relate to TIR & IFP must alert, as soon as practicable, the activity supervisor or manager about hazards arising from work practices that present or are likely to present an unacceptable risk of harm to any person. Reports about hazards should emphasise the facts, as they are known to the person/s reporting.
   2. Any medical concerns or any form of unacceptable behaviour must be treated as confidential until the affected party indicates otherwise.
   3. If the alert relates to an emergency incident, follow the SHE 01 Emergency Management Procedure.
   4. If the matter is not being adequately addressed or responded to in a reasonable time frame, follow the. SHE 24 OHS Issue Resolution Procedure
   5. Where the concern arises from the behaviour of the supervisor, the concern must be directed to a more senior member of staff.
2. **Responding to Incidents**
   1. Staff supervising activities must promptly evaluate the level of risk to themselves and those in the vicinity, and take immediate steps to:
      1. Address any immediate welfare concerns by:
3. Directly neutralising the source of the threat (e.g., use extinguisher on fire, use a spill kit); and/or,
4. Preventing any further harm to workers (apply first aid, evacuating people from the area, ceasing activities and isolating the affected area/s).
   * 1. Escalate control to the highest appropriate authority.
     2. Secure (e.g., prevent unauthorised entry) and preserve (e.g., prevent disturbance) the scene of any incident that may subsequently require:
5. Incident notification to the WorkSafe Tasmania Regulator (See Section 7)
6. Police investigation.
   * 1. Gather evidence to support any subsequent investigation (e.g., photographs, witness details).
     2. Offer counselling if warranted.
7. **Hazard and Incident Report Entry** 
   1. For hazards and incidents that may require notification to the Regulator (WorkSafe TAS), the SHE Specialist or their delegate must be notified by phone on 0418 930 343 or 03 6391 0220.
   2. **Giving Notice**

The SHE Specialist or delegate must notify WorkSafe Tasmania by the fastest possible means, immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

This is usually by:

* calling the **WorkSafe Helpline on 1300 366 322** (Inside Tas) or (03) 6233-7657 (Outside Tas)
* emailing [wstinfo@justice.tas.gov.au](mailto:wstinfo@justice.tas.gov.au) or other electronic means.

Written notification with information detailed in our Incident Notification Form within 48 hours of calling WorkSafe Tasmania is required. The form is located on the [WorkSafe Tasmania website](http://workplacestandards.tas.gov.au/).

* 1. **Preservation of Site**

Where a notifiable incident has occurred. The place (or plant at the place) is to not to be disturbed until such a time as deemed okay by WorkSafe Tasmania. An exception to this is provided if performing the following actions:

* helping or removing trapped or injured persons
* actions directed or permitted by an Inspector in the 36-hour period
* to avoid injury to a person or damage to property
* for the purposes of any police investigation
* take essential action to make the site safe or prevent a further dangerous event happening
* in accordance with a direction or permission of Emergency Services
* commencement of internal investigation without entering or disturbing the incident site
* in such other circumstances as may be prescribed by the regulations.
  1. All hazards and incidents must be reported through the online Incident and Hazard reporting hub via MyIGA or to Supervisor using the Incident/Hazard Report Form SHE02-02 as soon as possible.
  2. Any person reporting a hazard or incident must:
* Ensure that any descriptive information:
  + Is factual unless otherwise stated as purported, believed, or inferred.
  + Does not include personal information, including names and other personal identification, in any descriptive fields other than those explicitly requested (e.g., personal details when reporting on behalf of someone else) or integral to the completeness of the report.
* Incidents containing issues of a confidential nature (e.g., private medical issues, unacceptable behaviour, unsafe driving) must not be entered into the Incident & Hazard hub and instead, these must be sent to the SHE Specialist and marked as confidential.
* Provide relevant supporting documentation.
  1. It is the responsibility of the SHE Specialist to ensure that duplicate reports for the same incident are cancelled.

1. **Notification to the Regulator** 
   1. It is the responsibility of the SHE Specialist to ensure that the Regulator (WorkSafe TAS) has been notified where:
      1. A hazard or incident at a TIR or IFP controlled workplace results in:

* Immediate treatment for:

o amputation

o serious head injury

o serious eye injury.

* Separation of skin from underlying tissue (de-gloving or scalping)
* Electric shock
* Spinal injury
* Loss of bodily function, including loss of consciousness
* Serious lacerations; and
* Dangerous occurrences.
  + 1. A situation that exposes a person in the immediate vicinity to an immediate health and safety risk through incidents including:
* Collapse, overturning, failure or malfunction of, or damage to, items of plant required to be licensed or registered
* Collapse or failure of an excavation or the shoring supporting of excavation
* Collapse or partial collapse of a building or structure
* Implosion, explosion or fire
* Escape, spillage or leakage of substances; and
* Objects or substances falling from a height.
  + 1. A serious electrical incident occurs that did or has the potential to:
* death or injury to a person
* significant damage to property
* serious risk to public safety
* involves accidental contact with any electrical installation
* electric shock as a result of direct or indirect contact with any electrical installation.
  + 1. A serious gas incident occurs that did or has the potential to:
* the death or injury to a person
* involves a transmission pipeline
* causes significant disruption to the community
* significant damage to property
* an explosion.

1. **Investigation**
   1. **Investigation** 
      1. All incident and hazard reports must be investigated by the Person Responsible appointed by the SHE Specialist using SHE 2.04 Investigation Report Template. The Person Responsible must ensure that:

* All information gathered is treated as confidential until otherwise stated by the person providing the information.
* The investigation template must be used for to record the findings and corrective actions
* So far as is reasonable, information contained within the report is a true and accurate reflection of the incident.
* Any significant changes to an investigation report are confirmed with stakeholders in accordance with the requirements of the SHE 22 OHS Consultation Procedure.
* A risk assessment (refer to SHE 5.0 Risk Management Procedure) is completed if:
* A hazard arising from an activity presents an unacceptable level of risk; or,
* An incident occurs that identifies inadequacies in the existing control measures for an activity.
  + 1. The SHE Specialist must monitor information provided through hazard or incident reports; and they, or their delegate, may update any information that is incorrect or unclear.
    2. All TIR and IFP engaged workers must cooperate with an OHS investigation.
  1. **Recommendations** 
     1. The Person Responsible must ensure that the findings of the initial investigation are documented in the hazard or incident report’s Action Plan. Recommendations must be assigned to a person with the capacity and authority to take action in accordance with the SHE 10 Management of OHS Actions Procedure and raised as tasks through the Incident and Hazard Reporting Hub.
     2. Where any stakeholder feels that there has been an insufficient level of investigation, that person may choose to follow the SHE 24 Issue Resolution Procedure.
  2. **Closing Reports**
     1. Recommendations can continue to be developed throughout the investigation process.
     2. The report is considered closed once all recommendations have been addressed in accordance with the requirements of the Management of OHS Actions Procedure.
     3. The report may be reopened if additional information is found, or additional recommendations are made.

1. **Tools**
   1. The following tool is associated with these guidelines.

* Online Hazard & Incident reporting Hub.

1. **Record Keeping**
   1. **Database Register**

* The SHE Specialist is responsible for ensuring that all hazard and incident reports involving TIR and IFP staff, property, or other persons or property for which TIR or IFP has a legislative responsibility are maintained in the Incident and Hazard Reporting Hub.
* In accordance with the SHE 30 OHS Records Management Procedure, hazard and incident reports will be retained for a minimum of 5 years.
  1. The SHE Specialist will use the data to:
* Plan health and safety programs and initiatives
* Monitor the effectiveness of corrective/preventive actions
* Produce quarterly reports on hazard and incident statistics and trends for management and WHS committees
* Disseminate information relating to hazards and incidents and their prevention
* Meet statutory record-keeping requirements.

1. **Legal & Other Referenced Documents**
   1. Legislation mandating compliance

* Work Health & Safety Act 2012
* Work Health & Safety Regulations 2012
* Code of Practice – CP112 How to Manage Work Health & Safety Risks
  1. Australian and International Standards
* ISO 45001: 2018 OHS Management Systems - Requirements with guidance for use
  1. TIR SHE documents
* SHE 2.04 Incident Investigation template
* SHE 5 OHS Risk Management Procedure
* SHE 5.02 Risk Matrix
* SHE 28 OHS Roles, Responsibilities and Procedure
* SHE 2.07 OHS Classification
* SHE 24 Health and Safety Issue Resolution
* SHE 10 Management of OHS Actions Procedure
* SHE 30 OHS Records Management
* SHE 22 OHS Consultation
* SHE 06 Contractor Management
* SHE 29 Document Control & Retention.

1. **Effective & Evaluation Dates**

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| **Authorisation** | CEO, Grant Hinchcliffe |
| **Effective Date** | July 2022 |
| **Evaluation Review Date** | July 2025 |

1. **Evaluation & History**

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| --- | --- | --- | --- |
| **Date** | **Author** | **Sections Modified** | **Details of Amendments** |
| Feb 2022 | M Axford | Updated | Removed reference to Cat 1-4 procedures  Updated all sections to include reference to new reporting requirements |
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