

**Issue Resolution Procedure**



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# Issue Resolution Procedure

## Purpose:

This procedure will ensure that health and safety issues are managed and resolved as quickly as possible and that the safety of all concerned is preserved.

## Scope:

This procedure applies to the resolution of any health and safety issues arising from any aspects of the Car Wash operation.

## Procedure:

| Process | Methodology | Records/Evidence |
| --- | --- | --- |
| Identification of Issue | Report health and safety issue to Health and Safety Rep (if applicable) and/or Management. | * May be no written evidence.
 |
| Cease work if the issue presents a clear and immediate risk to health or safety. | * May be no written evidence.
 |
| Initial Resolution | Meeting of staff member(s), Health and Safety Rep (if applicable) and Management to discuss issue and develop corrective actions. | * Health and Safety Meeting Record OR
* Hazard Report.
 |
| Record the issue and corrective actions on a Hazard Report form. | * Hazard Report.
 |
| A temporary corrective action may be implemented to allow work to continue with no risk to health or safety. | * Hazard Report.
 |
| If issue is unable to be resolved and Management, staff member(s) or the Health and Safety Rep (if applicable) judge that there is a clear and immediate risk to the health and safety of staff, contractors or others, the associated work shall cease immediately. | * Internal memo.
 |
| Involvement of Workplace Health and Safety Authority  | Management, Health and Safety Rep (if applicable) or other workers involved in the issue may call Workplace Health and Safety Authority to arrange a visit if they feel the issue remains in dispute. | * Record of phone call/ letter.
 |

\*Refer to Issue Resolution Flowchart on the following page for further information.

# Issue Resolution Flowchart

Employees Identify Issue

Management Identifies Issue

Discuss Issue

Identify Relevant Parties

Inform Health and Safety Representative or Worker Group

Yes

Resolution

No

Immediate Threat

Stop work directed by Health and Safety Rep/Management

Yes

Stop work Disputed by Management

No

Yes

No

Call State Workplace Safety Authority

Record Resolution

Report to Health and Safety Committee

Communicate Resolution to Employees

Health and Safety Rep officially asks for improvement to be made within a specified time frame

Yes

Resolution

No