

Reporting and managing Work Health and Safety (WHS) hazards

Purpose

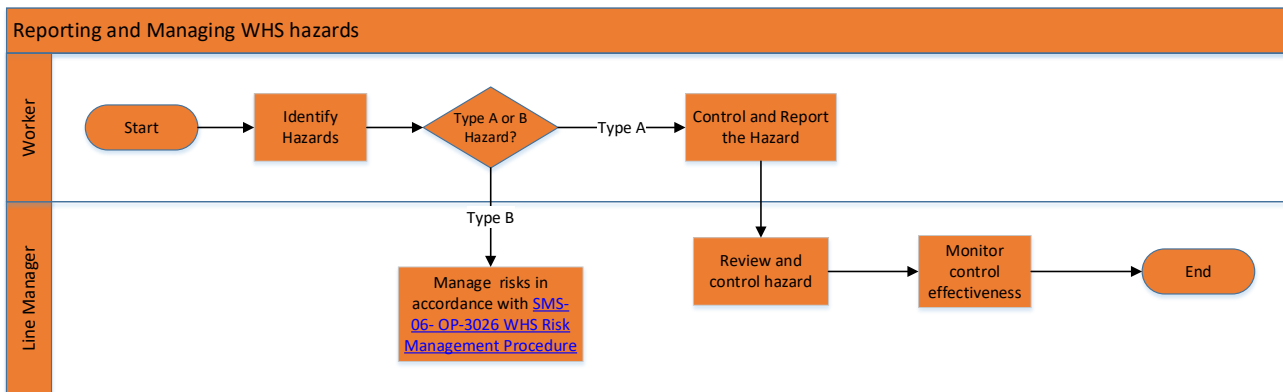
This procedure describes the process for reporting and managing *Type A 'temporary'* WHS hazards¹. These types of hazards are not subject to a structured risk assessment, based on them fitting the criteria of being easily resolved, where safe to do so, using reasonable and practical measures.

Scope

This document is applicable to all Sydney Trains workers involved in the identification, reporting and management of *Type A* hazards at Sydney Trains and third party workplaces.

Out of scope

This procedure does not apply to *Type B 'enduring'* hazards that cannot be controlled immediately. These types of hazards are subject to structured risk assessments and managed in accordance with [SMS-06-OP-3026 WHS Risk Management Procedure](#).



Process description

1. Identify Hazards

Sydney Trains workers must remain vigilant to the presence of hazards that may, if untreated, result in harm to themselves, fellow workers and/or customers.



Note on resolving *Type A* hazards: These hazards can be resolved with minimal effort/investment/control implementation. Based on these characteristics, no document or structured risk assessment is applied to these hazards as shown through the following examples:

A wet floor: this should be cleaned up or, if not possible, a sign should be placed near the wet area highlighting the hazard until it can be rectified.

A damaged chair: the chair should be removed from the workplace and tagged "Do not use". Arrange for the chair to be disposed of as soon as practicable to prevent reuse.

2. Control and Report the Hazard

All Sydney Trains workers shall, where it is safe to do so, take reasonable measures as soon as practicable to report and control the immediate risk presented by the hazard identified in the workplace. In controlling the hazard, workers need to ensure the control measures do not introduce new hazards, implement the most effective action to reduce the immediate risk and report the condition for further action as is necessary to provide a more permanent resolution.

¹ ***Type A 'temporary' hazards*** (e.g. wet floors, blocked fire exits and damaged furniture etc.) that are ad-hoc, temporary in nature and can be resolved with minimal effort/investment/control implementation. These hazards are not subject to risk assessments and are recorded as 'Unsafe Acts' and 'Unsafe Conditions' in SHEM if not related to a Sydney Trains Asset. Hazards relating to a Sydney Trains Asset should be recorded in EAM/FMS (defect).

Type B 'enduring' hazards are typically identified through planned verification activities (e.g. workplace inspections) and recorded in Risk Registers as the outcome of a Risk Assessment. These types of hazards are risk assessed using [SMS-06-FM-4107 WHS Risk Assessment Form](#).

Notes relating to hazard reporting:



- **Type A** hazards should be recorded in SHEM as *Unsafe Act & Unsafe Condition* if they are not related to a Sydney Trains Asset.
- Hazards related to Sydney Trains Assets should be recorded in *Enterprise Asset Management (EAM) / FMS (defect)*. Further information about unsafe acts and unsafe condition and how to report them in SHEM can be found on [SHEM SharePoint page](#).
- Hazards at third-party locations/workplaces should be reported as per the host's established reporting processes.
- For hazards entered into the SHEM ; the nominated Line Managers will be automatically notified via SHEM workflow process through *Transport Equip*.

3. Review reported hazards

Line Managers must review reported hazards and:

- take action to control the immediate risk of the hazard if no action has already been taken;
- determine the further action required to resolve the hazard;
- if further action is required create action using SHEM ;
- brief personnel in the workplace about the hazard controls to be implemented;
- review the hazards identified in SHEM on a weekly basis to ensure currency especially where changes have been introduced; and
- determine if a reported hazard requires a risk assessment and if so, contact the relevant SEQR Safety Team Manager to conduct the risk assessment. If the hazard has been reported at the third party workplace, follow up with the counterpart to resolve the hazard.



Note: When a hazard has been created in SHEM and no action to resolve the hazard has commenced within 10 working days of the initial report, SHEM will escalate the matter one level up the organisational hierarchy.

4. Monitor control effectiveness

Line Managers shall monitor the control measures to ensure they have been implemented properly and have not introduced new risks. This will be achieved by:

- conducting workplace inspections to determine if controls implemented are effective; and
- developing and implementing new controls if they have been assessed as ineffective.

Further information

[SMS-06-OP-3026 WHS Risk Management Procedure](#)

Document control

Document custodian: Senior Manager Safety Management System

Document approver: Director Network Standards, Systems and Quality

Version history

Version	Effective Date	Change notes
2.3	13/07/2020	<ul style="list-style-type: none"> • Reclassification of hazards into Type A and Type B to align with SHEM process; and • Translation of the procedure into the new Sydney Trains' document template.
2.4	28/06/2023	<ul style="list-style-type: none"> • Periodic review. Minor changes - position titles and hyperlinks within the document updated to reflect current organisation structure.