



PGL Travel (Australia)

# Occupational Health & Safety



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### 1. General Statement of Policy

PGL Travel is committed to providing a healthy and safe working environment for all employees, guests, co-workers, and visitors. We understand that we have a responsibility for the Health and Safety of all our staff and guests and we take this responsibility extremely seriously. We recognise that the successful management of Health and Safety contributes to overall performance in a quality business and appreciate that we can never take Health and Safety for granted or become complacent in this area.

The organisation considers Health and Safety issues to be as important as commercial considerations.

PGL complies with all relevant safety regulations such as the Federal & State Occupational Health & Safety Acts, relevant sub acts included in the *Child Protection Act 1999* (Qld) & *Children, Youth and Families Act 2005* (Vic.) and applicable Australian Standards.

PGL is committed to:

- Compliance with all relevant statutory requirements.
- Developing a positive Health and Safety culture throughout the organisation by (a) increasing awareness and engagement and (b) promoting and then sustaining a positive, proactive, culture of 'safety first'.
- Using robust systems to identify and control risk effectively.
- Making available relevant and appropriate training, equipment, and supervision, to ensure the health, safety, and welfare of all those connected to the business.
- Ensuring that appropriate information and guidance is provided to all employees and customers in respect of safe practices, identified risks and hazards and the control measures in place.
- Ensuring that all employees and customers are kept fully aware of their responsibilities under this policy and that an effective employer/employee consultation facility exists.
- Taking effective measures to reduce the number of accidents, incidents and sickness absences which occur, through robust reporting, thorough investigation, and review of safe practices.

This policy is reviewed annually and in the event of any significant accident or incident.

A handwritten signature in black ink, appearing to read 'Anthony Jones', is written over a light blue rectangular background.

Anthony Jones  
Chief Executive Officer

13 January 2021



## 2. Responsibility

### Company Level

Ultimate responsibility for all matters of Health and Safety rests with the Chief Executive Officer and the Board.

### Senior Management Team

Senior managers are accountable for effectively implementing the Health and Safety Policy and demonstrating a clear commitment through visible leadership.

### Head of Safety

The Head of Safety ensures that PGL standards of operation meet or exceed legal and industry standards.

Responsibilities include;

- Developing, implementing, and monitoring robust quality and safety delivery and auditing processes. Where auditing takes place, there is an agreed response programme overseen by the Head of Safety.
- Developing Health and Safety policy, procedures, guidelines, and training curriculum for use in operating manuals, courses etc.
- Developing effective reporting and monitoring processes.
- Providing PGL staff with prompt, efficient advice, and assistance in resolving Health and Safety issues.
- Providing Information and reports to Managers and relevant working groups.
- Obtaining technical advice where necessary.

### Managers

Every manager is responsible for implementing the Health and Safety Policy, procedures and related standards.

Within their own area of management responsibility, they must:

- Show clear leadership and commitment to the Policy, setting a good personal example.
- Implement measures to monitor performance and, where necessary take corrective action.
- Recognise and reward employees who show positive Health and Safety behaviour and encourage employees to suggest improvements.
- Discuss Health and Safety issues regularly at team meetings.
- Seek advice from the Head of Safety if in doubt, or when necessary.
- Commit to and comply with all moves to progress safety matters within their remit.
- Undertake and manage risk assessments for their area where necessary. Risk assessments are co-ordinated by each job holder with specific safety responsibility. The Head of Safety guides the process, but the ownership is with the relevant head of department.
- Carry out audits of their area of responsibility where appropriate.
- Ensure that any specific legislation associated with their remit is adhered to.
- Ensure that staff responsibilities are fully adopted by their department and ensure that employees who blatantly or repeatedly violate Health and Safety standards, procedures and rules are disciplined appropriately.

### Employees

Every employee has a responsibility for their own safety and for the safety of others and a duty to co-operate with PGL by:

- Working safely and complying with PGL policies and procedures.
- Using the protective equipment provided.
- Reporting defects, issues, or concerns in the workplace.
- Reporting all incidents and accidents and assisting in subsequent investigations.

Failure to comply will be treated as a serious breach of Company rules which may lead to disciplinary action up to and including dismissal.



### 3. Arrangements for Carrying Out the Policy

#### a. Residential Centres and Head Office

##### Operating Standards

Under the Management of Federal & State Occupational Health and Safety acts, employers have a legal duty to assess the risks to health and safety from any aspect of their operations. Within our Normal Operating Procedures (NOPs) supported by approved Codes of Practice (ACOPs), we identify the risks, control measures, and clearly define the competencies required of all staff undertaking different tasks at our centres. These are supported in some areas by legislation and regulatory guidance, additionally we have a mechanism for auditing the content and effectiveness of NOPs and ACOPs.

Operational & Peer Managers carry out regular safety checks including and Audit of Activity delivery and facility compliance which includes the Activity Delivery Audit & facility related compliance areas.

External audits which also provide feedback and advice include:

- Food Safety Audit & Licensing conducted & managed by Shire councils.
- Essential Safety Measures.
- ATIC Camp & Adventure Accreditation.
- Specific visits to ensure general Health and Safety compliance.
- HR related visits to audit compliance with prescribed recruitment, induction & critical annual refresher practices.

##### Training Needs

Working closely with Centre Managers and Head Office Managers, training needs are identified and facilitated by the centrally based Human Resources or Learning and Development Teams. Training needs may be identified via risk assessment, statutory requirements, customer feedback, staff feedback, audits, best practice, or industry standards. These might include fire safety, driving, first aid, manual handling and COSHH training as examples.

##### General Wellbeing of Staff

The Mental Health Strategy Group, chaired by the HR Director is responsible for developing an integrated approach to creating and maintaining a healthy workforce, focusing primarily on 3 main areas - protection, promotion, and support.

The Centre Managers are responsible for the Health and Safety and wellbeing of their staff teams on Centres and Heads of Department are responsible for their teams at Head Office. All staff are contractually obliged to be vigilant, raise concerns and work to maintain the Health and Safety and wellbeing of themselves, their colleagues, and their workplace.

The HR department will monitor and report on Sickness Absences.



### Property Management

The Property team in the UK in conjunction with Australian based external contractors provide guidance and technical expertise which in turn develops the policy and procedures for the areas of facilities, grounds and maintenance of centres and offices.

The Centre Managers 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.
- iv) Statutory testing.

### Equipment and Purchasing

The Head of Product Support ensures all equipment sourced and/or purchased centrally meets the appropriate National Equipment Standards where these exist.

Checks on Activity equipment are detailed in the Provision and Use of Activity Equipment policy and Centre Managers are responsible for ensuring that this is carried out. Standards for equipment in Maintenance and Catering are also described in the relevant Policies and are the responsibility of Centre Managers with support from specialist central teams.

### Catering

The Catering Manager forum lead by a Centre Manager ensures that the PGL food safety policy meets current legislation and best practice. External Audits from Local Authorities provide further feedback.

### Transport Arrangements

Centre Managers are responsible for contracting coach operators to facilitate all transport requirements. The Centre Managers will audit coach operators annually, to ensure compliance with our contracted requirements.

### Safeguarding (Child Safe Standards)

The Safeguarding Board, chaired by the Head of Safety is responsible for providing strategic leadership, ownership and oversight of the companies safeguarding policies and procedures and ensuring that safeguarding policies, procedures, and practices remain fit for purpose and sector leading. This is a fixed agenda item at quarterly meeting between the Head of Safety & Australian Director.

Centre Managers are responsible for ensuring that the policies are enacted, and guidance is followed.

### Legal Affairs

The Australian Director is responsible for ensuring adequate business insurance and access to legal advice is in place.



### 4. Communication, Consultation and Resources

There are several formal company-wide groups for communicating Health and Safety matters. All recording and reporting processes comply with General Data Protection Regulations.

#### Line Management

All members of staff have opportunities to raise concerns and discuss issues with their Line Manager. A whistle blowing policy is also in place.

#### Board Meetings

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

#### The Health and Safety Committee

Chaired by the Head of Safety, the Health and Safety committee consists of senior members of staff representing the various business functions. The committee meets quarterly to consider reports from all departments.

Objectives:

- To support the development of PGL's Safety Management System and associated procedures through the committee members' professional input and their critical challenge.
- 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.
- \* These reports will assist with ensuring that the business maintains a focus on Health and Safety management across all departments and locations.
- Inform the Board of Directors of health, safety, and welfare policy matters through the publication of committee meeting minutes.
- The Committee also provides a forum for discussion of Health and Safety matters that are of broad interest, including new legislation.
- Review the Occupational Health and Safety Policy, at least annually.

#### Centre Based Health and Safety Meeting

All Centres have a monthly Health and Safety meeting chaired by the General / Centre Manager. These meetings are minuted 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 manner.

These minutes are reviewed by the Australian Director and other Senior Managers.

#### Safety Notices

Safety Notices are issued when immediate action is required, confirmation of acknowledgment and implementation of the actions required is a requirement. Safety notices can be generated by equipment recalls, changes in policy, accident investigations etc.



### Safety and Standards Newsletters

Safety and Standards Newsletters are issued on a monthly basis and are reviewed at the Centre Based Health and Safety Meeting. Contents include:

- Safety matters including a summary of any Safety Notices Issued.
- Safeguarding.
- Policy and Procedure changes, amendments.
- Product delivery related items.

### Resources

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

Emergency procedures are documented in the Incident Management Policy. 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.

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

- Risk Assessment Policy
- Fire Policy
- COSHH Policy
- Manual Handling Policy
- Child Safe Standards Policy
- Accident, Incident, Child Safe Standards Reporting and Referral Policy
- First Aid Policy
- Lone Worker Policy
- Workplace Mental Health and Wellbeing Policy
- Infection Control Policy
- Fit for Work Policy
- Vehicle and Driving Policy
- Smoke-Free Policy
- Workstation Policy – Welfare Facilities
- Open Door Policy
- Major Serious Incident Policy
- Equality and Diversity Policy
- Control of Contractors
- Workplace Equipment
- Whistle-Blower Policy
- Provision and Use of Activity Equipment Policy