Essential Processes for
Health & Safety

Health and safety is a hot topic. In the boardroom. In the staffroom. In the media. It's everywhere you turn.

Given you're reading this guide you most likely already know the importance of process and policy in the workplace.

Something that many organizations struggle with is ensuring compliance across these processes and policies.

When talking about compliance we don't mean eliminating every slip, trip or fall in the workplace. These things happen.

What we are aiming for is that when an incident does occur, we have a complete record to refer to. From seeing that preventative measures like inductions and certifications have been signed off. To ensuring that the incident itself was logged and the required follow-up actions have been taken to prevent it happening again.

This doesn't have to be hard. At Flowingly we help organizations just like yours upgrade from paper H&S forms and incident reports. Replacing them with digital forms, automated workflows and real-time progress reports. Accessible straight from your mobile, tablet or PC.

The Flowingly workflows in this guide showcase some of the most simple and effective ways of ensuring compliance across your core health and safety processes.

Whether you're aiming for ISO 45001 or just looking to get the basics up and running, this guide is for you.
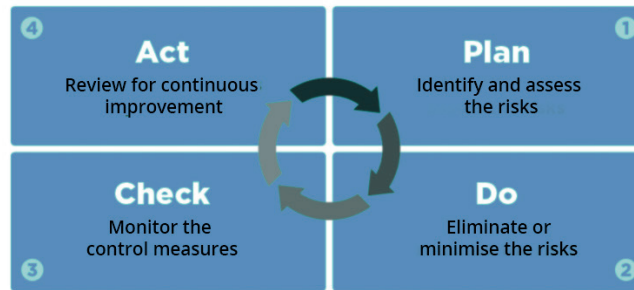

Sean Wallace
CRO

S Wallace

Contents

H&S Processes Control Hazards and Risk in the Workplace

Worksafe New Zealand recommends organizations continuously review workplace health and safety by following the Plan-Do-Check-Act framework.

The Control Hazards and Risks in the Workplace automated process is aligned with this framework and ensures that hazards and risks are identified, reported, assessed, and mitigated as part of daily operations.

This process also completely replaces manual paper-based health and safety forms. Having lots of paperwork does not equal good health and safety. However, having clear, easily accessible, and engaging health and safety processes, enables a positive health and safety culture, and significantly reduces risks in your organization!
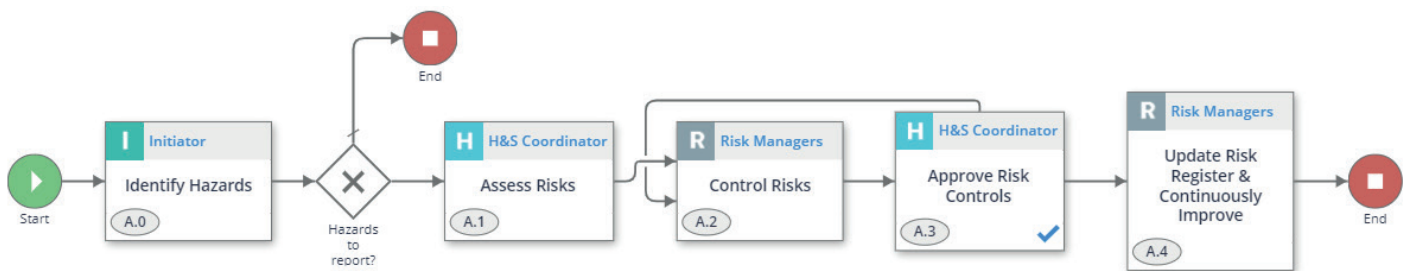
1 Identify Hazards *Initiator*

The process can be kick started by any staff member who identifies a hazard, or as part of a routine health and safety inspection.

A good place to start is analyzing situations that can be an immediate threat or cause harm. These often occur in:

· *The work environment*
· *As a result of how tasks are performed*
· *Plant and materials*
· *Workplace design and management*

2 Assess Risks *H&S Coordinator*

If hazards were identified, then is important that the risks associated to these hazards are assessed. Assess each risk using the Risk Assessment Table to determine:

· *The severity of the risk*
· *The likelihood of the risk occurring*

Then assign the risk to a Risk Manager who will control the identified risk(s).

3 Control Risks *Risk Managers*

The Risk Managers will now receive a notification to control the risks.

It is recommended that all identified risks are completely eliminated from the workplace. However, if this is not possible then risks should be minimized in a practical manner.

R	Control Risks		📅 Due In A Day	
	Waiting for input by Risk Managers for A Few Seconds		02 Dec 2020	

Control Risks

Control Risks

Risk Controls

Risk ID	Control Description	Control Rating
click to edit	click to edit	click to edit

Add Row

Note: What are our Control ratings?

---

4 Approve Risk Controls *H&S Coordinator*

H	Approve Risk Controls	📅 Due In A Day	
	Waiting for input by H&S Coordinator for A Few Seconds	02 Dec 2020	

Approve Risk Controls

Approve Control Measures

Approve control measures and if the measures are inadequate send back to Control Risks

Are all control measures effective?

Yes ▾

Approval

🔵 Approve

⚪ Reject and send back to Control Risks

Once controls are put in place to eliminate or minimize the risks, the H&S Coordinator will review their effectiveness and approve. If some controls are not effective the flow will go back a step, until all controls are found to be effective.

---

5 Update Risk Register & Continuously Improve *Risk Managers*

A risk register is a central database for the organization's risks and controls. This database could live in Flowingly or it might be managed in a different system. Keeping the risk register updated is essential and significantly increases regulatory compliance.

Also don't forget to always look for opportunities for continuously improving H&S in the workplace!

Update Risk Register & Continuously Improve

Update Risk Register & Continuously Improve

Add all identified risk, controls and scores to the Risk Register

What else can we do to continuously improve H&S:

☑ Review activities to identify new risks
☑ Collect more feedback from team
☑ Independent reviews
☑ More frequent inspections and reviews
☑ Improve hazard detection systems

Print   Cancel   Reassign   Comments   Save   Submit

H&S Processes Complete Health & Safety Induction for Contractors

This simple and effective 'Complete Health & Safety Induction' process is designed to set standards, raise awareness of hazards, explain how health & safety is managed, and clarify the part staff play in making sure that they are safe and well.

Organizations that implement clear health and safety processes with the aim of creating a positive health and safety culture, significantly reduce risk and instil the right staff behaviours from day one. This is even more important for organizations that have high staff turnover, particularly temporary workers, and contractors.
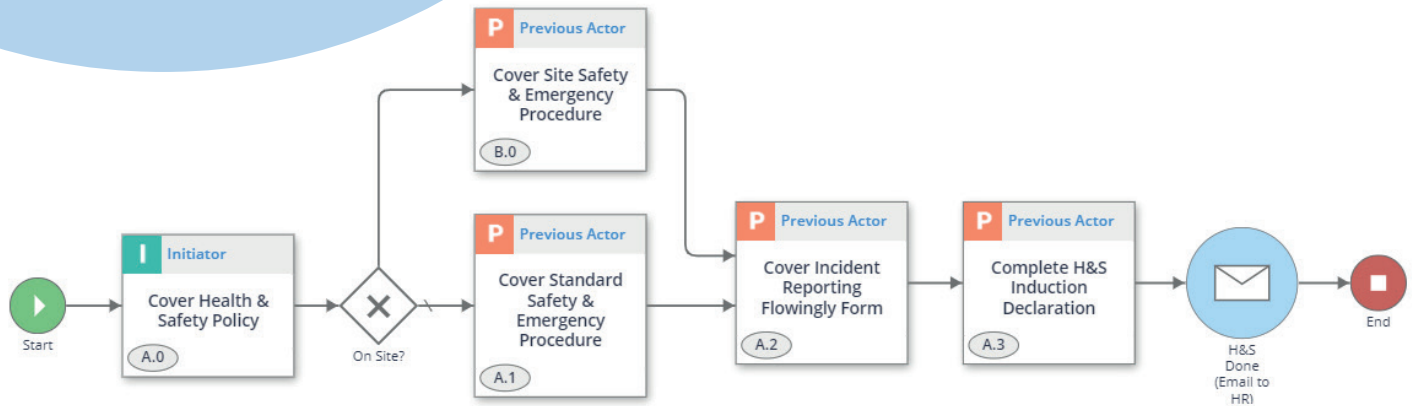
1 Cover Health & Safety Policy
Initiator

A Health & Safety policy usually contains overarching company rules that may govern multiple processes. It is a good idea to provide a link to this document so that it can be reviewed during the H&S induction.

Reviewing the H&S policy not only makes sure that the inductee is clear on their duties and responsibilities, but also clarifies that a strong H&S culture exists within your company.

Cover Site Safety & Emergency Procedures *Manager*

The process can be kick started by any staff member. If the inductee is to work onsite, then it is important to meet them onsite and walk them through your site safety and emergency procedures.

It is important that a link to the detailed site emergency procedure is provided should the inductee want to review these again in the future.

Also, consider linking a video of your site safety and emergency procedures. This can easily be accessed on a mobile device and is a great way to engage busy onsite staff such as contractors and temporary workers.

2.2

Site Safety and Emergency Checklist
- ☑ Show and discuss emergency procedures
- ☑ Complete safety brief
- ☑ Advise safety equipment location (fire extinguishers etc.)

Cover Standard Safety & Emergency Procedures *Manager*

If the inductee is office based, then it is important to provide them with an office safety and emergency procedures overview, on their first day in the office.

It is important that a link to the detailed office emergency procedure is provided should your new colleague want to review these again in the future!

Again, consider linking a video of your safety procedures here. This could be a great way to create more engagement and set the tone for your H&S culture from day one.

3 Cover Incident Reporting Flowingly Form *Manager*

Up next the Manager will demonstrate how incidents can be reported should they ever occur. Clicking on the link will open up a Flowingly Public Form.

This is a separate Flow that can be used to log, investigate, and successfully complete incidents. You don't have to be a Flowingly user to be able to kick start the Incident Reporting form!

Having an incident reporting process in place is an important element of H&S policy and not only ensures that your company stays compliant with the law, but also makes sure that you are continuously improving.

The Incident Reporting process is covered in more detail below.

Cover Incident Reporting Flowingly Form

Show and discuss the Incident Reporting Public Form and procedure to be used for all accidents and near misses.

- Link to Incident Reporting Flowingly Form

Incident Reporting Covered
☐ Tick to complete

Any Incidents to Report?
Please Choose...

If Yes, please record Incident Flow ID (optional)

4

Complete H&S Induction Declaration

Ask Contractor/Employee to sign H&S declaration and co-sign.

Declaration:
I hereby (Employee/Contractor) acknowledge that I have been inducted in health and safety, as outlined in the steps of this Flow. I am aware of my responsibilities.

Employee/Contractor Signature

Sign Above

Complete H&S Induction Declaration *Inductee*

The inductee will now declare that they have been successfully inducted and fully understand their duties and responsibilities as defined in this process.

The Manager co-signing this declaration acknowledges that the inductee has been successfully briefed and reiterates the importance your company places on its H&S culture.

5 Email Summary & Actions *Notification*

Once the H&S induction is completed an automated email summary including the completed tasks will be sent to the HR team.

The completed Flow and the email summary serve as an immutable record of the completed H&S induction and can used for future reporting and review.

H&S Processes **Report an Incident**

This fully automated incident reporting process is designed to enable any of your employees, with or without a Flowingly login, to get involved with effective H&S incident management. Enabling your team to easily be able to log incidents from behind their desk or on a mobile device ensures that no incidents go unreported.

Effectively reporting and managing incidents through to closure not only increases your compliance, it also makes sure that you are continuously improve your processes to prevent reoccurrence in the future.
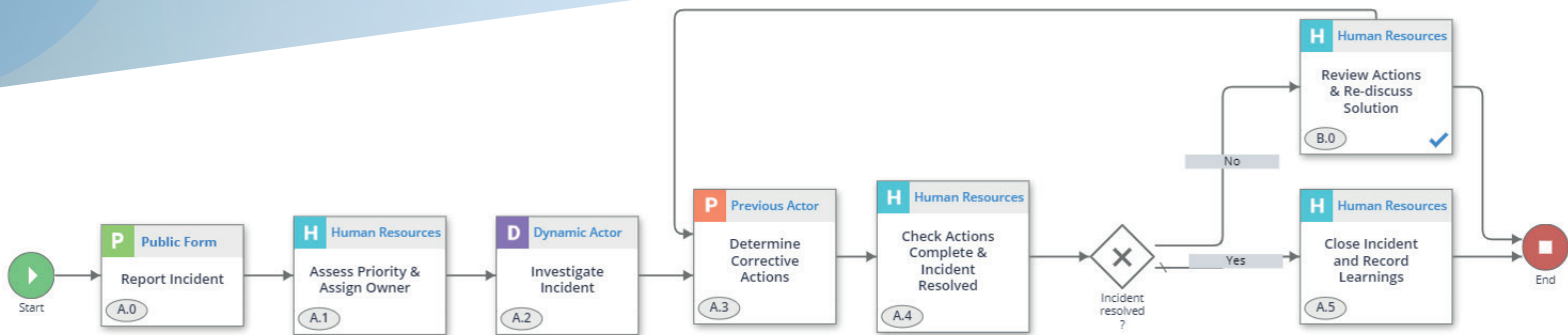
1 Report incident *Public Form*

The Report incident form is a Public form that can be accessed by anyone with a web browser with either a simple web link or via your company's intranet.

Public forms are a great Flowingly feature that allow anyone with or without a Flowingly login to get involved with the Flow. Completing the Public form kick starts the Flow.

Report Incident

An Incident refers to all accidents, near misses or identified hazards. The end result is a successfully managed incident, updated hazard register, and improved processes to reduce the chances of re-occurrence.

2

Assess Priority & Assign Owner
Human Resources

As soon as an Incident report is completed, Human Resources will receive a notification to assess the priority of the incident and assign an appropriate person to investigate the issue in more detail.

Clarity around Service Level Agreements for dealing with different incident types is essential to ensure all incidents are resolved in a timely manner.

3

Determine Corrective Actions Necessary to Resolve Complaint

Corrective Actions

Action required	Action Owner	Action Description	Target Completion	Action Completed? (Optional)
Monitor Risk ▼	Khasha Rafie ▼	NA	09/12/2020 📅	Yes ▼

Add Row

Comments (optional)

Format ▼ | B | I | U | abc | ≣ ≣ ≣ | ≔ | ≔ | ⊟ | ⧉

NA

Investigate Incident *Dynamic Actor*

As this step is assigned to a Dynamic Actor, any of your preferred Flowingly users can be selected to complete the investigation.

The Dynamic Actor functionality is an awesome Flowingly feature that allows for lots of flexibility in your Flows. This is especially important since incidents often require different approaches and actors to see them through to successful resolution.

4

Determine Corrective Actions
Previous Actor

The Investigator will now determine the corrective actions required and assign each action an owner, to ensure that the incident is successfully resolved.

It is always a good idea to include a corrective action for reviewing and improving any processes that could be improved as a result of the incident. This is because incidents can often offer an opportunity for process improvement!

Has the Incident Been Resolved?

Yes ▼

Does the reporter or staff member in question have any feedback on our incident management process? (optional)

Format ▼ | B | I | U | abc | ≣ ≣ ≣ | ≔ | ≔ | ⊟ | ⧉

NA

Print Cancel Reassign | Comments | Save | Submit

5

Check Actions Completed & Incident Resolved *Human Resources*

Once all actions have been completed, the HR Team will get a chance to review all completed actions and ensure that the incident is successfully resolved.

K Check Actions Complete & Incident Resolved
Waiting for input by You for A Few Seconds
📅 Due In A Day
09 Dec 2020

Check Actions Complete & Incident Resolved

Check all Corrective Actions are Complete

Corrective Actions

Action required	Action Owner	Action Description	Target Completion	Action Completed? (Optional)
Change Process /... ▼	Khasha Rafie ▼	TBC	09/12/2020 📅	▼

Add Row

6

Close incident and Record Learnings *Human Resources*

If the incident was successfully resolved, then the HR team will be able to proceed to closing the incident and reporting any learnings.

If the incident was not resolved, then the Flow can easily be sent back to a previous step so that additional corrective actions can be determined, to ensure that the incident is successfully resolved.

Close Incident and Record Learnings

Close Incident and Record Learnings

Action Category

Contained or temporarily fixed the incident ▼

Attachments (optional)

Upload File

Learnings / Recommend Preventative Actions

Format ▼ | B | I | U | abc | ≣ ≣ ≣ | ≔ | ≔ | ⊟ | ⧉

TBC

We hope that we've got your mind turning over all the possibilities for improvement in your own health & safety processes. You may have found that these processes are readily applicable to your own organization. Or they may give you some ideas on building your own processes from scratch.

If you wish to start on your process improvement journey, get in touch with us today.

Flowingly is a beautifully simple process mapping and workflow automation platform. Trusted by 100,000+ users at innovative companies around the globe.

Flowingly
flowingly.io