IM009 – RISK MANAGEMENT POLICY & PROCEDURES

Risk Management Policy & Procedures (IM009)

Purpose

This policy is designed to ensure achieve best practice in the management of all risks that threaten to adversely impact Complete Business Solutions Australia's (CBSA), its customers, the general public, and the assets, operations and objectives of CBSA.

Policy

The objectives of this policy are:

- To ensure risk management is adopted throughout CBSA as a prudent management practice.
- To ensure that all employees are made aware of the need to manage risk and to promote a culture of participation in that process.
- To protect the CBSA from adverse incidents, to reduce its exposure to loss and to mitigate and control loss should it occur.
- To ensure the ongoing unimpeded capacity of CBSA to fulfil its mission, perform its key functions, meet its objectives and serve its customers.

- To reduce the costs of risk to CBSA.

Procedures

1. Identifying hazards

- Identify and report hazards
- All staff have a responsibility to report hazards in the workplace as they are identified.
- All hazards must be reported using the **Hazard Identification Report**.
- All reported hazards are to be recorded on the **Hazard Register**.

2. Risk assessment

- For all hazards identified, a risk assessment will be conducted to determine the likelihood of someone being exposed to the hazard and the impact of this exposure. The risk assessment is conducted to determine:
  - How severe a risk is?
  - Whether existing control measures are effective
  - What action should be taken to control the risk?
  - How urgently the action needs to be taken?
- Review the information available about the hazard including any available information (including hazard reports, WHS legislation, Australian Standards, code of practice and personal experience).
- In considering the risk, use the Risk Rating Matrix to determine:
  - Likelihood
  - Consequences
  - Risk Level Rating – Critical, High, Moderate, Low, Very Low

3. Risk rating matrix

Consequences		Likelihood				
		Rare	Unlikely	Possible	Likely	Almost certain
	Catastrophic	Moderate	Moderate	High	Critical	Critical
	Major	Low	Moderate	Moderate	High	Critical
	Moderate	Low	Moderate	Moderate	Moderate	High
	Minor	Very Low	Low	Moderate	Moderate	Moderate
	Insignificant	Very Low	Very Low	Low	Low	Moderate

4. Control risks and hazards

- Hazards should be dealt with in order of priority. Use the **Hierarchy of Controls** chart determine hazard control options. This determines the most effective controls. Risk control measures should always aim as high in the hierarchy as practicable.
- Urgent action is required for risks assessed as Critical or High Risk. This may include:
  - Cessation of work, process or activity
  - Isolation of the hazard until a permanent solution is determined.
- All hazards must be controlled to ensure staff and clients are not injured, do not become ill and there is no damage to property and equipment.
- Risks identified through this process must be recorded on the Risk Management Register including their risk rating level and control measures. This should specify:
  - What the risk is
  - What the likelihood and the consequences of the risk occurring will be
  - What the risk rating is for that risk
  - What control or mitigation measures should be implemented.

5. Hierarchy of Controls

1	Eliminate the hazards – remove it completely from the workplace	If this isn't practical then…
2	Substitute the hazard – with a safer alternative	If this isn't practical then…
3	Isolate the hazard – as much as possible away from staff/students	If this isn't practical then…

4	Use engineering controls – adapt tools or equipment to reduce the risk	If this isn't practical then…
5	Use administrative controls – change work practices and organisation	If this isn't practical then…
6	Use Personal Protective Equipment (PPE) – this should be the last option after you have considered all the other options for your workplace	If this isn't practical then…

Related Documents

The following are related to this policy and procedure:

- FM011 – Environmental Hazard Identification Report
- FM012 – Hazard Register
- FM013 – Risk Management Register

Document Control

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