

**Health and Safety Management System Manual**

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**Prepared By :**

**15A Higgins Hill Drive**

**Maiden Gully 3551**

**Ph: 0407519351**

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# Health & Safety Policy

*(Enter Insert Business Name)* has established a commitment to the management of health and safety in the workplace by managing risk as well as developing and involving our most important assets, our staff.

This commitment includes:

* Ensuring continual improvement aimed at the elimination of work-related injury and illness;
* Identifying hazards and implementing and reviewing effective risks controls:
* Documenting, using and reviewing safe work methods;
* Reviewing procedures to ensure they remain appropriate and effective;
* Complying with all relevant legislation, regulations, standards and codes of practice that are applicable to this organisation;
* Consulting with all staff members (and the community as appropriate);
* Identifying and quickly resolving health and safety issues; and
* Regularly monitoring the health and wellbeing of staff.

Our commitment to our staff includes:

* Developing the skills of all employees to achieve to their full potential; and
* Providing training as required.

Our commitment to our community includes:

* Control of hazards, which may pose risks to the community, environment or property.

This policy is reviewed to ensure it remains relevant and appropriate to the organisation.

# Purpose and Scope

**Purpose**

The purpose of this manual is the establishment of guidelines for the management of safety across the business functions *Insert Business Name*. This OHS Management Plan describes:

* The occupational health and safety responsibilities of management and other persons/organisations.
* The management systems will be applied to promote and support occupational health and safety throughout all Insert Business Name operations.
* Guidelines and systems for performance monitoring to ensure compliance with this plan and applicable Legislative Acts, Regulations, Codes of Practice/Compliance Codes and Standards.
* The objectives inherent in this plan are the development and implementation of occupational health and safety management systems based on the principles of risk management and consultation to as far as reasonably practicable ensure the health and safety of all employees, independent contractors and their employees, the general public and the protection of facilities, plant, equipment and the environment.

**Scope**

The Safety Management System has been developed to cover all business units within Insert Business Name and all areas of operation. The majority of works are undertaken in Northern Victoria and Southern NSW with due diligence being completed to comply with all requirements of the Victorian and NSW jurisdictions that they operate in.

# Procedures

**PRO-01. Accident Incident Management and Notifications**

**Purpose:**

To ensure that all accidents, incidents and near hits are managed effectively, reported, notified and investigated and that appropriate corrective action is taken to minimise the recurrence of such events.

**Scope:**

This procedure applies to accidents, incident and near misses in relation to injury to workers, customers or members of the public; and/or damage to property; and/or environmental damage from any Car Wash operations.

**Procedure:**

Refer to PRO-01. For the detailed procedure.

**PRO-02. Bullying and Harassment**

**Purpose:**

To identify behaviour and conduct which is unacceptable and to provide a healthy and safe environment at our Car Wash by eliminating or reducing as far as reasonably practicable occurrences of bullying, discrimination, harassment or vilification of employees, contractors, clients and the public.

**Scope:**

This procedure is applicable to all staff, contractors, clients and visitors involved in any way with the Car Wash.

**Procedure:**

Refer to PRO-02. For the detailed procedure.

**PRO-03. Chemical Management**

**Purpose:**

To ensure that dangerous goods and hazardous substances are stored and handled in a safe manner that minimises the risk of injury, environmental impact or property damage

**Scope:**

This procedure applies to all chemicals classed as dangerous goods or hazardous substances used at the Car Wash.

**Procedure:**

Refer to PRO-03. For the detailed procedure.

**PRO-04. Confined Spaces**

**Purpose:**

This procedure outlines the requirements for the management of entry into confined spaces in workplaces with the intention of minimising risks to health and safety from any potential hazards associated with the entry. This procedure applies to all identified confined spaces at all workplaces, to staff and contractors.

**Scope:**

This applies to all confined spaces where work may be undertaken including trenches, pits, tanks, pipes and other similar enclosed or partially enclosed spaces.

**Procedure:**

Refer to PRO-04. For the detailed procedure.

**PRO-05. Consultation and Communication**

**Purpose**

To ensure that there is full employee, client and community consultation and communication in relation to occupational health and safety and other aspects of the business operation.

**Scope:**

This procedure applies to all areas and levels of the organisation and business operation.

**Procedure:**

Refer to PRO-05. For the detailed procedure.

**PRO-06. Contractor Management**

**Purpose:**

The purpose of this procedure is to ensure that all contractors understand:

* their obligations in relation to maintaining a healthy and safe workplace during their work at the Car Wash and to have appropriate insurances in place.
* the work environment related to the project, so they work as safely as possible and to ensure health, safety and environmental issues are known and addressed.

**Scope:**

This procedure applies to all contractors engaged to work for the Car Wash.

**Procedure:**

Refer to PRO-06. For the detailed procedure.

**PRO-07. Emergency Management**

**Purpose:**

To provide a process to respond safely and as quickly as possible to the range of emergency situations likely to be encountered including, but not limited to, fire, release of chemical, gas leakage, structural fault.

**Scope:**

This procedure applies to all emergencies at carwash premises including the involvement of outside agencies such as fire brigade, police and ambulance. Third parties e.g. customers, visitors to premises also come under this procedure.

**Procedure:**

Refer to PRO-07. For the detailed procedure.

**PRO-08. Environmental Management**

**Purpose:**

To review the environmental aspects of the business operation of Car Wash and identify and control all risks to eliminate or minimise any adverse environmental impacts.

**Scope:**

This procedure applies to all operations and activities carried out at the Car Wash.

**Procedure:**

Refer to PRO-08. For the detailed procedure.

**PRO-09. Induction and Training**

**Purpose:**

To ensure that all staff are inducted, and training requirements are identified and met for all employees. Ongoing training and competency requirements will be regularly monitored to ensure all employees meet these requirements.

**Scope:**

This procedure applies to staff inductions and all of the business operations that require specific training requirements.

**Procedure:**

Refer to PRO-09. For the detailed procedure.

**PRO-10. Injury and First Aid Management**

**Purpose:**

To ensure the provision of First Aid services and facilities that enable prompt and effective emergency and initial first aid treatments to any employee who has sustained an injury in the workplace.

**Scope:**

This procedure applies to first aid facilities and injury management at all work areas and should also be adopted for treatment provided to third parties e.g. customers, visitors, contractors injured at the premises.

**Procedure:**

Refer to PRO-10. For the detailed procedure.

**PRO-11. Issue Resolution**

**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:**

Refer to PRO-11. For the detailed procedure.

**PRO-12. Manual Handling**

**Purpose:**

The purpose of this procedure is to ensure the identification, assessment and control of all manual-handling tasks performed by Car Wash staff, in accordance with the requirements of Health and Safety legislation and regulations.

**Scope:**

This procedure applies to all work tasks involving manual handling and is designed to assist employees be protected from the risk of injury due to exposure to manual handling hazards.

**Definition:**

Manual Handling means any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any animate or inanimate object.

**Procedure:**

Refer to PRO-12. For the detailed procedure.

**PRO-13. Plant and Equipment Management**

**Purpose**

To ensure all plant and equipment used is maintained in a safe operable condition to minimise the risk of injury and to ensure effective operation

**Scope:**

This procedure applies to all fixed and movable plant and portable equipment used including hand tools.

**Procedure:**

Refer to PRO-13. For the detailed procedure.

**PRO-14. Risk Management and Control**

**Purpose**

To ensure that all risks associated with the daily operation of the business are identified and controlled and to maintain a safe workplace as required under Health and Safety legislation. Management and employees will be involved in the process to enable the proactive management of all risks associated with the business and work operations.

**Scope:**

This procedure ensures that there is an ongoing and systematic process for the identification and assessment of risks and the development and implementation of risk controls.

**Definitions:**

Risk: Any problem or shortcoming that has the potential to have an adverse affect on:

* the health and safety of workers and others
* the natural environment
* the buildings and facilities of the Car Wash

Procedure: Refer to PRO-14. For the detailed procedure.

**PRO-15. Safety Equipment**

**Purpose:**

To ensure the provision, maintenance and correct use of all safety and personal protective equipment

**Scope:**

This applies to personal protective equipment as well as all other safety equipment at the premises.

**Definitions:**

Personal Protective Equipment (PPE) - Specialized clothing or equipment worn by employees for protection against health and safety hazards. Personal protective equipment is designed to protect many parts of the body, i.e., eyes, head, face, hands, feet, and ears.

Safety Equipment - Any equipment used to reduce risks or minimise the impact of risks e.g., fire fighting equipment, first aid kits, safety signs

**Procedure:**

Refer to PRO-15. For the detailed procedure.

**PRO-16. Working at Heights**

**Purpose:**

To ensure that all working at height is managed so that risks are effectively controlled to prevent falls and other injuries to employees

**Scope:**

This procedure applies to all work tasks that involve working at heights greater than 2 metres.

**Procedure:**

Refer to PRO-16. For the detailed procedure.

# Policies

The following table details the forms that make up the Australian Carwash Association Safety Management System.

|  |  |  |
| --- | --- | --- |
| Form ID | Form Name | Last Review Date |
| POL-01 | Health and Safety Policy | September 2023 |
| POL-02 | Environment Policy | September 2023 |

# Forms

The following table details the forms that make up the Australian Carwash Association Safety Management System.

| Form ID | Form Name | Last Review Date |
| --- | --- | --- |
| Form-01 | Accident Incident Report | September 2023 |
| Form-02 | Chemical Risk Assessment | September 2023 |
| Form-03 | Chemical Safe Use Information | September 2023 |
| Form-04 | Confined Space Risk Assessment Entry Permit | September 2023 |
| Form-05 | Contractor Health and Safety Assessment | September 2023 |
| Form-06 | Electrical Testing and Tagging Intervals | September 2023 |
| Form-07 | Emergency Contact Information | September 2023 |
| Form-08 | Employee Training and Induction Record | September 2023 |
| Form-09 | Evacuation Plan Template | September 2023 |
| Form-10 | First Aid Kit Contents | September 2023 |
| Form-11 | Hazard Report | September 2023 |
| Form-12 | Health and Safety Committee Membership | September 2023 |
| Form-13 | Health and Safety Meeting Record | September 2023 |
| Form-14 | Health and Safety Planner | September 2023 |
| Form-15 | Injury Report | September 2023 |
| Form-16 | Manual Handling Risk Assessment | September 2023 |
| Form-17 | Plant and Equipment Maintenance Log | September 2023 |
| Form-18 | Plant and Equipment Risk Assessment | September 2023 |
| Form-20 | Safe Work Method Statement template | September 2023 |
| Form-20 | Safety Inspection Checklist | September 2023 |
| Form-21 | Training-Information Session Record | September 2023 |
| Form-22 | Vehicle Safety Inspection Checklist | September 2023 |

# Safe Work Method Statements

The following table details the Safe Work Method Statements that make up the Australian Carwash Association Safety Management System.

| Form ID | Form Name | Last Review Date |
| --- | --- | --- |
| SWMS-01 | Car Washing | August 2023 |
| SWMS -02 | Chemical Safety | August 2023 |
| SWMS -03 | Chemical Spills | August 2023 |
| SWMS -04 | Cleaning and Working in Wash Bays | August 2023 |
| SWMS -05 | Driving Guidelines | August 2023 |
| SWMS -06 | Fire Extinguisher Use | August 2023 |
| SWMS -07 | Gas Bottle Safety | August 2023 |
| SWMS -08 | Ladders | August 2023 |
| SWMS -09 | Lockout Tagout | August 2023 |
| SWMS -10 | Manual Handling | August 2023 |
| SWMS -11 | Office Ergonomics | August 2023 |
| SWMS -12 | Power Blower | August 2023 |
| SWMS -13 | Power Tools | August 2023 |
| SWMS -14 | Robbery and Violence | August 2023 |
| SWMS -15 | Trailer Connecting | August 2023 |
| SWMS -16 | Working in Adverse Weather | August 2023 |
| SWMS -17 | Workplace Safety | August 2023 |
| SWMS - 18 | Computer and Workstation Use | September 2023 |
| SWMS - 19 | Electrical Safety | September 2023 |

# Procedures

The following table details the Procedure that make up the Australian Carwash Association Safety Management System.

| Form ID | Form Name | Last Review Date |
| --- | --- | --- |
| PRO-01 | Accident and Incident Management | August 2023 |
| PRO -02 | Bullying and Harassment | August 2023 |
| PRO -03 | Chemical Management | August 2023 |
| PRO -04 | Confined Spaces | August 2023 |
| PRO -05 | Consultation and Communication | August 2023 |
| PRO -06 | Contractor Management | August 2023 |
| PRO -07 | Emergency Management | August 2023 |
| PRO -08 | Environmental Management | August 2023 |
| PRO -09 | Induction and Training | August 2023 |
| PRO -10 | Injury and First Aid Management | August 2023 |
| PRO -11 | Issue Resolution | August 2023 |
| PRO -12 | Manual Handling | August 2023 |
| PRO -13 | Plant and Equipment Management | August 2023 |
| PRO -14 | Risk Management and Control | August 2023 |
| PRO -15 | Safety Equipment | August 2023 |
| PRO -16 | Working at Heights | August 2023 |

# Document Control

**Purpose:**

To ensure that all documents within the Safety Management System are maintained in accordance with this process.

**Scope:**

This process applies to all documents held in the Australian Carwash Association Safety Document Register.

**Procedure:**

The table below sets the guide for how often the documents in this system are required to be reviewed and updated.

| Document ID | Document Type | Review Timeline |
| --- | --- | --- |
| HSM | Health and Safety Management System | 2 years |
| POL | Policies | 1 year |
| PRO | Procedures | 2 years |
| SWMS | Safe Work Method Statements | 2 years |
| Guide | Guides | 3 years |
| Form | Forms | 3 years |
| Document ID | Document Type | Review Timeline |
| HSM | Health and Safety Management System | 2 years |
| POL | Policies | 1 year |
| PRO | Procedures | 2 years |
| SWMS | Safe Work Method Statements | 2 years |
| Guide | Guides | 3 years |
| Form | Forms | 3 years |