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Health, Safety & Wellbeing

Policy & Procedure

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1. PURPOSE & SCOPE

- 1.1 Community Law Waikato (“CLW”) is committed to all reasonable and practicable steps to ensure the health and safety of all those performing work or services, or visiting our premises, or any other persons covered by law.
- 1.2 Health and Safety is everyone’s business, and everyone is expected help with our commitment.
- 1.3 The purpose of this policy is to:
 - Explain key objectives and definitions of the Health and Safety at Work Act (“HSWA”)
 - Identify and outline legal responsibilities (specific to duty holders)
 - Outline policy and procedure to ensure compliance and support CLW’s commitment.
- 1.4 The policy covers all CLW trustees, CLW employees, CLW volunteers, contractors, trainees, and others present at the workplace or other place where work is being carried out. This includes activities or events where attendance is in connection with, or may be reasonably associated with, CLW. For example, professional development and social events.

2. HEALTH AND SAFETY AT WORK ACT 2015

- 2.1 The Health and Safety at Work Act 2015 (“HSWA”) aims to provide for:
 - a balanced health and safety framework that protects individuals from harm
 - constructive participation by unions and employer organisations in promoting improvements to workplace health and safety practices
 - compliance and the provision of health and safety advice and education
 - accountability by persons exercising health and safety functions
 - continuous improvement and progressively higher standards of work health and safety
- 2.4 Pursuant the HSWA, risks must be eliminated or minimised so far as is reasonably practicable in the circumstances.
- 2.5 Duty holders must develop robust policies and procedures that adequately identify risks and elimination or minimisation processes to manage those risks. It also encourages organisations to concentrate on the greatest risks that could cause death or serious injury.
- 2.6 The HSWA also introduces the concept of due diligence. This places a positive duty on senior roles or representatives to be actively involved in health and safety

matters relevant to the organisation to ensure compliance with any duty or obligation.

- 2.7 The HSWA also requires duty holders to have practices in place that provide reasonable opportunities for workers to participate in improving health and safety on an on-going basis. Workplaces with less than 20 workers that are considered low risk are not required to (but still may) have participation systems.

3. KEY DEFINITIONS

PCBU

- 3.1 As above, HSWA introduces the concept of a “person conducting a business or undertaking” (“PCBU”).
- 3.2 Community Law Waikato Trust is the PCBU and has the primary duty of care to ensure, as far as reasonably practicable, the health and safety of all “workers” and anyone else who could be put at risk by CLW services including places of work.

Workers

- 3.3 “Worker” is broadly defined and includes an employee, volunteer, tradesperson, trainee, person gaining work experience, and anyone carrying out work influenced or directed by the PCBU.

Officer

- 3.4 The HSWA defines an “officer” in relation to a PCBU as a person occupying a position in relation to the business or organisation that allows the person to exercise significant influence over the management of the business such as directors or comparable positions. Accordingly, CLW trustees and managers are “officers”.

“Due Diligence” Duty

- 3.5 An “officer” must exercise “due diligence” to ensure that the organisation complies with its health and safety responsibilities. This means that an officer of a PCBU must exercise the care, diligence, and skill that a reasonable officer would exercise in the same circumstances, taking into account (but without limitation) the nature of the business or organisation and the position of the officer and the nature of responsibilities undertaken by the officer. This duty is stipulated in detail further below.

“Reasonably Practicable”

- 3.6 The HSWA defines “reasonably practicable”. It means that in relation to health and safety, PCBUs must ensure they do everything they are reasonably able to do, taking into account and weighing up all relevant matters including:
- the likelihood of the hazard or risk occurring
 - the likely degree of harm involved
 - what the person concerned knows, or reasonably ought to know, about the hazard or risk and ways of eliminating or minimising it
 - the availability or suitability of ways of eliminating the hazard or risk, and
 - after assessing the extent of the risk and the available ways to eliminate or minimise the risk, the cost associated with those ways including whether the cost is grossly disproportionate to the risk

Emergency Warden

- 3.7 During office hours all incidents / accidents / emergencies must be reported to a manager who is a designated ‘Emergency Warden’.
- 3.8 In the absence of a designated ‘Emergency Warden’, a worker must contact the said person immediately via mobile phone. And if that fails or is not practicable, take whatever reasonable steps necessary to implement standard procedures including contacting emergency services such as Police and or Fire.

HSWA Representatives & Engagement

- 3.9 The HSWA imposes an obligation to elect a health and safety representative(s) or committee. This obligation does NOT extend where work is carried out by fewer than 20 workers. Although volunteers are defined as “workers”, they are not included in the count for this specific requirement.
- 3.11 Where CLW elects to not appoint an official representative, CLW will ensure worker engagement (including volunteer workers). Workers must be encouraged to provide feedback and or raise concerns with a manager at any time. This may be by way of suggested updates to the Hazard Register, feedback in team meetings and or training / update notices or at any other time.

4. DUTY HOLDER RESPONSIBILITIES

PCBU

- 4.1 The CLW Trust Board has the primary duty of care to ensure health and safety as far as reasonably practicable. This includes providing:

- A safe work environment (including systems, structures, services, ventilation, water, facilities) for all workers and others entering the workplace / receiving services; and
- Information, training and supervision to protect people from risks; and
- Opportunities for worker engagement; and
- Monitoring / evaluation of health and safety (including work conditions).

4.2 The PCBU must exercise due diligence to ensure that the organisation meets health and safety obligations. Key elements of “due diligence” require each officer to:

- Understand and keep up to date with health and safety matters.
- Understand the nature of the PCBU’s health and safety related matters.
- Ensure processes (including applicable resources) are in place to manage risk (isolate, eliminate or minimise).
- Ensure that at least one worker holds a current First Aid Certificate.
- Ensure accurate records and appropriate incident reporting
- Ensure compliance with health and safety duties.
- Monitor the performance of the centre in relation to health and safety.
- Ensure that the PCBU has appropriate processes for receiving / considering and responding in a timely way to information regarding incidents, hazards, and risks.

4.3 The CLW Trust Board must ensure ongoing review and update of health and safety policy and at a minimum once every 12 months.

Officers

4.4 Officers are not responsible for the primary duty of care but instead must exercise due diligence to ensure that the organisation meets health and safety obligations.

4.5 CLW officers must adopt best practice as follows:

- Publish a safety vision / statement.
- Maintain a comprehensive Health and Safety Policy.
- Review all health and safety matters including policy / signage / instructions as necessary AND at a minimum once every 12 months.
- Complete a written report about any reviews / assessments / changes.
- Managers must immediately report any notifiable incidents to the CLW Trust Board chairperson.
- Managers must, under any circumstance it deems necessary, recommend an external audit to the CLW Trust Board chairperson.

Workers

4.6 Whilst at work or carrying out work, all workers are expected to:

- Take reasonable care for their own health and safety (including taking necessary rest and meal breaks).
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of others.
- Be familiar with CLW policy and procedure and engage in any related training.
- Be familiar with the hazard register and contribute to any necessary updates.
- Contribute to developing and managing health and safety procedures.
- Comply as far as is reasonably possible with any reasonable and lawful instruction(s) given by the PCBU, Manager(s), Emergency Warden(s) and First Aid Officer(s).
- Use common sense when it comes to keeping work spaces clear of hazards such as spills, trip hazards, and electrical cabling; keeping entry / exits clear; setting desks and chairs to an appropriate height to avoid strain.
- Comply with all legislation and / or regulations.
- Report / discuss all relevant health and safety matters with a manager.

NOTE health and safety includes stress, significant fatigue (including muscle fatigue), and any adverse effects on mental health in relation to exposure to “sensitive/disturbing information” related to work carried out.

5. ACCIDENTS AND INCIDENTS

Stop, Look, Think, Do

- 5.1 Workers and volunteers must adopt a common-sense practice of STOP, LOOK, THINK, DO.
- 5.2 Whilst CLW takes all reasonably practicable steps to ensure health and safety, workers and volunteers must equally do what they can to minimise risk of accident / injury.

Immediate Action

- 5.3 If a CLW employee, officer, or volunteer is involved or within close proximity to an accident / incident this person(s) must immediately take applicable steps such as:
 - Signal for help and if necessary, call 111
 - Notify / get help from a First Aid Officer
 - Notify a manager
 - Implement evacuation procedure (for example explosion, fire or gas)

First Aid Officer / Medical Treatment

- 5.4 At least one CLW employee must hold a first aid qualification and will be a deemed *First Aid Officer*.
- 5.5 A *First Aid Officer* must be the first point of contact for administration of any first aid / medical attention. In the absence of a *First Aid Officer*, a CLW worker must assess the situation and implement practical steps necessary including medical attention by a professional health provider / emergency service.
- 5.6 If a person(s) at the CLW office requires urgent medical treatment beyond basic first aid, the *First Aid Officer* must contact emergency services.
- 5.7 A first aid kit is available in the tearoom.
- 5.8 The *First Aid Officer* is responsible for the security and contents of the first aid kit.
- 5.8 Whether an incident / first aid treatment warrants reporting, please check with a manager.

Reporting & Notifiable Events

- 5.9 Any accidents / incidents, including near misses, must be reported to a manager.
- 5.10 Serious accidents or incidents (for example notifiable events or imminent threats) must be reported verbally AND in writing using the standard Incident Form. Anything else / non urgent must be reported in writing using the standard Incident Form.
- 5.11 The HSWA defines “notifiable events” as any death, notifiable injury or illness or incident.
- 5.12 Unless context requires otherwise, a notifiable injury or illness, in relation to a person means any of the following (if treatment is usually required immediately - other than first aid):
 - treatment as an inpatient in a hospital; or
 - treatment for an amputation of body part, serious head or eye injury or separation of skin from underlying tissue; or
 - treatment within 48 hours of exposure to a substance; or
 - Any serious infection where work is a significant contributing factor; or
 - Any other injury or illness declared by regulations to be a notifiable injury or illness.
 - Exposure to a substance leakage (even without illness or injury)
 - Exposure to an implosion / explosion / fire / steam / shock (even without illness or injury)
 - Exposure to a fall from a height / collapse or overturning of a structure (even without illness or injury)

- 5.13 A PCBU must notify all “notifiable events” as soon as possible after becoming aware. This can be done via telephone or writing.
- 5.14 Managers must notify the CLW Trust Board chairperson immediately and assist with the process of complying with WorkSafe instructions.
- 5.15 Any sites associated with a notifiable event must be isolated and left undisturbed until formal WorkSafe reporting is completed.
- 5.16 Managers must also record notifiable events using the standard Incident Form.
- 5.17 A record of a notifiable event must be kept for at least five years from the date on which notice is given.
- 5.18 Managers must report any crime related incidents to the Police (subject to any WorkSafe procedure / instructions).

6. HAZARDZ & CONTROL

Hazard Identification and Register

- 6.1 Managers must review hazards including potential hazards on a regular basis.
- 6.2 A *Hazard Register* must be maintained and displayed at the CLW office for all workers, volunteers, and the public.
- 6.3 Workers must notify a manager of any potential hazards not already on the register, or any on the register that require update.

Hazard Control & Procedure

- 6.4 The *Hazard Register* must identify, in short, the control for each hazard. Any detailed procedure must be communicated / displayed / directed at the CLW office.

7. HARRASMENT, DISCRIMINATION, BULLYING & VIOLENCE

- 7.1 CLW has a ZERO tolerance policy with regards to any form of harassment, discrimination, bullying and violence (“Prohibited Behaviour”).
- 7.2 All clients, workers and other individuals CLW engages with can expect to be treated with respect and courtesy.
- 7.3 CLW will ensure all reasonably practicable steps to prevent, detect, investigate, report and resolve any *Prohibited Behaviour* (including complaints).
- 7.4 CLW will ensure a clear, transparent and fair process when dealing with any form of / complaint about *Prohibited Behaviour*.

- 7.5 All workers must be familiar with and comply with their personal responsibilities pursuant applicable laws including but not limited to the HSWA, the Human Rights Act, the Lawyers and Conveyancers Act and Conduct and Client Care Rules.
- 7.6 NOTE the policy applies:
- when on CLW premises; and
 - when outside of CLW premises if engaged by CLW (for example when attending professional development activities, social events, or education presentations); and
 - between workers (for example at social events outside of the workplace).

Definitions & Expectations

- 7.7 *Prohibited Behaviour* includes behaviour between coworkers (including volunteers and managers), between workers and clients, and between workers and members of the public (for example a lawyer from another organisation).
- 7.8 Behaviour includes the use of language (written or spoken), the use of digital or visual material and physical behaviour.
- 7.9 The following definitions apply:

Bullying

Means repeated, and unreasonable behaviour directed towards a person or people that is likely to lead to physical or psychological harm.

Harassment

Intimidating, threatening, or degrading behaviour directed towards a person or group that is likely to have a harmful effect on the recipient; and includes repeated behaviour but may be a serious single incident.

Racial Harassment

Behaviour that expresses hostility against, or contempt or ridicule towards, another person on the ground of race, ethnicity, or national origin; and is likely to be unwelcome or offensive to that person (whether or not it was conveyed directly to that person).

Sexual Harassment

Subjecting another person to unreasonable behaviour of a sexual nature that is likely to be unwelcome or offensive to that person (whether or not it was conveyed directly to that person); or

A request made by a person of any other person for sexual intercourse, sexual contact, or any other form of sexual activity, that contains an implied or overt promise of preferential treatment or an implied or overt threat of detrimental treatment.

Violence

Violence of any kind including physical, psychological, sexual abuse / assault.

Complaints & Investigation

- 7.10 A worker who wants to report or make a complaint about *Prohibited Behaviour* may do so either verbally or in writing to manager and or the Chairperson of the CLW Trust Board. Verbal complaints will require written confirmation.
- 7.11 A manager who receives a verbal or written report or complaint must immediately refer it to the Chairperson of the CLW Trust Board.
- 7.12 Intimidation, victimisation, discrimination or any form of retaliatory conduct in response to a report or complaint will be treated as potential misconduct and disciplinary action will follow.
- 7.13 The immediate priority upon receipt of reports or complaints is to ensure the safety of all involved. A manager and or the Chairperson will assess the circumstances and advise those involved of the applicable steps / options forward.
- 7.14 The CLW Trust Board must proceed with investigation and must do so in accordance with legal responsibilities pursuant but not limited to the Privacy Act, the Employment Relations Act and the Lawyers and Conveyancer's Act.
- 7.15 An investigation by the CLW Trust Board may be subject to other investigations or procedures (including anything pending) by another entity such as the New Zealand Law Society or NZ Police.
- 7.16 The CLW Trust Board will take into account the complainant's wishes (including withdrawal of a complaint and privacy). However, the investigation and course of action will be subject to any overriding duties such as mandatory reporting (to the Police and the Law Society) and health and safety (HSWA, the Human Rights Act and the Employment Relations Act).
- 7.17 Parameters of confidentiality does not prevent CLW from using or disclosing any material necessary to instigate or defend any legal proceedings or make submissions in relation to any enquiry or complaint, to refer a matter to the police or to make a mandatory report to the Law Society under the client care rules.
- 7.18 Anyone involved in a report or complaint is entitled to legal representation and a support person(s).
- 7.19 The CLW Trust Board may appoint an independent investigator if deemed necessary.
- 7.20 Any workers who are approached during an investigation will be advised of the purpose of the inquiry and the fact that their statement/s may be a formal record.
- 7.21 A worker who has made a report or complaint will be informed of the progress and the outcome, subject to confidentiality and other legal considerations.

Prohibited Behaviour by Clients

- 7.22 If a client's conduct amounts to *Prohibited Behaviour* or is threatened, a CLW worker must notify a manager immediately.
- 7.23 The *Conduct and Client Care Rules* allows a lawyer to end a retainer with a client if *Prohibited Behaviour* has occurred. The rule extends to anyone associated with CLW (not just the lawyer assigned). This is consistent with CLW's duty pursuant the HSWA, Human Rights Act and the Employment Relations Act.
- 7.24 Terminating client instructions without permitted and genuine grounds could amount to a breach of professional duty. A manager must approve it.
- 7.25 Depending on the circumstances, a client file may be reassigned to another worker but only if it alleviates any potential health and safety risk AND is practical.

Mandatory Reporting

- 7.26 CLW has a designated lawyer(s) who are responsible for annual and other reporting obligations. Specifically, a designated lawyer must:
 - Notify (within 14 days) if there is a written warning or dismissal due to *Prohibited Behaviour* OR if any person leaves CLW having been advised within the previous 12 months that it intended to investigate that person's conduct in relation to *Prohibited Behaviour*.
- 7.27 All lawyers have mandatory professional reporting obligations in relation to *Prohibited Behaviour*. Lawyers are expected to familiarise themselves and comply with their obligations.

Support Services for CLW Workers

- 7.28 A CLW worker effected by *Prohibited Behaviour* may seek support from a range of independent sources including but of course not limited to those promoted by CLW.
- 7.29 CLW will display a list of current external support services. A worker may approach a manager at any time to discuss these options further.
- 7.30 A lawyer who is the subject of a complaint may contact a member of the New Zealand Complaints Advisory Panel for free and confidential advice. A lawyer subject to a Law Society complaint will receive notice of the process.

8. GENERAL SAFETY AROUND OFFICE & CLIENTS / PUBLIC

Office Access & Doors

- 8.1 After-hours access by a worker must be approved by a manager.
- 8.2 Access card / codes / keys are permitted for use by only CLW workers (with restrictions on volunteer access).
- 8.3 During business hours, a minimum of two workers must be present at all times.
- 8.4 The internal door by the reception counter must be locked at all times.
- 8.5 The front door must be locked at all times outside reception / business hours.

Security Alarms

- 8.6 All workers must take a security alarm for all public / client contact at CLW.

Client Contact

- 8.7 Except for standard offsite client contact (mediation, outreach clinics, Court etc), any other offsite client contact must be approved by a manager.
- 8.8 A worker must not provide their personal contact / address to a client (including prospective and previous clients).
- 8.9 A worker must immediately report any obsessive, aggressive or otherwise prohibited behaviour by a client (including prospective and previous clients).

Outreach / Other offsite Protocol

- 8.10 When offsite, workers must adopt and adhere to all CLW health and safety policy and processes as far as reasonable practicable. There may be variations based on specific offsite circumstances / facilities.
- 8.11 Workers must also familiarise themselves with and adhere to any specific offsite health and safety protocol.
- 8.12 A worker who observe / experience offsite health and safety protocol / circumstances / facilities that are inadequate, must report this to a manager immediately.

Trips / Falls / Heavy Items

- 8.13 Workers must adopt a safety awareness attitude in and around the office including taking care when rushing / opening doors, reaching for overhead items / equipment and lifting heavy items.

Smoking / Vaping

- 8.14 The CLW office and surrounding areas are smoke free / vape free zones. A designated smoking area is available.

Chemicals & Electrical

- 8.15 Workers must adopt a safety awareness attitude with regards to chemicals / electrical equipment including but not limited to; switching off electrical equipment before unplugging it, not overfilling or using old / damaged / faulty powerboards.
- 8.16 Workers must immediately report any faulty / sparking / smoking electrical equipment to a manager.

9. WELLBEING & MENTAL HEALTH

- 9.1 CLW is committed to individual wellbeing, including positive mental health.
- 9.2 CLW must develop and maintain strategies to support individual wellbeing for employees and volunteers. For example wellbeing grants, flexible work arrangements, learning and development plans / activity, and external support avenues.
- 9.3 CLW workers must, at all times, conduct themselves in a manner that contributes to the positive wellbeing of others. This includes but is not limited to treating each other with respect.
- 9.4 Managers must monitor the wellbeing of individual employees and volunteers. This will be achieved by both informal conversation and formal performance reviews. Equally the PCBU must monitor the wellbeing of managers.
- 9.5 Employees and volunteers must be encouraged to disclose / discuss personal wellbeing that affects or may affect their ability to do their work or their relationship with other workers. Disclosure may be to a manager or the Chairperson of the CLW Trust Board.
- 9.6 An employee or volunteer must be encouraged to partake in a de-brief process in the event of coming across or dealing with sensitive / disturbing work-related content / information. The purpose of a de-brief is to gauge the impact on a worker and applicable support that could be offered.
- 9.7 External support avenues available to staff are those referred to in this policy under (see Support Services for CLW Workers).

10. REMOTE WORK / WORKING FROM HOME

- 10.1 CLW health and safety obligations extend to any CLW workers' remote workspace.
- 10.2 CLW employees and volunteers who wish to work remotely must get approval from a manager.

- 10.3 A *remote work self-assessment* must be completed to show that you have taken practicable steps to ensure that:
- Lighting, noise, and air quality is suitable.
 - The workstation & equipment is suitable and safe.
 - The remote work environment is suitable and safe.
 - No action or inaction while working causes harm to others.
- 10.4 Approved workers are required to sign and return the *remote work agreement*.
- 10.5 It is expected that you will maintain a safe remote workspace and notify a manager of any potential hazards or wellbeing concerns (see hazards, risks & controls).
- 10.6 A worker must report any accidents / incidents / injury / illness (as outlined in this policy), using the standard Incident Form.

11. EMERGENCY PROCESS / EVACUATION

Emergency Wardens & Instructions

- 11.1 CLW must designate a minimum of two Emergency Wardens at all times.
- 11.2 Emergency Wardens are responsible for leading emergency instructions.
- 11.3 If a Warden is absent during an emergency, and if practical to do so, they must be contacted via mobile phone. Otherwise, workers must implement emergency procedures including calling emergency response services.
- 11.4 Emergency Wardens duties:
- Immediately ASSESS and DECIDE the best course of action.
 - Tell a manager (if circumstances permit).
 - Contact / coordinate emergency services.
 - Give CLEAR and LOUD instructions to everyone in the office.
 - If safe to do so, check and clear all spaces (including bathrooms).
 - Account for all staff and volunteers in assembly area.
 - Tell emergency services about anyone who needs assistance.
 - Coordinate re-entry once / if cleared.
 - Complete any necessary reports.

Emergency Assembly Point

- 11.5 An emergency assembly point must be clearly notified / displayed throughout the CLW office.
- 11.6 In the event of an emergency evacuation, workers and visitors must gather and remain in the assembly area until otherwise instructed.

Emergency / Evacuation Procedure

- 11.7 Emergency Procedure / Evacuation must be clearly notified / displayed throughout the CLW office.
- 11.8 All workers and volunteers must receive regular training / refreshers about emergency procedure.

Appendix: HAZARD & CONTROL REGISTER

Hazard	Harm	Likelihood	Control /Policy
Aggression / Violence / Threats	SERIOUS (Injury / Death)	Likely	Safety alarms. Lockdown procedure. CLW Policy (client contact, offsite work, security, after-hours access) Training and refreshers about de-escalation / emergency / lockdown procedures.
Alcohol and Drugs	MINOR/MODERATE Injury / Death	Unlikely	CLW Drug and Alcohol Policy. HR / Policy, Training, Screening & Supervision.
Bomb Threats / Attack	SERIOUS Injury / Death	Unlikely	Emergency Policy and Procedure. Training and refreshers about de-escalation / emergency / lockdown procedures.
Computers	MINOR Injury / muscle fatigue	Likely	HR, breaks, appropriate furniture and equipment.
COVID-19 / Flu / Colds	MINOR/MODERATE Illness / Spread of infection	Likely	COVID / Wellbeing Policy. HR, sick leave policy / entitlement / remote flexibility.
Earthquake	SERIOUS Injury / Death	Unlikely	Emergency Policy and Procedure. Training and refreshers about emergency procedures.
Electrical / Spark / Fire	MINOR/MODERATE Electrocution / Burn / Death	Likely	Equipment Checks. Follow equipment instructions carefully. Don't overfill powerboards. Report any sparks or power surges to the Emergency Warden. Do not attempt to put out an electrical fire (unless instructed by emergency services). Emergency Policy and Procedure. Training and refreshers about de-escalation / emergency / lockdown procedures.

Complex Client Needs	SERIOUS Threats of self-harm	Likely	CLW Policy. Training and refreshers about de-escalation / confidentiality / mandatory reporting / emergency response options.
Harassment at Work	SERIOUS Assault / Intimidation	Likely	CLW Zero tolerance policy and complains process. Mandatory monitoring and reporting. Culture Attitude / Development.
Kitchen Risks	MINOR Burns, cuts & other	Likely	Kitchen protocol. Training / reminders. First Aid available.
Photocopier chemicals	MINOR Burns	Unlikely	Protocol and training.
Stress / Burnout	MINOR/MODERATE Illness / absence	Unlikely	HR, wellbeing policy, toil and leave policy & supervision.
Tripping hazards (boxes chairs, mats, cabling)	MINOR/MODERATE Injury	Likely	Safe equipment (ie step ladder, wheel lift), shelves fastened, low heavy storage, tidy spaces, caution signage.
Driving (work related)	SERIOUS Injury / Death	Likely	Vehicle and Travel Policy.
Windows – no safety catches	SERIOUS Falls/ Injury / Death	Unlikely	No permanent fixtures near windows in interview rooms.
Unsafe / Broken Toys	SERIOUS Injury / Death	Unlikely	Reception team to check regularly / replace.
Trapped in Elevator	MINOR/MODERATE	Unlikely	Use your mobile phone to signal for help (either call our reception or 111). Do not attempt to open the doors. Do not attempt to climb through partially open doors. Keep any other persons with you calm and report immediate health concerns immediately.

