

# Bunbury Bus Service

## Safety Management Plan,

### Policies & Procedures Document

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## Safety Management Plan,

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# 1. Health, Safety and Environmental Policy (HSE)

## 1.1 Health and Safety Policy

**Bunbury Bus Service** has an ongoing commitment to safety and has developed a safety policy which outlines the safety aims, objectives and revision of safety within the organisation. This Bus Safety Policy documents **Bunbury Bus Service's** commitment and approach to risk management, reinforcement of a positive safety culture, identification of emerging threats and critical review of mitigation steps applied to risks.

### STATEMENT

**Bunbury Bus Service** is dedicated to operating in a way that ensures there is minimum risk of injury to workers, passengers and the general public. The Accredited Operator and Committee of Management is accountable for the safety of the organisation and shall encourage an environment in which all persons are considerate to risks and shall make certain that controls are in place to decrease risks so far as reasonably practicable.

**Bunbury Bus Service** is committed to compliance with the requirements of the *Transport (Road Passenger Services) Act 2018 (the Act)* and *Transport (Road Passenger Services) regulations 2019*.

**Bunbury Bus Service** will commit resources to facilitate the continuous enhancement of safety by the following means:

- Recognising and evaluating safety risks;
- So far as is reasonably practicable, take measures to mitigate or eliminate a risk;
- Develop and maintain a Management Information System;
- Develop and maintain a Maintenance Management System;
- Develop and maintain relevant procedures for employees and in accordance with these systems, educate employees to safely follow and commit to using appropriate procedures in the workplace;
- Management is responsible for the company's 'Coach Management System (CMS)' (Management Information System and Maintenance Management System) and development of acceptable standards and procedures for employees;
- Ensure that all employees are informed and trained satisfactorily to appropriate standards and procedures;
- Ensure that employees comprehend the 'Bus Safety Policy';
- Continuous examination and auditing of the 'Bus Safety Policy' and conformity with the company's 'Coach Management System (CMS)' (Management Information System and Maintenance Management System).

**Bunbury Bus Service** is committed to reviewing this Bus Safety Policy and has specified key performance indicators as to its effectiveness by measuring and recording:

- Reportable incidents including major accidents and injuries;
- Non-reportable injuries;
- Defect reports;
- Customer complaints; Complaints generated by the general public;
- Comparison with previous safety records/statistics by year.

**Bunbury Bus Service** supports the rights of all persons covered by the policy to work in an environment that is, so far as is reasonably practicable, safe and without risks to health.

**Bunbury Bus Service** is committed to the promotion of a joint and united approach to consultation and resolution of Work Health and Safety issues.

**Bunbury Bus Service** is committed to improving health and safety with a view to improving workplace efficiency and productivity. This will be accomplished through the ongoing development, in consultation with **Bunbury Bus Service's** Safety Representatives, of management systems and procedures designed to, so far as is reasonably practicable:

- identify, assess and control workplace hazards;
- reduce the incidence and cost of occupational injury and illness; and
- provide a rehabilitation system for those affected by occupational injury or illness.

Work Health and Safety statutory requirements, including regulations and codes of practice, are minimum standards and so the aim is for them to be improved upon, where practicable.

We also expect our workers to:

- follow management's instructions relating to safety and health matters;
- take good care of our; vehicles, plant and equipment;
- report hazards;
- report work-related injuries or harm to health;
- use the personal protective clothing and equipment provided;
- cooperate in safety and health related matters; and
- comply with legislative requirements, industry codes, standards and guidelines.

We expect others who undertake work for or on behalf of our business, and those who are associated with our operations, including any passengers, to:

- report identified hazards either to management or any employee of the business;
- follow management's or the driver's reasonable directions relating to safety; and
- conduct themselves in an appropriate and safe manner.

## 1.2 Compliance

**Bunbury Bus Service** is aware of its compliance requirements. We will take the following steps to ensure we are kept informed and up to date with our legal and contractual obligations:

Identify, legislation, codes of practice and standards relevant to our business activities.

ensure the information is accessible to workers and they are made aware at induction and through regular and ongoing communication, as changes occur to both legislation and operational requirements; and keep all information up to date by regularly reviewing the following sources of information:

WA Department of Transport [www.transport.wa.gov.au](http://www.transport.wa.gov.au)

Public Transport website - safety section at: [www.pta@wa.gov.au](mailto:www.pta@wa.gov.au)

Subscription to Safety Line through the Department of Commerce – Work safe WA Website at <http://www.safetyline.wa.gov.au/index.html>

Membership with the Chamber of Commerce at <http://www.cciwa.com>

Western Australian Road Transport Association at [www.warta.com.au/](http://www.warta.com.au/)

### Acts, Regulations, Codes of Practice and Standards

The following list of references has been identified as having relevance to the operation of our business and services. We will ensure that our workers have an understanding of their obligations.

Occupational Safety and Health Act 1984

Occupational Safety and Health Regulations 1996

Working with Children (Criminal Record Checking) Act 2004

Road Traffic Act 1974 and other relevant regulations

Workers Compensation and Injury Management Act 1998

Environmental Protection Act 1986

Dangerous Goods Safety Act 2004

Surveillance Devices Act 1998

Equal Opportunity Act 1984

Tobacco Products Control Act 2006

Electronic copies of these Acts can be viewed and downloaded from the State Law Publisher's website at:

[State Law Publisher - Western Australian Legislation - Acts in force](#)

## 1.3 Definitions

### **Occupational Health & Safety (OHS) Policy**

*A succinct policy stating management commitment to occupational health, safety and the protection of the environment.*

### **Abbreviations**

*BBS refers to Bunbury Bus Service also trading as Bunbury Bus Hire & Bunbury Bus Charters*

### **Incident / Accident Prevention**

*A procedure setting out the key methods of hazard identification, risk assessment and control measures.*

### **Incident Report**

*A procedure setting out the method by which incidents (including accidents and near misses) are reported, recorded and investigated.*

### **Training**

*A procedure outlining the OSH training program and includes new employee induction.*

### **Consultation**

*The process where employers provide workers with the opportunity of being involved in matters of OSH affecting their work place activities.*

### **Emergency Plan**

*A document that provides general instructions for actions to be taken in the event of an emergency and includes a set of Emergency Procedure Guides.*

### **Emergency Procedure Guides (EPGs)**

*A set of specific instructions that include the steps to be taken in the event of a known emergency, e.g. Bus Accident, Bush Fire.*

### **Environment**

*Refers to the surroundings in which an organization carries out activities, including air, water, land, natural resources, flora, fauna, humans and their interaction.*

### **Hazard**

*Means a source of a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.*

### **Bunbury Bus Service**

*Is a self-employed person, contractor, sub-contractor, company, corporation, firm, enterprise or institution, or other legal entity, whether incorporated or not. In this document organization is referred to as a 'business'.*

### **Plant**

*Means any; machinery, equipment, appliance, implement or tool, including any component, fitting or accessory to any machinery, equipment, appliance implement or tool.*

### **Risk**

*Means the likelihood of a hazard causing harm to a person or damage to property or the environment*

*Vehicles*

### **Workplace**

*Means a place, whether or not in a building or structure, where workers or self-employed persons work, e.g. school bus, office, depot, workshop.*

## 1.4 Roles & Responsibilities

**BBS Management team** is responsible to administer OHS matters and will provide direction to workers as required.

### Management's Responsibility

Management is aware of our responsibilities under the Occupational Safety and Health Act and specific obligations placed on us under this legislation.

Management will provide:

- A safe place to work;
- Safe systems of work;
- Safe and maintained vehicles;
- Safe and maintained plant and equipment;
- Information, instruction, training and supervision to enable our workers to work safely; and
- Personal Protective Equipment where necessary

We will also:

- Comply with all relevant OSH legislation, and
- Communicate with our workers on matters relating to safety

### Worker's Responsibilities

Everyone has a responsibility to take reasonable care for themselves, their fellow workers and all others who are affected by the delivery of our school bus service. We expect that our workers will report all matters relating to safety and health to Brad Pilatti through our documented reporting processes.

All individuals who work for our business are expected to:

- Follow our instructions relating to safety and health matters;
- Use and maintain any personal protective equipment provided in accordance with the directions for care and use;
- Take good care of our equipment;
- Report hazards;
- Report work-related injuries or harm to health; and
- Cooperate in safety and health related matters.

## 1.5 Organisational Chart

Bunbury Bus Service has the following structure that provides a reporting hierarchy to enable workers the appropriate point of contact for OSH matters.

<u>Position/Title</u>	<u>Name</u>	<u>Person to Report Safety Issues To:</u>
General Manager	Brad Pilatti	GOD
Workshop Manager	Lance Chapman	Brad Pilatti
Admin Manager	Cathryn Sialas	Brad Pilatti
Bus Driver	All Bus Drivers	Lance Chapman
Bus Aide	All Bus Aides	Lance Chapman
Workshop Personnel	All Workshop Personnel	Lance Chapman
Office Staff	All office Staff	Catherine Sialas

## 1.6 Consultation & Communication

**Bunbury Bus Service** promotes the active participation of all workers and other stakeholders in OSH matters.

### Our Workers

Workers are consulted with and will be given the opportunity to be involved in matters of OSH affecting their workplace activities. Workers will receive training in these areas so that they are able to actively contribute.

Where it is not practical to conduct a meeting, safety information will be provided in the following written format:

- Left on notice board in Lunch Room;
- Email & Text Message correspondence;
- Safety Bulletins & Alerts will be located in the Emergency Plan in the bus; and
- Notes written in the Contact Log, stored in the bus

**NOTE:** Where matters are urgent and require immediate advice it may be necessary to phone individuals. When this occurs a notation will be made by the worker in the Contact Log and management will follow up as soon as practical by one of the above methods of communication.

### Our Passengers

Where changes occur we will communicate with the local schools & Clients to inform our passengers and their families to ensure they are aware of any impact those changes may have.

*Some instances where this may occur are:*

- Bus Route Changes (Temporary or Permanent);
- Timetable Changes (Temporary or Permanent);
- Service Delays;
- Changes to Contact Details;
- Changes to emergency evacuation plan / drills; and
- Changes to emergency / medical response due to a student's medical condition.

### Other Stakeholders

*We will communicate with our broader stakeholders regarding general operational and safety matters.*

**Other** – Communication will be undertaken as and when the need arises and will be recorded in the appropriate manner

## 1.7 Workplace Inspection & Maintenance Schedules

We conduct a range of inspections that will reasonably ensure hazards and defects are identified.

These inspections will be on a regular basis with the assistance of a worker from the respective area where applicable. An inspection Register will be kept on file to document the inspection regime.

All hazards / safety issues identified as a result of inspections require immediate/interim measure to be implemented to control the risk and reduce the potential for harm. All issues will be recorded on the Hazard Register.

Where vehicles or plant and equipment are considered unserviceable they must be removed from service and/or 'locked out'. To ensure the vehicle is not used, the driver /mechanic must lock the vehicle and place the vehicles keys in a secure location. Plant and equipment should be; signed, turned off or disabled to ensure it is not used until repairs or modifications are carried out.

**Inspection schedule will include:** Vehicles, Depot/Workshop, Office, Electrical, Plant & Equipment.

Also Vehicle Preventative Maintenance Programs & Defect Reporting.

## 1.8 Vehicle Pre-Start & Post Run Check

Vehicle pre-start and post run check sheets are available in each vehicle and are handed to administration once completed for filing. A sample of the pre-start and post run sheets are available in Appendix A

## 1.9 Incident Reporting, Recording & Investigation.

Incidents, Accidents and Near Misses will happen at some point and need to be managed in accordance with **Bunbury Bus Service** Incident Reporting & Investigation Procedures. This document is located in the Emergency Plan on each bus. Emergency Procedure Guides (EPGs) have been developed and are located in the Emergency Plan on the bus. They provide specific guidance for Bus Staff and other individuals who may assist, following an incident, with immediate critical steps that should be taken to reduce injury or harm.

An Incidents Report Part A form is to be completed and submitted following an incident, accident or near miss.  
Simple Steps to Follow

The steps taken to manage the situation following an Incident / Accident are:

- Refer to the Emergency Plan in the bus for the related Emergency Procedure Guide
- Make the area safe
- Treat / assist injured persons
- Secure the incident scene (for serious / major incidents)
- Follow the Incident / Accident Scene Preservation Guidelines (for serious / major incidents)
- Once the situation is under control, the final step, drivers/ Bus Aides will commence completing an Incident / Accident form.

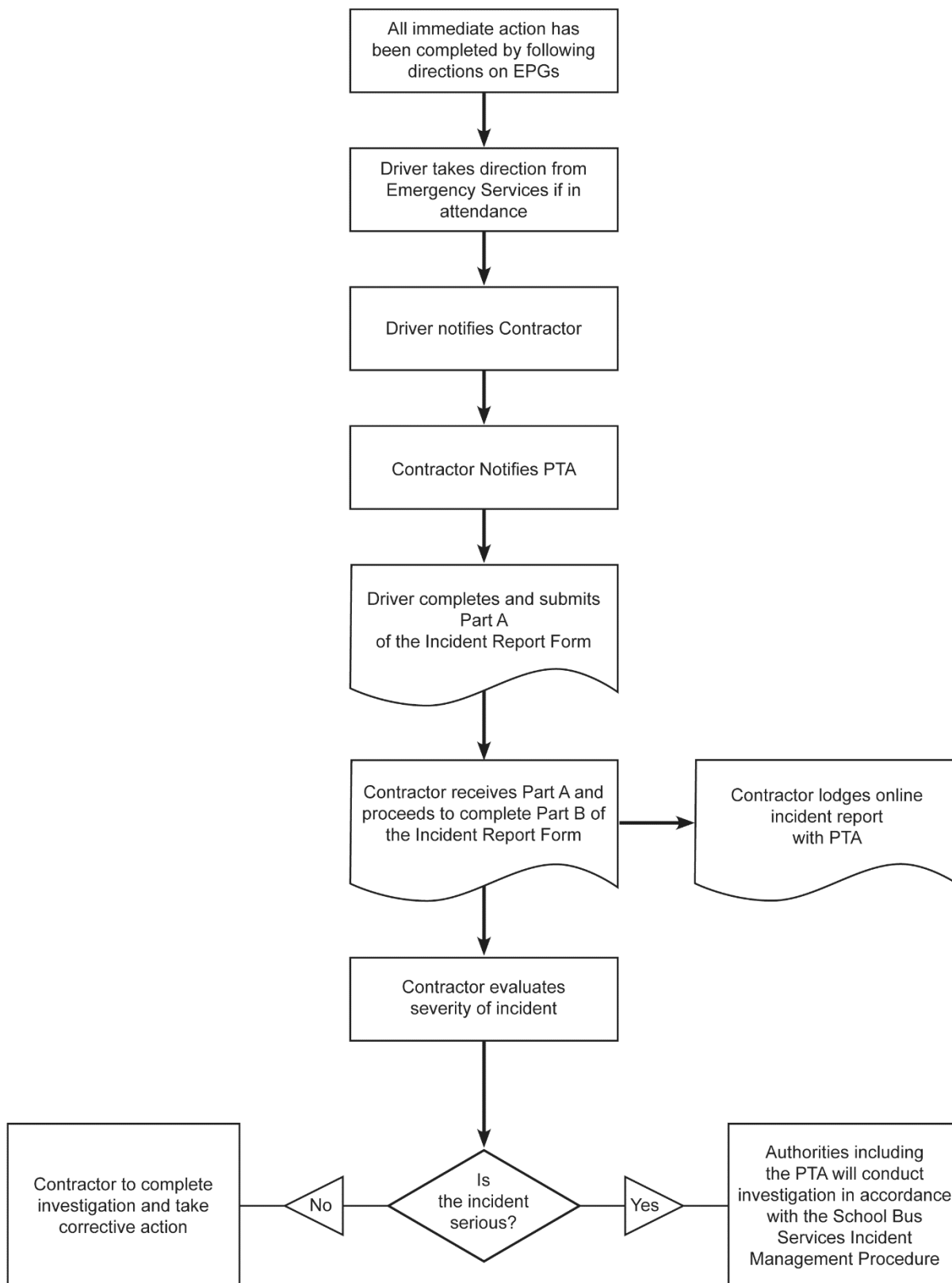
This procedure and set of instructions should be followed in conjunction with the following documents:

- Emergency Plan for the Bus
- An Introduction Bus Safety Guidance Notes

The Incident Reporting Process flowchart provides the steps to be taken following an incident.



## 1.10 Incident Reporting Process



## 1.11 Emergency Preparedness

Our objective in emergency planning is to prepare for potential and unexpected incidents at our workplace and to ensure that everyone knows what to do in the event of an emergency.

When planning to undertake emergency drills we need to ensure the effectiveness of our procedures by practicing and evaluating these drills.

Training for emergencies including evacuation drills will be provided at induction with further ongoing training provided at regular intervals.

Our procedures describe the actions required to reduce the opportunity of causing harm to workers, passengers and others who are affected by the delivery of services.

**Bunbury Bus Service** has identified and developed Emergency Procedure Guides (EPG) for the following possible emergencies and hazardous situations in our workplace:

EPG1	Vehicle Breakdown
EPG2	Medical Emergency
EPG3	Vehicle Accident
EPG4	Bush Fire
EPG5	Fire on Bus

Each of the emergency procedure guides will contain the following information:

Specific instructions for the Driver and/or Bus Aide to take

Responsibilities

Contact Information for emergency services and other interested parties

**Note: Current copies of all Emergency Procedure Guides are located in each bus Emergency Plan folder.**

The following list provides the emergency equipment items located in each bus:

### **First Aid Kits**

The Bus must contain a first aid kit or kits

### **Fire Extinguishers**

The Bus must contain at least one efficient and operational fire extinguisher of a type conforming to AS 2444 (20B minimum rating, fitted with hose), which must be stored securely in an accessible location and its location notified by appropriate signage.

### **Other Emergency Equipment**

All emergency equipment to be included on the workplace and vehicle inspection checklists.

## 1.12 Emergency Evacuation Planning Checklist

The objective in emergency planning is to prepare for potential and unexpected incidents at our workplace and to ensure that everyone knows what to do in the event of an emergency.

Checklist for Legislative Compliance (Performance Monitoring)			
		YES	NO
1.	Evacuation procedures have been developed for all identified emergencies.	✓	
2.	The evacuation procedure is clearly and prominently displayed at the workplace, where practicable.	✓	
3.	A diagram showing the location of exits and the position of the diagram in relation to the exits is clearly and prominently displayed at the workplace where practicable.	✓	
4.	The evacuation procedure is practiced at the workplace at reasonable intervals, where practicable.	✓	
5.	Training drills are coordinated so that all tenants take part.		
6.	The workplace is arranged so that people can safely move within it and the passages for the purposes of movement are always kept free of obstructions, including access and egress points.	✓	
7.	Emergency exits from the workplace are safe in the event of an emergency and clearly marked, for example, the exits actually work and are not obstructed.	✓	
8.	Efficient portable fire extinguishers are provided. They are located and distributed in accordance with Standard As/NZS 2444.	✓	
9.	Portable fire extinguishers are regularly maintained.	✓	
10.	Training is provided on how to use fire extinguishers and other safety equipment to people who will be required to help control or extinguish a fire at the workplace.	✓	
11.	Naked flames are banned from any part of the workplace where there are goods or materials which, in the event of fire, are likely to burn at an accelerated rate, emit poisonous fumes or cause explosions, and there is a risk of harm or injury from ignition.	✓	
12.	The workplace is maintained in a clean condition so as to avoid the risk of hazards to people.	✓	
13.	Rubbish, building materials and plant and equipment are stored appropriately, including on our vehicles.	✓	
14.	All new staff are inducted into our emergency procedures.	✓	

## 1.13 General Safety Meetings & Agenda

Safety meetings will be combined with our regular operational meetings and conducted monthly. When this occurs, safety will be a regular and reoccurring agenda item. A copy of the general / safety meeting record template and agenda template can be found in Appendix B

## 1.14 Objectives & Targets

The objective of **Bunbury Bus Service** is to provide a safe and healthy environment for our workers and those who may be affected by the operation of our business activities.

The purpose of setting OSH objectives and targets is to recognise our current safety status and to develop the appropriate actions to:

- improve our safety performance,
- generate awareness of the types of incidents that occur at our workplace and their appropriate management, determine what resources are necessary to support our objectives and foster a safer culture within our business.

We have established the actions necessary to reduce the opportunity for harm to our workers and those who may be affected by the operation of our business activities. These actions will be measurable through the establishment of positive performance indicators, aimed at preventing injury and illness.

## 1.15 Document Control

To ensure our documentation including the Safety Management Plan (SMP) is maintained and up to date we will implement the following actions:

All documentation including our SMP and Emergency Plans are recorded in our Document Register. We will take the following actions to ensure they are up to date and relevant:

- our documents are reviewed on a regular basis,
- a copy of the current version of our SMP is made available to the Department of Transport, upon request, and
- all amendments to the SMP and other documents will be recorded in the Document Register.

Our Documents will display the following:

- Date of Creation
- Current Version Number
- Review Date

We are aware of the legal requirement to store, retain and dispose of each type of document.

The document Control Register can be found in our suite of SMP and Business registers.

## 1.16 Safety Management Plan Registers

The following registers are listed in the SMP master registers List. (Copies are kept online and in the filing cabinet)

- Maintenance & Inspection Register – Plant & Equipment
- Test & Tag Register – Electrical Equipment
- PPE Register – Person Protective Equipment
- Training Register
- Identified Hazards Register
- Employee Register
- Document Control Register
- Vehicle Register
- Complaints Register
- Lost Property Register

## 1.17 Risk Assessment Matrix and Consequences

Risk Assessment Matrix			
LIKELIHOOD	CONSEQUENCE		
	Major (A)	Moderate (B)	Minor (C)
	Permanent injury or fatality, high financial loss, significant property or equipment damage, long term environmental harm	Lost time injury or restricted capacity for work injury, medium financial loss, medium property or equipment damage, short term environmental harm	First aid or medical treatment only injury, low financial loss, minimal property or equipment damage, no environmental harm
<b>LIKELY 1</b>	High Risk	High Risk	Medium Risk
<b>MODERATE 2</b>	High Risk	Medium Risk	Low Risk
<b>UNLIKELY 3</b>	Medium Risk	Low Risk	Low Risk

CONSEQUENCES							
Consequence Rating	Safety / People	Operations	Technical	Economic	Environment	Political & Public	Compliance
Minor C	No real injuries or injury requiring 1 <sup>st</sup> aid treatment only	Some minor delays or some services changes required	Non operational service restrictions – minor rectification required	Minor financial losses (e.g. < \$2,000)	Isolated / Contained area - low impact	Suggested improvements & unsubstantiated complaints	Some non-compliance, guidance required for compliance
Moderate B	Medical injuries – significant in nature and Lost Time Injuries	Some moderate delays and some services cancelled	Non operational service restrictions – significant rectification required prior to services resuming	Moderate financial losses (e.g. \$2,000 to \$25,000)	Uncontained impact – able to be rectified in short term	Substantiated complaints & short term drop in patronage, news reports and parliamentary questions, and political embarrassment	Many compliance or probity infringements & some processes repeated
Major A	Death or major injuries	Major delays and most/all services cancelled	Not operational – cannot be rectified	Major financial losses (> \$25,000)	Uncontained & Extensive hazardous impact long term rectification or residual effect	High profile news reports with widespread political/government repercussions.	Non-compliance results in termination or process or contract, criminal charges or loss of required accreditation.

### LIKELIHOOD

Likely	Happens all the time on almost every day or each time the activity occurs.
Moderate	Happens occasionally, might occur at some time.
Unlikely	No known incidents after several years of exposure, however it is possible an incident could occur.

## 1.18 Bullying and violence at work

**Bunbury Bus Service** is committed to reducing bullying and occupational violence so far as is practicable in the workplace.

Bullying is repeated, unreasonable behaviour directed toward a person, or a group of persons, that creates a risk to their health and safety.

Examples of bullying can include:

- verbal abuse;
- excluding, ignoring or isolating a person;
- psychological harassment;
- intimidation;
- assigning meaningless tasks unrelated to a person's job;
- giving a person impossible assignments and deadlines;
- unjustified criticism or complaints;
- deliberately withholding information vital for effective work performance; and
- constant taunting, teasing or playing practical jokes on a person who is not a willing participant.

Bullying can be verbal, or in writing (including online).

Occupational violence refers to any incident where a person is physically attacked, abused, assaulted or threatened in the workplace.

## 1.19 Environmental Policy

**Bunbury Bus Service** is committed to undertaking its activities in an environmentally responsible manner and effectively managing any risk that may impact the environment. Bunbury Bus Service will manage its work activities in a manner that is consistent with the principles of ecologically sustainable development and will deliver continuous improvement in environmental performance. Bunbury Bus Service will take all steps necessary to ensure that its activities do not compromise this commitment. This Environment Policy Statement receives the highest priority from the senior managers of the organization and this priority is communicated to all personnel connected with the company.

## 1.20 Waste Management Policy

**Bunbury Bus Service** understands the importance of waste management and its effect on the environment. We are committed to minimizing waste production by employing Reduction, Re-use, and Recycling techniques at every stage of our operation. We are committed to ensuring that all operations and activities are fully compliant with all current waste management legislation.

## 1.21 Hazardous Substances & Dangerous Goods Policy

**Bunbury Bus Service** is committed to ensuring that any chemical or substance used as part of our business activities has been identified, assess for appropriate use and controlled so that workers are safe from injuries and risks to their health while they are at work. Management will also comply with the requirement of: the Occupational Safety & Health Act 1984 the associated Occupational Safety & Health Regulations 1996, the Dangerous Goods Safety Act 2004 (WA) and the associated Dangerous Goods Safety Regulations 2008 (WA) and any other legislative requirements.

The objectives of this policy are to:

Supply information required by the relevant legislations to workers using hazardous substances or dangerous goods and to ensure containers have correct and meaningful labelling;

Identify, assess and control all substances currently in use or planned to be used in the future for their hazardous nature and dangers to persons using the substance; and

To ensure that wherever possible a hazardous substance is substituted for a less harmful product.

Once it is determined that a hazardous substance or dangerous good will be used in our workplace, we will consult with and provide appropriate information, instruction, training and supervision to those employees who are, or may be exposed to that substance in the workplace.

We will ensure a Material Safety Data Sheet is obtained for each substance being used in our workplace. Copies of the MSDS will be made available to all workers using the substance and copies are located at the points of use. MSDSs will be sourced only through the contractor / manager.

We will maintain a Hazardous Substances and Dangerous Goods register, which will contain a list of all substances used within (insert business name). The register will be kept and maintained by the contractor / manager.

In addition we will ensure:

- disposal of any waste products will be done in an environmentally safe manner;
- safe work practices and controls to follow when handling, storing and disposing of substances are developed and implemented;
- the correct use and maintenance of personal protective equipment (PPE);
- the procedures to be followed in case of an emergency are developed, implemented;
- consultation is undertaken on the introduction and use of the hazardous substance;
- employees are made aware of their responsibilities to report any hazardous situation or process;
- our induction process incorporates the requirements of this policy;
- our records are available to emergency services personnel in the event of an incident, and
- our systems and processes are reviewed periodically, as a result of changes to practices or products and as a result to relevant legislation, standards, or codes of practice.

We will also keep the following records:

- Register and records of training provided to all workers;
- Register of Personal Protective Equipment issued to all workers;
- Register of Incidents;
- Register of Injuries and Diseases; and
- Record any Health Surveillance conducted in our workplace.

## 1.22 Identified Hazards

Bunbury Bus Service (BBS) has identified the following Hazards and has adopted procedures to mitigate these Hazards, these procedures are highlighted during the onboarding process and are also reflected in the drivers' instructions available in all charter bus folders. Employees must report any incidents as per the company reporting policy including defect cards and Incident report forms. Customers may report any Incidents or compliance issues via the complaints section on our website. It is the responsibility of management, employees, and contractors to adhere to this policy. Compliance will be monitored through ongoing safety meeting protocols and employees will be notified via existing channels including Lunch Room noticeboard, text and email.

### Driver Distraction

It is illegal for the driver of a vehicle to create, send or look at a text message, video message, email, or similar communication, even when the phone is secured in a mounting or can be operated without touching it. A driver or rider of a vehicle can only touch a mobile phone to make, receive and terminate a phone call if the phone is secured in a mounting affixed to the vehicle. If a phone is not secured to a mounting it cannot be used. The risk is both physical and financial for the individual and the company. Do not use a mobile device in any manner other than that described in this procedure. Compliance will be monitored through ongoing safety meeting protocols.

Distractions may include but are not limited to:

- Mobile phones,
- Activity on the street,
- Children in the seat behaving badly,
- Adjusting vehicle or radio settings,
- Eating or drinking,
- Adjust Sunglasses,
- Adjusting mask, and
- Looking at the view.

Driver concentration diminishes when distracted, resulting in incidents, these could have been avoided if driver concentrated on the task of driving only. Although safer roads, lower speeds, more advance vehicles assist in reducing incidents, they are not effective at present levels of accessibility.

To avoid distractions drivers should consider the following:

- Turn your mobile phone off, put it on silent or place it on flight mode;
- Adjust your vehicle controls before driving;
- Turn off your MP3 player when driving;
- Take a break when you want to eat, drink, smoke, or groom yourself;
- Check the map before driving
- Ask passengers to be quiet if you are having difficulty concentrating;
- Properly restrain pets;
- Recognise what distracts you and avoid that activity, such as looking back at passengers; and
- Make sure your vehicle is serviceable with clean mirrors etc.

### BBS Mobile Phone Policy

Mobile phones are to be turned off, on silent or flight mode during driving operation. Place mobile phones in a pocket or glove compartment.

Permitted mobile phone use under the following circumstances:

A mobile phone may be used for business purposes when the bus is parked in a safe location with the handbrake on and the engine turned off and the driver is not in the driver's seat.

In an emergency the mobile phone may be used when the bus is parked in a safe location with the hand brake on. The engine may still be running. Other mobile devices are banned from use during driving operations.



A driver may use his mobile devices when on a break, when the bus is parked safely with the engine turned off and the driver is not in the driver's seat.

### **Assault against a Passenger or Driver**

All employees and passengers are at risk of experiencing violence or aggression in the workplace.

Due to the serious side effects of violent behaviour, it is important to follow the following procedure if a violent event occurs on a BBS vehicle and to provide medical or other assistance as mandated by a medical or psychological practitioner.

Workers subject to unacceptable behaviour have a right to withdraw to safety. Employees do not have the right to retaliate physically or verbally. However, if a person is physically assaulted, and there is no way out, they can use reasonable force to defend themselves or another person from assault and injury. The force used should only be enough to ward off an attack". (WorkSafe, 2022. What to do when aggression in the workplace occurs, Fact Sheet,).

To assist in the containment and apprehension of a person that "strikes, touches or moves, or to otherwise applies force of any kind to a person of another, either directly or indirectly, without consent is said to assault that other person, and the act is called an assault". (Government of Western Australia, The Criminal Code, Part V, sec 222, p.148),

*BBS management have authorised the following procedure to deal with an Assault on a Passenger or Driver,*

#### **Procedure if an Assault of a Passenger has occurred.**

1. Park bus in a safe location, put your safety first.  
Ask for assistance if needed.  
Call police '000' & report to management at earliest opportunity.  
Call ambulance '000' if an injury has occurred
2. Ask the aggressor or aggressors to leave the bus  
If they refuse, move those not involved in the violence off the bus via the door or other exits to a safe location. Ask for assistance if needed to help those attacked.
3. Provide first Aid if needed, when possible, without placing yourself or others at risk.
4. Ask the aggressor or aggressors to leave the bus.  
If they do so, move other passengers back onto the bus and close the door.
5. Wait for police arrival and assist police with witness statements.
6. Arrange for any injured person to be taken to hospital by ambulance.
7. Await further instructions from Management.

#### **Procedure if an Assault of a Driver has occurred.**

1. Park bus in a safe location, put your safety first.
2. Move out of harm's way, if possible,  
Ask for assistance if needed from passengers.  
Do not act in an aggressive way, retreat to a safe location.  
You may defend yourself using minimum force.  
Call police '000' & report to management at earliest opportunity.  
Call ambulance '000' if an injury has occurred
3. Ask the aggressor or aggressors to leave the bus  
If they refuse, ask passengers for help if required  
move yourself or those not involved in the violence off the bus via the door or other exits to a safe location.
4. Ask the aggressor or aggressors to leave the bus.  
If they do so, move other passengers back onto the bus and close the door.
5. Wait for police arrival and assist police with witness statements.
6. Arrange for any injured person to be taken to hospital by ambulance.
7. Await further instructions from Management.

#### **Driver Competence**

A driver competence hazard may be caused by poor driving skills, medical conditions, or drug/alcohol use.

BBS will mitigate this hazard through the onboarding / Induction process and regular training.

BBS will check Driver authorisation on a regular basis by adding this check to the Monthly safety meeting agenda, outlining authorisations that are due for renewal, this will be checked monthly via the Driver and Vehicle Industry Dashboard (DVID). BBS also has a running list of expiry dates for Drivers PTD's that is updated each week when preparing wages to warn of authorisations that are due to lapse and communicated through the standard channels including Text message, Messenger and Email where required.

### **General Passenger Safety**

Risks to passenger safety may include things like safe vehicle access and egress, vision impairment and disabled passenger considerations as well as safety concerns in a crash.

Driver training with regards to correct positioning of the vehicle when passengers embark or disembark is provided during the onboarding process and reflected in the drivers notes.

Large text signs will be provided where possible to assist vision impaired passengers.

Disabled Passengers may have special needs which require operators to complete additional training, BBS will provide specific training for such operators which may include training in the use of a wheelchair hoist and wheelchair restraint systems contained in Wheelchair Access Vehicles (WAV's).

### **Wheelchair Access Vehicles (WAV's)**

Wheelchair accessible vehicles (WAVs) require specific competencies to be used safely and Australian Standards apply. A WAV is either manufactured with wheelchair access or is modified to provide wheelchair access.

Both the wheelchair hoist and wheelchair restraint systems must be used in accordance with the manufacturer's specifications. BBS procedures and training materials ensure that drivers are competent with these systems, as well as be aware of what mobility devices can and cannot be lifted and restrained while passengers are seated in them.

Any BBS drivers operating WAV vehicles will be trained in the use of a wheelchair hoist and wheelchair restraint systems contained in Wheelchair Access Vehicles (WAV's). This will be specific training not covered in the onboarding process, this training will be documented in the training register.

### **Vehicle Mechanical Failure**

Vehicle Mechanical Failure is a hazard that can affect the safety of both Driver and Passengers alike, to mitigate this hazard BBS has a daily vehicle inspection checklist (Pre-start log) that accompanies each vehicle and is completed by the driver before vehicle use, drivers are educated through the onboarding process on how to complete the pre start log. BBS has a regular vehicle maintenance program and records are kept in accordance with ODBS guidelines.

Procedure for a mechanical Breakdown

- Stop the Vehicle in a safe location (if possible)
- Park Brake on, Ignition off and Hazard light on
- Determine what is wrong with the vehicle (if possible)
- Contact Management, provide photos is necessary.
- Passengers to assemble at a safe distance from the vehicle
- Management will source an alternate vehicle if required

## **Vehicle Accident Emergency Procedure**

Immediate Action:

- Stop the Vehicle in a safe location (if possible)
- Park Brake on, Ignition off and Hazard light on
- Notify emergency services (000), if required and advise of Type of Emergency, Location & Injuries
- Evacuate passengers from the vehicle by the safest exit
- Render first aid assistance if required
- Passengers to assemble at a safe distance from the vehicle

## **Bushfire Emergency Procedure**

Immediate Action:

- Raise Alarm, ring emergency services (000)
- Do not drive through fire
- Turn Hazard and Headlights on
- Follow instructions from emergency services
- Take a safe alternate route or go to a safe assembly point as directed
- Keep passengers calm and on the vehicle until advised otherwise

## **Fire on Vehicle**

Immediate Action:

- Remain Calm
- Stop Vehicle in a safe location
- Park Brake on, Ignition off, Hazard Lights on
- Evacuate Passengers – Direct to a safest Exit
- Check all passengers are off the Vehicle
- Instruct Passengers to remain at assembly point
- Call Emergency Services (000) advise of Type of Emergency, Location & any Injuries
- Render first aid assistance if required
- Judge if it is safe to Extinguish Fire
- Passengers to assemble at a safe distance from the Vehicle

## **Medical Emergency**

Immediate Action:

- Remain Calm
- Stop Vehicle in a safe location
- Park Brake on, Ignition off, Hazard Lights on
- Render first aid assistance if required
- Notify emergency services (000), if required and advise of type of Emergency, Location & Injuries
- Evacuate Passengers – Direct to a safe Exit (if appropriate)
- Passengers to assemble at a safe distance from the Vehicle

## 1.23 Fatigue Management Policy and Procedure

### Purpose

To ensure the health and safety of employees by minimising the possibility of fatigue while working and to reduce the risk of a fatigue related incident.

### Scope

The scope of this document includes all personnel working for and contracted to Bunbury Bus Service

### Overview

Fatigue is mental or physical exhaustion that stops a person from being able to function normally.

Bunbury Bus Service will ensure health and safety is achieved by:

- a) Implementing the National Driving Hours Policy.
- b) Identifying and documenting reasonable timetables for deliveries.
- c) Ensuring that contractors comply with our standards.
- d) Ensuring that our drivers understand and can identify signs of fatigue. 5
- e) Keeping suitable records of fatigue management plans and driving hours.

**Bunbury Bus Service** is committed to the safety of all of its employees. **Bunbury Bus Service** understands that due to client deadlines, workload, and workplace dynamics that stress can occur in the workplace. The most effective way of dealing with occupational stress is through open, honest communication with fellow employees and management. All **Bunbury Bus Service** employees shall adopt and implement proper fatigue management procedures and practices. **Bunbury Bus Service** does not expect drivers to drive when they are fatigued. Bunbury Bus Service will produce fatigue management plans in accordance with the national code of practice. These plans will be prepared in consultation with employees and other involved parties (such as our customers). Employees will be expected to comply with the plan and report any deficiencies in the plan and copies will be made available to each employee covered by the plan. All long-distance drivers will be required to undergo fatigue management training. Workplace accidents or incidents will be investigated to determine if employee fatigue is a factor.

### Employees' Responsibilities

Employees have considerable responsibilities for fatigue management. They are the people who will suffer directly if they do not fulfil the obligations of their 'Duty of Care' to themselves.

Employees direct responsibilities include:

- Ensuring that they are in a fit state to undertake the task.
- Ensuring that they comply with safe work instructions.
- Maintaining hydration.
- Taking regular breaks in the normal course of duties and on long shifts.
- Ceasing work if they have reasonable belief that to continue could cause them or others harm.

There are many reasons why a person may not be fit for work. **Bunbury Bus Service** provides the opportunity and support mechanisms which allow an employee or contractor to discuss any lifestyle, health, or medical condition they may have with their manager or general manager. **Bunbury Bus Service** empowers all employees with the responsibility to cease working if they feel fatigued, without prejudice.

The following describes the working standards for managing workplace fatigue in the workplace:

<u>Operating Standard</u>	<u>Time Spent in the Activity</u>
Maximum continuous active work time	4 hours
Minimum break time within every 4 ½ hours	30 minutes
Work/break times	6:00–9:30, 10:00-1:30, 2:00–6:00
Maximum average working time per 24 hours over 13 days	12 hours
Total non working time in any 24 hours	10 hours
Maximum working time in any 4 weeks	224 hours

*It is intended not to exceed the requirements set out in this standard.*

## Implementation Process/Procedure:

### Fatigue Management Plans - Content

The plans will cover, but not be limited to the following:

- a) Trip schedule and driver roster. Time required to perform the task safely. Time actually taken to perform the task. Rest periods required to recover from fatigue effects of work. The cumulative effects of fatigue over more than one day. The effect of the time of day or night on fatigue.
- b) Management practices which will include: Methods for assessing the suitability of drivers. Hazard and incident reporting. Driver's health and safety monitoring.
- c) Work environment and amenities which include: The bus fittings, such as cabins are well ventilated. Seating suspension is adjustable to the driver's height and weight. Vehicles are equipped with appropriate sleeping accommodation if drivers are required to sleep in the vehicle.
- d) Training in fatigue recognition and management.
- e) Loading and unloading schedules and systems including queuing.
- f) Plans will be kept for a minimum of five years.

### Heavy/Commercial vehicle hours of work

We will comply with the National Driving Hours Regulation as containing in the Occupational Health and Safety Regulations Act 1996, which states that for solo and two up heavy (commercial) vehicle drivers:

A commercial vehicle driver must, so far as practicable, have —

- (a) for every 5 hours work time — breaks from driving totalling at least 20 minutes including a break from driving of at least 10 consecutive minutes after 5 hours work time; and
- (b) in any 14 day period — no more than 168 hours of work time.

**In addition**, a commercial vehicle driver who drives without a relief driver must, so far as practicable, have —

- (a) in any 72 hour period — at least 27 hours non-work time, including at least 3 periods of at least 7 consecutive hours non-work time, with each period separated from the next by not more than 17 hours; and
- (b) either —
  - (i) in any 14 day period — at least 2 periods of 24 consecutive hours non-work time; or
  - (ii) in any 28 day period — at least 4 periods of 24 consecutive hours non-work time if, and only if, the driver has no more than 144 hours work time in any 14 day period that is part of the 28 day period.

**In addition**, a commercial vehicle driver who drives with a relief driver must, so far as practicable, have —

- (a) in any 24 hour period — at least 7 hours of non-work time, whether or not the time is spent in the vehicle while it is moving; and
- (b) either —
  - (i) in any 48 hour period — at least one period of 7 continuous hours non-work time, which time is not spent in the vehicle while it is moving; or
  - (ii) in any 7 day period — at least 48 hours of non-work time, which time is not spent in the vehicle while it is moving, includes a period of at least 24 consecutive hours non-work time and does not include a period of non-work time of less than 7 consecutive hours.

**In addition**, a commercial vehicle driver who does shiftwork on 5 or more consecutive days must, so far as practicable, have at least 24 continuous hours of non-work time between shift changes.

For All BHP Billiton lease transportation contracts:

In any period of 168 hours (seven days) a driver must not:

- a) Drive and work for more than a total of 56 hours.
- b) Must have a rest period of 112 hours including one continuous period of 24 hours taken away from the vehicle.

## **Work time**

Is defined in legislation as:

- a) Loading or unloading a heavy vehicle.
- b) Inspecting, servicing or repairing a heavy vehicle, inspecting or attending to the load.
- c) Cleaning or refuelling a heavy vehicle.
- d) Performing marketing tasks in relation to the operation of a heavy vehicle.
- e) Helping with, or supervising an activity mentioned above.
- f) Recording information or completing a document in accordance with the Fatigue Management Regulation or in relation to the operation of a heavy vehicle.

In summary, work time is basically any work that has a connection with the operation of a heavy vehicle.

## **Warning signs of fatigue**

Fatigue can represent itself in any or all of the following ways:

- Extended sleep during days off.
- Sweating hands.
- Not feeling refreshed after sleep.
- Twitching hands.
- Yawning.
- Irritability, impatience.
- Heaviness in the eyes.
- Day dreaming.
- Dimmed vision.
- Thoughts wandering.
- Pressure in the head and temples.
- Vehicle wandering in lanes.
- Thirst and hunger.
- Missing gear changes and turn offs.
- Painful bottom/stiffness/cramps.
- Unable to maintain a constant speed.

Bunbury Bus Service will not schedule work that contravenes the Act and will monitor the hours worked for each employee through their payroll systems.

## **References**

National Transport Commission of Australia. New South Wales – Work cover Fact Sheets. New South Wales - Occupational Health and Safety Amendment (Long Distance Bus Driver Fatigue) Regulation 2005. South Australia - Road Traffic (Driving Hours) Regulations 1999. Queensland – Transport Operations (Road Use Management – Fatigue Management) Regulations 1998.

## 1.24 COVID-19 & Transmissible Diseases Policy

Covid 19 and other transmissible diseases present a considerable risk to drivers and passengers using passenger transport services. **Bunbury Bus Service** has adopted the WA department of Health guidelines to mitigate this risk to our employees and customers. **Bunbury Bus Service** will provide hand sanitiser and additional face masks on each of its vehicles. The driver or person in charge of the vehicle will be responsible to ensure a COVID clean has been completed to sanitise each vehicle prior to passengers initial boarding.

### Prevention

**Bunbury Bus Service** will ensure COVID-19 safe principles are practised to minimise the risk of COVID-19 transmission whilst using our services.

These include:

- wearing face masks in accordance with COVID Transition (Face Covering) Directions (wa.gov.au).
- encouraging people to wear face masks when they cannot physically distance.
- following enhanced cleaning practices, where relevant.
- ensuring guests and staff have access to hand sanitiser, face masks and rapid antigen tests (RATs).
- facilitating COVID-19 testing by RAT or PCR for people with symptoms consistent with COVID-19.

### Overnight Services

When conducting overnight services with accommodation included BBS will assist to coordinate appropriate isolation accommodation for guests and staff who are identified as a COVID-19 positive case. We will determine appropriate isolation accommodation in anticipation of cases being identified on any tour, recognising that there is limited accommodation available in many parts of regional WA. COVID-19 cases must:

- isolate for at least 7 days from the date they took their positive test.
- register positive RAT results with WA Health online or by calling 13 COVID (13 26843).
- follow requirements in What to do when you test positive for COVID-19.

COVID-19 cases may travel home or to an alternate isolation premises within WA (for example, isolation accommodation in a town or city organised by the tour operator) while complying with the requirements outlined in Schedule 4 of the COVID Transition (Testing and Isolation) Directions (wa.gov.au). This includes that:

- they travel by the most direct route without stopping (except as required for fuel or rest; this may include one or more overnight stays).
- travel is by private vehicle, taxi, rideshare or by charter vehicle or charter flight, noting that COVID-19 cases cannot travel by commercial aircraft.
- they wear a face mask at all times while not in an isolation premises.
- they take reasonable steps to keep at least 1.5m away from any other person (other than people isolating with them).

If shared facilities (such as bathrooms) must be used by cases before moving to appropriate isolation premises, guidance in Congregate living and large households – safe isolation for cases and close contacts for safe use should be followed. Further information is available at HealthyWA – COVID-safe travel in WA.

### Remote Aboriginal Communities

Remote Aboriginal communities may have their own requirements for people entering. Ensure you have contacted a community before going to find out what if any restrictions or requirements are in place.

### Health and safety advice for drivers

Masks are required for people aged 12 years and older in public and passenger transport - this includes taxi and charter vehicles, tour buses and school buses. This means drivers and passengers must wear masks during trips. At all times, it is the driver's responsibility as follows:

- stay home if sick and get tested.
- physical distance whenever you can.
- wash or sanitise hands often.
- provide hand sanitiser to passengers.
- clean vehicle regularly; and
- encourage contactless payment.

### Transporting people under self-quarantine

Private vehicles, hospital transport or a WA Health organised transport option should be provided for COVID-19 positive people who are required to travel from hospital to their home/hotel or hotel to home.

On-demand transport services can be used as a last resort for transportation of people with positive COVID-19 cases and those in quarantine or required to self-quarantine.

- You must ask passengers if they are in quarantine or going for testing **before** they get in the vehicle, so you can take extra precautions. To keep safe, follow these instructions:
- both you and your passenger **must** wear a surgical mask (throw it away after the trip);
- passengers should use hand sanitiser before getting in.
- do not handle your passenger's luggage.
- passengers should sit in the back.
- open windows and set air conditioning to fresh; and
- you must clean your vehicle after the trip.

### Refusal of Service

Drivers have certain rights that can allow them to refuse service to a passenger if they believe there is a threat to their safety.

Section 19 of the *Transport (Road Passenger Services) Act 2018* provides that a driver must:

- ensure their own health and safety; and
- ensure that their own acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the driver is reasonably able, with any reasonable instruction that is given by the on-demand booking service.

Regulation 138 of the *Transport (Road Passenger Services) Regulations 2020* provides that a driver can refuse a passenger if they have **reasonable grounds** to believe that either the intended passenger or a person accompanying the intended passenger, poses a threat to the driver's safety.

If you are refusing a passenger because of concerns for your safety, it is recommended that you record the reasons for this belief, and clearly explain these to the passenger being refused.



## 1.25 Alcohol and Drugs Policy

**Bunbury Bus Service** believe that the misuse of prescription drugs, the use of illicit drugs and the inappropriate consumption of alcohol, places the health and safety of all staff and passengers at risk. By following the principles detailed in this policy the risk of anybody being harmed or a safety hazard being created because an individual is under the influence of drugs or alcohol will be significantly reduced.

Compliance with this policy is a condition of employment for all workers. Violation of these standards will be grounds for disciplinary action and/or dismissal. We reserve the right to conduct drug and alcohol testing as part of an ongoing management plan for the individual employee.

If a worker is in a condition which impairs their ability to perform their job and they might endanger the safety and wellbeing of themselves or others or might cause equipment or property damage or otherwise expose the business to potential liability, the employee will not be allowed to continue working or remain in the workplace.

For the purpose of this policy, 'impairment' is the inability to perform one's job in the prescribed manner for that function or in accordance with established codes of practice.

If a worker is suspected as being impaired or unable to perform their duties properly and safely because of the influence of alcohol or drugs, we reserve the right to request that the worker attend a medical practitioner of the Contractor's choice for examination. We also reserve the right to conduct drug and alcohol testing following an accident or incident, or as part of a pre-employment health assessment.

Where a worker has been prescribed medication, by a medical practitioner, they are required to provide a medical certificate that demonstrates that the medication will not in any way impair their ability to perform their duties.

Workers shall:

- not consume, possess, manufacture or distribute illegal drugs or substances of abuse in the workplace;
- not take up duty or perform work whilst impaired by drugs or alcohol;
- not be under the influence or have any concentration of alcohol in their blood and must not consume alcoholic beverages during working hours, i.e. workers must have a Blood Alcohol Concentration of Zero;
- discuss the possible side effects of any prescribed medication with their treating doctor particularly any potential impact on their ability to undertake safety critical work;
- inform their supervisor if they are taking prescribed or over-the counter medication that may interfere with their capacity to work safely and effectively; and
- inform their supervisor where the prescribed medication is interfering with their ability to work safely and effectively;
- immediately report to their supervisor (bus contractor) if they suspect another employee:
  - Is not fit for work due to the influence of drugs or alcohol; or
  - of consuming, possessing, manufacturing or distributing illegal drugs or substances of abuse at work; and
  - undertake drug and alcohol testing when requested to do so by the employer.

Workers failing to follow these requirements may be subject to disciplinary action, including dismissal.

### **Smoking Policy**

Smoking is prohibited in all of our vehicles and facilities except where designated smoking areas are defined.

All workers must adhere to smoking arrangements / restrictions placed on or imposed by other government or employer premises e.g. Department of Education.

## **1.26 CCTV Policy**

Bunbury Bus Service does operate some vehicles with CCTV capabilities, these vehicles are marked with signs to advise passengers that they may be being recorded. The footage of these cameras is strictly for company use only and will not be distributed to the public in any manner. Drivers are not trained in the use of such systems, apart from being able to assess whether the system is working correctly, so as to reduce the likelihood of unauthorised access, drivers are advised during the onboarding process not to tamper with camera recording systems and to report any defects in the camera system to management via the standard defect card system.

A register is kept for any copying, removal or destruction of footage associated with the recording equipment and only the Managing Director, Workshop Manager and Office manager are authorised to access any footage.

Customers concerns, with regards to such camera recording systems, can be raised through our customer complaints portal on our website.

## 2 Australian Industry Policy

### 2.23 Aboriginal & Torres Strait Islander Policy (ATSI)

- Bunbury Bus Service will contribute to the process of equality and reconciliation by committing to increase employment opportunities for Aboriginal and Torres Strait Islander peoples through the implementation of the [Aboriginal and Torres Strait Islander Peoples Workforce Procedure](#).
- Bunbury Bus Service will utilise and promote Special Measures, section 12, 28 and 88 of the Equal Opportunity Act 2010 and take appropriate affirmative action measures in recruitment, selection, retention and staff development in both mainstream and designated careers to achieve equality for Aboriginal and Torres Strait Islander peoples.
- In the implementation of this Policy, associated Procedure and employment matters generally, Bunbury Bus Service will respect the cultural, social and religious systems practiced by Aboriginal and Torres Strait Islander peoples and employees.
- Bunbury Bus Service acknowledges that active participation of Aboriginal and Torres Strait Islander employees in cultural, religious and ceremonial activities is likely to enhance their effectiveness as employees of the company and therefore support participation in such activities.
- Bunbury Bus Service is committed to ensuring that Aboriginal and Torres Strait Islander employees are supported by company policies and procedures aimed at making the Bunbury Bus Service more culturally responsive and responsible.

## 3. Quality Policy

Bunbury Bus Service provides safe, reliable, professional and friendly bus services for the people of Collie and the South West region of Western Australia. Our success and future growth are dependent on meeting our customer's needs for safe and reliable transport.

We are committed to providing high quality transport that is both safe and reliable. Quality is therefore an important part of achieving our business goals and raising our level of customer service and professionalism.

Our management team is committed to continually improving our service delivery through establishment and implementation of processes that ensure that:

- Our bus operators are suitably skilled and qualified.
- Our fleet is impeccably maintained and fit-for-purpose.
- A culture of customer service is shared by all employees.
- We work closely with our customers to achieve expected levels of service standards.
- We comply with all regulatory and statutory requirements.
- We continually improve our internal systems, policies and processes.

Bunbury Bus Service's Managing Director will ensure that this policy is communicated throughout the business and that all policies and procedures are reviewed regularly.

## 4. Risk Management

Risk management involves taking active steps to identify and control those things (“hazards”) that could cause harm to passengers, employees and the public. Importantly, risk management needs to focus on the hazards in your business and the process needs to be ongoing, and not simply at the time of your Annual Self-Assessment Report. This paper provides bus operators with simple guidelines to help minimise risks and hazards.

### Types of Hazard

Hazards in a bus service can arise from a variety of sources which include;

- Employees (e.g., a driver turning up for a shift unfit for duty)
- Passengers (e.g., school children misbehaving on the bus)
- Vehicles (e.g., an older bus with minimal safety features)
- Bus Routes (e.g., narrow, winding roads)
- Environmental conditions (e.g., an area prone to flooding or ice). Fitness/medical complaints of drivers  
Loss of Licence/Driver Authority
- Dangerous or hazardous driving
- Drug and/or alcohol consumption
- Fatigue (including that resulting from secondary employment) Passenger/public related
- School children misbehaviour (driver distraction)
- Violent/aggressive passengers
- Children failing to wear seat belts
- School children getting on/off the bus
- Parents dropping children off on the opposite side of the road to where the bus stops Vehicle-related
- Vehicle visibility
- Doors that have the potential to trap passengers
- Risk of on-board fires (eg gas buses)
- Bus not suited to route Route-related
- Steep or winding roads
- Unpaved or narrow roads
- Trucks and other heavy vehicles on the bus route
- Bus Stops in high traffic zones
- Interchanges servicing multiple buses Environmental
- Ice or snow on the road
- Morning fog and poor visibility
- High wind and rain
- Areas prone to flooding
- Kangaroos and other animals on the road

## Four Steps to Managing Risks

a) **IDENTIFY HAZARDS** (refer SMP Identified Hazards Register)

*Identifying the hazards* that are a particular risk to our bus service involves looking at past experiences and thinking innovatively about what could go wrong in the future. A number of systems can help you to identify hazards. For example:

- Consultation/communication with bus drivers (who are usually aware of significant on-road risks)
- Bus Incident Database (this can provide the operator with data on the types of incidents that have occurred in the past)
- Accident and Complaints Registers (which are kept for Contract purposes but can provide another source of hazard data)
- Inspections of vehicles, workshop and the depot
- Audits (both your own and the three-yearly independent BOAS audit)
- Information Alerts from WA Dep't of Transport on particular safety issues
- OTSI reports and media articles.

b) **ASSESS THE RISK** (Refer SMP Registers)

When you include a hazard on your Risk Register, you need to assess the risk of that hazard. Assessing the risk will enable you to prioritise, allowing you to determine the most serious hazards first. Risk is measured in terms of both:

- Severity (e.g., has the hazard the potential to kill or only a minor injury?)
- Likelihood (e.g., how likely will this hazard arise: almost never or often?). A hazard which is likely to occur and may result in death or serious injury is obviously a greater problem than one which is unlikely to occur and may only result in a bump or scratch.

c) **The Risk Matrix** (Refer 1.17) will provide assistance in the assessment/prioritising process.

d) **CONTROL THE RISK** You need to determine and implement control measures for hazards you have identified. This is best done in consultation with your staff, including drivers. Controls could include an engineering control (e.g., including a bull-bar on a bus to lessen the impact of an animal strike), driver training or procedures, and could include liaising with other stakeholders to find a solution (e.g., discussing dangerous road conditions with the local Council or Roads and Maritime).

e) **DOCUMENT AND REVIEW BOAS** requires that your process for managing risks needs to be documented. A Risk Register is a mechanism for recording all of the necessary information on one simple table.

## 5. Human Resources (HR) and Industrial Relations (IR) policies

### 5.1 HR Management system and Plan.

### 5.2 Termination Policy & Procedure.

Purpose: To ensure termination is managed and compliant with the provisions of relevant legislation and workplace agreements.

**Scope:** This Procedure applies to all Employees, excluding Employees whose conditions of employment are covered by a written agreement or contract with **Bunbury Bus Service**

**Procedure Overview:** **Bunbury Bus Service** will comply with the provisions of relevant workplace agreements when managing termination of employment.

#### Procedures

##### a) Resignation or retirement

An Employee must put in writing their intention to resign or retire, indicating the proposed date of termination. The notice must be submitted through the Employee's immediate Supervisor who will acknowledge receiving the notice. An Employee is required to give the appropriate period of notice as per the relevant award.

At the discretion of **Bunbury Bus Service**, a shorter period of notice may be granted.

If an Employee fails to give the required notice, the **Bunbury Bus Service** may withhold salary or take legal action.

The Managing Director will advise acceptance of the resignation in writing to the Employee.

Resigning or retiring Employees may be invited to participate in an exit survey.

Resigning or retiring Employees who are members of an employer sponsored superannuation fund may access retirement benefits if they meet the Superannuation Trust Deed eligibility criteria.

##### b) Death of an Employee

On receipt of advice that an Employee has died, **Bunbury Bus Service** will:

convey condolences in writing to the immediate family, calculate outstanding salary and leave entitlements as from the last known working day and advise Payroll for payment action. Advise the relevant superannuation fund of the member's details (date of death, name and address of next of kin, and name and address of person handling estate).

##### c) Abandonment of Employment

Failure by an Employee to advise **Bunbury Bus Service** of the reason for any absence of 10 or more sequential working days, will be considered to be Abandonment of Employment, and the Employee will then be deemed to have resigned.

##### d) Termination due to unsatisfactory performance

**Bunbury Bus Service** may terminate employment due to an Employee's unsatisfactory performance. The Improving and Managing Unsatisfactory Performance Procedure will apply to Decisions to terminate employment on the grounds of unsatisfactory performance.

For more information refer to the Improving and Managing Unsatisfactory Performance Procedure.

Delegates and Employees have an obligation to advise of any perceived, potential or actual Conflict of Interest that may undermine the application of natural justice and procedural fairness.

##### e) Termination of probationary employment

If at any time during the probationary period:

an Employee's progress is considered by **Bunbury Bus Service** to be unsatisfactory; or

if the Employee is not satisfied with the position or the University, either the Employee or **Bunbury Bus Service** may terminate the employment subject to giving of the following notice as prescribed under the relevant award. Notice may be paid in lieu, or forfeited as appropriate.

If any meeting is held between a Supervisor and probationary Employee where the performance of the probationary Employee is to be discussed and which may concern the possible termination of a probationary Employee, that Employee may be accompanied by their Nominated Representative.

Where there is a recommendation to terminate the employment of a probationary Employee, the Employee will be advised of the recommendation by their Supervisor and/or Delegate, including any adverse material about the Employee upon which the recommendation is based. The Employee will be entitled to respond to the recommendation and request a review of the recommendation to terminate the employment.

Where a review is requested, the Managing Director, or nominee, will undertake a review of the process and consider a number of factors including, but not limited to:

- the Employee's response and any relevant documentation.
- whether appropriate steps were taken to notify the Employee of the performance issues and the consequences.
- whether the Employee was given appropriate opportunity to respond.
- whether due consideration was given to the Employee's response; and
- whether reasonable time and opportunity was given to remedy the performance issues.

Where a review is requested **Bunbury Bus Service** will undertake a review of the process as outlined above.

**Bunbury Bus Service** will advise the employee of the outcomes of the review and provide advice as to the most appropriate course of action. **Bunbury Bus Service** will consider the Employee's response and the advice from the Managing Director when considering the recommendation to terminate.

The review will be conducted within 10 working days from the receipt of the request from the Employee, where practicable.

**f) Termination due to serious misconduct**

**Bunbury Bus Service** may terminate without notice the employment of an Employee found to have engaged in serious misconduct such that would make it unreasonable to require **Bunbury Bus Service** to continue employment during a period of notice.

For more information refer to the Disciplinary Action for Misconduct or Serious Misconduct Procedure.

Delegates and Employees have an obligation to advise of any perceived, potential or actual Conflict of Interest that may undermine the application of natural justice and procedural fairness.

**g) Termination on the grounds of ill health**

**Bunbury Bus Service** may require an Employee, whose capacity to perform the duties of their position is in doubt, to undergo a medical examination by a medical practitioner chosen by **Bunbury Bus Service**, at the expense of **Bunbury Bus Service**.

**Bunbury Bus Service** will provide the Employee with written notice of not less than two months that a medical examination is required.

A medical examination will not be required if an employee elects to apply to the relevant superannuation fund for ill-health retirement or temporary disability benefit and is granted the benefit.

Where the superannuation fund determines that an Employee is ineligible because of a pre-existing medical condition, or decides that an Employee, following a period of receipt of a temporary disability benefit, is capable of resuming work and **Bunbury Bus Service** elects to dispute this Decision, **Bunbury Bus Service** may proceed to request the Employee undergo a medical examination.

A copy of the medical report made by the medical practitioner will be made available to the **Bunbury Bus Service** and to the Employee.

If the medical examination reveals that the Employee is unable to perform assigned duties and is unlikely to be able to resume them within 12 months, **Bunbury Bus Service** may terminate the employment.

Prior to taking action to terminate the employment of an Employee, **Bunbury Bus Service** may offer the Employee the opportunity to resign and, if such a resignation is offered, will accept it and not proceed with action to terminate employment.

Failure to undergo a medical examination within three months of a written notification to do so will be taken as evidence that the Employee is unable to perform assigned duties. **Bunbury Bus Service** may then proceed with action to terminate the employment.

The Employee, or their Nominated Representative, may request, within 14 days of the medical report being made available, that the findings of the report be confirmed by a panel of three medical practitioners or an independent specialist agreed between **Bunbury Bus Service** and the Employee.

In making an assessment as to whether or not an Employee is unable to perform assigned duties and is unlikely to be able to resume those duties within a reasonable period, the medical practitioner or panel of medical practitioners will, as far as possible, apply the same standards as are used by the Employee's superannuation scheme in determining qualification for the payment of a disablement pension or other similar benefit.

In instances where **Bunbury Bus Service** decides to terminate employment on the grounds of ill health, the standard notice period will apply.

Where the superannuation fund determines that an Employee is totally and permanently incapacitated and is unlikely to return to work in the foreseeable future, **Bunbury Bus Service** may terminate the employment.

#### **h) Notice of termination by Bunbury Bus Service**

Where employment is terminated for valid reasons, **Bunbury Bus Service** will give an Employee notice as prescribed in the relevant award.

The period of notice does not apply where employment is terminated in the case of apprentices, fixed-term replacement Employees as referenced in the Fixed-Term Appointments Procedure, voluntary severance or redundancy.

Payment may be made in lieu of notice at the discretion of **Bunbury Bus Service**. Payment in lieu of notice will be calculated on the Employee's salary (including fortnightly award based allowances, superannuation and loadings) at the date of ceasing employment. Where payments are made in lieu, payments of unused long service leave will not attract superannuation.

Notice of termination is given in writing to the Employee.

**Bunbury Bus Service** will provide the terminating Employee with a separation certificate, if requested.

The Employee will be allowed up to one day's time off, without loss of pay, for the purpose of seeking other employment where the University has given notice of termination to an Employee. Time off will be taken at times that are convenient to the Employee, after consultation with the Employee's Supervisor.

### **5.3 Grievance Policy & Procedure.**

**Bunbury Bus Service** is committed to providing a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously. An essential part of developing that environment is ensuring that employees are encouraged to come forward with their grievances in the knowledge that the organisation will take appropriate action to address those grievances.

#### **Procedure**

**Informal Process:** Should an employee, contractor, volunteer, participant or student have a grievance, they should try and resolve the grievance themselves with the person they feel have grieved them. This may be verbal and informal, every effort should be made to resolve the grievance before it is formalised.

This may include:

- Speaking with the person or persons that may have grieved you and resolve the issue.
- Speaking with your manager to assist with the grievance to endeavour to resolve the issue.
- Raising the issue through Bunbury Bus Service's complaints process.

If the matter cannot be resolved in this manner, then the formal complaint process may need to be applied.

The employee, contractor, volunteer, participant or student can consult with their Direct Manager to commence the compliant process.

**Formal Process:** To commence the formal process, the employee, contractor, volunteer, participant or student should outline their grievance in writing, with as much detail as possible. This should be sent to either their Direct Manager. Once the completed Complaint is submitted the Manager (or other relevant party) will acknowledge and receipt the complaint and proceed with the Compliant and Investigation Process.

The Respondent will be given details of the compliant and the opportunity to respond within a reasonable time frame. The Manager may have a discussion with both parties in an effort to genuinely resolve the complaint at workplace level. Where required, the General Manager or an appointed external investigator will commence an investigation, all parties will be notified. The investigation will be completed in a timely manner (no more than 14 working days after the complaint has been submitted and receipted by the Manager. All nominated employees, contractors, volunteers, participant's or students are expected to participate and make themselves available for the investigation processes. Witnesses may be identified in the strictest confidence. On completion of the investigation finding, all parties involved will be informed of the outcome (if appropriate) and the prescribed actions and recommendations. Actions and recommendations may include, but are not restricted to:

- The complainant gaining a better understanding of the situation and no longer being aggrieved.
- The complainant receiving a verbal or written apology.



- Training and performance alignment.
- Mediation.
- Employee Assistance Program, one or both parties agreeing to participate in some form of counselling.
- Disciplinary action where **Bunbury Bus Service** Policy documents were found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.
- Termination of employment. Once the complaint is resolved, if deemed necessary by **Bunbury Bus Service**, a review may be undertaken by the General Manager with all parties involved at any stage thereafter. The employee, contractor, volunteer, participant or student will be required to sign-off on the Complaint Form to ensure satisfaction with the process and outcome. If the complainant is not satisfied with the outcome, the General Manager will determine the next course of action. At any time from lodgement of a complaint, **Bunbury Bus Service** can acquire an external investigator to investigate the complaint if it deems appropriate. During the course of the complaint process, the complainant and respondent are entitled to have a support person present. These grievance and complaint guidelines do not apply where an employee has a grievance or complaint relating to the termination of their employment or if **Bunbury Bus Service** has implemented or it is reasonably anticipated the commencement of disciplinary procedure against an employee.

Appeals/Lodging an Internal Appeal If either the Complainant or Respondent is dissatisfied with a decision made by **Bunbury Bus Service**, they have five (5) working days from the date nominated in the written notification of close of complaint, to lodge an Internal Appeal to have the complaint reviewed. Appeals should be lodged in writing to **Bunbury Bus Service**. The appeal needs to be based on new information or information that was not initially considered. The appealing employee will be advised in writing of this decision and the reasons for it. If the decision is for a Case Review Panel to review the appeal, the employee will be informed of the membership of that panel, and the procedure to be followed, at least fourteen (14) working days in advance of the review date. The appealing employee may attend and be accompanied by a support person. If the complaint involves another employee(s), they will also be invited to present their case. A written record of the meeting will be taken. The appealing employee will be notified of the decision in writing within five (5) working days of the decision. If the appeal is upheld the employee will be informed of the action to be taken to resolve the matter. The organisation will immediately implement any decision and/or action required. If the appeal is not upheld, the employee will be given a written explanation including the reasons for that decision. The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under the Fair Work Act. It is imperative that all information regarding grievances be kept confidential for the following reasons:

- The complainant and the respondent have a right for all information pertaining to the complaint to remain strictly confidential.
- The possibility of defamation suits against individuals.
- The prevention of victimisation of the parties involved.
- The prompt, successful resolution of the grievance. In the event that confidentiality is breached, the matter will be referred to the General Manager and appropriate disciplinary action taken. Confidentiality under this policy may be overridden by legal obligations requiring disclosure. Employees found guilty of making false or malicious claims will be reprimanded which may lead to termination of employment. It is the responsibility of each employee, or those mentioned within the policy scope, to ensure that they are aware of changes and updates to policies. All employees must ensure that they have the most current version of a policy.

## 5.4 Equal opportunity policy.

Bunbury Bus Service is an equal opportunity employer and will provide equality in employment for all people employed or seeking employment.

Every person will be given a fair and equitable chance to compete for appointment, promotion or transfer, and to pursue their career as effectively as others.

Consistent with this, Bunbury Bus Service will not condone, and regards as unfair, all forms of unlawful discrimination or vilification, including that which relates to:

- pregnancy; potential pregnancy;
- marital/domestic status;
- age; disability; physical features;
- race, colour, national extraction, social origin, descent racial classification;
- ethnic, ethno-religious or national origin;
- family responsibilities, family status, status as a parent or carer;
- HIV/AIDS vilification; medical record; and criminal record.
- religious belief or activity; political belief or activity;
- industrial activity;
- employer association activity; trade union activity;
- breastfeeding;
- gender; sexuality; trans sexuality; transgender;
- profession, trade, occupation or calling;

In all cases no factors other than performance and competence are to be used as the basis for performance assessment, training and development opportunities and promotions.

This policy is to be used in conjunction with the Discrimination, Harassment and Affirmative Action policies.

## 5.5 Recruitment Policy

**Bunbury Bus Service** is committed to providing high quality programs and services to our community. To support the achievement of this objective we recognise the importance of employing the most suitable applicant for all vacant positions.

**Bunbury Bus Service** will ensure it has the best opportunity to attract the best available staff by broadly advertising (internally and externally as deemed appropriate) all vacant remunerated positions and volunteer vacancies.

**Bunbury Bus Service** will take all reasonable steps to ensure that applicants may be safely entrusted with the duties of their position.

**Bunbury Bus Service** will internally advertise all vacant positions to current staff and volunteers to encourage career advancement and increase participation.

**Bunbury Bus Service** is committed to providing a work environment that is free from harassment and discrimination. All recruitment and selection procedures and decisions will reflect **Bunbury Bus Service's** commitment to providing equal opportunity by assessing all potential candidates according to their skills, knowledge, qualifications and capabilities. No regard will be given to factors such as age, gender, marital status, race, religion, physical impairment or political opinions.

## 5.6 Training and development strategy

**Bunbury Bus Service** is committed to ensuring that all staff has access to learning, development and training opportunities which enable them to be suitably knowledgeable and skilled to carry out their role within the Company, and to develop their talents in ways that fit with the Company's development to meet its strategic objectives. **Bunbury Bus Service** considers it appropriate to base training and development opportunities on the requirements of the business. Therefore, decisions about investment in staff training and development will always be made having regard to the needs of the business as well as the staff member's individual needs. The Company regularly reviews its level of investment in staff training and development to ensure not only those adequate

resources are being provided, but also that training and development activity is delivering a benefit to both the staff member and the business. **Bunbury Bus Service** to ensure that:

- Each member of staff understands what his or her work role involves
- Each person is developed as appropriate, to enable them to achieve their work objectives
- Staff are prepared and equipped to deal with changes in **Bunbury Bus Service**.

**Bunbury Bus Service** believes that effective training and development benefits the individual and the Business as a whole, and contributes to the achievement of **Bunbury Bus Service's** business objectives.

These benefits include:

- High standards of work performance
- Greater understanding and appreciation of factors affecting work performance
- Sharing ideas and dissemination of good practice
- Effective management and implementation of change
- Building strong and effective teams
- Increased motivation and job satisfaction for individuals
- Professional development
- Greater understanding of **Bunbury Bus Service's** business

Workers will be given instruction and information through; our induction process, regular safety meetings and notices when new information is identified. At times when it is critical to pass on information this will be managed through the Contact Book / Email / Daily Notices / Notice Board, etc.

Where it is determined formal training is required, we will ensure a suitably competent person provides training at a time that is agreed between workers and management. Training may take the form of:

Externally provided trainer attending a group in-house session; or  
Individual workers being provided with outside instruction by suitably qualified / registered Training Organization or an outsourced course.

## 5.7 Enterprise Bargaining Agreement (EBA)

**Bunbury Bus Service** operates under the national 'Passenger Vehicle Transportation Award 2010' MA000063

## 5.8 Affirmative Action Policy

**Bunbury Bus Service** policies and practices will be reviewed regularly to ensure they provide adequate support for the career progress of women.

**Bunbury Bus Service** will consult our employees and volunteers about their needs, analyse our employment profile and other workplace statistics and accordingly establish goals and plans to give effective opportunities for women. All decisions in **Bunbury Bus Service** will be based on merit.

## 5.9 Anti-Discrimination Policy

**Bunbury Bus Service** does not advocate, support or practice discrimination based on race, religion, age, national origin, language, sex, sexual orientation, or mental or physical handicap or any other personal attribute protected by law, except where affirmative action may be required to redress individual or social handicaps. [Name of Organisation] will make all reasonable accommodations to allow people who experience difficulties in their dealings

## 5.10 Social Media Policy

**Bunbury Bus Service** social media use shall be consistent with the following core values:

- **Integrity:** Bunbury Bus Service will not knowingly post incorrect, defamatory or misleading information about its own work, the work of other organisations, or individuals. In addition, it will post in accordance with the organisation's Copyright and Privacy policies.
- **Professionalism:** Bunbury Bus Service's social media represents the organisation as a whole and should seek to maintain a professional and uniform tone. Staff and volunteers may, from time to time and as appropriate, post on behalf of Bunbury Bus Service using its online profiles, but the impression should remain one of a singular organisation rather than a group of individuals.
- **Information Sharing:** *Bunbury Bus Service* encourages the sharing and reposting of online information that is relevant, appropriate to its aims and of interest to its customers.

**Bunbury Bus Service** should seek to grow its social media base and use this to engage with existing and potential customers and stakeholders. At the same time, a professional balance must be struck which avoids placing the organisation's reputation at risk.

## 5.11 Sexual Harassment Policy

**Bunbury Bus Service** will not tolerate sexual harassment under any circumstances. Responsibility lies with every Manager, Supervisor and employee to ensure that sexual harassment does not occur.

Both federal and state Equal Employment Opportunity legislation provide that sexual harassment is unlawful and establish minimum standards of behaviour for all employees.

This policy applies to conduct that takes place in any work-related context, including conferences, work functions, social events and business trips.

No employee at any level should subject any other employee, customer or visitor to any form of sexual harassment. A breach of this policy will result in disciplinary action, up to and including termination of employment.

Bunbury Bus Service strongly encourages any employee who feels they have been sexually harassed to take immediate action. If an employee or volunteer feels comfortable in doing so, they can raise the issue with the person directly with a view to resolving the issue by discussion. The employee should identify the harassing behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stops.

## 5.12 Injury Management & Return To Work Policy

**Bunbury Bus Service** is committed to supporting its injured employees in return to work.

We will, as part of this commitment:

- prevent injury and illness by providing our employees a safe and healthy work environment,
- ensure the injured employees is aware of their rights and responsibilities;
- provide alternative duties for an injured employee, where they are achievable, as soon as possible;
- consult and cooperate with our employees to develop a return to work plan that is suitable to both parties;
- cooperate with the treating doctor by providing contact details of the Injury Management Coordinator; and
- keep the confidentiality of the injured employee's records.

To support this commitment we will develop appropriate procedures.

We expect our Workers to:

- undertake their duties in a safe manner taking into consideration the safety of others,
- report an injury early,
- cooperate by following the procedures for managing workplace injuries and their return to work program, and
- communicate with us on a regular, ongoing basis throughout their rehabilitation.

### Procedure

All injuries must be reported to the **Bunbury Bus Service**, or the Injury Management Coordinator as soon as possible.

All injuries will be recorded on an injury report form and recorded in the Register of Injuries;

**Bunbury Bus Service** will be notify the insurance company as soon as practical

Injured employees will receive first aid or medical treatment as soon as possible;

The injured employee must nominate a treating doctor who will managed the injury and assist in the return to work plan;

A fully documented Injury Management Plan will be developed in conjunction with the injured employee to enable the worker to return to their pre-injury work;

The injured employee will be given alternative duties, where achievable, and will be consistent with medical advice, meaningful, productive and appropriate to the injured employee's physical and psychological condition; and

Depending on the individual circumstances of the injured employee, suitable duties may be at the same or different workplace, the same job with different hours or modified duties, a different job and may involve lesser hours.

### Dispute Resolution

If disagreements about the return to work program or the alternative duties arise, we will work with the injured employee to resolve the issue.

If all parties are unable to resolve the dispute, the organisation will seek to involve

Paul Burns of South West Insurance Services, an accredited rehabilitation service provider, the treating doctor, an injury management consultant or WorkCover WA.

## 6. APPENDIX A (General / Safety Meeting Record & Agenda Template)

<b>General / Safety Meeting</b>		
*Note – Safety meetings will be combined with our regular operational meetings. When this occurs, safety will be a regular and reoccurring agenda item.		
<b>Location / Workplace:</b>		
<b>Subject of Talk:</b>		
<b>Presented /Chaired by:</b>		
<b>Date:</b>		
<b>Attendees</b>		
<b>Name</b>	<b>Signature</b>	
<b>Non Attendees</b>		
<b>Name</b>	<b>Minutes Provided</b>	<b>Signature</b>
<b>Meeting Discussion points</b>		
<b>Issue:</b>		
<b>Raised by:</b>		
<b>Date of Incident:</b>		
<b>Action Taken:</b>		

<b>Issue:</b>	
<b>Raised by:</b>	
<b>Date of Incident:</b>	
<b>Action Taken:</b>	
<b>Issue:</b>	
<b>Raised by:</b>	
<b>Date of Incident:</b>	
<b>Action Taken:</b>	

**Corrective Actions**

Description of Corrective Action	Action By	Action Complete	
		Sign Off	Date

**Note:** All Corrective Actions will be transferred onto the Hazards Register for actioning. Where issues remain open they will be raised at each subsequent meeting for progressing or resolution.

## General / Safety Meeting Agenda

Date: \_\_\_\_\_

Time: \_\_\_\_\_

### Suggested Agenda Topics (remove as required)

- Attendees/Apologies
- Minutes of last meeting
- Business arising including status of actions
- New Employees Inductions completed
- Drivers PTDs due for renewal

### Reports

- Identify new hazards (bus bays, pick up locations), behavioural (student management)
- Monitor Identified hazards
- Incidents - near miss, accidents
- Inspections - Vehicles, Office, Depot, Workshop
- Hazard Alerts / Safety Bulletins
- New Safe Work Policies and Procedures
- Training
- Other
  
- Maintenance issues (vehicles, depots, workshops or equipment)
- Operational Issues (service delivery)
- New business
- Next meeting - date and time

### Suggested Periodic Safety Topics (remove as required)

- Emergency Procedures & Planning
- Identifying Hazards & Assessing Risks
- Vehicle safety
- Manual handling and safe lifting technique
- Fire Extinguisher Awareness
- Driver Fatigue
- General Safety Information

Date of Next Meeting: \_\_\_\_\_



## 7. APPENDIX B (Job Safety Analysis Template, JSA Authorisation Template)

Job Safety Analysis			
Details			Reference No
Business Name:	Bunbury Bus Service	Contact Name:	Brad Pilatti
Business Address:	7 Major Street, Bunbury	Contact Phone No:	0418 931 929
Job Safety Analysis Details			
Task / Work Activity:			
Location:			
Team members involved in the Activity:			
Individuals who may be at risk as a result of the Activity:			
Qualifications, licences, training and experience required to undertake the task:			
Plant/Equipment required:			
Inspection or maintenance checks required:			
Materials required:			
Personal protective equipment required:			
Certificates, permits and/or approvals required:			
Relevant Codes, Standards, MSDS's, operating manuals etc that apply to this task/activity:			

**Note: Any hazard that poses an immediate risk to other users that you take immediate action to control the hazard and inform other users such action.**

<b>Job Safety Analysis (Cont'd)</b>						
Step No.	Job Step Description	Potential Hazards	Associated Risks	Risk Rating	Risk Controls	Risk Rating with Additional Controls
1						
2						
3						
4						
5						

**Job Safety Analysis Authorisation**

This job safety analysis has been authorised by:

<b>Name:</b>		<b>Signature:</b>	
<b>Position:</b>		<b>Date:</b>	

This JSA has been developed in consultation with our employees and has been read, understood and signed by all employees undertaking the activity, as confirmed below:

<b>Print Names:</b>	<b>Signatures:</b>	<b>Date:</b>

<b>Review No</b>	<b>01</b>	<b>02</b>	<b>03</b>	<b>04</b>
<b>Initial:</b>				
<b>Date:</b>				

## 8. APPENDIX C (Bus Risk Assessment)

<p><b>Risk Title &amp; Description</b></p> <p>Define the risk event including a risk title and a short description</p> <p><i>What can go wrong?</i></p>	<p><b>Risk Title</b> <b>Vehicle Suitability</b></p> <p>Risk description There is a risk that the bus is not suitable for use</p>	<p><b>Risk Title</b> <b>Driver Suitability</b> <b>Driver Fitness</b> <b>Driver Behaviour</b></p> <p>Risk description There is a risk the bus driver puts the safety of passengers at risk</p>	<p><b>Risk Title</b> <b>Environmental conditions</b></p> <p>Risk description There is a risk that road conditions change or are not favourable to safe driving</p>	<p><b>Risk Title</b> <b>Operating Environment</b></p> <p>Risk description There is the risk of injury to the bus driver or passengers</p>
<p><b>Risk Causes &amp; Consequences</b></p> <p>Describe the risk event cause/s and consequence/s.</p> <p><i>What would cause it to go wrong? (causes)</i></p> <p><i>What are the impacts if it does go wrong? (consequences)</i></p>	<p><b>Causes</b></p> <ul style="list-style-type: none"> <li>Lack of appropriate regular maintenance</li> <li>Lack of seating</li> <li>Lack of seatbelts</li> <li>Poor vehicle visibility</li> <li>Doors that have the potential to trap passengers</li> <li>Risk of on-board fires (e.g. gas buses, loose wiring)</li> <li>Wheelchair Accessible Vehicle equipment faulty</li> </ul> <p><b>Consequences</b></p> <ul style="list-style-type: none"> <li>Death, injury, trauma event</li> <li>Staff fail to reach work on time or at all.</li> <li>Reputation damage to Contractor</li> </ul>	<p><b>Causes</b></p> <ul style="list-style-type: none"> <li>Drug and alcohol consumption</li> <li>Fatigue (including that resulting from secondary employment)</li> <li>Fitness / medical complaints</li> <li>Lack of concentration / attention or distraction</li> <li>No licence, Loss of Licence / Driver Authority</li> <li>Dangerous or hazardous driving</li> <li>Driver Criminal History</li> <li>Drivers Traffic Infringement History</li> <li>Driver Weight Restrictions</li> <li>Bus runs out of fuel</li> </ul> <p><b>Consequences</b></p> <ul style="list-style-type: none"> <li>Death, injury, trauma event</li> <li>Staff fail to reach work on time or at all.</li> <li>Reputation damage to Contractor</li> </ul>	<p><b>Causes</b></p> <ul style="list-style-type: none"> <li>Wet / Windy weather conditions</li> <li>Ice, snow, fog</li> <li>Unaware of weather conditions</li> <li>Area prone to Flooding</li> <li>Bushfire</li> <li>Congested roads</li> <li>Steep or windy roads</li> <li>Unpaved or narrow roads</li> <li>Kangaroos or other animals</li> </ul> <p><b>Consequences</b></p> <ul style="list-style-type: none"> <li>Death, injury, trauma event</li> <li>Staff fail to reach work on time or at all.</li> <li>Reputation damage to Contractor</li> </ul>	<p><b>Causes</b></p> <ul style="list-style-type: none"> <li>Bus involved in motor vehicle crash</li> <li>Passengers moving about the bus enroute</li> <li>Road users do not see a passenger getting on or off the bus</li> <li>The bus driver does not see a passenger approaching or getting off a bus</li> <li>Passenger misbehaviour (not wearing seatbelts)</li> <li>Road rage</li> <li>Violent or Aggressive Passengers</li> <li>Security / Terror Threats</li> <li>On-board Fire</li> <li>Transporting Vulnerable Passengers</li> <li>Wheelchair assisted passengers</li> </ul> <p><b>Consequences</b></p> <ul style="list-style-type: none"> <li>Death, injury, trauma event</li> <li>Staff fail to reach work on time or at all.</li> <li>Reputation damage to Contractor</li> </ul>
<p><b>Existing Controls</b></p> <p>Describe any existing policy, procedure, practice or device that acts to minimise the risk</p> <p><i>What is in place now that reduces the likelihood of this risk</i></p>	<ul style="list-style-type: none"> <li>Ongoing vehicle maintenance program.</li> <li>Drivers undertake pre-departure checks to ensure the serviceability of vehicle lights, indicators, brakes, steering etc. and anomalies logged for immediate resolution.</li> <li>Fire extinguishers are</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of Drug and Alcohol Program including: <ul style="list-style-type: none"> <li>Information and Training</li> <li>Testing Procedures</li> <li>Remedial Procedures</li> <li>Drug and Alcohol Policy.</li> </ul> </li> <li>Driver contracted to: <ul style="list-style-type: none"> <li>Report any loss / change to their</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Driver training on driving to conditions.</li> <li>Drivers to reduce speed when driving in early mornings, late afternoons and at night to avoid animal strikes</li> <li>Driver to be made aware of / assess environmental conditions prior to departure for any activity.</li> <li>Incident management system in place should an</li> </ul>	<ul style="list-style-type: none"> <li>Driver training on driving to conditions.</li> <li>Deliver an education program for passengers travelling on the bus highlighting risky behaviour e.g. not wearing seatbelts.</li> <li>Incident management system in place should an 'incident' occur whereby supervisor is notified immediately.</li> <li>Drivers instructed to document / report all</li> </ul>

<p><i>occurring or its impact if it did occur?</i></p>	<p>fitted and maintained in accordance with AS2444.</p> <ul style="list-style-type: none"> <li>• Bus driver conducts head count prior to departure to ensure capacity demands do not exceed the maximum number of passengers that may safely be carried.</li> <li>• Ensure Wheelchair Accessible Vehicle equipment meets engineering specifications and Australian standards. Ensure 6 monthly equipment inspections and annual servicing occurs.</li> </ul>	<p>licence / authorisation</p> <ul style="list-style-type: none"> <li>○ Report any injury or illness (including mental illness) that may affect their fitness to drive</li> <li>○ Renew their licence / authorisation periodically to ensure currency.</li> </ul> <ul style="list-style-type: none"> <li>• Bus(es) are fuelled at the end of each operating day and the fuel level is checked prior to departure for any activity.</li> </ul> <p>Drivers to report any secondary employment and monitored to ensure it doesn't impact safety.</p>	<p>'incident' occur whereby supervisor is notified immediately.</p> <p>Vehicles to be fitted with Bull Bars and Driving Lights</p>	<p>incidents.</p> <ul style="list-style-type: none"> <li>• Liaise with Police and Authorities</li> <li>• Evacuation procedure training</li> <li>• Fire Training</li> <li>• Aggressive and difficult passenger training.</li> </ul> <p>Transporting Vulnerable Passenger Training</p>
<p><b>Current Risk Assessment – with existing controls</b></p>				
<p><b>Effectiveness of existing controls</b></p> <p><i>How effective are the current controls we have in place?</i></p> <p><i>(choose one)</i></p>	<p>Ineffective</p> <p>Needs improvement</p> <p>Acceptable</p> <p><b>Effective</b></p>	<p>Ineffective</p> <p>Needs improvement</p> <p><b>Acceptable</b></p> <p>Effective</p>	<p>Ineffective</p> <p>Needs improvement</p> <p><b>Acceptable</b></p> <p>Effective</p>	<p>Ineffective</p> <p>Needs improvement</p> <p>Acceptable</p> <p><b>Effective</b></p>
<p><b>Current Risk Consequence</b></p> <p><i>How big would the impact of this risk be if it occurred?</i></p> <p><i>(choose one)</i></p>	<p><b>Severe</b></p> <p>Major</p> <p>Moderate</p> <p>Minor</p> <p>Insignificant</p>	<p><b>Severe</b></p> <p>Major</p> <p>Moderate</p> <p>Minor</p> <p>Insignificant</p>	<p><b>Severe</b></p> <p>Major</p> <p>Moderate</p> <p>Minor</p> <p>Insignificant</p>	<p><b>Severe</b></p> <p>Major</p> <p>Moderate</p> <p>Minor</p> <p>Insignificant</p>
<p><b>Current Risk Likelihood</b></p> <p><i>How likely is this risk to occur?</i></p> <p><i>(choose one)</i></p>	<p>Almost certain</p> <p>Likely</p> <p>Possible</p> <p>Unlikely</p> <p><b>Rare</b></p>	<p>Almost certain</p> <p>Likely</p> <p>Possible</p> <p>Unlikely</p> <p><b>Rare</b></p>	<p>Almost certain</p> <p>Likely</p> <p>Possible</p> <p><b>Unlikely</b></p> <p>Rare</p>	<p>Almost certain</p> <p>Likely</p> <p>Possible</p> <p>Unlikely</p> <p><b>Rare</b></p>
<p><b>Current Risk Rating</b></p> <p><i>What is the current risk level based on the risk rating matrix?</i></p>	<p>Extreme</p> <p>High</p> <p>Medium</p>	<p>Extreme</p> <p>High</p> <p>Medium</p>	<p>Extreme</p> <p>High</p> <p>Medium</p>	<p>Extreme</p> <p>High</p> <p>Medium</p>

	<b>Low</b>	<b>Low</b>	<b>Low</b>	<b>Low</b>
<p><b>Treatment</b></p> <p>Describe the actions to be undertaken for those risks requiring further treatments.</p> <p><i>What will be done? Who is accountable? When will it happen?</i></p>	<ul style="list-style-type: none"> <li>Develop training for staff (including fire extinguisher training).</li> <li>Develop a documented procedure that ensures that risks associated with the opening and closing of bus doors are understood (and practised) by drivers i.e. drivers are required to ensure passengers are well clear of doors prior to opening and closing.</li> </ul>	<ul style="list-style-type: none"> <li>Develop monitoring protocol for bus drivers regarding their driver performance.</li> <li>Develop fatigue management policy including timetables constructed to ensure drivers are not required to exceed driving hours.</li> </ul>	<ul style="list-style-type: none"> <li>Develop training for drivers regarding building their capacity to locate and interpret Bureau of Meteorology data.</li> </ul>	<ul style="list-style-type: none"> <li>Develop de-brief procedures for any affected drivers.</li> </ul>
<b>Target Risk Assessment – after treatments</b>				
<p><b>Target Risk Consequence</b></p> <p><i>(choose one)</i></p>	Severe Major Moderate <b>Minor</b> Insignificant	Severe Major <b>Moderate</b> Minor Insignificant	Severe Major <b>Moderate</b> Minor Insignificant	Severe Major <b>Moderate</b> Minor Insignificant
<p><b>Target Risk Likelihood</b></p> <p><i>(choose one)</i></p>	Almost certain Likely Possible <b>Unlikely</b> Rare	Almost certain Likely <b>Possible</b> Unlikely Rare	Almost certain Likely Possible Unlikely Rare	Almost certain Likely <b>Possible</b> Unlikely Rare
<p><b>Target Risk Rating</b></p> <p><i>What is the target risk level based on the risk rating matrix?</i></p>	Extreme High <b>Medium</b> Low	Extreme <b>High</b> Medium Low	Extreme <b>High</b> Medium Low	Extreme <b>High</b> Medium Low

# 9. Appendix D (Fatigue – Driver Logs)

Date: \_\_\_\_\_ Day: \_\_\_\_\_ Driver: \_\_\_\_\_

Day		Non Work Time	midnight	Day		Non Work Time	midday	Day		Non Work Time	midnight	Day		Non Work Time	midday
Work Time	Breaks from driving			Work Time	Breaks from driving			Work Time	Breaks from driving			Work Time	Breaks from driving		
			0100				1300				0100				1300
			0200				1400				0200				1400
			0300				1500				0300				1500
			0400				1600				0400				1600
			0500				1700				0500				1700
			0600				1800				0600				1800
			0700				1900				0700				1900
			0800				2000				0800				2000
			0900				2100				0900				2100
			1000				2200				1000				2200
			1100				2300				1100				2300
			1200				2400				1200				2400

NOTE: Divisions of marked in 15-

each hour are minute increments

Definitions	
Work Time	Driving, loading/ unloading, breaks from driving <30 min, maintenance, completing documentation
Breaks from driving	<30 min, napping
Non-work Time	Rest >30 min, sleeping, time away from vehicle

\_\_\_\_\_  
Driver's Signature