

External reporting procedures need to be established to cover—

- (i) statutory reporting requirements; and
- (ii) stakeholder reporting.

#### **Practical help: Reporting**

Traditionally, reporting has focused on lost-time injuries and not the management system established to implement control of hazards/risks.

Effective reporting should cover the positive steps the organization is taking for hazard identification, hazard/risk assessment and control of hazards/risks and can include—

- (a) reports of levels of conformance with procedures;
- (b) reports on performance against targets;
- (c) reports on improvements made;
- (d) reports on investigation of the underlying reasons for incident occurrences; and
- (e) reports on health monitoring.

#### **4.3.3.3 Documentation**

Documentation is a key part of any management system and should be tailored to the needs of the organization. The organization should establish, implement and maintain information in a suitable medium, such as in print or electronic form, to —

- (a) describe the core elements of the management system and their interaction; and
- (b) provide direction to related documentation.

The range and detail of procedures that form part of the OHSMS would be dependent upon the complexity of the work, the methods used, and the skills and training needed by personnel involved in carrying out the activity.

Operational processes and procedures should be defined and appropriately documented and updated as necessary. The organization should clearly define the various types of documents which establish and specify effective operational procedures and control.

The existence of OHSMS documentation supports employee awareness of what is required to achieve the organization's OHS objectives and enables the evaluation of the system and OHS performance.

The degree and quality of the documentation will vary depending on the size and complexity of the organization. Where elements of the OHSMS are integrated with an organization's overall management system, the OHS documentation should be integrated into existing

documentation. The organization should consider organizing and maintaining a summary of the documentation to—

- (i) collate the OHS policy, objectives and targets;
- (ii) describe the means of achieving OHS objectives and targets;
- (iii) document the key roles, responsibilities and procedures;
- (iv) provide direction to related documentation and describe other elements of the organization's management system, where appropriate; and
- (v) demonstrate that the OHSMS elements appropriate for the organization are implemented.

Such a summary document can serve as a reference to the implementation and maintenance of the organization's OHSMS.

#### 4.3.3.4 Document control

Because OHS documents communicate standards and regulate action, they should be current, comprehensive and issued by an authoritative source.

The organization should ensure that—

- (a) documents can be readily located;
- (b) documents are periodically reviewed, revised as necessary and approved for adequacy by competent and responsible personnel prior to issue;
- (c) the current versions of relevant documents are available at all locations where operations essential to the effective functioning of the OHSMS are performed;
- (d) obsolete documents and data are promptly removed from all points of issue and points of use or otherwise assured against unintended use; and
- (e) archival documents and data retained for legal or knowledge preservation purposes or both are suitably identified.

Documents can be in any medium as long as they are accessible, useful and easily understood.

#### 4.3.3.5 Records and information management

Records are a means by which the organization can demonstrate compliance with the ongoing OHSMS and should cover—

- (a) external (e.g. legal) and internal (i.e. OHS performance) requirements;
- (b) permits to work;
- (c) hazard identification and hazard/risk assessments;
- (d) OHS training activity;
- (e) inspection, calibration and maintenance activity;

- (f) monitoring data;
- (g) details of incidents (cf. Clause 4.3.3.2), complaints and follow-up action;
- (h) product identification, including composition;
- (i) supplier and contractor information; and
- (j) OHS audits and reviews.

A complex range of information can result. The effective management of these records is essential to the successful implementation of the OHSMS. The key features of good OHS information management include means of identification, collection, indexing, filing, storage, maintenance, retrieval, retention disposition and access of pertinent OHSMS documentation and records.

#### **4.3.4 Hazard identification, hazard/risk assessment and control of hazards/risks**

##### **4.3.4.1 General**

All hazards should be identified, hazard/risk assessment conducted then control of hazards/risks should take place. These steps are repeated as part of an ongoing process, especially when there are changes in the workplace, e.g. through the use of new substances or new machinery, or the effectiveness of the control method is being evaluated, (see Figure 2), or there is new knowledge on hazards or changes in legislation.

##### **4.3.4.2 Hazard identification**

Hazard identification is the process of finding all items, activities and situations, products and services, that could give rise to injury or illness.

This would generally involve consideration of—

- (a) the type of injury or illness that is possible;
- (b) the situations or events, or combination of circumstances, that could give rise to injury or illness; and
- (c) the way work is organized and managed.