



OM00025 – Remote and Isolated Work Policy

TABLE OF CONTENTS

Table of Contents 1

Amendment Record..... 1

 1. Remote and Isolated Work Policy 2

 2. Remote and Isolated Work Procedure 2

Forms and Registers..... 3

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AMENDMENT RECORD				ISSUE #: 1		
				ISSUE DATE: 10/09/2018		
Rev. #	Date	Details		Description of Changes	Prepared By	Approved by
		Section #	Para. #			
1						
2						
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1. Remote and Isolated Work Policy

This policy outlines the commitment of A2Z Services to ensure that a safe system of work is in place to reduce the likelihood of injury to workers from hazards associated with remote or isolated work.

Objective: The objective of this policy is to assist A2Z Services to comply with relevant current WHS Legislation, including Codes of Practice in respect of working remotely or in isolation and to reduce the risk of worker injuries or incidents.

Scope: This policy applies to all A2Z Services activities/jobs, on any workplace, where workers are required to work remotely or in isolation.

Policy:

A2Z Services has developed a system to:

- Identify workers who are working remotely or in isolation
- Assess the risk to those working remotely or in isolation. Consider the following:
 - Duration of task;
 - Time;
 - Existing communication systems;
 - Location;
 - Proximity to medical treatment facilities and emergency responders;
 - Nature of work;
 - Skills and experience of workers;
- Suitable controls will be selected for remote/isolated workers on a case by case basis:
 - Reducing time spent working remotely/in isolation wherever possible;
 - Develop list of tasks that are considered too risky for working in isolation;
 - Provision of efficient and functional communication equipment;
 - Provision of distress alarms/beacons or other equipment as necessary;
 - Mobile phones;
 - Global Positioning System (GPS) locators;
 - Reporting/checking-in procedures;
 - Additional equipment is specific to the tasks as required;
- Review all controls whenever:
 - Control is no longer effective;
 - Before any change likely to introduce new or different hazards that current controls will not adequately address;
 - Identifying a further hazard or risk;
 - Results of consultation indicate a review is needed;
 - Requested by workers or Health and Safety Representative.

2. Remote and Isolated Work Procedure

The following tasks will form the framework to identify and mitigate risks in respect of remote and isolated work:

- Identification of situations where a worker may be working in isolation or remote locations;
- Identification of the associated hazards, such as time, place, nature of the work and outside intervention by members of the general public (e.g. risk of physical assault, verbal abuse);
- Assessment of the extent of the risk associated with the work;
- Establishment of control measures using the hierarchy of controls;
- Determination of how to ensure help and emergency services can be summoned quickly as and when required;
- Creation and maintenance of a reliable, efficient communication system for workers who are expected to work remotely or in isolation;
- Regular communication and consultation with workers who are working in remote or isolated situations;
- Documented methods to monitor and evaluate the effectiveness of the risk control measures.

A2Z Services is committed to meeting its obligation to manage risks to health and safety for their workers, including remote or isolated workers, following the current WHS Regulations.

- **Responsibilities:**



The PCBU is responsible for ensuring there is a safe system in place for workers who are required to work remotely or in isolation while undertaking activities for A2Z Services, by the requirements of current WHS Legislation.

Failure to comply with the requirements of this policy and the procedure outlined in the WHS Manual will lead to disciplinary action, which may include possible dismissal, loss of contract and legal action for severe breaches.

At A2Z Services, the manager/supervisor is responsible to:

- Determine under which conditions working alone or in isolation is permitted by A2Z Services workers;
- Determine which types of duties undertaken while working in isolation;
- Define limitations and prohibitions on specific activities when working in isolation;
- Consult with workers when determining risk levels, control measures and communication systems;
- Maintain accurate records concerning workers who are on-shift and working remotely or in isolation, including timely completion and monitoring of Remote and Isolated Work Plans (OF0022);
- Be familiar with and understand the Remote and Isolated Work Policy;
- Be familiar with and follow the Remote and Isolated Work Procedure and Remote and Isolated Work Plans;
- Respond quickly and appropriately to emergency situations and failure to 'Call-In' on schedule by workers.

Workers are responsible to:

- Ensure they work safely and do not endanger the health and safety of others in the workplace when working remotely or in isolation;
- Actively participate and cooperate with consultation processes and mechanisms and follow reasonable directions given by managers/supervisors in respect of working remotely or in isolation;
- Report and monitor any hazards they identify when working remotely or in isolation;
- Be familiar with and understand the Remote and Isolated Work Policy;
- Be familiar with and follow the Remote and Isolated Work Procedure and Remote and Isolated Work Plans;
- Complete and follow a Remote and Isolated Work Plan (OF0022) when appropriate and before undertaking remote or isolated work.

FORMS AND REGISTERS

Document number	Document Name
OF0022	Remote and Isolated Work Plan