



MAKING HEALTH AND SAFETY WORK

PERFORMANCE REQUIREMENTS

Questions for Contractors & Suppliers

These questions are aimed at people working as contractors or suppliers to the organisation being assessed.

A JOINT INITIATIVE DEVELOPED BY



How to use these questions

These questions have been developed for businesses to use for a number of purposes:

- As part of your own internal processes to improve your business's health and safety practices. For example, your health and safety staff could use these questions as a tool to engage with other staff at different levels in the organisation on health and safety.
- As a guide to the type of questions that people at different levels in your organisation may be asked if your business commissions an Accredited Assessor to provide a SafePlus Onsite Assessment and Advisory Service. This could help people prepare for the assessment process and interviews with the Assessor.
- To inform decision-making on whether to commission a SafePlus Accredited Assessor to provide Onsite Assessment and Advisory Services.

Accredited assessors may also find these questions a useful tool when they are commissioned to undertake an Onsite Assessment. They can be shared with the business before the assessment to help the business familiarise themselves with SafePlus, and make the assessment more efficient.



Leadership

Performance Requirement 1

THE BUSINESS HAS EFFECTIVE GOVERNANCE AND LEADERSHIP IN HEALTH AND SAFETY

- 1.1 Officers effectively govern health and safety
- 1.2 Senior leaders/officers set a clear direction/vision for health and safety
- 1.3 Senior leaders understand the key health risks and safety risks in their business
- 1.4 Senior leaders monitor and verify risk control effectiveness
- 1.5 Senior leaders consider potential impacts on health and safety when making business decisions

Key questions to consider include:

- What is this organisation's vision for health and safety?
- What are the work-related health risks and safety risks for this organisation?
- How does this organisation manage its health and safety risks?
- How do senior leaders of this organisation consider potential health and safety implications when making changes to how they do things?

Performance Requirement 2

SENIOR LEADERS VISIBLY DEMONSTRATE THEIR COMMITMENT TO HEALTH AND TO SAFETY THROUGH THEIR ACTIONS

- 2.1 Senior leaders set and communicate health and safety performance expectations and enable/support others to achieve them
- 2.2 Senior leaders recognise good practice and performance
- 2.3 Senior leaders stated commitments and actions are connected
- 2.4 Senior leaders create an environment of trust and fairness within the business
- 2.5 Senior leaders readily address unsafe actions, practices and situations.

Key questions to consider include:

- How do senior leaders communicate health and safety performance expectations to you?
- How do senior leaders in this organisation recognise effective health and safety performance?
- How do senior leaders of this organisation show their commitment to health and safety?
- How do senior leaders create an open environment where anyone feels comfortable to raise a health and safety concern?
- How does the organisation quickly address any unsafe situations? Do you have any examples?

Performance Requirement 3

THE BUSINESS STRIVES TO CONTINUALLY IMPROVE HEALTH AND SAFETY PRACTICE AND PERFORMANCE

- 3.1 The business sets goals for health and safety improvement
- 3.2 The business plans and implements actions to meet health goals and safety goals
- 3.3 The business monitors and evaluates progress against its health goals and safety goals
- 3.4 The business, with workers or their representatives, reviews and evaluates its effectiveness in risk management and broader health and safety management
- 3.5 The business uses ongoing monitoring, review and evaluation activity to inform business decisions and change.

Key questions to consider include:

- What are this organisation's specific health and safety improvement goals?
- What actions are you aware of that this organisation has taken to meet its health and safety goals?
- How does this organisation involve its workers when reviewing how well health and safety risks are managed?

Performance Requirement 4

THE BUSINESS RESOURCES HEALTH AND SAFETY ACTIVITIES

- 4.1 The business plans, directs and provides resources for the achievement of its goals, plans and activities
- 4.2 The business ensures that health and safety roles, accountabilities and responsibilities are clear and understood in all business relationships
- 4.3 The business checks that workers (including contractors) have the competence and resources necessary to perform their roles
- 4.4 The business integrates health and safety into procurement
- 4.5 The business proactively accommodates employee incapacity and ill health.

Key questions to consider include:

- Does this organisation provide what's needed to work safely? How does it do this?
- What do you need to work safely? Does this organisation provide that to you?
- What are your health and safety responsibilities?
- How does this organisation ensure that workers and contractors have the skills to carry out their jobs safely?
- How does this organisation ensure that health and safety is considered when buying equipment or selecting contractors?
- How does this organisation find alternate/restricted duties for injured workers?

Worker Engagement

Performance Requirement 5

THE BUSINESS COMMUNICATES EFFECTIVELY

- 5.1 The business's methods and content of communication meets the needs of workers
- 5.2 The business is responsive in resolving disagreements or issues
- 5.3 The business communicates and shares learnings.

Key questions to consider include:

- How does this organisation communicate with its workers on health and safety issues?
- How does this organisation communicate health and safety learnings from incidents?
- How does this organisation resolve any health and safety disagreements or issues that arise?

Performance Requirement 6

THE BUSINESS ENGAGES WITH, AND EMPOWERS, WORKERS AND REPRESENTATIVES

- 6.1 The business ensures that workers have the opportunity for involvement in matters that may affect their health and safety
- 6.2 The business ensures that worker engagement, participation and representation practices are agreed, enabling, resourced and supportive
- 6.3 The business defines worker and representative authority to take action in matters that directly affect their health and safety
- 6.4 The business ensures workers and their representatives are effectively involved in decisions related to risk management
- 6.5 Workers and their representatives are directly involved in the setting and monitoring of health goals and safety goals for the business.

Key questions to consider include:

- How does this organisation involve workers/safety reps in matters that may affect their health and safety?
- How does this organisation communicate to workers who have the authority to take action in matters that directly affect their health and safety?

Risk Management

Performance Requirement 7

THE BUSINESS, WITH WORKERS AND THEIR REPRESENTATIVES, IDENTIFIES WORK RELATED HEALTH RISKS AND SAFETY RISKS

- 7.1 The business uses a variety of methods to identify health risks and safety risks
- 7.2 The business applies the methods to the identification of both health risks and safety risks.
- 7.3 The business applies the methods to the identification of risks in its supply chain and/or from the activities of other parties including contractors
- 7.4 The business applies the methods to the identification of risks associated with change, non-routine activities and emergencies.

Key questions to consider include:

- What methods does this organisation use to identify health and safety risks?
- What does this organisation do so it has a good understanding of the occupational health risks that workers may face?
- How has this organisation identified where workers and contractors may be harmed by [Risk #]?
- Does this organisation involve workers and contractors in identifying health and safety risks? How?
- How does this organisation identify the health and safety risks arising from contractors and suppliers?
- How does this organisation involve workers and contractors in the identification of health and safety risks associated with changes in the way it does things?
- What are the health and safety risks that could arise in emergency situations which the organisation has identified?

Performance Requirement 8

THE BUSINESS, WITH WORKERS AND THEIR REPRESENTATIVES, ASSESSES HEALTH RISKS AND SAFETY RISKS

- 8.1 The business's methods for assessing risks are relevant, effective, understood and agreed
- 8.2 The business applies the methods for risk assessment to all risks
- 8.3 The risk assessment process focuses business attention and determines action.

Key questions to consider include:

- How does this organisation assess the risks for health and safety hazards which have been identified?
- How does this organisation involve workers and contractors when assessing risks for identified hazards?
- How does this organisation use risk assessments to decide on actions when managing health and safety risks?

Performance Requirement 9

THE BUSINESS, WITH WORKERS AND THEIR REPRESENTATIVES, TAKES A PROPORTIONATE APPROACH TO CONTROLLING HEALTH RISKS AND SAFETY RISKS

- 9.1 The business applies a hierarchy when controlling risks
- 9.2 The business identifies and applies a mix of controls to prevent, mitigate and respond to risks
- 9.3 The business risk assessments inform the identification and application of risk controls
- 9.4 The business identifies and uses guidance, standards and legal requirements when determining risk controls
- 9.5 The business consults, cooperates and coordinates with other parties including contractors, suppliers and those it works with or alongside when controlling risks.

Key questions to consider include:

- How does this organisation use a hierarchy of controls (eliminate/minimise) to manage health and safety risks?
- How do you know this organisation understands legislative/best practice requirements for managing its health and safety risks?
- How does this organisation work with contractors when determining the best controls for shared health and safety risks?
- How does this organisation involve workers and contractors when determining the best controls for [risk #]?
- Do you think that this organisation manages the risks to workers and contractors from [risk #] the best it possibly can? Is there anything that make the risk controls more effective?

Performance Requirement 10

THE BUSINESS, WITH WORKERS AND THEIR REPRESENTATIVES, ENSURES CONTROLS ARE EFFECTIVE IN MANAGING HEALTH AND SAFETY RISKS

- 10.6 The business checks that identified controls for health and safety risks are understood and implemented
- 10.7 The business checks that other parties understand and implement agreed risk controls
- 10.8 The business tests and verifies the effectiveness of risk controls
- 10.9 The business identifies and takes action to strengthen risk control effectiveness
- 10.10 The business investigates, learns and improves risk management from success and failure.

Key questions to consider include:

- How does this organisation check that controls for health and safety risks are understood and used?
- How does this organisation check how well its risk controls used are actually working?
- How well are the controls for [risk #] working? How does this organisation know this?
- How does this organisation improve the way it manages health and safety risks?
- How does this organisation learn from incidents to improve health and safety? Do you have any examples?

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