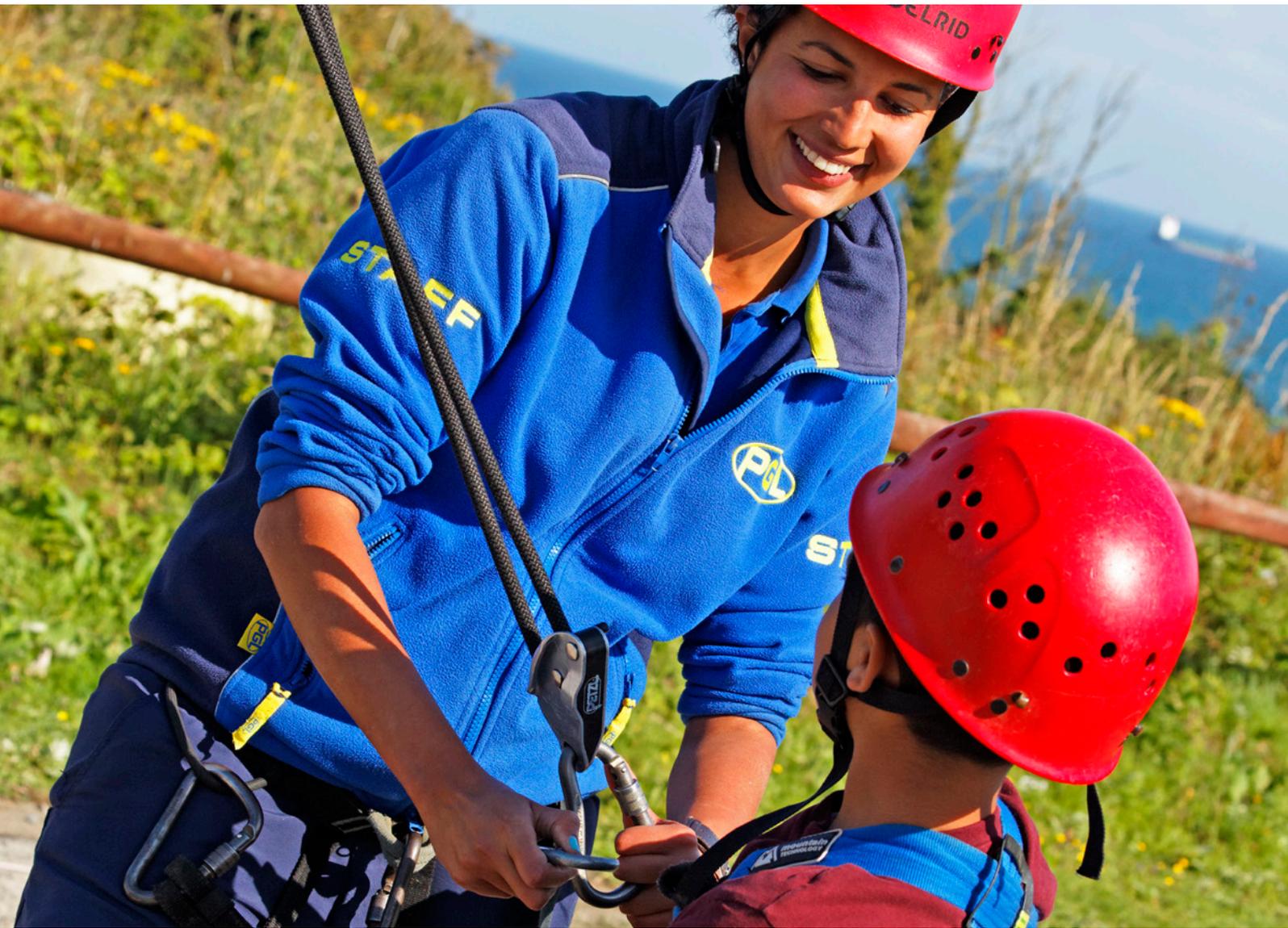


PGL Australia

health and safety at work



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PART ONE:

General Statement of Policy

PGL Travel is committed to providing a healthy and safe working environment for all employees, clients and co-workers.

We recognise that the successful management of health and safety contributes to overall performance in a quality business. The organisation considers health and safety issues to be as important as commercial considerations.

The Company, therefore, is committed to:

- Compliance with all relevant statutory requirements and expects employees to do the same.
- Developing a positive health and safety culture, which is under constant review, throughout the organisation.
- Make available relevant training and equipment, together with information necessary to ensure the health, safety and welfare of employees.
- Ensure that all employees are kept fully aware of their responsibilities under this policy and that an effective employer/employee consultation facility exists.

Every employee has a responsibility for his or her own safety and for the safety of others and a duty to co-operate with the employer, by:

- Working safely and following the specified Codes of Practice.
- Using the protective equipment provided.
- Complying with all safety procedures.
- Reporting defects in the workplace.
- Reporting all accidents and assisting in subsequent investigations.

Failure to co-operate will be treated as a serious breach of the Contract of Employment and disciplinary measures could be taken.



Richard Sanders
Operations Director

January 2014.

PART TWO:

Definition of Responsibility – Organisation for Carrying out the Policy

The hierarchy of health and safety responsibility diagram (see page 7) demonstrates how the safety management process is monitored throughout the organisation.

The Operations Director is ultimately responsible for all matters of health and safety directly associated with PGL. There is a core of company senior managers who in turn hold specific responsibility for safe operating practice within their own area.

Specific Responsibilities within Areas

1. Residential Centres

The responsibility in this element includes;

- a.) Operating standards at PGL centres
- b.) Training needs for centre operations and Head Office
- c.) Property management
- d.) Equipment supply and purchasing
- e.) Transport arrangements
- f.) Legal affairs

Operating Standards

Following comprehensive risk assessments, local operating procedures are developed and implemented. We clearly define the competencies required of all staff undertaking different levels of responsibility at our centres.

Training Needs

Working closely with all centre managers and Head Office managers, training needs are identified and facilitated by the centrally based Human Resources Team. The Learning and Development department maintains a consistent standard of training delivery across all centres and Head Office, to ensure a level of staff competence that's appropriate to the pastoral and technical services they are required to deliver.

Property Management

The Centre Manager and his or her team are responsible for:

- i) The safety of the fabric of the properties and their occupants including any building and maintenance workers employed or contracted by the company.
- ii) Any property development undertaken.
- iii) The implementation of all fire precautions and safety measures.

Equipment and Purchasing

The PGL Purchasing Manager ensures all equipment carries a CE (European Standard) marking or Australian equivalent where this exists.

Catering

The Group Catering Manager ensures that the PGL food safety policy meets and exceeds current legislation and best practice.

Legal Affairs

The Operations Director is responsible for ensuring adequate business insurance is in place and will be the primary contact for any liability claims.

They will ensure all relevant information is passed to Head of Safety and Standards to ensure appropriate cascading of relevant information.

2. Health & Safety Advice & Co-ordination

The Head of Safety and Standards ensures that PGL centres and operations meet or exceed legal and industry standards.

Responsibilities include;

- Develop, implement and monitor robust quality and safety delivery and auditing processes.
- Develop H&S guidelines and training curriculum for use in operating manuals, courses etc.
- Develop effective reporting and monitoring processes.
- Provide PGL staff with prompt, efficient advice and assistance in resolving H&S issues.
- Obtaining technical advice where necessary.

General Duties – All Line Managers:

In addition to the above, it is the responsibility of all line managers to

- Monitor their area of responsibility and ensure the company Health and Safety Policy is being fully implemented at all times
- Seek advice from the company Head of Safety and Standards if in doubt, or when necessary.
- Commit to and comply with all moves to progress safety matters within their remit.
- Hold and manage risk assessments for their area where necessary.
- Carry out audits of their area of responsibility where appropriate.
- Ensure that any specific legislation associated with their remit is adhered to.
- Ensure that any agreed best practice, in the absence of legislation, or in addition, is followed.
- Ensure that staff responsibilities are fully adopted by their department. These include:
 - Reading and understanding Health and Safety Policy
 - Being responsible for personal health and safety and that of colleagues
 - Raising any issues with line manager or via safety representatives

PART THREE:

Arrangements for Carrying out the Policy

1. Communication and Consultation

There are a number of formal company-wide groups for communicating health and safety matters; minutes are available for all employees.

- **Board Meetings**

Health and Safety is a standard agenda point at quarterly board meetings.

- **The Health and Safety Committee**

Chaired by the Head of Safety and Standards, the Health and Safety committee consists of members in the hierarchy reporting to the director functions, as specified in the diagram. The committee meets quarterly to consider reports from all departments.

Objectives:

1. To support the development of PGL's Safety Management System and associated procedures and codes of practice.
2. To receive regular reports* from all areas of the business focussing on
 - Changes in legislation and industry best practice.
 - Compliance concerns.
 - Implications of accidents, incidents and near misses.

* This will assist with ensuring that the business maintains a focus on Health and Safety management across all departments and locations
3. Inform the Board of Directors of health, safety and welfare policy matters through the publication of committee meeting minutes.
4. The Committee also provides a forum for discussion of health and safety matters that are of broad interest, including new legislation.
5. Review the Health and Safety Policy.

- **Centre Based Meetings**

All Centres have a monthly department meeting chaired by the centre manager which includes a section on Health and Safety. All of these meetings produce minutes, which are available company-wide. This approach provides the platform for consultation between staff at a variety of levels on a regular basis, in a formal recognised manner.

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2. Additional Policies

There are a number of additional policies which address specific hazards, these include:

- Risk Assessment Policy
- Infection Control Policy
- Open Door Policy
- Fire Policy
- Child Protection Policy
- Major Serious Incident Policy
- COSHH Policy
- Fit for Work Policy
- Equality and Diversity Policy
- Manual Handling Policy
- Vehicle and Driving Policy
- Blood-Borne Viruses Policy
- Incident Reporting Policy
- Smoke Free Policy
- Control of Contractors
- First Aid Policy
- Workstation Policy – DSE / Welfare Facilities
- Workplace Equipment
- Lone Worker Policy

3. Resources

The company Head of Safety and Standards is the main and initial resource to assist job holders who have specific responsibility for Health and Safety.

4. Specific Arrangements

- Risk assessments are co-ordinated by each job holder with specific safety responsibility. The Head of Safety and Standards guides the process, but the ownership is with the relevant job holder in the safety hierarchy.
- Training needs are normally identified via risk assessment. These might include fire safety, driving, first aid, manual handling and COSHH training as examples.
- Emergency procedures are documented in the Company MSI (Major Serious Incident) document. For incidents of lesser severity, a general accident procedure is included in each employee's induction. Codes of Practice and Centre Manuals explain emergency procedures as appropriate.
- Where auditing takes place, there is an agreed response programme overseen by the Head of Safety and Standards.
- This policy is reviewed annually and in the event of any major incident as defined by the Company Major Incident (MSI) procedure.

Note. This policy is to be explained to each new employee as part of the induction process.