

Work Health and Safety Policy

ACT Cabs Pty Ltd

Version: 1.3



1.0 Purpose of the ACT Cabs Work Health and Safety Policy

The purpose of ACT Cabs's Work Health and Safety Policy and Procedure is to establish and maintain an effective health and safety management system.

ACT Cabs Pty Ltd (ACT Cabs) is committed to implementing a structured approach to workplace health and safety to achieve a consistently high standard of safety performance.

This will assist ACT Cabs meet its obligations in accordance with the *Work Health and Safety Act 2011* (Cth) (WHS Act).

This policy applies to all ACT Cabs workers and to other people at risk from the work carried out at the ACT Cabs Administration Office and ACT Cabs transportation vehicles (taxis).

This document is to be read in conjunction with the ACT Cabs Safety Management System (SMS).

Failure to comply with the requirements of the policy will lead to disciplinary action.

2.0 Work Health and Safety Policy

The following Statement of Commitment and the Implementation of Policy Commitment provide the overarching direction for ACT Cabs in pursuit of workplace health and safety outcomes. These commitments are as follows:

I. Statement of Commitment

ACT Cabs is committed to providing a workplace that enables all work activities to be carried out safely. We will take all reasonably practicable measures to eliminate or minimise risks to the health, safety and welfare of workers, drivers, customers, contractors, visitors, and anyone else who may be affected by our operations.

We are committed to complying with the *Work Health and Safety Act 2011* (Cth) (the Act). We will also comply with any other relevant legislation, applicable Codes of Practice and Australian Standards as far as possible.

ACT Cabs's WHS Policies and Procedures set out the safety arrangements and principles which are to be observed by ACT Cabs and its workers to ensure

compliance with the WHS Act and to provide appropriate mechanisms for continuing consultation and management of WHS matters.

II. Implementation of Policy Commitment

ACT Cabs is committed to ensuring, so far as is reasonably practicable, the health and safety of its workers (employees, drivers, customers, contractors) while they are at work, and that the health and safety of other persons (e.g. visitors) is not put at risk from our operations. This will be achieved by:

- Providing and maintaining a healthy and safe work environment through the implementation of a Safety Management System (SMS). Further information of the ACT Cabs Safety Management System can be found on the ACT Cabs Website here:
<https://www.actcabs.com.au/safety-management-system-sms.html>
- Providing and maintaining a healthy and safe work environment through the implementation of safe work practices, safe systems of work and the provision of safe work equipment.
- Ensuring that workplaces under the control of ACT Cabs are safe, without risk to health, and have safe means of access and egress.
- Routinely consulting in order to maintain effective and co-operative relationships between ACT Cabs and its workers, and with other duty holders, on health and safety matters in the workplace.
- Reviewing, via appropriate mechanisms, the effectiveness of the safety measures taken.

III. ACT Cabs's commitment to providing safe and healthy working environments for ACT Cabs workers includes:

- Providing relevant, up-to-date WHS information to all workers on matters such as workplace safety and their responsibilities.
- Providing assistance in WHS matters where necessary.
- Providing instruction and/or training in work processes where appropriate (e.g. in the ACT Cabs Driver Training Modules and the ACT Cabs Safety Management System (SMS)).
- Developing and implementing strategies which include workplace assessment, hazard identification, and appropriate remedial action to eliminate or control hazards.
- Implementing and maintaining appropriate information and reporting methods.

3.0 Legislative Basis of this Work Health and Safety Policy

- *Work Health and Safety Act 2011 (Cth)*

- *Work Health and Safety Regulations 2011 (Cth)*

4.0 Definitions for terms in this Policy

Terminology/Acronym	Definition
Person Conducting a Business or Undertaking (PCBU)	ACT Cabs Administration as a PCBU has the primary duty of care to ensure: The health and safety of its workers while they are at work The health and safety of other persons is not put at risk from work carried out as part of the conduct of the PCBU.
Officer	The Senior Management for ACT Cabs will usually be Officers under the WHS Act. A person is an Officer under the WHS Act only if they “make, or participate in making, decisions that affect the whole, or a substantial part, of the business of the corporation; or who has the capacity to significantly affect the corporation’s financial standing”. Whether a person is an Officer or not under the WHS Act will depend on the facts of the particular situation. It is an Officer’s duty to exercise due diligence to ensure that the PCBU complies with its health and safety obligations under the WHS Act.
Worker	The term worker includes office employees, taxi drivers, contractors and subcontractors and their employees, outworkers and trainees.
Other persons	Includes any visitors or taxi customers

5.0 Responsibilities

5.1 ACT Cabs Administration as the PCBU

As the duty holder, ACT Cabs Administration Office as the PCBU must:

- Ensure the health and safety of its workers and others in our workplace;
- Ensure the health and safety of other persons is not put at risk from work carried out as part of its operations;
- Provide and maintain a work environment that is without risks to health and safety;

- Provide and maintain safe systems of work;
- Provide information, training, instruction and supervision;
- Monitor the health of workers and the conditions of our workplaces;

5.2 Specific duties as a PCBU also include:

- Record and notify the NDIS Commission (where NDIS work is being carried out) of any notifiable incidents arising out of the conduct of a worker;
- Consult so far as reasonably practicable with other PCBUs or persons who have a duty in regard to a work health and safety matter;
- Consult so far as reasonably practicable with workers and Health and Safety Representatives at the company on work health and safety matters.

5.3 Managing Director and the Senior Manager

The Managing Director and the Senior Manager are responsible for ensuring that ACT Cabs Administration as well as others affiliated with the ACT Cabs brand comply with any duty or obligation under the WHS Act. This is achieved by these officers exercising due diligence and they must:

- Acquire and keep an up to date knowledge of work health and safety matters;
- Gain an understanding of ACT Cabs's operations and the hazards and risks involved;
- Ensure that information regarding incidents, hazards and risks is received, considered and responded to in a timely way;
- Ensure that ACT Cabs has, and implements, processes for complying with its WHS duties and obligations;
- Verify the provision and use of the resources listed above.

5.34 Team Leaders of ACT Cabs Administration Office (Team Leads)

ACT Cabs team leaders are responsible for providing a workplace that is, as far as reasonably practicable, a safe and healthy workplace for workers and visitors, particularly in the areas of their control. This includes:

- Modelling health and safety leadership
- Demonstrating a commitment to good health and safety performance which may include; talking about safety at regular meetings; ensuring safe work procedures are followed; encouraging workers to report all incidents, hazards and safety concerns promptly and assessing task risk and not allowing an activity to continue until it can be controlled adequately;
- Fostering a strong work health and safety culture where worker input is valued;
- Promoting and implementing ACT Cabs's WHS Policy and Procedure;
- Actively supporting the identification and management of hazards and risks.

5.5 Workers and Taxi Drivers

ACT Cabs Workers must take reasonable care for their own health and safety while they are at work, and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons. They must comply, so far as they are reasonably able, with any reasonable instruction given by their manager. They must also co-operate with any reasonable ACT Cabs policy or procedure which relates to workplace health and safety. On a day to day basis this includes:

- Taking reasonable care to work in a safe manner to the extent of their control over working conditions and methods;
- Making proper use of all appropriate safeguards, safety devices and personal protective equipment;
- Following safe working practices and rules;
- Reporting hazards, accidents and incidents as soon as possible;
- Reporting any notifiable incident under the *Point to Point (Taxis and Hire Vehicles) Act 2016* (NSW) as soon as possible;
- Not under any circumstances, breach road rules or regulations.
- Carry out their duties in a lawful manner.

5.5 Contractors

Contractors, sub-contractors and self-employed persons are defined as “workers” under the WHS Act if they carry out work in any capacity for ACT Cabs. They are required to:

- Comply with the requirements of the WHS legislation
- Have in place any work health and safety policies and programs required under State or Territory safety legislation
- Consult with ACT Cabs about safety matters and comply with ACT Cabs policies.
- If any ACT Cabs employee believes that a contractor may be engaging in an unsafe work practice, they are required to report this issue to their manager.

5.6 Customers and Visitors to the ACT Cabs Administration Office

Taxi Customers and Visitors to ACT Cabs also have responsibilities to abide by our workplace safety rules and procedures. These responsibilities include:

- Taking reasonable care for their own health and safety and for the health and safety of other persons;
- Complying with, so far as they are reasonably able, all reasonable safety directions provided by ACT Cabs staff;
- Reporting all safety related incidents to ACT Cabs staff;
- Ensuring the adequate supervision of any accompanying children;
- Not entering any restricted area of the ACT Cabs Office without authorisation or escort ;

- Not bringing or consuming alcohol or illegal drugs at ACT Cabs workplaces including inside Taxis;
- Not wilfully or recklessly interfering with ACT Cabs property.

6.0 Consultation and Communication Arrangements

6.1 Communication

Open communication between workers and managers is important in ensuring a safe workplace. Therefore, workers are encouraged to:

- Raise WHS concerns and questions;
- Make recommendations and provide feedback on WHS matters;
- Become involved in evaluation of safety issues;
- Participate in WHS related problem solving processes.

It is important that workers help shape decisions about WHS particularly when:

- Identifying hazards and assessing risks;
- Making decisions about ways to eliminate or minimise those hazards or risks;
- Proposing business changes that may affect the health and safety of workers;
- Developing or changing job tasks or safety procedures.

7.0 Training for Taxi Drivers and Office Staff

ACT Cabs has identified WHS training needs based on an analysis of each role.

All taxi drivers and Administration office employees are provided with an Induction Training Module which includes WHS information.

National Disability Insurance Scheme (NDIS): All office staff and drivers who may have access to roles related to the National Disability Insurance Scheme (NDIS) are required to undergo compulsory NDIS training modules prior to engaging in any NDIS related work. Completion of this must be recorded in the approved training register.

Taxi Drivers and Owners: Disability awareness training is also to be conducted as part of the regular updates to the “*Current Driver Training Module*” that requires all taxi drivers and operators to undergo compulsory training to keep them up to date with new technologies, updates to the systems, work health and safety matters and disability awareness training.

Re-Training:

If any taxi driver is found or suspected on reasonable grounds to be non-compliant with their obligations under the *Work Health and Safety Act 2011* (Cth) (WHS Act), ACT Cabs Administration may require the driver to undergo re-training and sit a compulsory quiz or interview until ACT Cabs Administration has reasonable assurance that the driver understands their legal obligations under the Act.

ACT Cabs Administration is committed to ensuring workers are adequately trained for safety sensitive tasks and training will be arranged as required.

WHS training for ACT Cabs workers can be generally categorised into three types:

- I. **Generic WHS Training** – Skills and knowledge which is commonly required, e.g induction training, Safe Driving Skills for Taxi Drivers, office ergonomics, evacuation procedures at the Administration Office.
- II. **Risk Specific WHS Training** - Training required for those persons conducting specific activities or those with a specific risk to health and safety, e.g taxi driver training modules.
- III. **Task Specific WHS Training** - skills which are required depending on the specific hazards and risk, e.g. Taxi Drivers engaged in NDIS related work or in Department of Veterans Affairs (DVA) related work,

7.1 Documentation for Training

- I. **Taxi Drivers:** Documentation for the training of Taxi Drivers is maintained by the ACT Cabs Administration Office. All new drivers are required to undergo compulsory training modules prior to being granted an ACT Cabs Driver PIN that enables them to work off ACT Cabs' dispatch systems. Existing drivers are also required to undergo "Current Driver Training Modules". These training modules include disability awareness training.
- II. **Administration Office Staff:** Documentation for workers at the Administration Office are maintained by the Senior Manager or the Office Lead. All new workers at the Administration Office are required to undergo a training checklist which includes information on work, health and safety and disability awareness training.

8.0 WHS Risk Assessment

The purpose of any WHS risk assessment is to ensure that, for any identified hazards, appropriate control measures are implemented in order to protect workers, contractors and visitors from risks to their health, safety and welfare.

Control measures for WHS hazards should be implemented as required using the following hierarchy of control, in order of preference these measures relate to:

- Elimination (removal of the hazard)
- Substitution (substitute the hazard for something which is less hazardous eg. replace a potential hazard in a taxi like a broken MDT Stand with something that is no longer a hazard e.g. a new MDT Stand)
- Isolation (isolate the hazard from people e.g. place a noisy piece of equipment in another location)
- Engineering (e.g. guarding on machinery that may pose a risk to a driver or administration staff)
- Administrative (e.g. provision of training, policies and procedures)
- Personal protective equipment (e.g. use of masks by taxi drivers when necessary)

9.0 Records

WHS Records are stored electronically in ACT Cabs's Electronic Document and Records Management System (EDRMS).

10.0 Administration Office Emergency Procedures

Emergency Procedures have been developed for the ACT Cabs Administration office and this plan is available in the meals area of the office.

11.0 Hazard & Incident Reporting Procedure

All drivers are required to inform the Administration Office in writing if a hazard/injury/incident occurs as a result of work undertaken on behalf of ACT Cabs, on ACT Cabs premises or whilst on a work break or work travel.

If the event relates to an National Disability Insurance Scheme (NDIS) work then the NDIS Provider Incident Management Policy of ACT Cabs must be followed.

11.1 What should be reported to ACT Cabs Administration?

- All Injuries - events that cause an illness or injury requiring medical action
- All Incidents - events that cause a minor injury of a first aid nature
- All Near-Misses - events that do not cause injury but have the potential to do so

- All Hazards - anything which has the potential to cause ill health or injury.
- Any Reportable NDIS incident as per the ACT Cabs NDIS Provider Incident Management Policy

12.0 WHS Risk Management

WHS risk management is a systematic process of hazard identification, risk assessment, and risk control with the aim of providing healthy and safe conditions for drivers, office workers, visitors and contractors at ACT Cabs.

As required by the WHS Act, ACT Cabs has adopted a risk management approach to underpin its WHS Management System. This approach involves all managers and workers in identifying hazards, assessing and prioritising risks, implementing control measures and reviewing how effective the control measures are.

All workers are responsible for assisting in managing the particular risks associated with their specific work environment. Risk management strategies used by ACT Cabs include:

- Fleet inspections of all vehicles via the ACT Cabs Administration Office;
- Regular & Random checks of vehicles at the Canberra International Airport Taxi Rank or other places;
- Workplace inspections by Senior Management of the ACT Cabs Administration Office;
- Hazard, Near-miss and Incident reporting procedures via the Complaints and Compliments process.
- Incident investigations via the Complaints and Compliments process.

12.1 The Risk Management Process

Step 1: Identify the Hazard

A hazard is a source or potential source of injury, ill health or disease. Hazard identification is the process of identifying all situations and events that could cause injury or illness by examining a work area/task for the purpose of identifying all threats which are 'inherent in the job'.

Step 2: Assess the Risk

Where a new hazard is identified by an ACT Cabs Worker, immediate steps should be taken to notify those at risk of harm and this will be dependent on the nature of the hazard.

Step 3: Control the Hazards

The most important step in managing risks involves eliminating the risk so far as is reasonably practicable, or if that is not possible, minimising the risks so far as is reasonably practicable to prevent death and serious injury.

Step 4: Review the Process

ACT Cabs Administration will continuously review its WHS risk management strategies to monitor and improve control measures and find safer ways of doing things. HSRs will be consulted accordingly.

13.0. Related Policies or Procedures

13.1 Workers are encouraged to read this policy in conjunction with other relevant

ACT Cabs policies, including:

- **ACT Cabs Safety Management System (SMS)**