

Issue Resolution Procedure

1. Purpose:

The purpose of this procedure is to outline the process for the resolution of health and safety issues using an expedient and effective approach.

2. Scope:

This procedure applies to Cadden Crowe Administrative Staff, Consultants and Contract Workers and complies with relevant State Authorities minimum requirements for Issue Resolution in the workplace.

3. Refer:

1. NSW Occupational Health & Safety Act 2000
2. Victorian Occupational Health & Safety Act 2004
3. Queensland Workplace Health and Safety Act 1995
4. Western Australia Occupational Health & Safety Act 1984
5. Victorian Occupational Health & Safety (Issue Resolution) Regulation 1999

4. Responsibilities:

Principals

Principals are responsible for ensuring that workplace health and safety issues are addressed in a timely and effective manner. This includes:

- Addressing issues reported by Consultants and Administration staff; and
- Addressing issues reported by Consultants of a Contract Worker where they were unable to resolve the issues within their client's issue resolution procedures.

Consultants

Cadden Crowe Consultants are responsible for notifying a Principal of any workplace health and safety issues. This includes;

- Notifying a Principal of any workplace health and safety issue affecting internal Cadden Crowe employees; and
- Reporting and recording any issues raised Contract Workers and Client Representatives.

Administration Staff

Cadden Crowe Administration Staff are responsible for notifying a Principal of any workplace health and safety issue.

Contract Workers

Cadden Crowe Contract Workers are responsible for notifying the Client of any health and safety issues. In the case that the issue is not resolved and/or controlled they should report it to their Cadden Crowe Consultant.

5. Definitions:

None

6. Procedure:

6.1 Issue Resolution Procedures for Administrative Staff and Consultants

Workplace OHS issues or hazards identified by Administrative Staff and Consultants are to be reported to the Principal. If required, discussions should be undertaken with consideration for the following issues:

- Can the hazard be isolated?;

- The location and number of Cadden Crowe personnel affected by the issue;
- Possible or desirable temporary measures that can be undertaken and are appropriate;
- Reasonable timeframes for hazard or risk modifications or corrective actions; and
- An allocated responsible person who may perform and/or oversee the removal of the risk or hazard.

Refer to the Issue Resolution Flowchart (PRO 05 F1) for further guidance. It is recommended that the company gain assistance from an external provider if resolution of the issue raised cannot be achieved.

6.2 Issue Resolution Contract Workers

The following process is undertaken when OHS issues and hazards arise for Contract Workers:

- The Contract Workers shall report the OHS issue or hazard identified to their immediate site supervisor or manager for local resolution procedures as soon as possible;
- If the issue remains unresolved through local procedures the Contract Worker shall report to the Cadden Crowe Consultant as soon as possible;
- In the case that the issue is unable to be resolved by the Client and has the potential to cause immediate harm the Consultant will liaise with their relevant Principal to determine whether the Contract Worker should cease the activity;
- The Cadden Crowe consultant will complete an Accident/Incident Report form (refer to PRO 04 F3) if the OHS issue is deemed as an incident or accident;
- The Consultant will liaise with their Client Representative and attempt to resolve the issue;
- The Consultant will review any controls implemented by the Client Representative as part of their periodic surveillance and inspection of client work environments (refer to Management of Contract Workers Procedure PRO 02).

Refer to the Issue Resolution Flowchart (PRO 05 F1) for further guidance.

6.3 Record Management

Records of any reported OHS related hazards are to be documented via incident reports or diary notes. Documentation and forms are to be retained on either client or contract worker files. The document shall be filed according to office archival procedures.

7. Forms/Checklists:

PRO 05 F1 Issue Resolution Flowchart

PRO 04 F3 Accident/Incident Report Form