

# Health and Wellbeing Sustainability Standards

## HGO SUSTAINABILITY STANDARDS FOR HEALTH AND WELLBEING

The Health and Wellbeing Standards are one of four performance areas under the Sustainability Policy. The purpose of the Health and Wellbeing Standards is to:

- Achieve an occupational disease-free workplace by ensuring that hazards to personal health and wellbeing are identified and managed appropriately.
- Reduce harmful exposure to hazardous substances or environments.
- Ensure all occupational exposure incidents are thoroughly investigated, learnings shared, and corrective actions implemented.
- Promote a culture of health monitoring wellbeing awareness.
- Provide clean sanitary conditions and amenities.
- Promote healthy work life balance.

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## 1. Fitness for Work

### 1.1. Scope

Drug and alcohol testing, fatigue management, heat and cold stress, rehabilitation and medical surveillance.

### 1.2. Performance Requirements Assets and Projects

#### Planning

Develop and implement a risk-based **Fitness for Work Management Plan** that includes the following considerations:

- Pre-employment and periodical medical assessment and surveillance criteria and protocols. Medical and surveillance assessment criteria must be specific to the tasks and risk associated with the role performed.
- Working roster design and parameters that includes stipulation for managing fatigue including:
  - For normal operations shift hours are not to exceed 12 hours, or 16 hours with work and travel.
  - Shift structure designs that include:
    - Maximum of 14 shifts to be worked without a substantial break.
    - Maximum monthly hours which can be worked.
      - Minimum break lengths in shifts, between shifts and between consecutive shifts worked.
- Exceptions only permissible in an emergency with Asset or Project Leader authorisation.
- A fatigue education program and a process for self-reporting, detecting, assessing and managing fatigue in employees during work.
- A "Drug and Alcohol" (D&A) educational program and procedure which covers, as a minimum:
  - Removal of individuals whom are adversely affected by Drugs or alcohol.
  - Random, for-cause and blanket screening of personnel for drugs and alcohol.
- Manual handling requirements and processes to reduce the likelihood of injury.
- Rehabilitation and return to work procedures to enable work related injured employees to return to their workplace and medical clearance process for employees returning to work from non-work-related injuries.
- Controlling exposure to extremes of heat or cold and managing heat stress and preventing heat stroke.
- Training and education of all personnel in their responsibilities with regards to fitness for work.

#### Performance

- Carry out pre-employment medical surveillance checks of all employees based on role risk and legal requirements.
- Perform periodic medical surveillance checks, at least every 5 years, or more frequently, based on occupational health risks and age factors.
- Monitor all personnel for hours and rosters worked to ensure compliance.
- Monitor personnel during shift for signs and effects of fatigue and take action where risk is unacceptable.
- Ensure accommodation facilities, where required, are maintained and provide a suitable environment for employees to recuperate during shifts breaks.
- Ensure that measures are in place to enable any work-related injured individual to receive prompt medical treatment for work-related injuries or illnesses and, where necessary, a rehabilitation program based on appropriate medical advice to return them to their pre-injury state to the extent practicable.
- Ensure non-work-related injuries and illnesses do not affect the employee's ability to safely perform their job.
- Undertake drug and alcohol education programs, and perform testing of employees, contractors and visitors for detection and impairment from drugs and alcohol.
- Monitor the thermal environment conditions of the workplace regularly and remove personnel from a workplace where the risk of harm from heat or cold is unacceptable.
- Induct and train all personnel in the fitness for work requirements.
- Ensure manual handling control measures are applied in the physical working environment.

#### Reviewing

- Review the Fitness for Work Management Plan for effectiveness on a regular or as needs basis.

## 2. Hazardous Substances and Dangerous Goods

### 2.1. Scope

Hazardous substance and dangerous goods include chemicals, waste materials and dangerous goods.

### 2.2. Performance Requirements Assets and Projects

#### Planning

Implement a risk based **Hazardous Substance and Dangerous Goods Management Plan** that includes the following considerations:

- Process for assessing and approving the use of a hazardous substance or a dangerous good which includes assessing the threat it may represent, and the controls that will be required to manage exposure to a hazardous substance or a dangerous good before the product is first procured and used to ensure that any risk is at an acceptable level. This also applies to a change to a process which results in any new by-product.
- Assessment of threat and risk treatment controls required for hazardous substance or a dangerous good during storage, handling, transport, use and disposal.
- Segregation of incompatible hazardous substance or a dangerous good from each other and incompatible materials.
- Appropriate signage or labels for all vessels, containers or pipes containing hazardous substance or a dangerous good.
- Ensuring vessels, containers, bulk stores and process areas containing hazardous substance or a dangerous good include adequate design and size to safely contain spills and allow for effective response to spills.
- Emergency response arrangements for managing initial response and clean-up of a release or spill.
- Provision of training and awareness to employees regarding hazardous substance or a dangerous good storage, handling, transport, disposal and emergency response requirements.
- Process for assessing hazardous substance or a dangerous good and by-products entering or leaving the HGO controlled site to ensure they are managed to prevent uncontrolled losses.
- Register and manifest of hazardous substance or a dangerous good.
- Maintain Safety Data Sheets for hazardous substance or a dangerous good and make them accessible to all workers, the community and authorities if requested.

#### Performing

- Perform a hazardous substance or a dangerous good risk assessment and document controls required to manage exposure to hazardous substance or a dangerous good before new materials are used at the operation or where a change to a process result in a new by-product or exposure risk develops.
- Perform a hazardous substance or a dangerous good risk assessment on any hazardous material by-products leaving the HGO controlled site to ensure they are appropriately managed.
- Maintain a register of hazardous substance or a dangerous good as well as a manifest of dangerous goods.
- Maintain Safety Data Sheets for hazardous substance or a dangerous good and make them accessible to all personnel.
- Store, use, transport and dispose of hazardous substance or a dangerous good in accordance with SDS, and risk requirements.
- Train all personnel, as appropriate to their role, in the storage, use, transportation and disposal of hazardous substance or a dangerous good.

#### Reviewing

- Update or replace SDS every 5 years or when the supplier or hazardous substance or a dangerous good change.
- Review hazardous substance or a dangerous good risk management controls:
  - At least once every 2 years.
  - As and when changes are made to the SDS.
  - When a process or equipment that impacts on exposures is altered in any way.

### 3. Occupational Health and Hygiene

#### 3.1. Scope

Airborne contaminants, chemicals, noise, biological hazards, hazardous atmospheres and occupational exposure limits.

#### 3.2. Performance Requirements Assets and Projects

Implement a risk-based **Health and Hygiene Management Plan** that includes consideration for the following:

- Identification and quantification of risk from actual and potential exposure to airborne contaminants, hazardous atmospheres, flammable substances, noise, hazardous manual tasks, biological hazards, and environments where personnel are exposed to hazardous chemicals.
- Established occupational exposure limits in accordance with a recognised standard, and adjustments to be made to the limits for different rosters, shift lengths and personal factors.
- Monitoring requirements for the identified potential exposures to the established occupational exposure limits.
- Methods and techniques for assessing the effect on the health of employees.
- Homogenous employee group classification.
- Requirement to exclude any personal to exposure to an unacceptable health or hygiene risk until controls have been implemented to ensure risk is at an acceptable level.
- Health and medical assessment schedules and programs that enable early detection of occupational disease or illness and are linked to the health and hygiene survey program.
- The person who supervises the health monitoring methods and techniques, including biological sampling, must be a competent medical practitioner.
- Washing, showering and toilet facilities must be provided and included in a preventative maintenance program.
- Implementing new products, equipment or processes and, where the results of monitoring have identified an increased threat to worker's health.

##### **Performing**

- Establish the schedule of monitoring, correct use of instruments and equipment, including calibration, inspection and testing and analysis of results and/or trends to detect adverse health effects at the earliest opportunity.
- Undertake regular monitoring of the identified health and hygiene hazards and to ensure compliance with the established occupational exposure limits.
- Only persons with the appropriate level of competency are to conduct testing, analysis and quantification of risk associated with health and hygiene monitoring.
- Perform air monitoring to determine airborne contamination concentration of a substance or mixture which may be a risk to health and establish a baseline and identify whether risk treatment controls are needed and if further monitoring is required.
- Perform noise monitoring in the work area to determine if noise levels exceed, or are likely to exceed, the established occupational exposure limit.
- Where a person is required to work in an environment where hearing protection is required, they must be required to have regular audio metric testing.
- Provide appropriate personal protective equipment to reduce unacceptable health risks.
- Do not undertake work associated with hazardous atmospheres or flammable substances or hazardous manual tasks unless the risk has been mitigated and is at an acceptable level.
- Health monitoring results are to be made available to the individual.
- Health monitoring results are to be kept confidential.
- Ensure that the health and hygiene risk from implementing new products, equipment or processes is assessed and appropriate risk treatment controls are implemented and reviewed regularly for their effectiveness and compliance.

##### **Reviewing**

- Implement corrective and remedial actions where the results of monitoring have identified an increased threat to workers' health.
- Conduct regular calibration of inspection and testing equipment.

## 4. Psychosocial Mental Health

### 4.1. Scope

Physical and psychological health risk identification and management, dispute/incident investigation and resolution.

### 4.2. Performance Requirements Assets and Projects

#### Planning

Develop and implement a risk based **Psychosocial Health Management Plan** that includes consideration for the following elements and how they will be managed:

- Job role design, its demands and clarity for employees.
- Reward and recognition.
- Organisational justice.
- Workplace relationships including interpersonal conflict.
- Traumatic events, violence, aggression and bullying.
- Harassment including sexual harassment.
- Consultative arrangements with employees regarding psychosocial risk identification and management.
- Training of selected staff in mental first aid.
- Employee assistance programs.
- Issue and dispute resolution.

Processes must be established to enable and encourage employees to raise and report psychosocial hazards and incidents in a confidential way.

#### Performing

- All incidents must be investigated promptly using a trauma informed approach, (safety physically and emotionally, trust, equity and hope) in confidence and neutrality and, depending on the nature and severity of an incident, reported to external agencies if required by law.
- Assess jobs for their level of sustained physical and mental or emotional demands including monotonous work and redesign where psychosocial risk is high.
- Ensure that organisational justice is carried out in a consistent, fair and a non-discriminatory manner.
- Resolve internal conflict between parties expeditiously.
- Ensure that personnel who work in isolation have regular communications and welfare checks (mental health).
- Ensure personnel who have witnessed, or have been exposed to a traumatic event, are given support.
- Repeated unreasonable behaviour must be dealt with effectively using performance management.
- Violent and aggressive behaviour must be dealt with immediately.
- Provide training for all supervisory and management staff in effective leadership and psychosocial behaviour.

#### Reviewing

- Verify psychosocial performance management through data and reviewing records of the following:
  - Increased rates of unplanned leave.
  - Workers claim compensations.
  - Grievance and complaints.
  - Psychosocial related incidents.
  - Usage of employee assistance programs.
  - Employee turnover.
  - Workforce feedback and surveys and meeting minutes.

## 5. Lone Workers and Remote Work

### 5.1. Scope

Remote work travel definitions and plans and lone worker stipulations.

### 5.2. Performance Requirements Assets and Projects

Develop and implement a risk based **Lone Worker and Remote Work** procedure that includes the following considerations:

- Definition of Lone worker and remote work.
- Requirement to prepare a specific remote travel plan for remote work that includes the following information:
  - The work environment (geographical terrain, climate, plant and fauna) and suitability of equipment for the task.
  - Threat mitigation plan for lone workers with appropriate controls including supervision requirements.
- The physical and psychological fitness of the person in consideration of the environment
  - The minimum survival and emergency equipment to be taken.
  - The fitness and appropriateness of the transportation equipment to be used for remote travel.
  - Employee and supervisor training required including use of survival equipment, emergency response, cultural awareness, hygiene and health risks particularly in high medical and high security risk regions.
- A person is not permitted to work alone if they are involved in carrying out a task where there is a plausible threat of serious injury or fatality from the nature of the work or work environment and where self-rescue is not possible.

#### **Performing**

- Workers with limited remote work experience must not work remotely without an experienced remote worker present.
- If there is a high risk to the safety or health of the person due directly to the situation of working alone then a buddy system of pairing two or more people together must be used, or a process of constant communication must be available.
- Regular communication with workers working alone and adherence to the TARP if communication cannot be achieved
- Supervisors are to approve remote travel plans.
- Conduct remote travel check in communication checks as per the remote travel plan.
- Ensure that all employees are trained and competent in the requirements of the Lone Worker and Remote Work procedure before they work as a lone worker or travel in remote locations.

#### **Reviewing**

- Regularly check that the remote travel equipment is in a serviceable condition.
- Ensure contact details for call ins, emergency service numbers and contacts are kept up to date on a regular basis.
- Independent review to verify that the remote travel crew and their supervisor are complying with the remote travel plan.