

CONVOY

T R A N S P O R T

CONVOY TRANSPORT PTY LTD

Occupational Health and Safety



Amendment Issue Resolution Policy Issue #: 1 Revision #: 0
Record

Reviewed by: Jason Haywood Approved by: Jason Haywood
Managing Director Managing Director

Issue Resolution Policy

Purpose:

The objective of this policy is to ensure that all OHS issues arising in the workplace are resolved in an efficient, timely and suitable manner to enable a safe and healthy work environment to be maintained at Convoy Transport Pty Ltd. This policy will provide a practical framework to enable the resolution of any work health, safety or welfare (OHS) issue that may arise at Convoy Transport Pty Ltd.

Policy:

Convoy Transport Pty Ltd will adhere to the guidelines and requirements of the OHS legislation and follow a process of natural justice to resolve any OHS issues raised in the workplace.

In attempting to resolve any OHS issue, Convoy Transport Pty Ltd will have regard to relevant matters, including, but not limited to:

- The degree and immediacy of the risk to workers or other persons affected by the OHS issue;
- The number and location of workers and other persons affected by the OHS issue;
- Corrective measures (temporary and/or permanent) that must be implemented to resolve the issue, using appropriate mechanisms to eliminate and control risks;
- Who will be responsible for implementing the resolution measures;
- Consultation between all parties involved and affected by the OHS issue.

Workers will not be penalised in any way due to a safety issue being raised and actioned at Convoy Transport Pty Ltd.



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Issue Resolution Procedure

Responsibilities:

At Convoy Transport Pty Ltd the **Organisation is responsible** for ensuring that:

- There is an effective Issue Resolution Procedure and associated mechanisms in place that meet legislative requirements;
- All workers are trained and familiar with, have access to and participate in the Issue Resolution Procedure and associated mechanisms, when required, while working at Convoy Transport Pty Ltd; and
- Review of the Issue Resolution Procedure is conducted as required.

Supervisors/Managers are responsible for:

- Informing workers and others about the requirement to actively participate in, and follow, the Issue Resolution Procedure and associated mechanisms whilst working at Convoy Transport Pty Ltd;
- Ensuring that all relevant workers are adequately trained in how to follow and action the Issue Resolution Procedure in the workplace;
- Conducting, and enabling, Issue Resolution when required with all workers and work groups; and
- Maintaining records required by legislation relating to Issue Resolution.

The **HSR/OHS Manager/Coordinator** is responsible for:

- Maintaining and reviewing the Issue Resolution Procedure as required;
- Ensuring all workers have access to adequate Issue Resolution information and mechanisms and that they actively participate in Issue Resolution when required in the workplace;
- Informing and consulting with the Organisation/CEO regarding Issue Resolution as necessary;
- Maintaining formal, approved Issue Resolution mechanisms and records required by legislation; and
- Seeking assistance from the Regulator when required, as per the Issue Resolution Procedure Flow Chart and the requirements of legislation.

All workers are responsible for actively participating in and following reasonable directions in respect of Issue Resolution whilst working at Convoy Transport Pty Ltd, when required.

Informal Issue Resolution Procedure: A workers who wishes to raise an OHS hazard/concern should first discuss the issue directly with their supervisor or manager. The Supervisor/Manager will:

- Consider and investigate the issue, including contacting other relevant workers at Convoy Transport Pty Ltd who may be able to assist with resolving the OHS issue;
- If possible, implement, or arrange to be implemented, actions to address the hazard/issue, as soon as practicable;
- Consult with and inform the worker who raised the issue of the outcome of the investigation and all corrective actions;

- Ensure that a *Hazard Report Form* has been completed and is retained as a record of the issue and the outcome and resolution; and
- Monitor and review the issue at an appropriate and agreed time to ensure there is no repeat of the issue.

If the OHS issue is resolved satisfactorily at this stage, then there is no need for further action.

If the OHS issue is NOT resolved at this stage, it will be progressed to the Formal Issue Resolution Procedure. Refer to the Issue Resolution Procedure - Flow Chart.

In the event of immediate serious risk to workers: In the situation when a definite and immediate safety hazard is perceived, and the issue is considered urgent and serious, the worker or HSR will inform the relevant supervisor, who will call an immediate halt to the work whilst the issue is investigated.

In the event the Supervisor/Manager fails to agree about the degree of risk present or the supervisor is not available, a HSR or a worker from that work group will direct affected workers (and any other persons who may be affected) to withdraw from the alleged hazard and will then inform the appropriate manager and the Organisation of the actions that have been taken pending a full investigation.

Work will not resume until it has been agreed that the hazard has been controlled and no longer presents an unacceptable risk to the safety and health of workers and others. Alternative duties may be found for those workers affected.

Refer to Figure 3. Issue Resolution Procedure Flow Chart.



