

**HEALTH & SAFETY MANUAL**

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# Health & Safety Manual

**Manual Copy No:** 2

**Manual Holder:** Shona Thompson

**Manual Location:** 14 Hocking St, Mt Maunganui

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### 0.2.1 MANUAL DISTRIBUTION LIST

<b>Copy No</b>	<b>Holder</b>	<b>Location</b>	<b>Issue Date</b>
1	Reception	Mt Maunganui Office	16.1.09
2	Auckland Driver Office	Oak Rd, Wiri	16.1.09
3&4	Tokoroa Drivers	Truck 510 and 508	16.1.09
5&6	Napier Drivers	Truck 515 & 502	16.1.09

### 0.2.2 MANUAL AMENDMENT REQUESTS / IDEAS

This Manual is subject to document version control procedures. Amendment requests and improvement ideas to procedures and forms can be made to the Manager who is the “Management Representative” for the Occupational Health & Safety Programme. The Health & Safety Manager will be responsible for maintaining superseded procedures in a “Historical” file for reference.

### 0.2.3 MANUAL CONFIDENTIALITY

This Manual, associated forms and guidelines outlines the Health & Safety Management Programme for Direct Fuels and is protected by copyright. The contents are not to be issued or copied by any method without the written permission of the Management of Direct Fuels.

### 0.2.4 MANUAL FORMAT

This Manual utilised Microsoft Word 2000 processing software.

### 0.2.5 REVIEW SCHEDULE

This manual will be reviewed during monthly management meetings to achieve full review within one year.

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Authorised By: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

(Health & Safety Manager)

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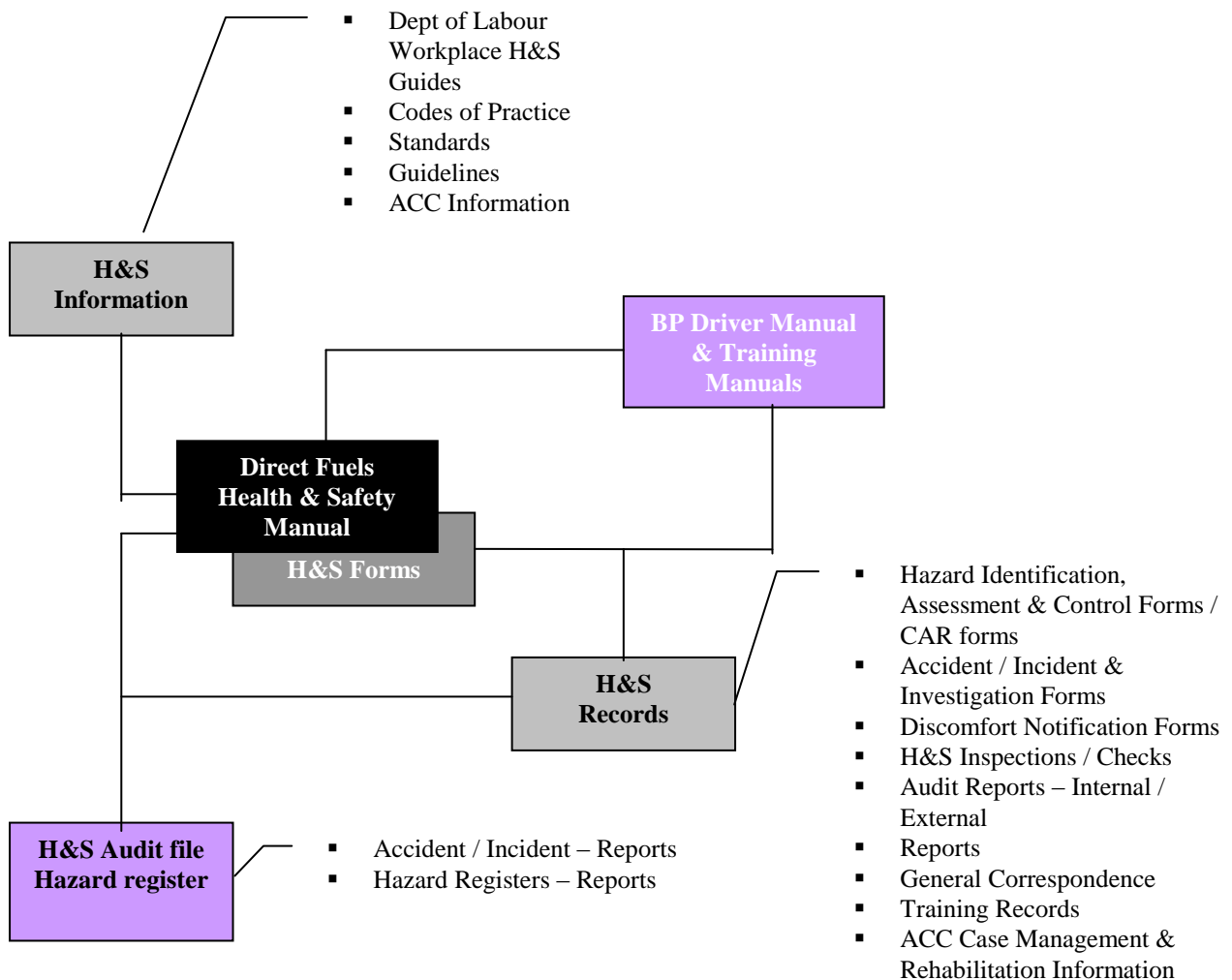
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### 1.1 GENERAL INTRODUCTION

Safety is everyone’s concern. The Health & Safety Management Programme is documented to assist with ensuring that a disciplined and systematic approach is taken with working towards a safer working environment for staff, contractors, subcontractors and the general public.

Compliance with the requirements set out in this Programme is mandatory for all staff.

### 1.2 OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM STRUCTURE



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### 1.3 LEGAL REQUIREMENTS

The Health & Safety in Employment (HASE) Act 1992 and the 2002 amendments details the obligations of employers and employees for maintaining a safe working environment.

The HASE Act requires employers to take all practicable steps to ensure the safety of employees and others while at work, including:

- Providing and maintaining a safe working environment
- Providing and maintaining facilities for the safety and health of employees
- Ensuring machinery and equipment is safe for employees to use
- Ensuring employees through safe systems of work are not exposed to hazards
- Developing procedures for dealing with emergencies

Consideration shall also be give to loan, hire and volunteer staff in addition to any staff who are gaining work experience training through appropriate schemes.

### 1.4 IDENTIFICATION OF LEGISLATIVE REQUIREMENTS

Legislative requirements can be identified via the following methods:

Key Internet Information Sites:

Dept of Labour	<a href="http://www.osh.dol.govt.nz">www.osh.dol.govt.nz</a>	General OHS information including all key legislative and regulatory requirements
Accident Compensation Corporation	<a href="http://www.acc.co.nz">www.acc.co.nz</a>	Injury prevention, rehabilitation relating to ACC legislation
Legislation Public Access	<a href="http://www.legislation.govt.nz">www.legislation.govt.nz</a>	Facilitated by Thomson Brookers – this provides access to all NZ legislation (Acts & Regulations)
NZ Fire Service	<a href="http://www.fire.org.nz">www.fire.org.nz</a>	Fire / emergency planning information including fire related legislation
Environmental Risk Management Authority	<a href="http://www.ermanz.govt.nz">www.ermanz.govt.nz</a>	Hazardous chemicals and substances including HASNO legislation

Other key sources of OHS information:

- BP
- Company legal advisers
- Key suppliers – Safety equipment & supplies
- Consultants
- Industry associations
- Media and periodicals (e.g. “Your Safety” & “Safeguard”)

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### 1.5 ASSESSING COMPLIANCE TO LEGISLATIVE REQUIREMENTS

Compliance to legislative requirements will be assessed via key processes including:

- Inspections – internal and external inspections (e.g. Building WOF)
- Audits – internal / external audits
- Reviews

The Managing Director will ensure that all legislative requirements including changes to legislation are reviewed and where appropriate, incorporated into the OHS Management Programme.

### 1.6 THE RIGHT TO REFUSE DANGEROUS WORK

All staff have the right to refuse any work that they believe is likely to cause them serious harm and to report any concerns to the Health & Safety Coordinator or Managing Director. Where an agreement is unable to be reached internally on how to address the situation, expertise can be sought from external specialists (e.g. Dept of Labour Workplace H&S) or mediation via the Employment Relations Service.

### 1.7 DEPARTMENT OF LABOUR WORKPLACE H&S

Department Of Labour Workplace H&S Inspectors may enter a commercial workplace at any reasonable time but must produce their “Certificate of Appointment” to the person in charge of the workplace. The Inspector may:

- Conduct examinations, tests, inquiries and inspections
- Take photographs, sketches, recordings and measurements
- To request documents and make copies where required
- To request that the workplace not be disturbed for a reasonable period while investigations are being performed

Where documents relate to the health status of an individual staff member, that staff member must provide consent prior to the Inspector reviewing the documents.

Staff are required to cooperate with Department & Labour Workplace H&S and must not obstruct inspectors or their representatives during their inquiries. It should be noted that no person when making a statement to an inspector is required to give any answer or information that might incriminate themselves.

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Department Of Labour Workplace H&S may serve the following notices:

### Improvement Notices:

This Notice can be issued where an Department Of Labour Workplace H&S Inspector believes the Company is not is failing to comply with any provision of the HSE Act and associated Regulations or has failed to comply with a provision and is likely to fail again. The Company is given the option to of continuing with the activity in question within a stated timeframe that corrective action has to be implemented. Failure to comply with the Notice within the stated timeframe opens up opportunities for Department Of Labour Workplace H&S to prosecute.

### Prohibition Notices:

This Notice can be issued where an Department Of Labour Workplace H&S Inspector believes the Company is in a situation where there is a likelihood that “serious harm” will occur to any person. This requires the Company to immediately cease the identified activity until the Inspector is satisfied that suitable measures have been taken to control hazards within the activity identified.

### Infringement Notices:

This Notice is issued where an Department Of Labour Workplace H&S Inspector believes that a person has failed to comply with their duties as outlined in the HSE Act where that person has had a prior warning of their offence. Prior warnings include:

- Written warnings (letters)
- Compliance, Improvement, Prohibition and earlier Infringement Notices
- A conviction for an offence under the HSE Act
- A “Hazard Notice” issued by an OHS Representative who complies with Approved H&S Representative Training requirements

Infringement Notices can be issued to both the Company and individual staff members. Principals, contractors, subcontractors and controller of workplaces are also liable.

### Fine Levels:

The most serious offences under the HSE Act (Section 49 offences) is where a person:

- Takes an action knowing that it is reasonably likely to cause death or serious harm, and the action is contrary to the provisions of the Act, or
- Does not take action, knowing that inaction is reasonably likely to cause a death or serious harm, and the person concerned is required by the Act to take action

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Conviction can result in fines up to \$500,000 and / or two years in prison.

Most prosecutions are taken under Section 50 offences that cover most breaches of the HSE Act. Fines can range up to \$250,000 for each charge with a fine of up to \$10,000 for failing to warn visitors of appropriate significant hazards.

Infringement Notices can result in fines ranging from \$100 - \$3,000 for most breaches of the Act, but in instances where the Company has failed to maintain hazard management systems fines range from \$800 - \$4,000. Infringement Notices can be appealed within the District Court.

### **1.8 PRIVATE PROSECUTIONS**

The HASE Act 2002 amendments facilitate private prosecutions to be taken under the HASE Act 1992 where an enforcement agency (e.g. Dept of Labour Workplace H&S, Maritime NZ etc) do not prosecute and where interest is advised to the enforcement agency to be advised of any outcome resulting from investigations

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### 2.1 HEALTH & SAFETY POLICY



## Health & Safety POLICY

- ◆ **No Accidents**
- ◆ **No harm to people**
- ◆ **No harm to the environment**

We believe that a successful Health & Safety Management Programme will help to ensure our continued success in a very competitive market and ensure compliance to all relevant legislation. We will constantly look at opportunities to improve our performance and system

We will also ensure that our staff and Management are equally committed involved and supportive of our Health & Safety Management Programme by ensuring that every employee is:

- ◆ Committed with ensuring continuous improvement to the Health & Safety Management Programme
- ◆ Involved in identifying and controlling hazards within our working environment
- ◆ Informed about all identified hazards
- ◆ Accurately report all Accidents and Incidents
- ◆ Informed about what to do to avoid being harmed by hazards
- ◆ Informed about protective clothing and safety equipment
- ◆ Informed about any health monitoring that is performed
- ◆ Informed about accident and emergency procedures
- ◆ Trained for the work they are required to perform
- ◆ Adequately supervised
- ◆ Aware of their responsibilities to themselves, their fellow employees and the general public
- ◆ Are committed to a safe and early return to work if injured at work.

**AUTHORISED AND REVIEWED BY:** \_\_\_\_\_ **DATE:** \_\_\_/\_\_\_/\_\_\_  
(Managing Director)

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### **2.2 HEALTH & SAFETY OBJECTIVES**

#### **2.2.1 Primary Objective**

The primary objective for Direct Fuels is to successfully implement the Health & Safety Management Programme and ensure its maintenance as an effective tool for achieving a safer working environment. This shall be achieved by:

- Management and staff commitment
- All staff participating in the programme by actively identifying hazards and ensuring that determined controls are adhered to.
- Reviewing the programme and its effectiveness
- Continually improving Occupational Health & Safety
- Maintenance of the ACC Workplace Safety Management Practice Criteria

#### **2.2.2 Health & Safety Objectives & Targets**

The Health & Safety Manager may establish objectives and targets for Health & Safety for assisting with improvements to the Programme and to promote the philosophy of always working towards a safer working environment. Our objectives are as stated in our Policy. Objectives will be reviewed by Management and Staff via formal reviews and/or at Health & Safety Committee meetings. Objectives may also be reviewed where there are changes to policy, procedures or as a result of critical events.

#### **2.2.3 Health & Safety Planning & Resourcing**

The Health & Safety Manager (in conjunction with senior staff members) shall be responsible for planning requirements to ensure that the Health & Safety Management Programme is effectively implemented and maintained. Planning requirements can include:

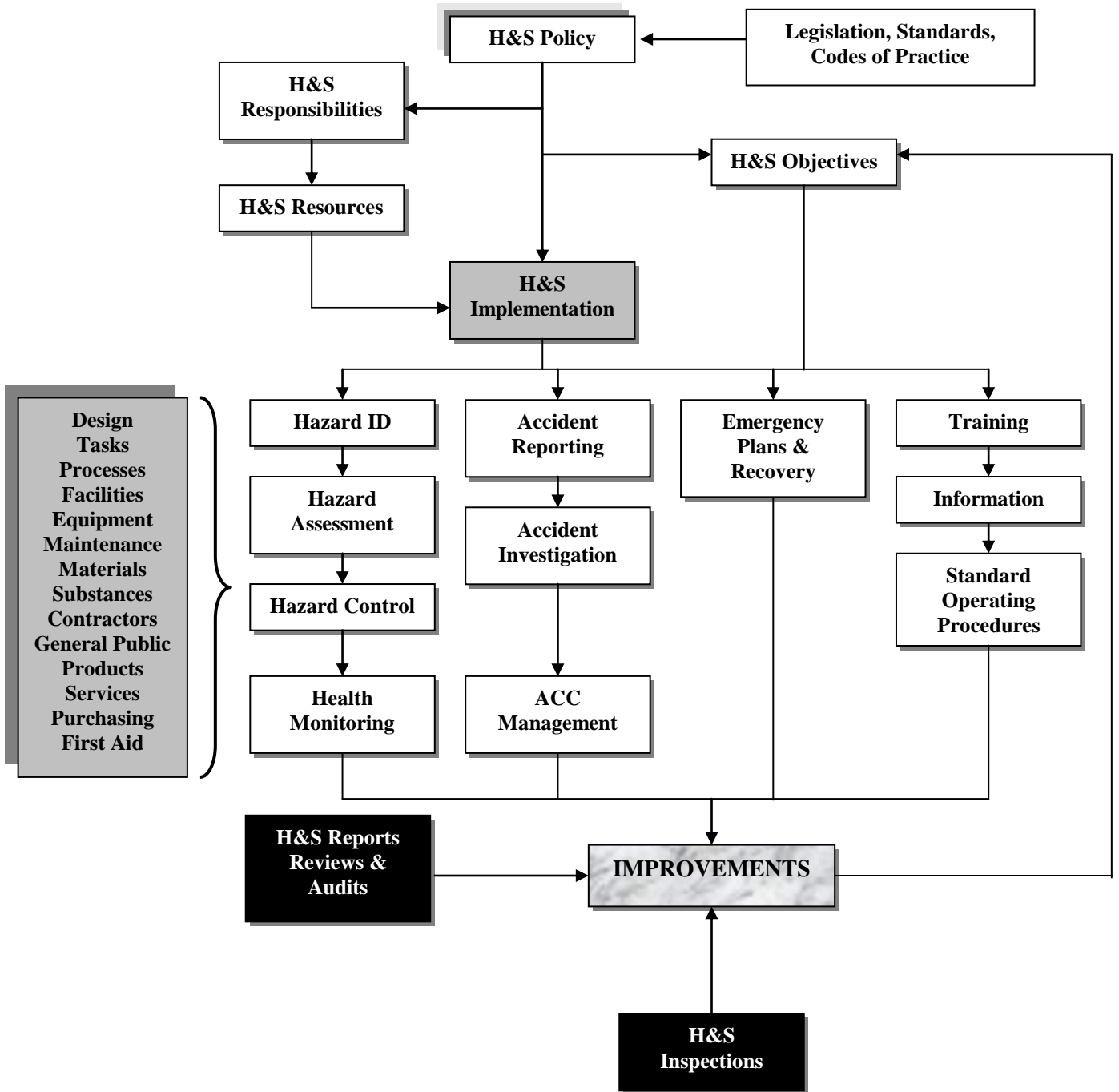
- Resource Planning (staffing, budgets, training, materials and equipment)
- Health & Safety Objective Planning and Monitoring
- General Health & Safety Training Plans (including Emergency Drills)
- Audits / Assessments
- Health & Safety Programme Review Scheduling
- Hazard Reviews
- Communications / meetings
- Inspections – general inspections, building WOF inspections, equipment inspections etc
- Health monitoring – personal / environmental monitoring

An Annual Health & Safety Management Plan (Calendar) will be developed to assist with the programming and monitoring of key activities required for implementation and maintenance of systems and procedures.

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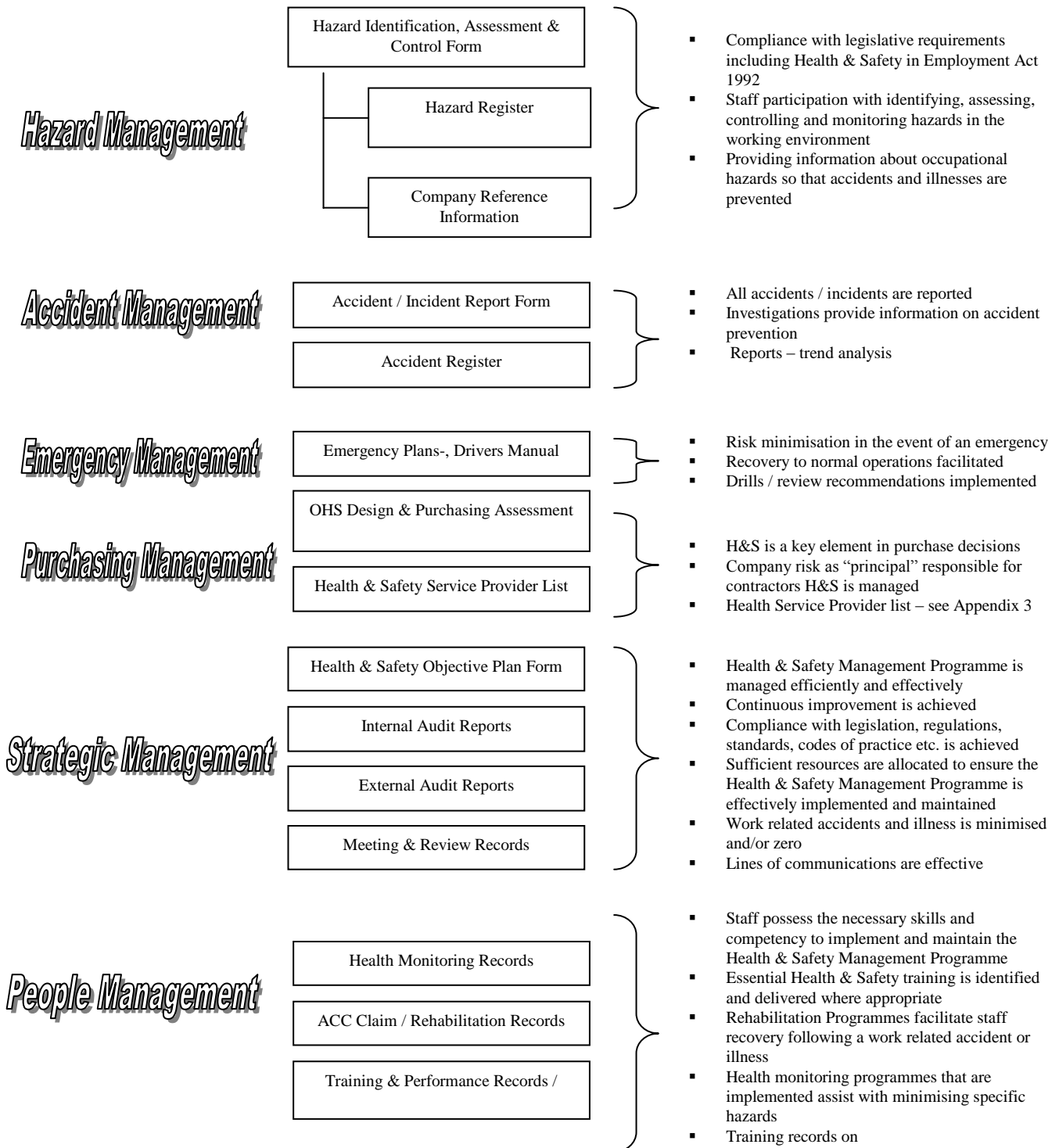
2.3 HEALTH & SAFETY MANAGEMENT PROGRAMME PLAN OVERVIEW



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2.4 HEALTH & SAFETY PLAN – KEY DOCUMENTS / RECORDS



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### 3.1 KEY HEALTH & SAFETY RESPONSIBILITIES

#### Health & Safety Manager

- Overall authority for approval, resourcing, implementation & maintenance of the H&S Management Programme
- Key role with the setting and monitoring of objectives & targets
- Preparation of reports detailing H&S information & performance
- Monitoring of compliance issues relating to legislation, standards, codes of practice and "best practice" for H&S
- Monitoring of review & audit information to ensure all recommendations are actioned
- Ensuring that adequate information & training is made available to staff
- Ensuring all accidents, incidents and near misses are investigated so that root causes are addressed to prevent recurrence
- Reporting "serious harm" accidents to OSH
- Ensuring that the general public, contractors & subcontractors comply with Company requirements
- Providing feedback to staff where good results for H&S have been achieved

#### Managers & Supervisors

- Must be conversant with the H&S Management Programme – policies, systems & procedures
- Must monitor H&S system performance for their areas of responsibility
- Must ensure that any staff under their control are adequately trained & supervised to perform their work safely
- Have a key role with identifying, assessing & controlling hazards within their areas of control including those relating to hazard chemicals and substances
- Ensuring all accidents, incidents and near misses are reported
- Assistance with accident investigation procedures
- Ensuring all records are completed fully, accurately & neatly & filed/indexed in suitable storage conditions
- Ensuring that work & storage areas under their control are inspected & maintained as required
- Ensuring that all review & audit recommendations are actioned as appropriate

#### All Team Members

- Do no unsafe actions, which may cause serious harm to themselves or others.
- Report or take appropriate action where they see an unsafe act being performed that is likely to result in a serious accident
- Follow all established work procedures & methods with regards to H&S requirements.
- Use equipment, vehicles & materials in a safe manner.
- Actively participate with identifying hazards & offering ideas for their effective control.
- Ensure that controls, which have been identified for hazards, are effectively implemented.
- Use all assigned protective clothing or safety equipment provided for appropriate tasks.
- Report all accidents & near misses as soon as possible after their occurrence.
- Keep work areas clean & tidy.
- Report or undertake work in a fit condition & not under the influence of alcohol or non-prescribed drugs.
- Maintain an acceptable level of behaviour and common sense when performing their tasks so that all work is performed safely & that accidents and ill health are avoided.
- Assist with the overall objective of continually improving the H&S Management so that together, we can work towards a safer and healthier working environment for all
- Actively participate in rehabilitation programmes where work related injury or illness has occurred.

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### 3.2 HEALTH & SAFETY REPRESENTATION

There is no formal system of Health & Safety Representative system with the Company holding general Health & Safety meetings on a quarterly basis. All staff attend these meetings including key management staff representatives. It should be note that staff are able to raise Health & Safety issues at any time with management and an “open-door” policy is in effect. A key area that can be discussed at the quarterly meetings are the processes in place for Health & Safety representation.

Agenda and meeting minute processes will be maintained for the Health & Safety meetings.

### 3.3 STAFF PERFORMANCE

The Health & Safety Manager will monitor staff performance on health and safety matters. All Managers and Supervisors must be competent with the policies, the systems and procedures that comprise the Company Health & Safety Management Programme. A key factor will be the Supervisory input with the induction training provided to new or relocated staff with regards to Health & Safety issues.

Other key review factors can include:

- Results of audits
- Results of reviews
- Accident trends
- The accuracy and timeliness of reporting information and records relating to Health & Safety.

Significant or serious breaches of Health & Safety requirements may be reviewed within the staff disciplinary process. Also, Management will recognise staff input where innovation and good performance has been achieved by staff members.

### 3.4 PERSONAL PROTECTIVE CLOTHING & EQUIPMENT

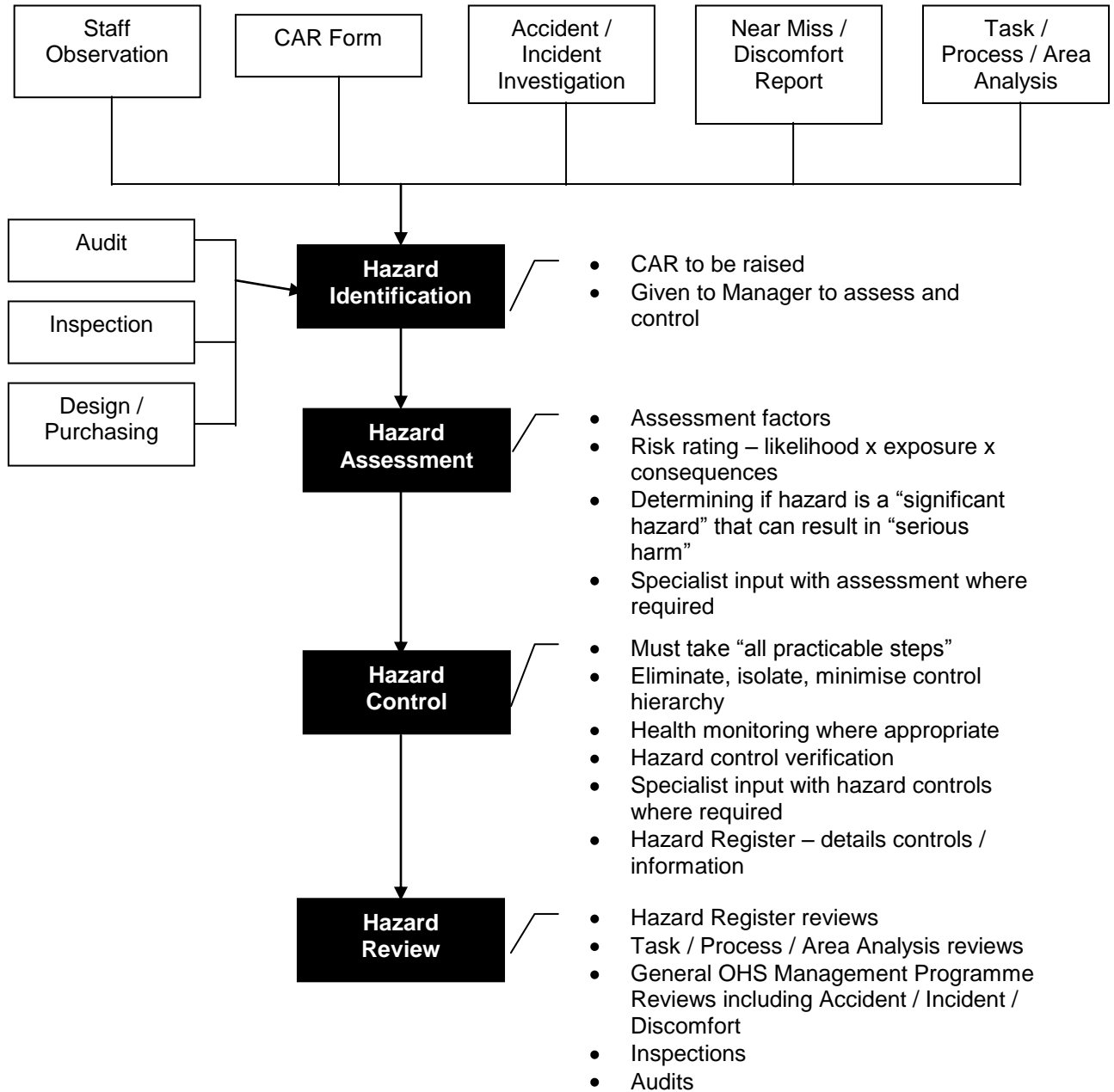
All staff must wear any personal protective clothing and equipment that is assigned or designated for tasks where it has been identified that use of this equipment will minimise injury or ill health. As a general rule, clothing and equipment will meet the specifications determined by BP.

It is the responsibility of all Staff to ensure that PPE is regularly checked, maintain and replaced where worn or damaged. Advice must be sought from specialists (e.g. PPE suppliers) as to the most appropriate equipment for the task in hand.

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4.1 HAZARD MANAGEMENT OVERVIEW



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### 4.2 IMPORTANT DEFINITIONS

Accident:	An event which has harmed, or <i>may have harmed</i> a person
Harm:	Any injury or illness
Hazard:	Anything which may harm a person
Serious Harm:	<p>Permanent loss of bodily function or temporary severe loss of bodily function <u>as a result of</u>:</p> <ul style="list-style-type: none"> <li>• Respiratory disease</li> <li>• Noise induced hearing loss</li> <li>• Neurological disease</li> <li>• Cancer</li> <li>• Dermatological disease</li> <li>• Communicable disease</li> <li>• Musculoskeletal disease</li> <li>• Illness caused by exposure to infected material</li> <li>• Decompression sickness</li> <li>• Poisoning</li> <li>• Vision impairment</li> <li>• Chemical or hot metal burn of the eye</li> <li>• Bone fracture</li> <li>• Laceration</li> <li>• Crushing</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Amputation</li> <li>• Burns requiring referral to a specialist</li> <li>• Loss of consciousness from lack of oxygen</li> <li>• Acute illness due to ingestion / absorption of any substance</li> <li>• Hospitalisation for more than 48 hours.</li> </ul>
Hazard identification:	The process of identifying within a workplace, situations where there is potential for harm to life and health.
Significant hazard:	<p>Actual or potential cause of:</p> <ul style="list-style-type: none"> <li>• Serious harm</li> <li>• Harm which increases with exposure to the hazard</li> </ul> <p>Harm which is not detectable until a significant time after exposure to the hazard.</p>
All practicable steps: takes into account:	<ul style="list-style-type: none"> <li>• Possible nature and severity of harm (risk)</li> <li>• Current state of knowledge about the hazard and methods for minimising the hazard.</li> </ul> <p>Availability and costs of methods for minimising hazard.</p>

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### 5.1 WHAT IS HAZARD MANAGEMENT?

All employers are required by law to have an effective hazard management system in place (section 7-10, HSE Act 1992). While this is a key element for complying with the Act, the most vital consideration for an employer is ensuring that effective hazard management systems are in place to protect the health and safety of staff.

Employees must be given the opportunity to be involved in the development of hazard management procedures (section 14, HSE Act 1992)

There are good reasons for involving employees in hazard management. Employees are often in the best position to identify hazards in the workplace. They can also be a source of ideas about effective hazard control measures.

Hazard management involves identifying hazards in the workplace, assessing the risks to health and safety which those create, and implementing suitable measures to control the risks.

The stages of hazard management range from identifying potential hazards at the planning and purchasing stages, to implementing programs which address specific hazards, and using the consultative arrangements under the HSE Act 1992.

### 5.2 IDENTIFICATION OF HAZARDS

Employers must ensure there are effective methods in place to:

- (a) Systematically identify existing hazards to employees at work; and
- (b) Systematically identify (if possible before, and otherwise, as they arise) new hazards to employees at work.

### 5.3 HAZARD CONTROL

Where there is a significant hazard employers must:

- (a) Take all practicable steps to eliminate the hazard
- (b) If elimination is not practicable or is incomplete, take all practicable steps to isolate the hazard; and
- (c) If it is impracticable to eliminate or isolate the hazard completely, minimise the likelihood that the hazard will harm employees.

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### 5.4 WHAT IS A HAZARD?

A hazard is something that could harm you or someone else. Types of hazards that can be found in the workplace include:

- Physical Hazards: Noise, lighting, temperature, Trips, Falls, Slips, Cuts, Burns, Ventilation, Electricity, Vibration, Housekeeping, Machinery, Crushing, manual handling.
- Chemical hazards: Fumes, vapours, gas, Lack of oxygen, acids, corrosives, Alkalis, Chemical burns, solvents, sprays, pesticides, dust, smoke, mist.
- Biological hazards: Infection, Legionnaires disease, Needlestick injuries, Hepatitis, Allergies, Insects.
- Psycho-social hazards: Stress, fatigue, assault, drugs, alcohol, shift work.
- Ergonomic hazards: Manual handling, work postures, overuse injuries, workstations, seating, work patterns.

<b>Activities</b>	• such as driving a truck
<b>Arrangements</b>	• such as lifting hoses
<b>Circumstances</b>	• such as deadlines imposing a heavy workload
<b>Events</b>	• such as carrying unstable loads
<b>Processes</b>	• such as delivering fuel
<b>Situations</b>	• such as forecourt layout.

### 5.5. HAZARD ASSESSMENT

It is a requirement that all hazards are assessed to establish if they can cause **SERIOUS HARM**. Hazards that can cause serious harm are then defined as **SIGNIFICANT HAZARDS**. Managers assessing hazards via the CAR forms must note on the form whether the hazard(s) they are assessing are significant hazards.

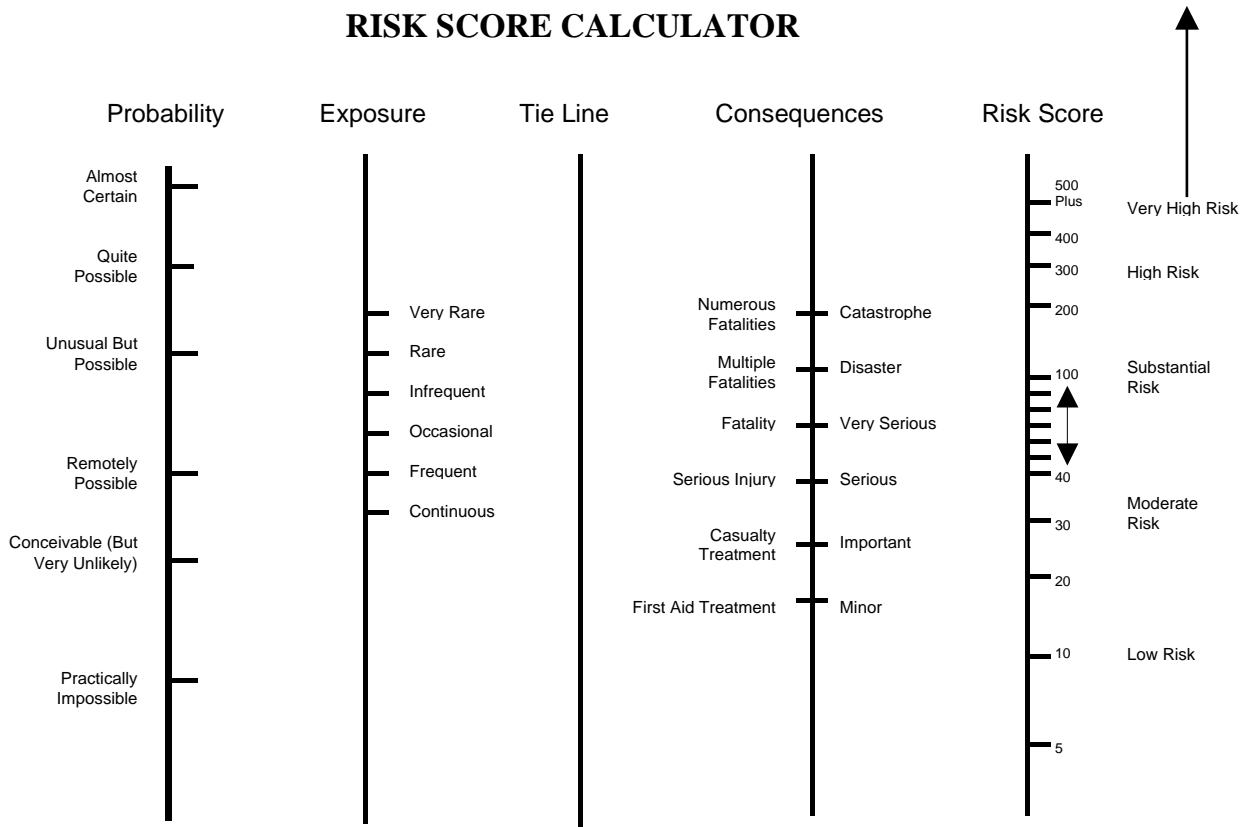
A Risk Score Calculator can be used to assist with determining the level of risks associated with hazards pre and post control. A “Tie line” system is used that inputs Probability x Exposure x Consequences so that a Risk Score and Rating is attained.

A Risk Score is calculated using the current situation with regards to the hazard with a similar exercise being done with the anticipated controls in place.

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RISK SCORE CALCULATOR



<b>Probability:</b> What is the likelihood of the hazard arising where injury or illness could occur?  <i>Almost Certain:</i> Injury will occur if the hazard occurs <i>Quite Possible:</i> Not unusual, it does happen <i>Unusual But Possible:</i> Could happen in certain circumstances <i>Remotely Possible:</i> Unlikely / “unlucky” if it does <i>Conceivable:</i> No experience of injuries occurring in past		<b>Exposure:</b> What is the frequency of exposure to the hazard?  <i>Very Rare:</i> Has never been experienced <i>Rare:</i> About once every 1 – 10 years <i>Infrequent:</i> Occurs monthly to yearly <i>Occasional:</i> Occurs weekly to monthly <i>Frequent:</i> Occurs daily <i>Continuous:</i> Occurs many times daily		<b>Consequences:</b> What is the probable result of the potential accident?  <i>Casualty Treatment:</i> Disabling injury that requires professional medical or specialist attention and / or could result in lost time from work / <u>may include “Serious Harm”</u> injury as defined by the HSE Act (Reportable Accident) <i>First Aid Treatment:</i> Minor injury – cuts, bumps, bruises with lost time being unlikely	
<b>Approx Risk Rating #:</b>	<b>Pre-Controls:</b> <b>Post Controls:</b>	<b>Can “Serious Harm” Arise – thus, “Significant Hazard”:</b>		<b>Yes</b>	<b>No</b>

5.6 HAZARD CONTROL

Hazards in a workplace are controlled by a combination of:

- “local controls” specific to the hazard, and
- “management controls” for ensuring that these are implemented and remain active.

The implementation of controls to fix a specific hazard e.g. chains to prevent gas cylinders toppling over, or hearing protectors to reduce exposure to noise, must be supplemented by management activities to ensure they:

- Are being implemented
- Are being adequate, and
- Remain effective.

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### **Local Controls:**

These will usually involve some form of physical control such as:

- **Personal protective equipment**
- Guarding
- Illumination
- Warning devices
- Access controls
- Signs

### **Management Controls:**

There are usually a number of basic management control activities that are common to all hazards, although some hazards may require more.

These include:

- Involvement of employees in the development of health and safety procedures
- An information system to ensure employees are informed about and understand the risks from hazards they work with.
- An accident reporting and investigation system
- Regular surveys of the workplace
- Responsibilities being assigned to ensure hazard controls are implemented and remain effective
- An audit system for checking that controls for specific hazards are in place and working
- An adequate training program and adequate supervision for all staff
- Emergency procedures to limit consequences of an emergency.

## **5.7 CONTROL OF SIGNIFICANT HAZARDS**

Employers are required to control all significant hazards in the following order:

### **1. Eliminate**

This means to take all practicable steps to eliminate the hazard, or reduce the hazard to a level where it is not a “significant hazard”. For example, replace a flammable chemical with a non flammable chemical, replace a noisy machine with a quieter machine.

In some cases this may not be practicable, in which case the next choice is

### **2. Isolate**

Can the employer take all practicable steps to isolate the hazard from employees? For example can a barrier be put between the employee and the hazard? This barrier can include:

- Physical barriers
- Time frames
- Insulation

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If this not practicable the last option is:

### **3. Minimise and Monitor**

Minimising the risk of injury from the hazard as much as possible, providing information, training, supervision and supplying protective clothing and equipment.

If this option is chosen, you should be able to demonstrate that elimination and isolation were not practicable and be prepared to justify that decision against the “all practicable steps” criteria.

There is also a requirement to monitor employees exposure to the hazard, and monitor employees health in relation to that exposure if the minimisation option is chosen to control significant hazards

## **5.8 MANAGEMENT SYSTEMS**

- Planned inspection program – daily and weekly
- Task observation – LPG, checking oil, refuelling vehicles
- Incident reporting and investigation
- Notification of identified hazards

If you Identify a Hazard please ensure you notify you Manager and fill out a CAR form with the details and your suggestions. We will also have Hazard brain storm session at our regular H&S meetings to identify any other Hazards.

## **5.9 HAZARD CONTROL VERIFICATIONS**

Managers will be responsible for performing verifications for hazard controls to ensure that they are adequately implemented and maintained.

## **5.10 HAZARD REGISTERS / REPORTS**

All hazards and their controls will be entered into the Hazard Register.

## **5.11 HAZARD REVIEWS**

The Health & Safety Manager in conjunction with Managers will review the Company Hazard Registers to ensure that hazard controls are effective and current.

Hazard reviews must performed a minimum of once a year and must also be documented via meeting minutes so that records of review proceedings are available for staff reference. The Health & Safety Manager will organise and coordinate hazard review processes including, a review of the Hazard Management system and procedures to identify and implement improvements.

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### 5.12 HAZARD METHODOLOGY REVIEWS

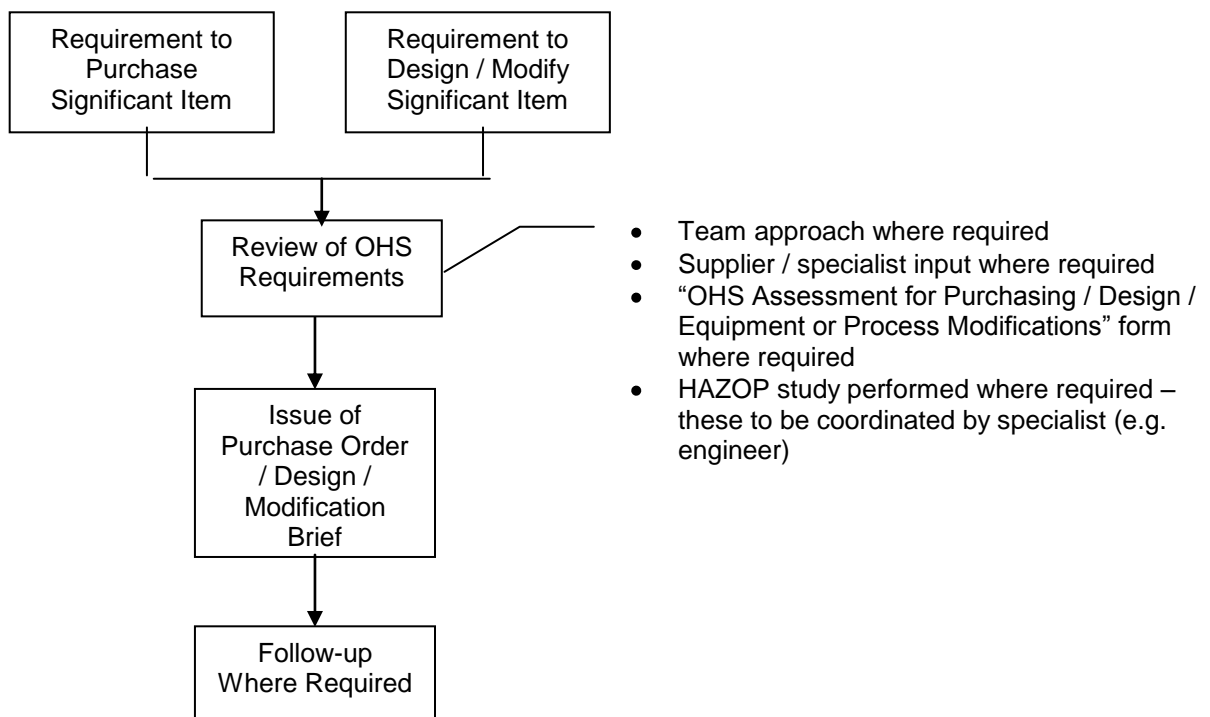
Health & Safety reviews will review the effectiveness of the hazard management systems and procedures that are in place. Reviews shall take into account feedback from:

- Hazard inspections and checks (Hazard Audits)
- Health & Safety Reviews
- Health & Safety Committee feedback
- Staff improvement suggestions
- External audits
- Accident investigations
- Training & Information on hazard control methods

The Health & Safety Manager will be primarily responsible for reviewing the methodologies used to ensure that they are effective.

### 5.13 Overview of Design & Purchasing Systems

#### Process Flow



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### 5.14 Control of Modifications

All modifications to plant or processes will be authorised by the MD. Where appropriate, the MD will in conjunction with key staff (e.g. OHS Coordinator, Supervisors, Operators) and (where required) external specialist advice (e.g. engineer, safety specialist) perform an OHS review to identify, assess and determine controls for hazards that may be associated with the modifications.

An “OHS Assessment for Purchasing / Design / Equipment or Process Modifications” form can be used to record this review.

### 5.15 Control of Purchasing

“Purchasing” of hazards will be minimised to the largest extent possible. Where required, an “OHS Assessment for Purchasing / Design / Equipment or Process Modifications” form will be completed to assist with identifying, assessing and controlling hazards for the item purchased. Emphasis can be placed on the supplier providing information on hazards and controls for the item being purchased. Emphasis must also be placed on “eliminating” as many potential hazards as possible.

### 5.16 OHS Factors For Design / Purchasing / Modification

The following factors can be considered for OHS when reviewing hazards / controls for design, purchasing and modifications:

- Ergonomics / OOS
- Noise
- Vibration
- Temperature
- Radiation
- Electrics
- Chemicals / substances
- Training
- Safety information
- Signage
- Standard Operating Procedures / Instructions
- Certificates
- Codes of practice (e.g. machinery code of practice)
- Standards (e.g. electrical / PPE standards)
- Safety equipment
- Safety clothing
- PPE
- Health monitoring
- Work permit requirements (contractors)
- Isolation – lock out / tag out
- Inspections
- R&M
- Servicing
- Availability of spare parts
- Confined space / heights / specialised work situations

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**5.17 PERSONAL PROTECTIVE EQUIPMENT & CLOTHING (PPE)**

Staff must wear the required PPE for all appropriate tasks and working environments. PPE requirements will be advised to staff and training will be provided where necessary.

Supervisors will be responsible to ensure that the correct standard/specification of PPE is purchased and that equipment is maintained or replaced as necessary.

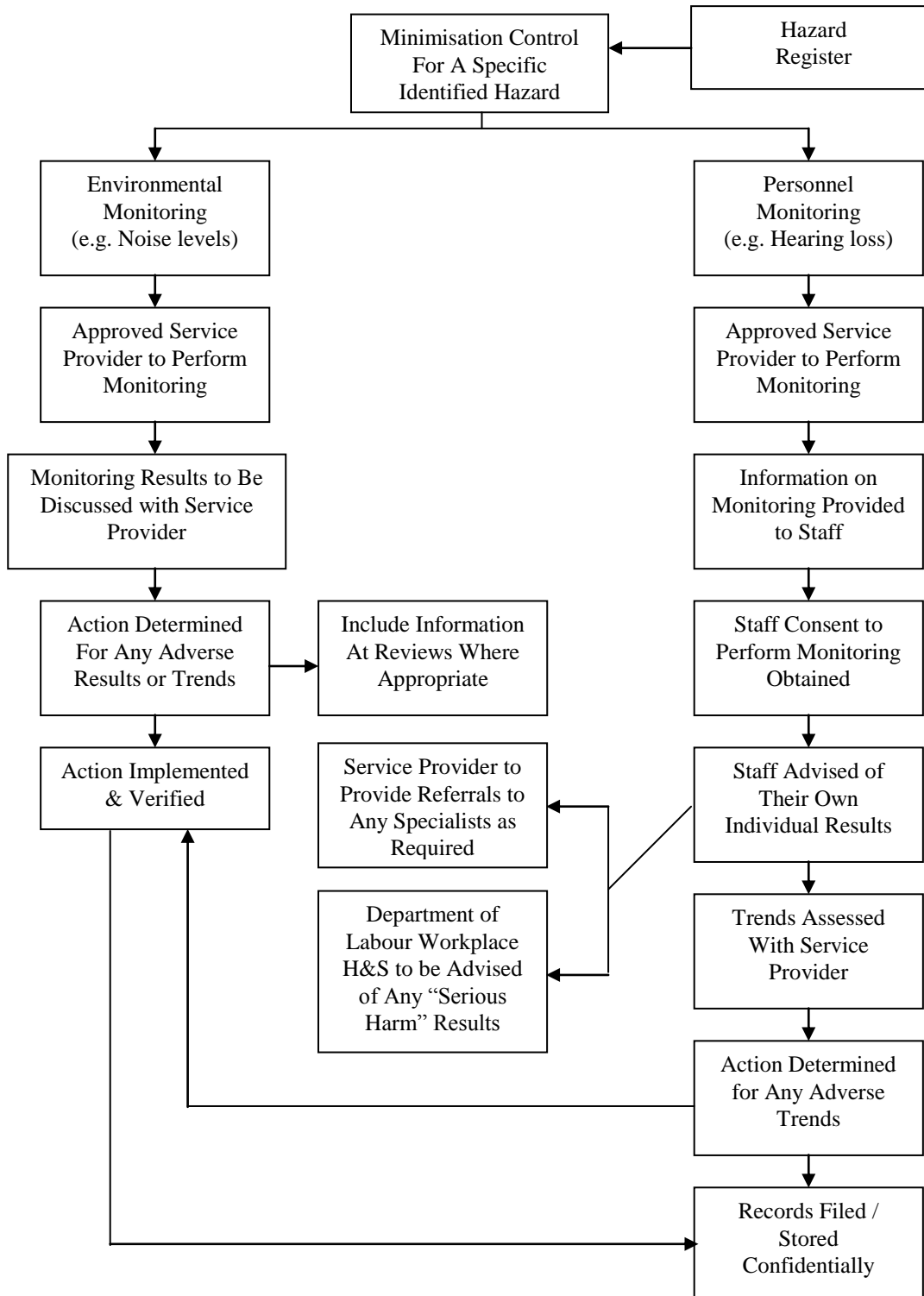
**5.18 PERMIT TO WORK**

A “Vehicle Cold Work Checklist” is utilised for any work being performed on tanks that is signed off by the driver and workshop.

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6.1 OCCUPATIONAL MONITORING PROCESS FLOW



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### 6.2 GENERAL REQUIREMENTS FOR HEALTH MONITORING

Health Monitoring will usually be determined as part of the Hazard Identification, Assessment & Control process. Indications are general exposure to excess repetitive tasks, noise, solvents, dust, fumes and some chemicals.

Health Monitoring Programmes will be determined in conjunction with specialist health advice so that aspects such as cost, information analysis and corrective actions where results indicate they are needed.

All records for health monitoring will be subject to the requirements in the Privacy Act 1993 and the Health Information Privacy Code 1994 that includes provisions for health records. Before Health Monitoring is undertaken, a full explanation will be given to the affected staff of the monitoring, its purpose and how the results will be used. Written consent must be given by each of the staff members who are to be included in a Health Monitoring Programme. The disclosure to the employer is necessary as the Company is obligated to report “Serious Harm” / “Notifiable Occupational Diseases (NODS)” to Department Of Labour Workplace H&S and / or Department of Health.

Results of Health Monitoring will be maintained in a confidential manner and the results advised to staff. Statistical reports on the results of tests compiled by the service provider can be made available for review purposes.

Sub-optimal results and abnormalities (e.g. cases of OOS) need to be followed through via the Accident Reporting procedure. Investigations will be initiated with the objective of preventing recurrence. In some cases this will involve seeking specialist/technical advice (e.g. medical, ergonomic advice etc.).

### 6.3 RECORD KEEPING

Records will be kept for a minimum of 10 years, are considered confidential and must be retained in a secure and fireproof conditions. Access to records will be restricted to the Health & Safety Manager and appropriate medical staff. Storage of records can be included within service level agreements with the monitoring service provider.

Release of medical information to Department Of Labour Workplace H&S representatives will be at the discretion of the staff member whose records are under question.

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### **6.4 PRE/POST EMPLOYMENT SCREENING**

Pre-employment medical screening will be undertaken as part of the driver recruitment process. Drivers are subject to an annual medical as part of BP and dangerous goods licence requirements. Drivers will be referred to a nominated GP for medicals required.

For other Company staff, questions regarding the health status of an applicant will have a direct bearing on the position being filled and the tasks that are required to be performed.

All medical records will be confidential to the staff member, health service providers and where applicable, management.

Post employment medicals will be performed at the discretion of management.

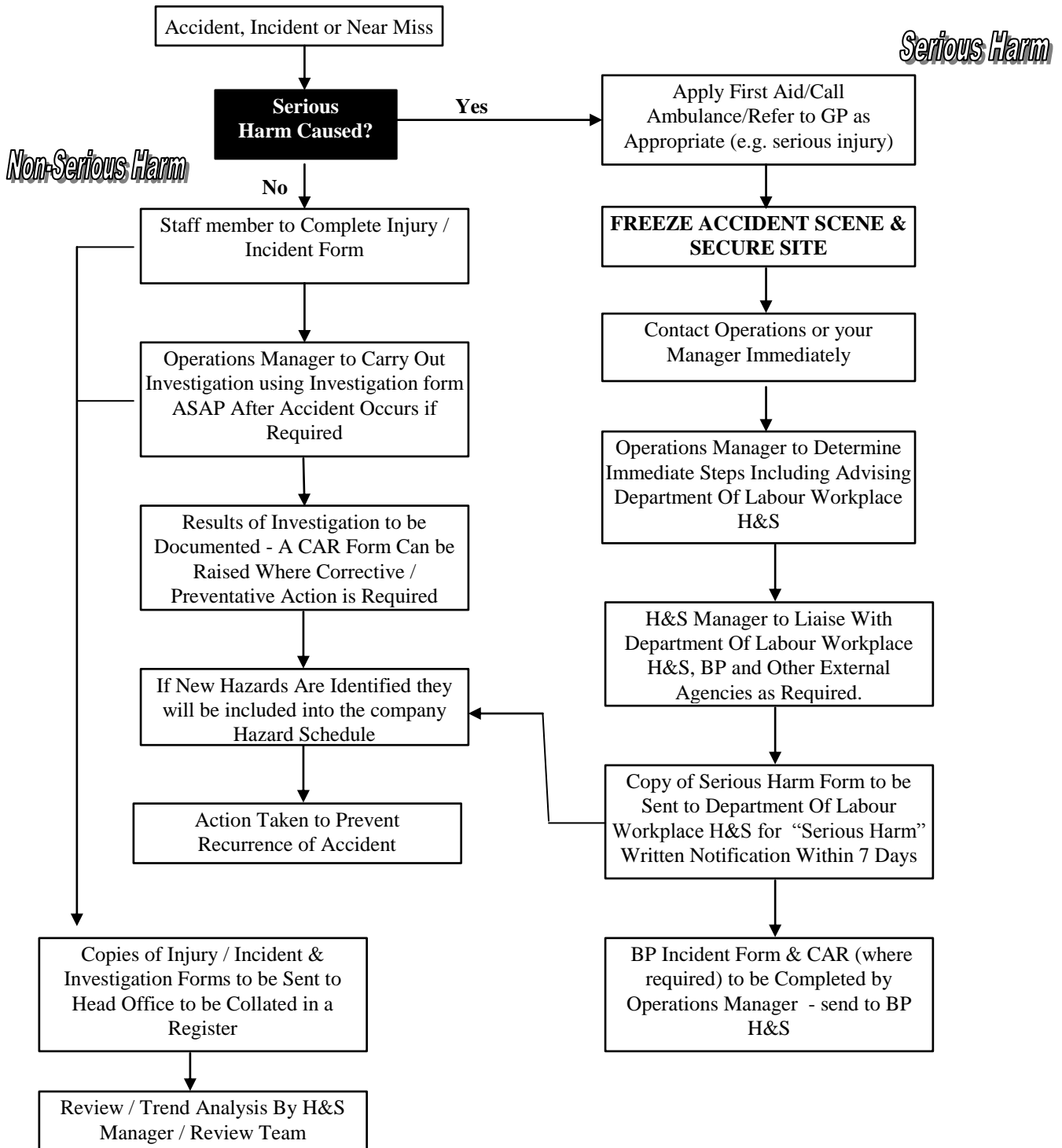
### **6.5 ALCOHOL & DRUG POLICY**

The Company has a drug and alcohol testing policy in place that is covered by employment contract terms and conditions.

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8.1 FLOW PROCESS



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### 8.1 ACCIDENT / INCIDENT REPORTING RESPONSIBILITIES & AUTHORITIES

It is a policy of Direct Fuels that all accidents and incidents (including near misses) be reported by staff to the Operations Manager, Administration Manager or the MD (Health & Safety Manager). Emphasis will be on the establishment of “root causes” of accidents to prevent recurrence and not on apportioning blame to anyone. All accidents or incidents involving injury will be reported on an Injury / Incident form. Near misses and incidents not involving injuries can be reported using a CAR form.

Management will be responsible for:

- Taking control or delegating of all ‘serious harm’ accidents and investigations – this may include appointment of specialist service providers
- Review of all Injury / Incident forms
- Review of the Accident Reporting & Investigation process
- Liaison with Department Of Labour Workplace H&S , BP and other external organisations (e.g. ACC / Police etc.)

Staff will be responsible for:

- Reporting accidents / incidents immediately to management
- Completing or arranging for the “Injury / Incident Report” form to be completed
- Assisting with completion of investigations
- Ensuring all actions required to prevent recurrence of accidents and incidents are implemented.

### 8.2 ACCIDENTS / INCIDENTS NOT INVOLVING SERIOUS HARM

The “Injury / Incident Report” form will be completed by the staff member or manager where required.

Where required, an investigation will be performed by the Operations Manager or Health & Safety Manager to establish the root cause of the accident so that steps can be taken to prevent recurrence. Where there is a benefit to be gained, an investigation must be carried out. In particular, near misses where but for luck a serious accident could have occurred must be investigated.

A CAR form must be completed where hazards that have contributed to the accident are found. CAR forms must also be completed for particular events such as hazardous substance spills that must be advised to BP.

A copy of all “Injury / Incident Report” forms must be sent to the Health & Safety Manager for review.

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### 8.3 ACCIDENTS INVOLVING SERIOUS HARM

Accidents involving serious harm must be reported to the Operations Manager, Administration Manager or Health & Safety Manager as soon as possible after the accident has occurred. The accident scene must not be disturbed until approval has been given by Department Of Labour Workplace H&S unless action is required to:

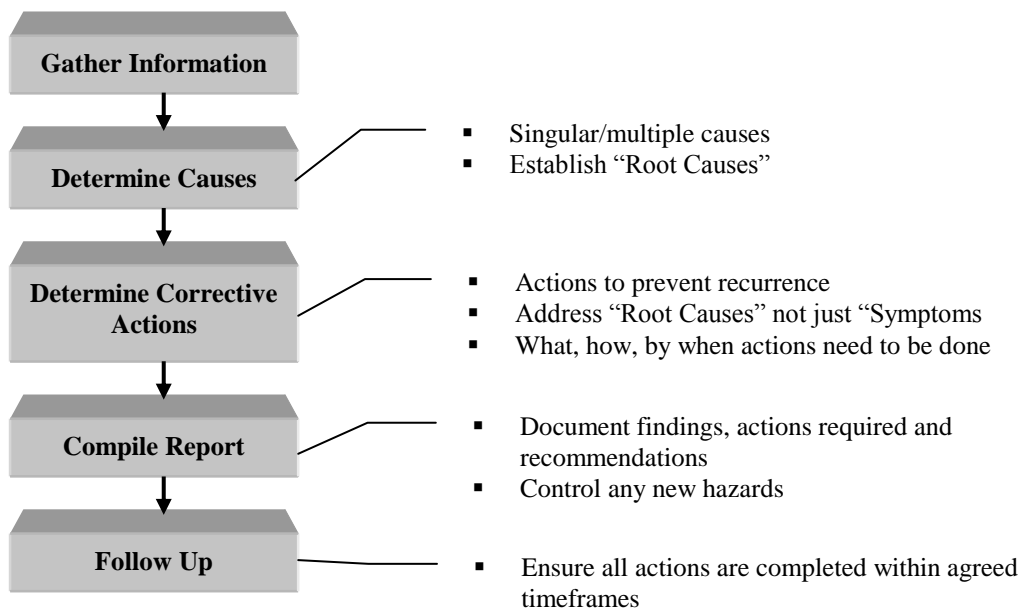
- Save life
- Prevent or relieve suffering of any person
- Prevent further harm or damage to property

The Health & Safety Manager will report or delegate the reporting of the incident to Department Of Labour Workplace H&S and will undertake or delegate responsibility for investigating the accident. All legal directives from Department Of Labour Workplace H&S must be followed. The Health & Safety Manager or designate will complete the Department Of Labour Workplace H&S “Serious Harm” form, a copy of which must be sent to Department Of Labour Workplace H&S within seven days of the accident occurring. The Health & Safety Manager shall also arrange for the “BP Incident Form” to be completed and forwarded to the BP H&S section.

An “Injury / Incident” form will be completed to assist with documenting investigation of the accident where required. If new hazards are identified as a result of the accident / incident, then a CAR form can be used to process the hazard, and details entered onto the “Hazard Register”.

### 8.4 ACCIDENT / INCIDENT INVESTIGATION FLOW

The objectives of the accident investigation depicted in the following flow process:



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### 8.5 INTERNAL INVESTIGATIONS

An “Investigation” form will be used to document accident investigations and assist with determining and implementing controls to prevent recurrence. Supplementary documentation, photos and drawings can be attached to the form. All “serious harm” accidents and significant “near misses” will be investigated. Non-serious harm accidents or incidents will be investigated at the discretion of the Health & Safety Manager. Where required, external expertise resources will be used for investigating accidents. Areas that can be looked at with investigations include:

- Eyewitness accounts - circumstances and sequences of events
- Analysis of the task being performed eg:
  - Were Safety Procedures being followed?
  - Were Safety Procedures adequate/available?
  - Was equipment being used defective or inappropriate?
- Analysis of Personnel Factors eg:
  - Were drugs or alcohol a factor?
  - Were Personnel adequately trained/experienced/supervised?
  - Were Personnel tired or under stress?
  - Were Personnel overconfident/taking shortcuts/trying to go too fast?
  - Were Personnel wearing the appropriate protective equipment?
- Analysis of Materials and Equipment used eg:
  - Did equipment fail or get damaged?
  - Was equipment poorly designed for designated use?
  - Were warning or isolation systems effective?
  - Was protective equipment need adequate?
  - Were chemicals correctly labeled and stored?
- Analysis of Environmental Factors eg:
  - Lighting
  - Ventilation
  - Temperature
  - Noise
  - Wet Surfaces
- Analysis of Management/Systems Issues eg:
  - How seriously does staff (including management) take safety?
  - Was there adequate supervision?
  - Has the same accident happened previously?
  - Has adequate and appropriate training been provided?
  - Were there sufficient resources provided to do the task safely?
  - Were safety procedures/systems/checks adequate?
  - Was the maintenance Programme effective?

A CAR form will be used to process or review any new or existing hazard(s) that contributed to the accident or incident.

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### 8.6 EXTERNAL INVESTIGATIONS

It is a requirement that all staff co-operate fully with any external agencies that are directed by Department Of Labour Workplace H&S to investigate accidents/incidents. This may include:

- Department Of Labour Workplace H&S Inspectors
- District Court
- High Court
- The Police
- Persons appointed by District Court Judges
- The Coroner (if a fatality has occurred)

The Health & Safety Manager will be designated as the “Liaison Officer” to facilitate external investigations.

### 8.7 ACCIDENT / INCIDENT TRENDS

The Health & Safety Manager will be responsible for reviewing accident and incident information to establish any accident trends and injuries. This information will be discussed with staff at H&S meetings and Management meetings as appropriate so that injury preventative initiatives can be determined and implemented.

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2	<b>ACC &amp; Rehabilitation Management</b>	1 of 6

### 9.1 GENERAL INFORMATION

The primary objective is to prevent work related accidents and injuries. However, where work related injuries do occur, systems and procedures will be in place to internally manage claims and maintain excellent communications with all parties including:

- The injured staff member
- Management
- ACC
- Medical, social and vocational service providers

Direct Fuels will comply with appropriate legislation and guidelines for accident insurance and rehabilitation including:

- Injury Prevention, Rehabilitation & Compensation Act 2001
- ACC Workplace Safety Management Practice Audit Criteria

Direct Fuels supports early return to work programmes. For those employees that it is deemed necessary to have time off work, the Health & Safety Manager or designate may liaise with ACC case managers and medical service providers to discuss early return to work strategies including the assignment of alternative duties and/or graduated return to work programmes.

In making vocational rehabilitation decisions, Direct Fuels in conjunction with ACC will consider outcomes, in particular, whether rehabilitation is likely to:

- Likely to achieve its purpose
- Likely to be cost effective
- Appropriate in the circumstances
- Provide for the minimum period necessary to achieve the purpose but not more than 3 years

The heirachy of outcomes aimed for are:

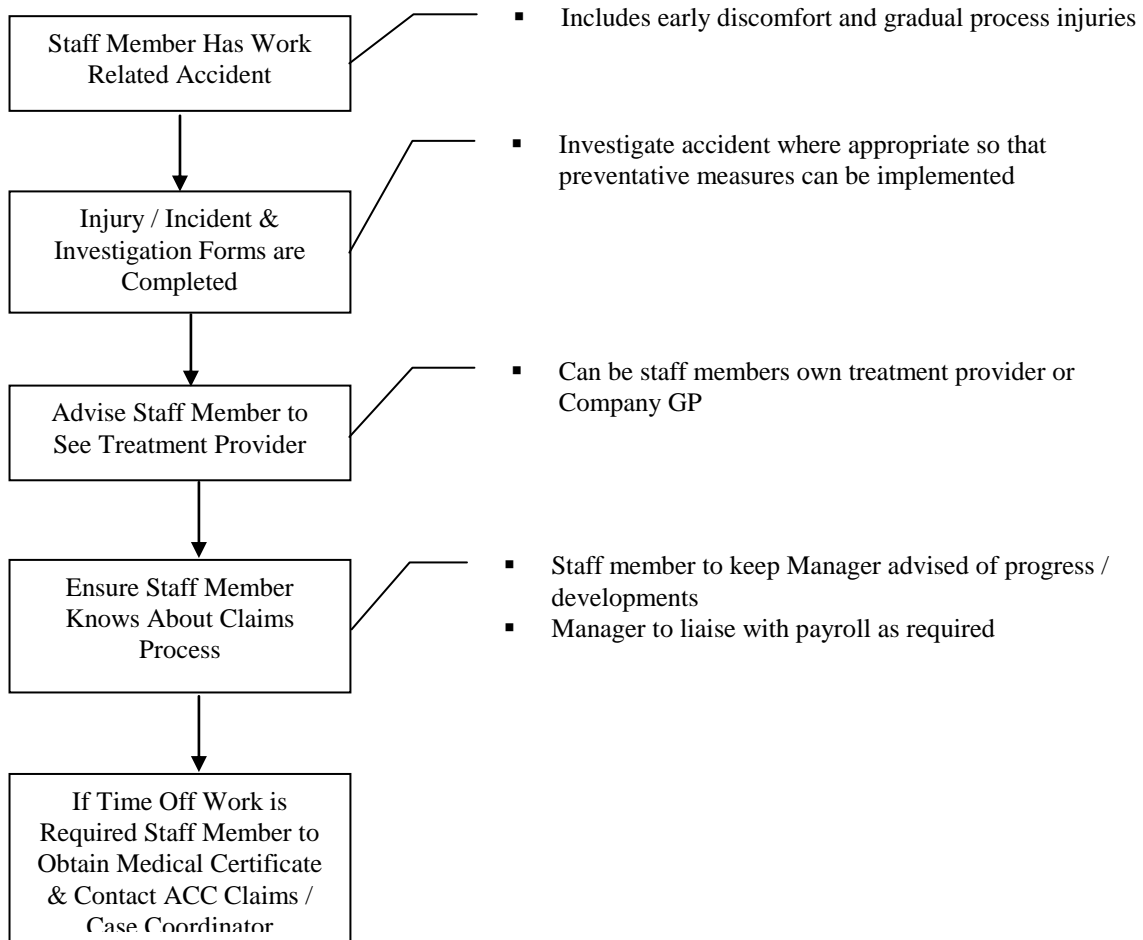
1. Same job, same employer or (if that is not possible)
2. Different job, same employer or (if that is not possible)
3. Same job, different employer or (if that is not possible)
4. Different job, different employer or (if that is not possible)
5. Assistance to use as many pre-injury skills to obtain employment as possible

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9.2 SYSTEMS / PROCEDURES

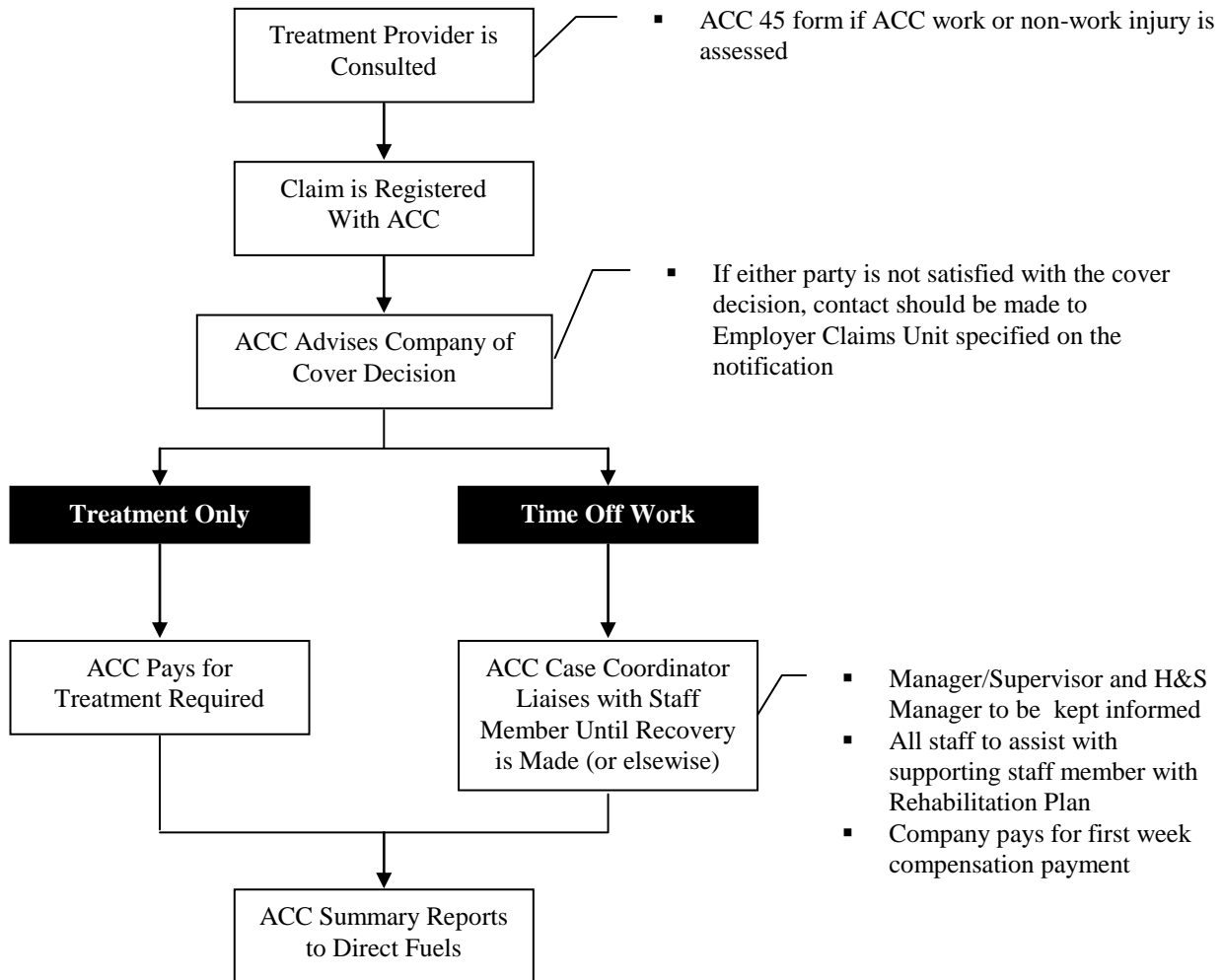
9.2.1 Claim Initiation



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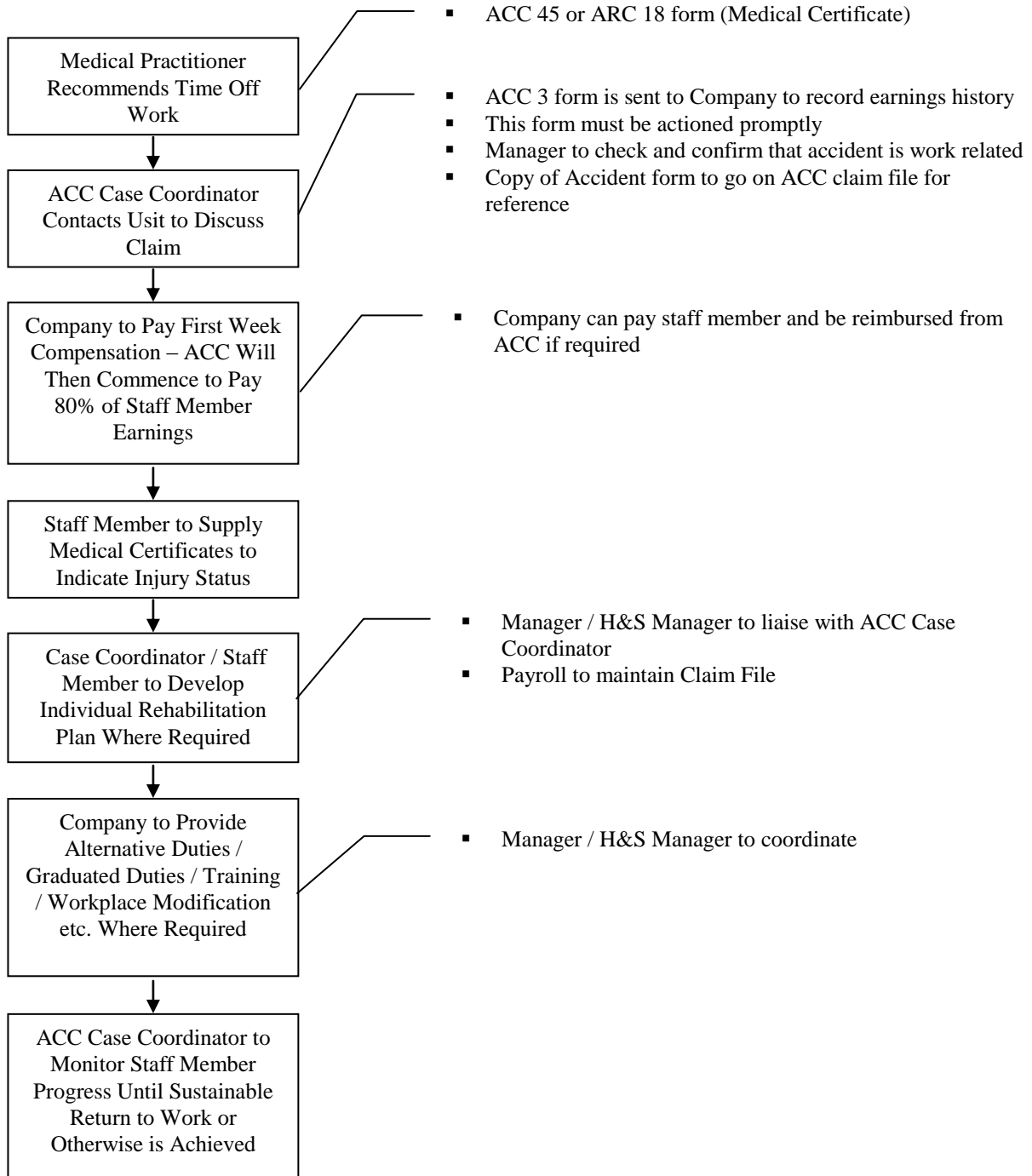
**9.2.2 Claims Process**



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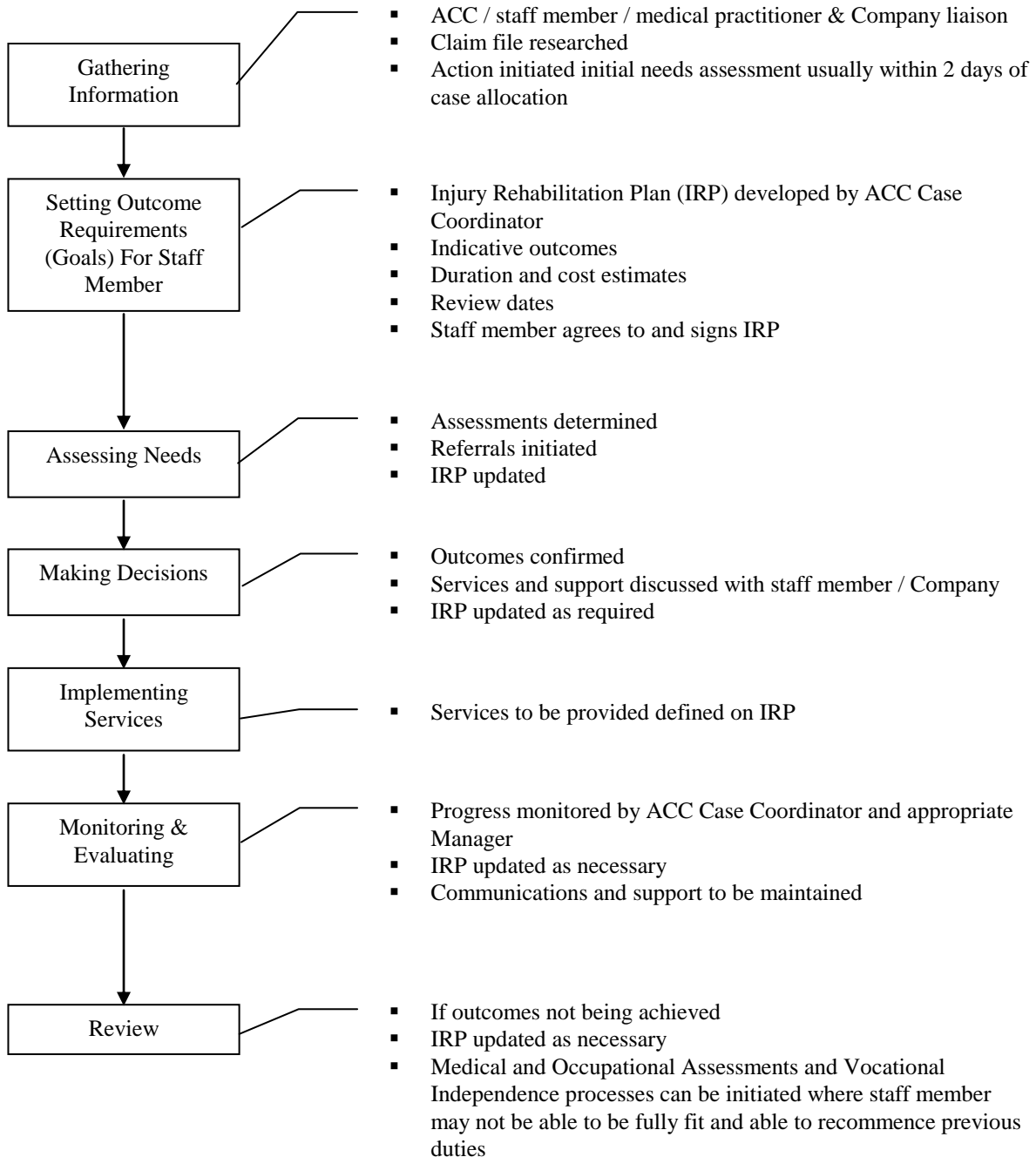
9.2.3 Process Time Off Work Process



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**9.2.4 Rehabilitation Management Process**



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### 9.3 RIGHT OF REVIEW & APPEAL

Staff have the right to request reviews and appeals against decisions made by the Company or ACC. Formal hearings must be held within 3 months from the date of the claim cover decision. However, all efforts will be made to resolve any disputes or complaints informally prior to going through the formal processes.

Formal Review Hearing results will be advised to staff members within 28 days of the hearing. Staff are able to initiate court proceedings if they are not happy with the Review Hearing outcome.

### 9.4 CONFIDENTIALITY OF RECORDS

All medical and claim records will be maintained to ensure the confidentiality of those records. Only authorised Company staff and medical service providers will have access to records (refer to staff detailed in procedures). Consent will be obtained from staff members where records are to be viewed by non authorised staff such as ACC Approved Auditors.

### 9.5 MANAGEMENT REPORTS

Payroll will be responsible for providing management information regarding the ACC claims. Managers/Supervisors will include the rehabilitation status of staff within regular reporting processes. This information will be periodically reviewed by the Health & Safety Manager and Representative Group so that trends and injury management / prevention strategies can be developed.

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### 10.1 GENERAL

It is a requirement of the HASE Act to develop procedures to deal with emergency situations that may arise and to have a plan in place to recover from that emergency. These procedures must be developed in conjunction with staff so that “ownership” is attained, and that through staff involvement, it is more likely that procedures will be remembered and the correct actions and responses are taken. All likely emergencies will be identified and an “Emergency Plan” developed to cope with them in an organised manner if they occur. Emergency Plans be developed for emergency evacuation of the main office to cover fire and earthquake contingencies.

Other emergency plans can be developed as required – e.g. flood, storm etc.

### 10.2 DEVELOPMENT OF EMERGENCY PLANS

Emergency Plans have been developed and are included in the BP drivers Manual, the BP emergency response training and the BP Emergency response Manual. Site Emergency plans are posted in predominant places within the work site.

It will then be the responsibility of the Health & Safety Manager to ensure that the Emergency Plans are made available to staff for reference.

Emergency Planning will normally take into account the following areas:

- Preparedness
- Response
- Recovery
- Review

Emergency Plans will be developed where they can be beneficial for

- Saving life
- Reducing the incidence or severity of injury
- Minimising trauma to staff or other people effected by the emergency
- Reducing the risk of loss or damage to property and equipment
- Reducing the risk of damage to the environment
- Minimising financial loss to the organisation and all stakeholders

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### 10.3 TRAINING & REVIEWS

Staff that are assigned responsibilities within Emergency Plans (e.g. Coordinators /fire wardens etc.) must receive training to ensure that they can perform these duties correctly.

Where practical, practice drills will be performed and reviewed by staff on a 6 monthly basis to ensure procedures are effective. Where practice drills are impractical, the Emergency Plan will be periodically reviewed by staff to ensure that the Plan will be effective if such an Emergency arises. Reviews must be documented – e.g. minutes and/or notes kept. Improvements that are identified must be implemented and staff advised of the changes where appropriate.

### 10.4 FIRST AID

The Health & Safety Manager will ensure that there is sufficient first aid coverage so that all staff have reasonable access to first aiders and first aid facilities throughout the Company. This will include the monitoring of training requirements so that all staff assigned as first aiders have current certificates.

First aid equipment will be monitored by either an assigned first aider or by a contractor who will provide services in this area.

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2	<b>Hazardous Chemicals / Substances</b>	1 of 2

### 11.1 GENERAL REQUIREMENTS

A minimum of hazardous substances and chemicals must be held on the premises.

All staff who are required to handle chemicals must understand the correct handling, storage and use of those chemicals, and are aware of the potential hazards if they are used incorrectly. Information must be available and training provided to ensure that hazards are minimised.

Chemicals must be adequately labeled, and waste chemicals and containers no longer required disposed of safely and appropriately.

### 11.2 SAFETY DATA SHEETS

These must be obtained through the BP website or from the specific Manufacturer. These will normally detail information such as:

- Manufacturers details (name, address, phone, fax)
- Brand and chemical names
- Codes (HAZCHEM code, dangerous goods classification, product codes)
- Usage
- Properties (flashpoints, boiling points, specific gravity, ingredients etc)
- Compatibility with other chemicals
- Precautions for use
- Handling/Storage information
- First Aid/Medical information

It is essential that all staff have easy access to MSDS's and that they are familiar with the contents.

### 11.3 SUBSTANCE / CHEMICAL LABELLING, STORAGE AND HANDLING

All substances / chemicals must be held within suitable containers that prevent leaks and spills. They must be stored in suitable storage facilities that are regularly checked. Care must be taken to ensure that the general public and especially children are prevented access to these storage areas.

All substances / chemicals will be handled as per the manufacturer guidelines, or codes and protocols governing their use, including the wearing of any protective clothing and safety equipment. All staff must possess the experience or training in the use of hazardous chemicals prior to their use.

Chemicals and chemical containers must be disposed of as per the manufacturer instructions or in accordance with environmental protocols where these are appropriate.

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**11.4 TRAINING & CERTIFICATIONS**

Drivers are required to be approved handlers and hold dangerous goods licences for the transportation of fuels. Approved handler certification is required on a five yearly basis for experienced staff and for a provision two yearly interval for inexperienced staff.

The Te Awamutu Depot is also required to hold a current location certificate for the storage of fuels on site – storage facilities are subject to an annual inspection and certification process.

3 monthly tank inspections are carried out and all tanks are subject to TW1 and DG certificates. COF's are required on a 6 monthly basis for all tankers. Monthly vehicle inspections are carried out and drivers are required to complete a "Daily Plant Report Sheet on Tankers".

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2	<b>Clients / Visitors Policy</b>	1 of 1

### 12.1 INTRODUCTION

It is a requirement of Direct Fuels and Section 15 of the HASE Act (1992) that all practical steps are taken with visitors and the general public to safeguard them from harm resulting from any hazards identified.

### 12.2 VISITORS AND GENERAL PUBLIC SAFEGUARDS

All visitors to site are required to sign in and out if proceeding beyond the customer service desk. Where appropriate, visitors will be provided with briefings on the emergency evacuation process and a hazard briefing if entering into operational areas.

The hazard identification, assessment and control process will be used by staff to identify and control hazards that may harm visitors and the general public.

Some controls, which may be considered, are:

- Signage (restricting access, highlighting hazards, directing people to designated areas etc)
- Work planning to minimise risk to visitors/public
- Security fences and locks
- Adequate supervision
- Formal signing in procedures for visitors
- Providing escorts (particular around plant)
- Hazard briefings
- Staff awareness and training

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2	<b>Contractor / Subcontractor Selection &amp; Control</b>	1 of 2

### 13.1 INTRODUCTION

It is a requirement of Direct Fuels that all practical steps are taken to ensure that contractors and subcontractors are protected from harm while performing work for the company. It is also a requirement that consideration be given to safety factors when purchasing equipment and materials to identify safe design or safety features in addition to price. At the time of this version of the H&S Manual, the Company does not utilise and subcontracted drivers.

### 13.2 SELECTION OF CONTRACTORS / SUBCONTRACTORS

All contractors and subcontractors performing work for or on behalf of the Company must be able to demonstrate that they have a Health & Safety Management Programme that is implemented and maintained. Where required, a formal proposal, service level agreement or contract document may be completed.

### 13.3 CONTRACTOR / SUBCONTRACTOR INDUCTION

Contractors and subcontractors will be provided with induction by the Company. This induction will be completed by the Operations Manager, Administration Manager and / or the Health & Safety Manager. Inductions shall be done verbally for low risk contract work and recorded on the Safe Work Permit for medium and high risk work.

### 13.4 CONTROL OF CONTRACTORS / SUBCONTRACTORS

The extent of control required for contractors and subcontractors will be dependent on the level of risk relating to the type of work being performed:

**LOW RISK:**

Contractor / subcontractor staff sign in / out with emergency and hazard briefings.

**MEDIUM RISK:**

Completion of a Safe Work Permit – this will include any working at heights, confine space entry, or minor construction works where staff and the general public may be at risk.

**HIGH RISK:**

Formal Safety Plan to be submitted by the contractor / formal contract document in place – this can include major construction work – e.g. installation or removal of underground fuel tanks.

All contractors and subcontractors are required to report any injuries or incidents to the Company. Any hazards identified must also be reported. Where required, staff will ensure that work being performed is inspected and / or tested.

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**13.5 CONTRACTOR / SUBCONTRACTOR REVIEWS**

Contractors and subcontractors utilised for low risk work will be subjectively reviewed on a regular basis.

Where Safe Work Permits are completed for medium and high risk work, the Post Contract Review section of the Permit will be completed at the conclusion of the contract work or term.

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2	<b>Training and Information</b>	1 of 3

### 14.1 HEALTH & SAFETY INFORMATION

Health & Safety information can be available by the following means:

- Staff meetings
- Verbal or written instructions
- Training and practical demonstrations
- Notice boards, posters and signs
- Safety Manuals
- Operating Manuals
- Codes of Practice and Standards
- Guidelines (books and pamphlets)
- Memos
- Commercial Associations, Institutes and Federations
- Consultants
- Occupational Health Nurses
- Department Of Labour Workplace H&S
- Internet Sites - e.g. DoL H&S, ACC, ERMA etc.

Staff must be informed about the hazards they may encounter in the work place, and the controls that are in place to isolate or minimise them.

The Health & Safety Manager must ensure that health and safety information is readily available to staff. A “Resource Library” should be maintained and made available to staff for reference. This Library will contain appropriate legislation such as Acts and Regulations.

### 14.2 HEALTH & SAFETY INDUCTION TRAINING

All staff joining Direct Fuels will be subjected to Induction Training using the “Induction Training Checklist” form. The Manager will be responsible for ensuring that Induction Training is performed. There must be adequate instruction and on the job training provided so that all new staff are aware of known hazards and their controls, acceptable work methods and procedures, and any safety equipment or personal protection that must be utilised when performing various tasks.

Where appropriate, “Standard Operating Procedures” or other training resources will be used to ensure that training provided is consistent and covers the required scope of the work to be performed. The “Induction Training Checklist” also facilitates initial “on the job training” to assist with ensuring staff can perform their duties competently and safely.

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### 14.3 HEALTH & SAFETY TRAINING – GENERAL PLANNING

Training and adequate Supervision are key elements to working towards a safer working environment. The Operations, Administration and Health & Safety Manager shall have a key role with developing and implementing training requirements for staff. Managers also have a responsibility to assist with identifying training required for health and safety factors – e.g. correct set up and maintenance of computer work stations etc.

Training needs can be identified by such means as:

- Reviewing the hazards that have been identified and the associated controls that are in place
- Reviewing the tasks that are being performed and the skills required to perform them safely
- Reviewing staff skills and experience to establish if they require training in the tasks they are required to perform
- Reviewing any changes in facilities, equipment, materials used and work methods to establish if training is required

Training requirements will normally be reviewed at the Management meetings and a plan developed to ensure that the training is performed. This will include all “refresher” training required for areas such as approved handling and dangerous goods.

All training must be recorded and details held within personnel files.

### 14.4 STAFF PERFORMANCE & COMPETENCY

The Health & Safety Manager in conjunction with the Operations and Administration Managers will ensure that staff competency is reviewed on an annual basis with regards to health and safety issues as part of the overall performance review process. Key competency / performance factors can include:

- Overall knowledge of the Company Health & Safety Manual detailing the Management Programme
- Effectiveness with implementing and maintaining the Health & Safety Management Programme
- Compliance with appropriate / identified legislative, standards and codes of practice requirements
- Achievement of Company objectives and targets
- Records (including reports) management factors – record completion, accuracy, storage and retrieval etc.

Drivers are subject to annual Driver Assessments where their driving skills are observed and additional training provided where required. New drivers can be assessed up to four times during a year until it is confirmed that they have attained the required level of competency.

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### 14.5 TRAINING PROVIDERS

#### EXTERNAL TRAINERS:

The Health & Safety Manager will be responsible for approving all health and safety training providers. Normally a proposal will be sought from the training provider that will provide details of the training provider including information relating:

- Company / Organisation name
- Contract details
- Approved training courses / scope
- Course details / formats and logistics (e.g. venue, times and dates etc.)
- Costs
- Approved individual trainers and their qualifications and experience

Approved trainers will be listed in Appendix 1 “Health & Safety Service Providers” that is approved and maintained by the Health & Safety Manager. Trainers will be evaluated on a case by case basis by the Health & Safety Manager or designated staff member as appropriate.

It should be noted that Direct Fuels are participate in BP training activities on a regular basis.

#### INTERNAL TRAINERS:

Staff who are assessed as having the required skills and experience can be designated as internal “buddy” trainers for new staff.

### 14.6 TRAINING RECORDS

Training records will be maintained by the Administration Manager. This will include details of all training, refresher training, certifications and licences.

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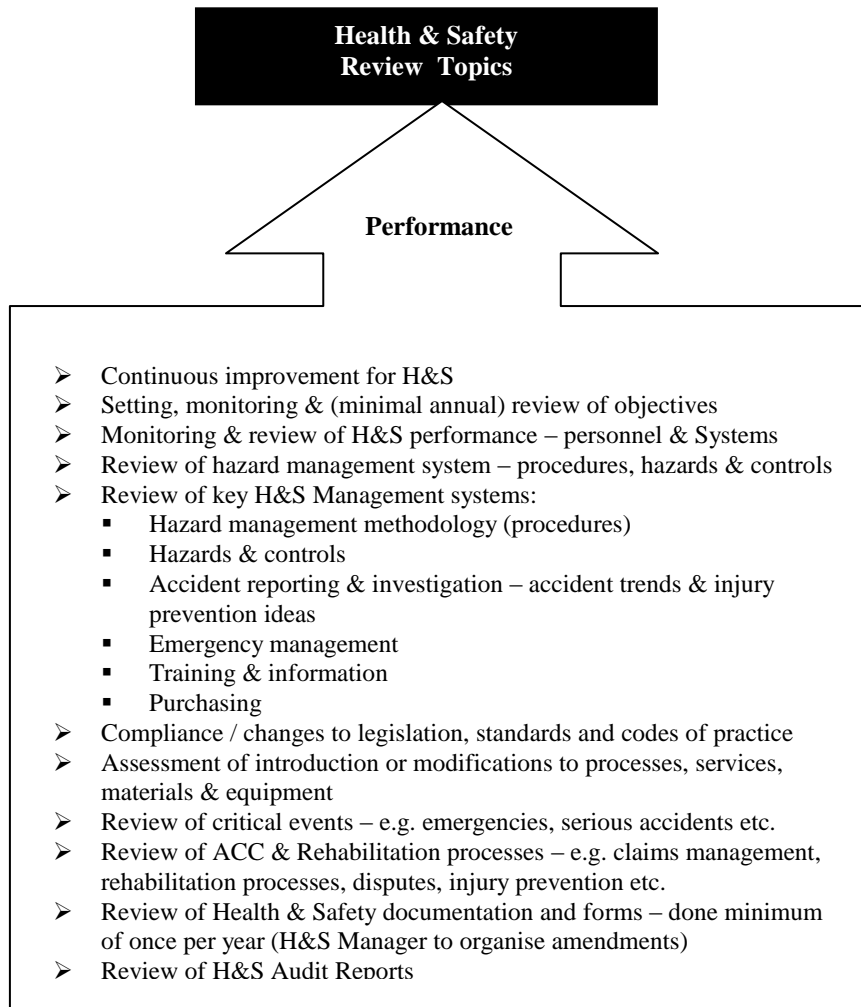
### 15.1 MONITORING FACTORS

The Health & Safety Management Programme will be monitored so that performance can be assessed, improvements identified with a planned approach to implementing them. Key monitoring factors include inspections, assessments, reviews, audits and reporting.

### 15.2 PLANNED INSPECTIONS

Facility inspections can be performed by Managers and staff. These are useful for identifying many temporary hazards such as those associated with poor “housekeeping” and facility maintenance needs, contributing towards ensuring hazard controls are effectively implemented and identifying new hazards. Inspections can cover facilities, plant, equipment and vehicles.

### 15.3 HEALTH & SAFETY REVIEW PROCESSES



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Reviews of the Health & Safety Management Programme will be undertaken as part of the quarterly H&S meetings with staff and monthly management meetings. Both these forums have an agenda process with minutes being maintained.

### **15.4 EXTERNAL ORGANISATION INPUT INTO HEALTH & SAFETY REVIEW FORUMS**

External organisations may attend the Health & Safety Forum meetings to contribute towards improvement initiatives for the Health & Safety Management Programme. External organisations can include but are not limited to:

- Occupational health service providers
- Industry / service health and safety specialists
- Union representatives

The Health & Safety Manager will be responsible for liaising with these external organisations for input into these meetings. Meetings will be minuted and these distributed to all staff for reference.

### **15.5 LEGISLATIVE COMPLIANCE MONITORING**

The Health & Safety Coordinator will have a key role along with Company administration staff with monitoring legislative changes. Monitoring factors can include:

- Media releases including “Safeguard” Magazine and internet
- Company legal advisors
- Industry associations and affiliations

Effects of legislative changes will be reviewed at Managers and/or Health & Safety Review Meetings where actions can be determined on how compliance can be assured.

Compliance to legislation can be assessed by:

- Workplace inspections
- Audits
- M&I inspections
- Building & facility WOF inspections
- Dangerous goods inspections

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### 15.6 AUDITS

Periodic audits (minimum of one per year) will be performed on the Health & Safety Management Programme. These will either be done by a trained internal staff member or external audit service provider or by the client BP.

- Ensuring that the Management Programme is fully implemented and maintained
- That records are complete and provide evidence of systems implementation
- Raising problems areas that need input from the Health & Safety Manager – can be addressed directly or at Manager meetings
- Providing a format to assist with planning for improvements that need to be actioned
- Ensuring that the Company complies with legislation, standards and codes of practice
- Providing evidence of the Company’s conformance to ACC Workplace Safety Management Practice audit requirements

External audits will be coordinated by the Health & Safety Manager. This will include ACC Workplace Safety Management Practice Audits.

### 15.7 ACC WSMP SELF ASSESSMENTS

The Health & Safety Manager will coordinate the annual self-assessment to the ACC WSMP audit criteria. This assessment will be performed using the audit checklist criteria. Any nonconformances or improvements identified as a result of the assessment will be actioned and monitored by the H&S Manager. Where required, a CAR form will be raised to assist with this process. Other staff members will be invited to assist with this annual self-assessment.

### 15.8 HEALTH & SAFETY ADVICE

The Health & Safety Manager will be the primary contact for health and safety advice. If this is not available internally, then the expertise will be sourced from external agencies. This may include:

- Department Of Labour Workplace H&S
- Consultants
- Engineers / technicians
- Safety equipment providers
- Chemical / substance suppliers

Key suppliers are listed in Appendix 3 “Health & Safety Service Providers”.

*Direct Fuels Limited*  
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**16.1 INTRODUCTION**

It is very important that we monitor and understand the things that affect our workmates and employees.

If you see changes in behaviour, attendance or performance it is up to you to:

*As an Employee* – pass the information on to your Manager

*As a Manager* – put in place the process as described in **16.2**

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16.2.

Attendance Issues  
Performance Issues  
Behaviour Changes



Leads to

"I can't cope"  
"I am stressed"  
"I need help"  
"I need time off"  
"Too much work"

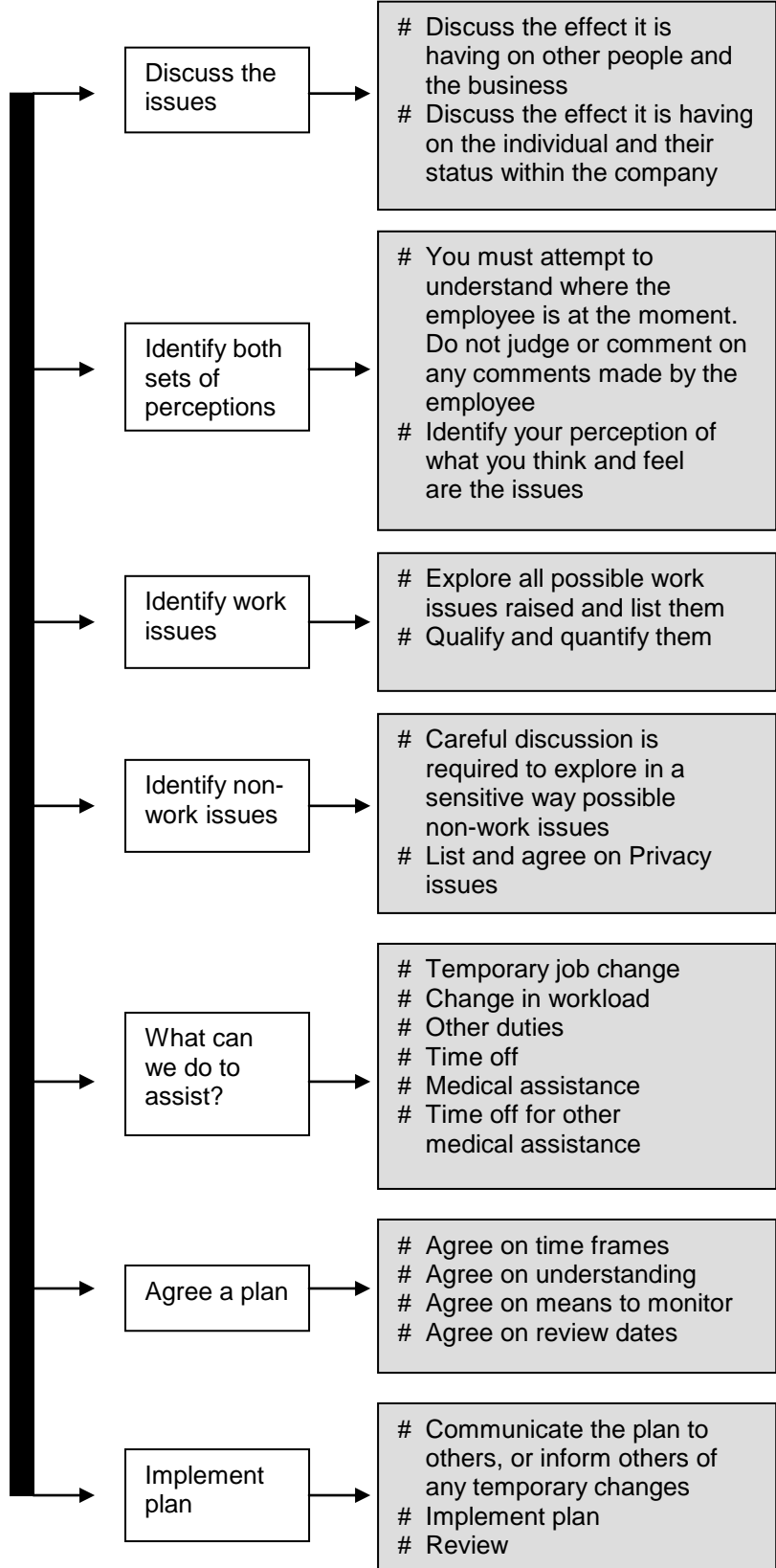


Then

**A Process.**

**Document all:**

- # Meetings
- # Discussions
- # Responses
- # Suggestions
- # Reactions
- # Plans and dates
- # Who will do what and when?
- # Witnesses



## HEALTH & SAFETY MANUAL

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<b>2</b>	<b>Health &amp; Safety Service Providers</b>	<b>1 of 1</b>

<b>Provider</b>	<b>Services Provided</b>	<b>Location(s)</b>	<b>Date Approved</b>
MDJ Willoughby & Associates	Consultancy / Auditor Services	Hamilton / NZ Wide	
Master Drive Services	Driver Training	Christchurch	
Essential First Aid	First Aid Training	Tauranga	
EMA	Employment /H&S Advice	Auckland	
Forestry Security Services	Security Services / Advice	Tokoroa	
Fork Truck & Loader	Forkhoist Services	Tauranga	
BP Emergency Response Trainer	Emergency Response Training	Wellington	
Wormald Fire Equipment	Fire Equipment / Fire Prevention	Auckland	
Off Shore Marine Services	Driver Training	New Plymouth	
EMP Consultants	Consultancy / Training	Tauranga	
NZ Safety Ltd	PPE	Auckland	
Bonton Industrial Sport & Uniform	PPC / Uniforms	Frankton	
Southpac Trucks	Training	Manukau Auckland	
Industrial Footwear & Safety Ltd	PPE	Tauranga	
Tanker Engineering Specialists	Engineering	Papatoetoe	
Tauranga Chamber of Commerce	Business Services	Tauranga	
Te Awamutu Chamber of Commerce	Business Services	Te Awamutu	
RSEA PtyLtd	Driver Training	South Auckland	
Dr Paul Veitch	Medical Services	New Plymouth	
Dr Andy Von Beil	Medical Services	Te Awamutu	
Dr. RexFrye	Medical Services	Epsom	
Dr Rod Douglas	Medical Services	Tauranga	

# *Forms*

# *Register*

*Current Company*  
*Hazard Register*