



**Integrated Management System |**

**Document Title: Quality, Environmental, O.H&S Induction for Contractors WW IMS-004**

**CONTRACTOR INDUCTION CHECKLIST**

**FORM WW IMS-004**

(this checklist must be completed in full and all relevant documentation sent attention:

**Dean Barnett, Management Systems Co ordinator – [dean.barnett@westernwater.com.au](mailto:dean.barnett@westernwater.com.au) or PO Box 2371 Sunbury DC 3429**

**NOTE: The contractor will then be added on Western Water's Approved Contractor list until their insurances expire.**

Western Water will only use the services of contractors who are qualified for the work to be carried out and hold current WorkCover and Public Liability insurances. It is the contractor's responsibility to provide details of currency of qualifications and insurances.

CONTRACTOR'S NAME	
COMPANY / PARTNERSHIP / TRADING NAME	
MAILING ADDRESS	
CONTACT PHONE NUMBER	
E-MAIL ADDRESS	
ABN NUMBER	
GST REGISTRATION + TAX FILE NUMBER	

(if your answer is NO please provide comments)

		YES	NO	COMMENTS
1	ORGANISATION OVERVIEW & SITE TOUR?			
2	PERMIT TO WORK AND RISK/ ENVIRONMENTAL ASSESMENT REQUIREMENTS?			
3	EMERGENCY RESPONSE PROCEDURES?			
4	HAZARD AND INCIDENT REPORTING?			
5	DO YOU HAVE A FIRST AID KIT?			
6	I UNDERSTAND AND HAVE RECEIVED A COPY OF THE CONTRACTOR INDUCTION?			
7	I HAVE PROVIDED A COPY OF MY MOST CURRENT WORKCOVER POLICY OR FOR SOLE TRADERS A COPY OF MY PERSONAL INCOME PROTECTION POLICY?			
8	I HAVE PROVIDED A COPY OF MY MOST CURRENT PUBLIC LIABILITY INSURANCE POLICY?			
9	I HAVE PROVIDED A COPY OF ALL RELEVANT QUALIFICATIONS?			
10	CONTRACTOR'S RECEIVING THE INDUCTION'S SIGNATURE			
11	WESTERN WATER EMPLOYEE DELIVERING THIS INDUCTION			

Controlled Document

Procedure No: WW IMS-004

Authorised By: General Manager Sustainability

INTEGRATED MANAGEMENT SYSTEMS MANUAL

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#### Purpose

To set out the requirements for engaging a specific contractor by a Western Water employee and a method of induction of Western Water contractors and employees of contractors.

#### Definitions

*Contractor* - An individual or a principle contractor and his or her casual or permanent employees

*Visitors* - persons who are accompanied at all times on site by an employee of Western Water

#### Standard

OHS Act 2004, O.H&S Regulations 2007

#### Procedure

##### Western Water

- Any Western Water employee engaging contractor services must ensure that they use a contractor from Western Water's approved contractor list with the appropriate insurances and qualifications for the task being performed. If the contractor is being used for the first time then the Western Water employee must provide that contractor and their employees with Western Water's Induction program for Contractors.
- On completion of the induction the Western Water employee must ensure that FORM WW IMS-004 Contractor Induction Checklist is completed in full and the form sent as soon as possible to the Management Systems Co-ordinator.
- The Management Systems Co-ordinator will ensure that the information provided is recorded on Western Water's Approved Contractor list. A letter will be sent annually to the contractor requesting their information be verified and updated.

##### Contractors

- All Western Water contractors will be subject to Western Water's Induction program for Contractors.
- They must not commence work until they fill out WW IMS-015/1 Permit to Work or a Risk Assessment that is approved by the employee engaging the contractor.
- The contractor must ensure that all information required for **FORM WW IMS-004** Contractor Induction Checklist is provided to the Western Water employee providing the induction or Western Water's Management Systems Co-ordinator.
- **The contractor will be suspended off the approved contractor list if their services have not been used in a 12 month period or have not provided the most current insurance details.** The contractor will then be required to complete Western Water's Quality, Environmental, O.H&S Induction again.

**Responsibility:** *Management Systems Co-ordinator*

**Review:** *Any changes to O.H&S legislation will generate an immediate review.*

#### Audit Records

FORM WW IMS-004 Contractor Induction Checklist, Western Water's Approved Contractor list

**Procedure Owner:** *General Manager Sustainability*

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### WESTERN WATER OVERVIEW

#### VISION

To be a leading service provider working with our community towards a sustainable future.

#### EQUAL EMPLOYMENT OPPORTUNITY

Western Water is an equal opportunity employer.

Western Water is committed to providing a work environment, which is fair and equitable, free of discrimination and sexual harassment.

#### SMOKE FREE WORKPLACE

Western Water's policy is to minimise risks to health by providing a smoke-free environment for all employees. Smoking is not permitted in Western Water offices, buildings or vehicles.

#### OCCUPATIONAL HEALTH AND SAFETY

Western Water has a comprehensive Occupational Health and Safety Management system with a policy committed to providing and maintaining a safe and healthy working environment for its employees, contractors and the general public. A copy of the O.H&S policy is included in this induction.

Staff and contractors are required to take reasonable care for their own health and safety and the health and safety of others in accordance with the provisions of the Occupational Health and Safety Act 2004 and Western Water policies and procedures.

#### SAFE WORK PERMITS / RISK ASSESMENT / ENVIRONMENTAL ASSESMENT

All contractors will be required to complete a Permit to Work, Environmental Assessment, Risk Assessment or Job Safety analysis prior to commencing work.

#### REPORTING OF HAZARDS AND INCIDENTS

Unsafe conditions must be reported immediately to the Contractor and to Western Water. If an incident or hazard has the potential to cause further injury or damage, it becomes the contractor's responsibility to report such incidents to Western Water and any other person who may be affected. The hazard must be reported to Western Water *immediately* using the Hazard Report Form included in this induction.

All incidents involving personal injury, medical treatment or property damage should be recorded and investigated by the contractor and reported to Western Water *immediately* using the attached form Western Water Incident Report Form included in this induction.

Incidents notifiable to WorkCover must also be immediately reported to Western Water. Refer to the attached WorkCover Incident Notification Procedure and WorkCover Incident Notification Form included in this induction.

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### HEALTH AND SAFETY TRAINING

Section 21(2)(e) of the Occupational Health and Safety Act requires you

**“to provide such information, instruction, training to employees of the employer as is necessary to enable those persons to perform their work in a way that is safe and without risks to health”.**

Contractors will demonstrate evidence of records of training and competencies of employees (licences, permits, and certificates). Western Water will **only** use the services of contractors who are qualified for the work to be carried out and hold current WorkCover and Public Liability insurances. It is the contractor’s responsibility to provide details of currency of qualifications and insurances and make them available on site as well.

Western Water reserves the right to remove those contractors who do not comply with the above requirements from the Approved Contractors list.

### EMERGENCY EVACUATION

The most important aspect of an emergency is the safety of human lives.

When working at Western Water sites, ensure you are aware of the individual site’s Emergency Management Plan and assembly area.

### HAZARDOUS SUBSTANCES

Contractors will be required to provide evidence to demonstrate safe handling and storage of hazardous substances. Material Safety Data Sheets (MSDS) must be maintained on site for all chemicals used.

### ENVIRONMENTAL MANAGEMENT

#### Environmental Management

Western Water has an Environmental Management System with a policy committed to provide its services on an ecologically sustainable manner and ensure compliance with relevant regulations, particularly maintaining and operating its supply system to ensure adherence to sound environmental practices. Western Water’s approach to environmental management seeks continuous improvement in performance by taking account of evolving scientific knowledge, adopting best practice environmental management and seeking to meet community expectations. The policy is attached for reference.

#### Environmental Assessment

All contractors are expected to adopt practices, which minimise adverse impact on the environment. Any waste generated during the work undertaken should be disposed by the contractor appropriately. Before undertaking the work the contractor should take precautions against any potential spill of chemicals, sediment discharge, noise generation, fumes, native vegetation etc. It is acknowledge that not all the activities undertaken by contractors at Western Water will have an environmental impact.

#### Reporting Environmental Incidents

Contractors shall inform any incident which could cause an environmental impact to a Western Water staff member.

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### GENERAL SAFETY GUIDELINES

These general safety rules are provided as minimum safety requirements for all Contractors,

Contractors' employees and Sub-Contractors undertaking work for Western Water.

- **Traffic Signs** – Temporary road/traffic warning signs, lights, barricades etc. are to be correctly placed, both for the protection of the worker and the public – in accordance with A.S. 1742.3, or as directed by Western Water.
- Vic Roads approved **safety vests** must be worn by all contractors/employees at all times whilst working on or near roadsides and development sites. Signage must be installed in accordance with the worksite Safety, traffic management Code of Practice and the drawing number referenced in the Risk Assessment or Permit to Work.
- **Personal Protective Equipment (PPE)** including gloves, protective safety glasses, safety helmets, safety goggles, ear muffs/plugs, safety boots, respirators or any other PPE required to carry out work safely must be made available by the contractor and be used where required or as directed.
- **Manual Handling** – correct methods of manual handling in accordance with the Occupational Health & Safety Regulations and Code of Practice for Manual Handling, must be observed at all times. The contractor should be able to demonstrate evidence of documented risk assessments and systems used to control manual handling risks.
- **Intoxicating Liquor/Drugs** – Western Water does not accept the abuse of prescription drugs or the use or possession of illicit drugs. Neither is the consumption of alcohol where it affects customer service, other contractors or employees, work performance, public relations, safety or where it violates the law.
- **Footwear** – Safety footwear must be worn at all times. If there are exceptional circumstances, these will be resolved prior to the commencement of work.
- **Confined Spaces** – only competent persons who have had proper training, authorisation and current licensing shall conduct any Confined Space Entry.
- **Plant Safety** – all necessary rules and regulations consistent with safe operation shall be observed. All plant must have current registration and be maintained to conform to roadworthy requirements and comply with relevant Acts and Regulations.
- **Machine Guards** – guards must be fitted to all machines where appropriate and must not be removed. Any damaged guards must be replaced prior to operation.
- **Housekeeping** – the work site must be maintained in a safe condition throughout the working day and left in a safe manner on completion of each day's operation.
- **Trenching/Excavation** – any excavation over 1.5 metres must be notified to the Victorian WorkCover Authority using the correct notification form. Prior to any excavation the Contractor must verify the location of underground services and take the necessary action to protect services and road assets. All unattended trenches out of hours must be backfilled, fully covered or fully fenced with cyclone fencing panels and must be barricaded in accordance with the Trenching Operations Code of Practice.
- **Working Near Power lines** – when working near powerlines the relevant power supply company should be contacted, a qualified spotter may be required while work is being carried out.
- **Asbestos** – All asbestos work must be carried out in accordance with the Consolidated Regulations 2007 and Western Water's Asbestos procedure.

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**WW IMS-015/1**

**PERMIT TO WORK**

**Permit to Work Conditions**

1. A Risk / Environmental Assessment must be completed prior to work commencing.
2. Failure to comply with legislative requirements, Western Water procedures and permit conditions will lead to cessation of the job.
3. For contractor works they must answer yes to each question before proceeding.

**Risk / Environmental Assessment**

*Hierarchy of Control: 1. Elimination 2. Substitution 3. Engineering 4. Administration 5.P.P.E*

Job / Task	Risk / Environmental impact	Hierarchy of Control 1,2,3,4, or 5	Control Measures to be implemented.

**Contractors**

- Have the contractors received an O.H&S, Quality, and Environmental Induction? Yes / No
- Has a risk assessment been completed prior to work commencing? Yes / No
- Has an environmental assessment completed prior to work commencing Yes / No
- Has contractors qualifications been sighted? Yes / No

Contractors Name	Organization	Valid from: Date / Time	Valid to: Date / Time

**Date:**

**Authorised Western Water employee issuing Permit:**

**Signature of person receiving permit:**



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**Example**

Job / Task	Repair broken water main	
Risk / Environmental impact	Hierarchy of Control 1,2,3,4, or 5	Control Measures to be implemented.
Trenching	3	<ul style="list-style-type: none"> <li>• Install trench shoring for all trenches over 1.5mtrs or bench or batter the trench.</li> <li>• Fill in notification form to WorkCover</li> <li>• Provide silt curtains to prevent sediments</li> <li>• Backfill trench at the end of the working day</li> </ul>
Traffic Management	3	<ul style="list-style-type: none"> <li>• Signage in accordance with Vic Road's C.O.P drawing no. _____</li> <li>• Safety vests worn by all employees working on the road</li> <li>• All vehicles fitted with flashing beacons</li> <li>• Competent employees in Traffic Management</li> </ul>
Working Near power lines	4	<ul style="list-style-type: none"> <li>• Notify power supply company</li> <li>• Spotter required</li> </ul>
Asbestos pipe	4	<ul style="list-style-type: none"> <li>• Work conducted in accordance with WW's Asbestos procedure</li> </ul>
Waste materials	4	<ul style="list-style-type: none"> <li>• All waste materials to be removed from site rather than thrown into trench as land fill.</li> </ul>
Machinery	4	<ul style="list-style-type: none"> <li>• All machinery to be inspected daily and recorded in log book</li> <li>• Machine to be clean from contaminated soil and weeds.</li> </ul>



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### **O.H&S POLICY**

Western Water is committed to providing a healthy and safe workplace for all employees, contractors and visitors. This includes establishing, maintaining and improving safe systems of work, safe plant and equipment together with the provision of appropriate training, competent supervision and safety accreditation. Occupational Health and Safety is both an individual and a shared responsibility of all people in the organisation.

***Management accepts accountability for:***

- So far as is reasonably practicable, providing and maintaining a working environment that is safe and without risk to health
- demonstrating a commitment to O.H&S performance,
- complying with the O.H&S Act 2004 and relevant legislation in providing a safe and healthy work environment,
- maintaining & monitoring of an O.H&S Management System capable of sustaining and continuously improving safety performance,
- consulting and sharing information about health and safety issues and measures that can be taken to eliminate or reduce risks in the integration of O.H&S into all aspects of work,
- effective timely action to resolve O.H&S issues,
- effective risk analyses and consultation occurs with respect to any workplace changes that could affect the health and safety of employees,
- provide resources to meet the O.H&S commitment,
- effective training and information is provided for employees to perform their tasks in a way that is without risk to health and safety,
- the effectiveness of the O.H&S system, through benchmarking and auditing.

***Employees and contractors accept responsibility to:***

- comply with the O.H&S Act 2004, approved workplace O.H&S procedures and require others to do so,
- take reasonable care relating to their own health and safety and that of anyone else affected by their work,
- support and promote improvements in work processes and help reduce or eliminate risks,
- immediately report and rectify if possible and practicable, any hazardous conditions observed, including near misses & incidents.
- actively apply safe work practices by utilising training, resources and information provided.

Adopted by the O.H&S Committee on: 21st June 2007

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**Form WW OHS-008/2 HAZARD REPORT FORM**

**HAZARD NO \_\_\_\_\_**  
*(to be issued by the Management Systems Co-ordinator)*

**Person reporting the hazard**

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Description of the hazard:**

\_\_\_\_\_  
\_\_\_\_\_

**Location of the hazard:**

\_\_\_\_\_  
\_\_\_\_\_

**Suggestion to rectify the hazard:**

\_\_\_\_\_  
\_\_\_\_\_

**Fax to (03) 9218 5534 Attention: Dean Barnett, Management Systems Co-ordinator**

***O.H&S Representatives Report: Signature & Date*** \_\_\_\_\_

***Suggestions to rectify the hazard:***

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***Managers Report: Signature & Date*** \_\_\_\_\_

***Actions to be taken:***

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Person responsible for completing the actions:** \_\_\_\_\_

**Completion date:** \_\_\_\_\_ **3 monthly review due in:** \_\_\_\_\_

**Review date:** \_\_\_\_\_ **Comments:** \_\_\_\_\_

**Signature & Date** \_\_\_\_\_



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**FORM WW OHS-011/4**

**INCIDENT NO: \_\_\_\_\_**

**WESTERN WATER INCIDENT / NEAR MISS REPORT**

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**DATE OF BIRTH:** \_\_\_\_\_ **TEAM:** \_\_\_\_\_

**DATE & TIME OF INCIDENT:** \_\_\_\_\_ **DATE OF REPORT:** \_\_\_\_\_

**WITNESS:** \_\_\_\_\_ **REPORTED TO:** \_\_\_\_\_

*(This Incident report must be forwarded to the Management Systems Co-ordinator,  
Payroll department or the H.R Co-ordinator within 24hrs of the Incident)*

**BRIEF DESCRIPTION OF WHAT HAPPENED AND WHERE:** \_\_\_\_\_

**(For all musculoskeletal injuries a manual handling assessment must be completed. WW OHS-029/1)**



**(for all back injuries medical advise must be obtained)**

**1) Circle the part of the body affected.**

**2) Explain the injury.**

**Eg. Sprain/laceration/ burn/ bruising or other.**

**NOTE: If you are feeling any discomfort due to the injury please go and receive**

**HOW COULD THE INJURY BE PREVENTED:** \_\_\_\_\_

**MEDICAL/FIRST AID ATTENTION REQUIRED: YES/NO TYPE:** \_\_\_\_\_

*If medical treatment is required Western Water will require you to provide information from your medical provider in relation to your capacity to work. A Return to Work plan will be developed incorporating the medical advise.*



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CEASED WORK (Date & Time) \_\_\_\_\_ RETURNED TO WORK (Date & Time) \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**O.H&S REPRESENTATIVES REPORT**

**(For all musculoskeletal injuries a manual handling assessment must be completed. WW OHS-029/1)**

\_\_\_\_\_  
 \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**MANAGER'S REPORT**

ACTION TO BE TAKEN: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

ROOT CAUSE OF INCIDENT: \_\_\_\_\_

BY WHOM: \_\_\_\_\_ COMPLETION DATE: \_\_\_\_\_

MANAGER'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**REVIEW**

**CONTROL MEASURES SATISFACTORY YES/NO**

**CONSULT WITH INJURED PERSON TO CONFIRM. IF NOT SPECIFY ADDITIONAL CONTROLS.**

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_



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**FORM WW OHS-011/2**

### WORKCOVER INCIDENT NOTIFICATION

*PHONE 132 360*

*OH&S (Incident Notification) Regulations apply to you if you are:*

- An employer
- Self employed, and/or
- In charge of prescribed equipment at an equipment site and there is an incident which has or could have led to death or serious injury.

*Notice of Incident:*

*The employer must notify WorkCover immediately after the employer becomes aware of an incident at a workplace, which results in -*

- (a) The death of any person; or
- (b) A person requiring medical treatment within 48 hours of exposure to a substance; or
- (c) A person requiring immediate treatment as an in-patient in a hospital; or
- (d) A person requiring immediate medical treatment for –
  - i. the amputation of any part of his or her body; or
  - ii. a serious head injury; or
  - iii. a serious eye injury; or
  - iv. the separation of his or her skin from underlying tissue (such as degloving or scalping); or
  - v. electric shock; or
  - vi. a spinal injury; or
  - vii. the loss of a bodily function; or
  - viii. serious lacerations.

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### *Notice of Dangerous Occurrence*

*The employer must notify WorkCover immediately after the employer becomes aware of an incident at a workplace, which exposed a person in the immediate vicinity of the incident to an immediate risk to the person's health and safety through –*

- (a) The collapse, overturning, failure or malfunction of, or damage to, any item of plant listed in item 2 of Schedule 2 of the Occupational Health and Safety (Plant) Regulations 1995; or
- (b) The collapse or failure of an excavation or of any shoring supporting an excavation; or
- (c) The collapse or partial collapse of any part of a building or structure; or
- (d) An implosion, explosion or fire; or
- (e) The escape, spillage or leakage of any substance including dangerous goods as defined in the **Dangerous Goods Act 1985**; or
- (f) The fall or release from a height of any plant, substance or object.

### **PRESERVING A FATAL INCIDENT SITE**

At a fatal site nothing may be disturbed unless directed by a WorkCover inspector or:

- § Aiding an injured person involved in an incident
- § Protecting the health and safety of any person.
- § Taking essential action to make the scene safe or to prevent a further occurrence of an incident.



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**FORM WW O.H&S-011/2**

### WORKCOVER INCIDENT NOTIFICATION

#### PROCEDURES

#### DURING BUSINESS HOURS

1. Notify Western Water office immediately:

**Phone: 0417 375 906 Dean Barnett Fax (03) 9218 5534**  
**(03) 9218 5405 Payroll department Fax: (03) 9218 5444**

2. Supply incident report to the above office *no later than 24 Hours* after the incident.

#### AFTER BUSINESS HOURS

- 1) Notify WorkCover on **132 360** immediately.
- 2) Notify Duty Officer on **0418 517 664**
- 3) Supply incident report no later than when the office is first re opened.

#### **FAILURE TO COMPLY WITH THE REGULATIONS**

Fines leading up to \$40,000 for the company and \$10,000 for the individuals per offence.

#### **References:**

- WorkCover Incident Notification Guide.
- OH & S (Incident Notification) Regulations 1997.
- Equipment (Public Safety) (Incident Notification) Regulations 1997.

*Further Information can be obtained from the Management Systems Co-ordinator and/or Payroll.*



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**FORM WW O.H&S-011/3**

## WorkCover Incident Notification Form

for Occupational Health and Safety (Incident Notification) Regulations 1997 or

Equipment Public Safety (Incident Notification) Regulations 1997

**Person submitting details**

**Name:**

**Tel No:**

**Date:**

**Date of incident:**

**Time of incident:**

**\*Employer/self employer:**

OR # Person/organisation:

**Business address:**

**Place/location where incident occurred:**

**Name of employer of deceased/injured person(s), if any, if different from above:**

**Brief description of incident (Give details of the type of injury, if any, caused by the incident):**



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**Details of injured person(s)**

**Name:**

**Sex:**

**Residential address:**

**Date of birth:**

**Tel No:**

**Occupation/job title/description    Employee/contractor/member of public**



**Work activity being undertaken at time of incident (identify any plant, substance or equipment)**

**Person(s) who saw incident or first came to scene:**

**Action taken/intended, if any, to prevent recurrence of incident:**

*\* Only applies to the Occupational Health and Safety (Incident Notification) Regulations 1997*

*# Only applies to the Equipment (Public Safety)(Incident Notification) Regulations 1997*



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### Environment Policy Statement

Western Water's vision is "to be a leading service provider working with our community towards a sustainable future".

Western Water, as the provider of water supply, wastewater and recycled water services, has a fundamental role in environmental health. Western Water aims to provide its services on an environmentally sustainable basis for the benefit of current and future generations.

#### **Implementation**

Western Water will act at all times in an environmentally responsible manner to reflect community value and Government Policy. To achieve this Western Water will:

##### ***Interact with the community***

- Work with the community and customers on environmental issues regarding water resources and catchment management.
- Lead and inform customers on the importance of environmental management including the promotion of water conservation throughout the community.
- Actively participate in regional planning, and pursue outcomes that will ensure sustainable water and wastewater issues are always considered.

##### ***Deliver sustainable services***

- Manage all water and wastewater treatment facilities so that they satisfy all statutory environmental requirements as a minimum.
- Develop strategies to meet ongoing regulatory needs.
- Maintain and operate our supply system to ensure adherence to sound environmental practices.
- Conduct environmental assessments for major projects and consult with the community and other stakeholders.
- Through a documented Environmental Management System (EMS) develop objectives and targets to monitor performance.
- Actively identify and manage environmental risks and adverse impacts and respond immediately to environmental incidents.
- Develop strategies through environmental management programs that address new projects and activities and drive continuous improvement.

##### ***Empower our people***

- Communicate through training and periodic communiqué to staff and contractors their responsibility for environmental management and Western Water's commitment to sound environmental practices.
- Expect all staff to prevent and avoid pollution and adopt the EPA's waste hierarchy.
- Encourage staff participation in community environmental projects.
- Develop strategies objectives and targets that will drive continuous improvement in environmental management.

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## **Integrated Management System |**

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### **Quality Management System Policy**

#### **Purpose**

To document the Quality Management System policy of Western Water and to set out arrangements for communication and review of the policy.

#### **Standard**

ISO 9001:2000

#### **Definitions**

Nil

#### **Policy**

#### **Application of the Policy**

This policy is applicable to Western Water in all its operations and functions including those situations where employees are required to work off site. The policy applies to Western Water staff and to all contractors and sub-contractors engaged by Western Water.

#### **Consultation**

Western Water is committed to consultation and co-operation between management and direct and indirect employees.

#### **Communication of the Policy**

All personnel, including contractors, are to receive information about the policy at induction.

#### **Authorisation**

Managing Director

**Responsibility: Management Systems Co-ordinator**

#### **Review Team**

- Manager Water Systems
- Management Systems Co-ordinator
- Managing Director
- All General Managers

This policy will be reviewed annually.

#### **Audit Records**

- Induction training content
- Induction records

**Procedure Owner: Managing Director**

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## **Integrated Management System |**

**Document Title: Quality, Environmental, O.H&S Induction for Contractors WW IMS-004**

### QUALITY MANAGEMENT SYSTEM

Western Water's Board of Directors and Senior Executives are committed to Quality in all aspects of its operations and it will be delivered through all position levels. The objectives of the Quality system are to be communicated to our customers, stakeholders, suppliers, contractors and the general community.

The Quality Manual describes the basis for Western Water's operations and ensures that customers and relevant statutory requirements will be consistently met. The International Standard 9001:2000 provides the structure of the quality system that is implemented throughout all areas of the Western Water.

To achieve and maintain accreditation to ISO 9001:2000, Western Water shall subject its entire operations to both internal and external (third party) audits in accordance with the Standard.

In concert with our established Mission, Vision, Customer Charter, customer focus and enhancing customer satisfaction will shape our Quality Planning and Objectives to achieve the organisations goals.

The organisation attaches great importance to Quality for all the services it provides and therefore will allocate the necessary resources to facilitate the training and materials required to empower our people in the quest for Quality excellence.

The Quality elements and procedures outlined in this Quality Manual describe how the system is to be applied to all sectors of the business. They will ensure internal and external customer requirements are recognised and that consistent control of these requirements is established, implemented, maintained and audited against the standard.

The Quality Management system is to be periodically reviewed to ensure relevance, resource needs and continual improvement.

The management System Co-ordinator is charged with ensuring the promotion and awareness of customer requirements throughout the organisation.

The Quality Management System forms part of the Integrated Management System.

#### **Controlled Document**

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