

SERVILLES

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Health, Safety and Wellbeing Policy



Creating and maintaining a culture that is safe,
inclusive, engaging and supportive.

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Health safety and wellbeing policy

Purpose:

This policy aims to assist staff members and students to understand their responsibilities with respect to Health Safety and wellbeing at the Servilles Academy contribute to a whole organization approach and in turn help set their expectations of Servilles. The goal of governance, management and the Servilles academy team is for students to feel Safe, supported and connected within the academy environment.

Application:

This policy is applicable to all Servilles Academy staff and students.

Background

The Health Safety Policy took effect May 2016. This policy focused on the role and responsibilities of Directors, Servilles leadership and management and staff members, students and their representatives. In 2021 the new Education (pastoral care of Tertiary and international learners) Code of Practice was launched with a broader focus on Wellbeing as well as safety. This policy includes Health and safety as well as wellbeing policy and expectations.

All members of staff are required to familiarise themselves with the Policy, which helps us to understand our health and safety responsibilities and how these affect our work. Discussions with teams are encouraged to ensure that good health and safety practices are followed at all times.

The Servilles Academy is responsible for the health and safety of its staff, students and visitors whilst working and studying. This is achieved by managing health and safety through risk assessment and risk control. All members of our community must be committed:

- Ensure your own health and safety and that of others that may be affected by your work.
- To co-operate with the Servilles on matters of health safety and wellbeing.
- To be aware of emergency procedures.
- Be aware of both Servilles and local standards and procedures.
- Be aware of local hazards in your area.
 - Be mindful of how your behavior (words and actions) are supporting wellbeing and inclusivity of the Servilles community

To report any concerns you may have regarding health and safety.

- To carry out/be involved, as appropriate, in the risk assessments associated with your work.

Any concerns relating to the mental health of staff and students are escalated to the appropriate staff members, whanau are communicated (where appropriate) and referrals to the onsite counsellor and/or organisations with specific mental health are made in a timely manner.

We all have a role to play and by continuing to be vigilant and working together we can make further improvements and sustain a safe and supportive environment.

SAFETY: Responsibility

1.0 All Staff:

1.1 All staff have a responsibility for their own health and safety, and that of others who may be affected by their work, and study and their acts or omissions. All staff have the right not to proceed with any activity if they feel, on reasonable and objective grounds, it poses a danger to their safety or that of others and they must immediately raise their concerns with their line manager.

1.2 Staff contributions on Health Safety and wellbeing matters are encouraged as they inform current practice and on-going improvements and developments.

1.3 Staff will:

- Take reasonable care of them and others, cooperate with Servilles on health safety and wellbeing matters, and ensure that their acts or omissions do not adversely affect others.
- Carry out their work, and study safely and in accordance with this policy, protocols, local arrangements and any relevant legislation.
- Not interfere with or misuse anything provided for health safety and wellbeing.
- Bring any breaches of this policy or the protocols to the attention of their manager
- Follow the requirements of the risk assessment and any arrangements set out locally.
- Familiarise themselves with and adhere to local emergency procedures including how to raise the alarm.
- If emergency alarms sound, guide people to the nearest emergency exit and tell them to leave the building taking notice of the fire wardens, and not re-enter until instructed to do so.
- If someone becomes unwell or has an accident, call a first aider and/or notify a line manager.
- Use local arrangements to report work related accidents (including ill-health), incidents (including near misses), nonconformities or fires as soon as possible using the systems in place.
- Notify their manager to ensure suitable controls to protect them are put in place (e.g. Assistance Register) if they have a condition affecting health which may be caused by, or made worse by, work activities. Undertake health and safety training and induction, as required.
- Ensure that all appropriate personal protective equipment is worn/used, as required and ensure students do the same.
- Report any unsafe or unhealthy working conditions or any faults in any equipment to the management.
- Report any faults concerning health and safety in buildings or building fabric, in the Programme Committee Meeting without delay.
- Not disturb an accident scene until clearance is authorised except in certain situations, including when persons or property are at risk.

2.0 All Students (full time, part time, Day release training of all programmes offered at Servilles) have the right not to proceed with any activity if they feel it poses a danger to their health and safety or that of others.

2.1 It is a condition of enrolment for students that they cooperate with the Servilles with respect to health and safety. All students have the right not to proceed with any activity if they feel, on reasonable and objective grounds; it poses a danger to their health and

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safety or that of others and raise their concerns immediately with their Tutor or management.

2.2 **Students will:**

- Take reasonable care of themselves and others, cooperate with Servilles on health safety and wellbeing matters, and ensure that their acts or omissions do not adversely affect others.
- Not interfere with or misuse anything provided for health safety and wellbeing.
- Report any accidents (including ill-health), incidents (including near misses), nonconformities and damage to buildings or equipment as soon as possible to their Tutor, administration staff or management.
- Notify their tutor/pastoral care staff and/or contact appropriate support services to ensure suitable controls to protect them are put in place (e.g. Personal Emergency Evacuation Plan) if they have a condition affecting health which may be caused by or made worse by study activities. This information will be treated with appropriate confidentiality. If unsure who to notify, visit reception on Level 7.
- Undertake any health and safety training and induction required by Academy
- Follow the requirements of risk assessments and any arrangements set out locally.
- Not disturb an accident scene until clearance is authorised except in certain situations, including when persons or property are at risk.
- Ensure that all appropriate personal protective equipment is worn/used, as required e.g. gloves, aprons.

Safety Rules for all

All persons on Academy premises must observe the following safety rules:

- Movement around the premises is to be at walking pace only.
- Handrails are to be used for support when ascending or descending all stairs.
- Consumption of alcoholic liquor within the precincts of the Academy is forbidden.
- All spilt liquids are to be cleaned up immediately.
- Protective gloves and aprons are to be worn by students and tutors whenever they are handling chemicals.
- All clients and models are required to have has predisposition testing for all colour services following the predisposition test policy and manufacturer's instructions.
- Protective gowns and capes are to be worn by clients having any service.
- No chemicals are to be stored in containers other than those issued by the manufacturer.
- All accidents and hazards to be reported immediately to the Front Desk Receptionist, Health & Safety Coordinator or any member of the H & S team.

Fire and safety compliance for all

To minimise the possibility of fire the following rules are to be observed:

- No smoking in any of the Servilles Academy premises other than the provided off-street outdoor smoking area.
- No matches or fire lighting equipment is to be used within the premises of Servilles Academy.
- Familiarisation of the location of all exits is compulsory.
- Familiarisation of the fire and emergency evacuation procedures is compulsory.
- Fire extinguishers are not to be tampered with by non-authorised personnel.

Pandemic Management

Policy

Servilles Academy is committed to the health and safety of all students, staff and visitors in the event of a pandemic. Servilles academy commits to following guidance and advice from the Ministry of Education and NZQA on how we operate as a Tertiary Institution under pandemic restrictions.

Any changes in how we operate will be clearly communicated to staff and students.

Strict hygiene control measures are maintained at all times.

- Providing QR codes for scanning on arrival
- Checking of vaccine passports where traffic light restrictions require it before entry
- Distancing rules maintained where traffic light restrictions require it
- Mask wearing where traffic light restrictions require it
- Wash hands regularly and thoroughly often throughout the day
- All styling stations and chairs to be thoroughly cleaned after each client before a new client /model is seated
- High touch points are regularly sanitized throughout the day
- Sanitation requirements of tools and equipment are maintained as normal
- Stay home if feeling unwell, and get tested.

All staff is required to be familiar with all updates and notifications as they are communicated.

All staff is required to guide students in maintaining hygiene control measures, as they apply to students.

All latest information around the requirements and expectations is found in the following files

Ministry Updates:

\\sbsserv\courseadmin\Policies\COVID-19 planning\Ministry updates\2022

Company Policy:

<\\sbsserv\courseadmin\Policies\COVID-19 planning> Company policy

First Aid standards

Policy

Servilles will provide first aid facilities as required by legislation. In the event of an emergency that exceeds general first aid skills, emergency services must be contacted.

First aid kits

First aid kits will be maintained by Complete First Aid

First aid kits are to be located close to washing facilities (including hot and cold water, soap and clean towels) and should be kept stocked with first aid equipment and materials appropriate for the work being undertaken and the number of persons employed

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Kits will be conspicuous and clearly identified or have their locations clearly indicated with signs

Servilles provides the following size of first aid cabinets:

50+ people

First Aid kits are located:

- Ground Floor – upper/hair salon 8 Canada St
- Ground floor - lower/classroom and café in tech-room 8 Canada St
- Make up room kitchen 4 Canada St

These are clearly marked with a Red Cross sticker and labelled First Aid

First aid kits and replacement items are available through the Academy resource system
Building first aiders are issued with first response kits intended for use in emergency evacuations

These kits are sealed to indicate complete readiness for use

Any items used are to be promptly replenished and the kit resealed

Accidents & Accident reporting

Policy

Servilles is committed to reviewing all accidents to eliminate where possible, reduce or minimise the potential harm of any individual. All accidents must be documented.

An accident is referred where harm has been caused to an individual. They can be minor or serious and may be able to be treated with basic first aid, or require emergency services and/or hospitalisation.

Any accident is to be documented. Wherever first aid is administered an accident form is to be filled out which is located inside every first aid kit. It then must be recorded in the Health and Safety Register- Accidents tab, to receive the required follow up.

Reporting an accident

1. If a student has applied first aid, they will fill out the accident form found in the first aid kit and then inform a staff member immediately.
2. The staff member will check the accident form and document the accident in the Health and Safety Register- Accidents tab, and inform management.
3. If a staff member has applied first aid, they are to fill out the accident form in the first aid kit and the Health and Safety Register- Accidents tab.

Health and safety register is found in

[\\sbsserv\courseadmin\Health and Safety Register](#)

4. The Health and Safety Register- Accidents tab is reviewed by management to determine where investigation and risk management is required.

When to seek further medical attention

Always attempt to apply first aid where possible so far as reasonably practicable. This means so as not to cause harm to you or to others.

In accidents or events where emergency medical attention is required call emergency services 111 and ask for Ambulance.

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Examples of where emergency services may need to be called;

- Loss of consciousness
- Serious burns or lacerations
- Excessive loss of blood
- Difficulty breathing
- Anaphylactic reactions
- Back injury, loss of feeling
- Any situation where the person cannot be moved to get to medical attention.

In accidents where medical attention is required but emergency service is not, the person requiring medical attention will be transported to the nearest appropriate medical provider by the academy.

Examples of when medical attention may be required but may not require emergency services;

- A cut that may require stitches
- Broken bone
- Sprain
- 2nd or 3rd degree Burns
- Any event that cannot be taken care of with basic first aid is required.

A list of medical provider's nearest the academy is found in The Health and safety register folder.

Notifiable events

A notifiable event is a serious event which arises out of the conduct of the business or undertaking. All notifiable events must be notified to worksafe.

A notifiable event is any of the following events that arise from work conducted in a business.

- A death
- A notifiable injury or event
 - An injury causing the following that requires a person to be admitted to hospital for immediate treatment. E.g. amputation, serious head injury, Serious eye injury, serious burn requiring critical care, spinal injury, loss of bodily function, serious skin separation from underlying tissue, Contracting a serious infection, Serious laceration, anything requiring medical treatment of within 48hrs of exposure to a substance,
- A notifiable incident
 - Is an unplanned or uncontrolled incident relating to a workplace that poses serious risk to the health and safety of workers or others. E.g. explosion or fire, gas leak, electric shock, a collapse or partial collapse of a structure

For more information on notifiable events access the Worksafe website

<https://www.worksafe.govt.nz/notifications/notifiable-event/what-is-a-notifiable-event>

Any site where a notifiable event has occurred must be preserved until investigation is complete.

Reporting a Notifiable event

This can be done through the Worksafe website. Simply click onto the red bell icon and follow the instructions.

<https://www.worksafe.govt.nz>

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1. First on the scene will attend to the emergency so far as reasonable practicable and call emergency services where required.
2. A student will get help from staff immediately so far as reasonably practicable.
3. Staff will attend to the emergency so far as reasonably practicable
4. Staff will fill in the Health and Safety Register- Accidents or Incidents tabs, depending on event
5. Management is informed and will notify Worksafe via website.
6. An internal investigation will also be undertaken into the event to minimise or eliminate future risk.

Where a serious injury occurs in the workplace which is NOT related to the undertakings of the business, it is NOT required to be notified to Worksafe.

Health and safety register is found in

[\\sbsserv\courseadmin\Health and Safety Register](#)

Incidents & incident reporting

Policy

Servilles is committed to reviewing all incidences to eliminate where possible, reduce or minimise the potential harm of any individual. All incidences must be documented.

An Incident is an event occurring which could potentially cause harm to an individual either physically, mentally or emotionally or has done so. An incident can also cause harm or potential harm to property. It also includes any near misses.

Some examples of incidents that could occur in the academy/workplace could be the following:

Incidents which could cause harm to someone's wellbeing;

- Bullying
- Racism
- Reference to self-harm
- Disrespectful language or rebellious actions not complying with student/staff contracts.
- Any language that treats people unfairly, insults, or excludes a person or group of persons.

Incidents which may cause harm physically;

- Physical threats or outburst of violence
- Something falls off the wall or shelf because it wasn't properly secured, that could have hurt someone.
- An accident is also an incident, in the case of accidents follow instructions for accidents above.

Incidents which cause harm to property or people

- Gas leak
- Gas explosion
- Electrocution

Reporting an Incident

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1. All Incidents are to be recorded on an Identification Report form and inform management immediately.
2. The person dealing with the Incident will also fill in the Health and Safety Register – Incidents tab.
3. Management will store the Identification Report form in the Health and safety Register folder and record follow up required and the outcome of the incident.
4. Management will assist in either referral to a more appropriate person or helping the incident reporter deal with it themselves.

Identification Report forms templates are found in the Health and Safety Register folder

Health and safety register is found in

[\\sbsserv\courseadmin\Health and Safety Register](#)

Hazard identification & reporting

Policy

All operations of the institute will meet the requirements of OSH in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place:

- According to OSH potential hazards are, isolated eliminated and minimised
- Any potential and actual hazards are identified
- Any potential and actual hazards are effectively managed.
- Emergency procedures are established to deal with identified hazards.

Procedures for implementation of hazard identification

1. Situations, which potentially could cause hazard to staff or students, are identified and isolated.
2. As far as reasonably practicable the hazard must be eliminated, if not possible it must be minimised.
3. All Hazards are noted onto the health and safety register-Hazards tab.
4. Recommended actions are identified in accordance with appropriate authorities where necessary. May include additional training and monitoring of use of instructions.
5. Agreed actions are noted and implemented in accordance with appropriate legislation, where necessary.

Responsibility

- Tutors/staff are responsible for the inspection of classrooms and equipment to identify and report hazards or potential hazards to the Academy Manager on a day-to-day basis.
- All staff is responsible for the inspection, reporting and resulting actions of hazards or potential hazards for all areas in which staff and students operate.

Health and safety register is found in

[\\sbsserv\courseadmin\Health and Safety Register](#)

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Evaluation

Policies and procedures for hazard identification will be evaluated by the management team as and when deemed necessary throughout the year to meet legislative and safety requirements.

Emergency Evacuation

Policy

Servilles Ltd and Servilles Academy comply with the procedures set out by the New Zealand Health and Safety Employment Act 1992.

More information is located at each lift entrance and within the staff and student handbooks.

In the case of an emergency it is important that everyone in your building knows what to do. If all building occupants follow a set procedure panic can be averted. This scheme provides systems designed to:

- Allow all the occupants to evacuate the building by the nearest safe means of egress in the least possible time.
- Account for all occupants in an emergency.
- Instruct occupants of this building in the correct use of firefighting equipment.
- Ensure that the Wardens appointed are fully acquainted with their duties.
- Encourage good housekeeping.
- Ensure that all disabled users of the building are assisted and accounted for in an evacuation.

WARDENS DUTIES

Personnel designated for carrying out the instructions and procedures in this scheme, and how they are identified, are as follows:

- | | | |
|----|----------------------|---------------|
| 1. | Chief Warden. | Red Jerkin |
| 2. | Deputy Chief Warden. | Red Jerkin |
| 3. | Wardens. | Yellow Jerkin |
| 4. | Deputy Wardens. | Yellow Jerkin |

8 Canada St:

CHIEF FIRE WARDEN: Academy Manager

DEPUTY CHIEF FIRE WARDEN: Department Manager

FLOOR WARDENS:

Level 1/offices:

Customer Care

Ground Floor – upper/hair salon:

Academy Host

Ground Floor – lower/classrooms and café:

Tutor

Basement/offices:

Academy Administrator

DEPUTY FLOOR WARDENS:

Marketing

Salon Tutor

Tutor

Other Department Manager

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Chief/deputy Fire warden: Building representative wearing red Jerkin

Floor warden: On duty Tutor

TRAINING OF WARDENS: Every Six Months

The appointment of Building and Floor Wardens is to be reviewed at least every 6 months.

Chief Building Warden is identified by: FIRE JERKINS - red

Floor/Deputy Floor Wardens are identified by: FIRE JERKINS – yellow

This Warden list will be reviewed on a 6 monthly basis. Should there be any changes to this list, please advise the Chief Warden and Red Alert Safety Services.

CHIEF WARDEN.

The Chief Warden is charged with co-ordinating the activities of the Wardens and ensuring that clearance reports are received in respect of all areas following the evacuation. The Chief Warden will liaise in turn with the emergency services personnel attending the emergency. Wardens are to follow the Chief Warden and the emergency services personnel instructions. The Chief Warden is requested to maintain the disabled persons register.

The Chief Wardens identification is provided to insure clear identity to Wardens, occupants, and the emergency service personnel

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DEPUTY CHIEF WARDEN.

The Deputy Chief Warden will report to the Chief Warden and assume any tasks required by the Chief Warden or the Emergency Services Personnel.

In the absence of the Chief Warden the Deputy will undertake the role of the Chief Warden as stipulated in this manual.

WARDENS.

Each Warden is required to have full charge of the evacuation of all personnel located within their assigned area during the period of an emergency.

Wardens must wear their identification to indicate the area under their control.

Wardens should ensure that all new employees are made familiar with the emergency evacuation procedures set out in this scheme.

Wardens must advise the Chief Warden of any disabled persons, whether a temporary or a permanent disability. Wardens are to nominate able bodied persons to assist any disabled persons. Wardens should discuss the evacuation procedures with disabled persons in their area.

Wardens are requested to inspect evacuation routes at regular intervals. If any of the following problems are noted, please advise management or the property manager for your building.

- Blocked passage ways or corridors.
- Locked or barred exit doors preventing occupants from leaving the building during an emergency.
- Smoke stop doors kept open by methods other than hold open devices that comply with the building code.
- Stairwells and passageways which are specifically used as means of escape from fire are used as places of storage or places where refuse is allowed to accumulate.
- Flammable cleaning liquids or any other flammable materials are stored near or within any part of the building used as an evacuation route.

DEPUTY WARDENS.

Deputy Wardens will assume the responsibilities of the Warden in the event of the Wardens absence or incapacitation. In the case of evacuation due to fire, Deputy Wardens will see that all windows and doors are closed so as to restrict the spread of heat, smoke, and fire. The Deputy Warden shall carry out any other directions of the Warden.

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FIRE EVACUATIONS.

BUILDING SAFETY EQUIPMENT.

This building is fitted with an automatic sprinkler system and heat detectors on all floors, and manual fire alarms throughout the building. The fire protection system has a direct connection to the fire brigade on manual fire alarm activation, sprinkler activation and heat detector activation.

All doors to the stairs are smoke stop doors. These are specifically designed to inhibit the spread of smoke and fire. **It is therefore essential that these doors are kept closed at all times.** Lives may depend upon it.

ACTION TO BE TAKEN IF YOU DISCOVER A FIRE.

Sound the alarm by using any of the manual fire alarms. These are located by your Fire Exit doors. (This will activate the alarms throughout the building.)

Confirm the alarm situation by telephone to the N.Z. Fire Service by **dialling "111"** and ask for the "Fire Service". State the address, **8 Canada Street, or 4 Canada St AUCKLAND**, and the nature of the emergency. If you can give any further information about the type of fire and its precise location within the building then do so. If you are not able to contact the Fire Service from your premises do so once you have left the building i.e. from a neighbouring building or by mobile phone.

YOU MAY HAVE TO OBTAIN AN OUTSIDE LINE BEFORE YOU DIAL "111"

(for this current site 8 Canada st, no outside line is required. There is no phone allocated to 4 Canada St staff and/or students are required to use their personal phone)

Only if it is safe should any person attempt to extinguish a fire using the firefighting equipment in the building or maintain a holding action prior to the arrival of the Fire Service. **Do not use fire hose reels or water fire extinguishers on fires involving electrical equipment.**

If you have visitors when the alarm is sounding, make sure that they leave the building with you.

BUILDING EVACUATION.

If there is a **continuous** sounding of the fire alarms or the instruction is given by a warden to evacuate, all occupants should leave the building immediately. (As you leave close all doors behind you)

Evacuation of Disabled Persons

An Assistance Register will be updated as required and located at Academy Salon Reception.

(So as to be readily accessible to the Building Warden and the Fire Service).

Evacuate immediately, do not linger to finish work or collect personal effects.

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Leave via the nearest safe fire exit; **Top exit of no.8 assemble on the footpath outside the carpark corner of Canada and Mercury St. Bottom exit of no.8 assemble in the carpark outside the gate.**

Emergency planning policy

The following procedures are to be followed in the case of an emergency.

Fire and Explosion

1. Sound alarm.
2. Initiate site emergency evacuation procedure
3. Call fire service (111).

Serious Injury

1. Call for assistance.
2. Call ambulance (111).
3. If machinery involved, stop machinery.
4. Give appropriate first aid and comfort the person.
5. Do not put others or self in unnecessary danger.
6. Report situation to Health & Safety Coordinator
7. Complete the relevant paperwork and fill out accident register.

Bomb Threat

1. Stay calm and listen carefully to caller, write down all that is said, ask the caller where the bomb is located.
2. Call police (111).
3. Act according to advice of police.
4. If advised by police, instigate emergency evacuation plan.

Earthquake

1. Keep calm – allow time to think.
2. Take cover – move quickly and quietly to the nearest area considered to be safe (e.g.: shelter under a table, in a strong doorway or in a corner away from windows).
3. Keep away from glass doors or windows.
4. Watch for falling debris and other overhead objects.
5. Do not attempt to run outside.
6. Do not attempt to use the phones. These may be needed to watch out for updates from official sources e.g. civil defense, police, etc.
7. After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

1. Switch off the power supply.
2. Follow “serious injury” procedure referred to above.
3. Call the electricians.

Robbery

1. Co-operate with the robber.
2. Remain calm.
3. Take no personal risks.

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4. Observe (person's features, height, build, clothing etc.).
5. Call the police (111).
6. Notify management.

Gas Leak

1. Notify management, who will then notify gas engineers.
2. If necessary follow the fire and explosion procedure set out above.

Flood

If the flood is about to happen and if there is time

1. Disconnect all electrical appliances.
2. Turn off electricity mains.
3. Move chemicals to higher ground.
4. Use barriers where possible e.g. sandbags to keep water at bay.
5. Evacuate to higher ground.

If there is no time

1. Leave immediately and move to higher ground.
2. If you are stuck in the workplace and cannot leave, move to a higher area e.g. a benchtop or to a higher floor or roof.

In all cases listen to radio for civil defense announcements and instructions

Tsunami

Servilles Academy is not officially in the tsunami flood zone. To find out which areas are in the tsunami evacuation zone, you can use the Civil Defense website.

<https://getready.govt.nz/emergency/tsunami/tsunami-evacuation-zones>

During a tsunami if you are in an evacuation zone

1. Evacuate immediately and go to higher ground or as far inland as possible.
2. Help others needing assistance if it is safe to do so
3. Follow official alerts on radio, phone alerts, other official sources e.g. Civil Defense
4. Wait for the all clear to return

Electrical appliances testing and inspection

Policy

The Servilles Academy provides for specific safe operating practices for the safety testing and inspection of portable electrical appliances in accordance with AS/NZS 3760:2010. Servilles Academy requires all electrical appliances to be inspected and tested immediately after construction, repair or modification or where there is reason to suspect the equipment is faulty or damaged but cannot be confirmed by visual inspection.

Procedure:

Coverage

All electrical appliances in use in classrooms, salon environments, practical workspaces and offices owned or administered by the Servilles Academy except for fixed wiring installations e.g. light fittings, air conditioning units, etc.

Responsibility

Primary responsibility for ensuring the safety testing of electrical appliances, in accordance with electrical regulations and AS/NZS 3760:2010 is with the Director. The Director has delegated this responsibility through the Academy Manager / salon manager and program leaders.

Annual testing programme will be reported, by the department, as part of the annual hazard review process due to be completed by 31 May each year.

There are important legal responsibilities for the Academy and its staff in relation to electrical safety. Legal risks for the Academy and its staff are mitigated by compliance with this policy. Where a staff member takes all reasonable steps to conduct testing in accordance with this policy and guideline, and where there is an injury or potential serious harm incident, the academy will provide all reasonable legal and other support for the staff member.

Testing

All electrical appliances in the Servilles Academy must be inspected and tested prior to commissioning and at regular intervals during its service life to check that no degradation has occurred to its electrical safety since manufacture.

Equipment that has a current electrical safety certificate need not be tested. All other appliances are to be tested at prescribed intervals.

Conducting Tests

“Approved Competent Persons” include those with registration and current practicing licenses as Electrical Service Technicians, Electricians, and other staff trained to conduct testing. (Refer to section on Training). The Servilles Academy currently uses LecSafe New Zealand to perform testing and tagging.

"Approved Competent Persons" shall perform electrical safety testing.

In addition all staff should visually check electrical appliances used in their work areas on an ongoing basis. In particular, staff in practical areas should visually check all equipment in use prior to all sessions for any faults or apparent degradation of insulation or conductors. Typical visual faults are: cord cracks, burns to insulation, insecure sheath grip of cord at plug or appliance, loose screws in plug(s), bent electrodes on plugs and inadequate 'Intrusion Protection' of an instrument or that its case is not securely attached (eg. missing screws) etc.

Non-compliant equipment

Electrical appliances which fails to comply with the standard when tested shall be withdrawn from service immediately, labelled with a warning against further use and arrangements made for by an authorised repair agent or service personnel or for disposal or destruction.

Frequency:

As advised by LecSafe New Zealand the frequency of testing is as follows:

The following testing frequencies would apply (based on the AS/NZS 3760:2010 standard):

- 3 Monthly testing – Not required at present.

Required for leads, tools and equipment used on construction sites.

- 6 Monthly testing – Not required at present

Defined by the standard as equipment used in factories, workshops, places of manufacture, assembly, maintenance or fabrication.

- Annual testing – All small portable equipment in the offices (e.g. laptop power packs, extension leads, power boards, chargers, fans, heaters etc.), all kitchen equipment, cleaning equipment, equipment used in the salon and training area and any other equipment deemed to be at risk of damage due to the environment and everyday use

Defined by the standard as equipment used in an environment where the equipment or supply flexible cord is subject to flexing in normal use or is open to abuse or is in a hostile environment.

- 2 yearly testing – Not required at present.

Defined by the standard as equipment used in residential type areas of hotels, residential Institutions, motels, boarding houses, halls, hostel accommodation and the like.

- 5 Yearly testing – Office and administration equipment deemed to be in a low risk environment with minimal portability (including P.C's, monitors & printers).

Defined by the standard as equipment used in an environment where the equipment or supply cord is not subject to flexing in normal use and is not open to abuse and is not in a hostile environment.

The above should also be reviewed regularly against the standard to see if any further changes to the testing frequency can be made based on the environment, failure rate and the equipment use to further reduce the annual cost.

Chemical management

Policy

As a hairdressing provider the academy is responsible to ensure that chemicals onsite are stored, handled and used according to the product's respective manufacturer's instructions.

Some hairdressing products are classified as 'hazardous' or 'dangerous' (or both) such products are highly regulated in NZ and their handlers must follow protocol. Examples of chemicals in hairdressing, Barbering and Makeup, skin care, artistry products:

- Paraphenylenediamine, often found in hair dyes & eyelash and eyebrow tint, is a contact allergen. Follow predisposition testing policy & all Manufacturers' instructions.
- Formaldehyde, thioglycolic acid, sodium hydroxide, ammonia thioglycollate in hair straightening and perming solutions, can irritate the eyes, nose and skin and cause skin sensitisation
- Hydrogen peroxide, developers and powder lighteners can cause severe burns and eye damage.
- Isopropanol Alcohol – used for sanitising make-up brushes and equipment. Follow policy on use and storage.

Manufacturers must label a hazardous or dangerous good as such, and must also attach a Instructions (Manufacturer's Instructions or M.I's)

Material safety Data sheets are available onsite for all hazardous products and chemicals within Servilles Academy and must be referred to on a regular basis by all staff and management to ensure safe use and storage of chemicals.

All staff and students

Protective measures must be taken for staff and students who come into direct contact with chemicals in the academy. When handling chemicals (including dyes, bleaches, perming and straightening solutions, shampoos and conditioners), staff should be wearing aprons, eye protection and protective, disposable gloves). Gloves are particularly important for protection against irritant and allergic dermatitis (causes of allergic dermatitis include phenylendiamine in hair colour and persulphate salts in bleach powders).

Clients and or models also need to be protected accordingly through the use of towels, capes, barrier cream/cotton wool where necessary.

Storing chemicals

A safe salon needs to have chemicals to be stored appropriately. This includes):

- Re-labelling any containers with labels that are hard-to-read or labelling new containers if the chemicals have been decanted. Labels must be re-written with the necessary safety and risk phrases.
- Keep chemicals in their original containers. If it must be decanted and stored elsewhere, ensure that you do not use food or drink containers.
- Ensure that any container the chemical is transferred to is washed (i.e. free from other chemicals or residue), and never mix chemicals that shouldn't be mixed (check the MI's).
- Store away from food and drink and from cleaning chemicals.
- Clean up spills according to the instructions of the MI's.
- Mark unlabeled containers with "Caution. Do not use. Unknown substance" and arrange for appropriate disposal in local chemical disposal authority.
- Always replace lids when finished using the product.

Client/model predisposition test

All clients are required to have had a predisposition/patch/strand test at least 48 hours before a hair chemical service and any eyelash and eyebrow tinting according to manufacturer's instructions. This will ensure that all precautions have been taken to eliminate the occurrence of an allergic reaction.

All clients/models must sign the Servilles Academy consultation sheet confirming this has taken place. In the event that it is salon clients it will be noted on their client record card.

Infection control: Cleanliness & Hygiene management

Policy

In order to maintain a clean and hygienic workplace (salon, practical, classroom) all staff and students must ensure they are managing personal hygienic practice and following industry and council standards with regard to cleanliness of workspace and tools and equipment.

Hairdressers and Barbers:

In accordance with the Hairdressers Health Regulations 1980 the following applies.

<https://www.legislation.govt.nz/regulation/public/1980/0143/latest/DLM69959.html>

Cleanliness and personal hygiene

All staff and students shall –

- Wash hands thoroughly with warm water and soap and use an individual clean towel or other suitable hand-drying device for drying hands –
 - Before commencing work; and
 - On each occasion after using the toilet; and
 - At sufficiently frequent intervals to ensure that they are kept clean;
- Maintain his person in a state of cleanliness;
- Wear clean, washable clothing, closed toe shoes, apply deodorant at all times during business hours
- Refrain from placing any combs, scissors, or other hairdressing equipment in pockets;
- Refrain from using tobacco in any form while hairdressing.

Sanitary practices

All staff and student s must ensure that

- All powder puffs, permanent-wave pads, strips, flannels, and other similar articles are used only once and are thereafter discarded immediately into a covered refuse container;
- astringent material used to stop the flow of blood is applied only in a powder or liquid form by means of a clean single-service gauze or cotton pad, and that he does not use, or permit to be used, any common styptic, astringent pencil, or lump alum;
- All liquids, creams, and powders are stored in clean, closed containers and are removed from the containers only by a clean applicator that has been rendered hygienic, or by a single-service spatula, or in some other manner that does not permit unused portions to be touched by his hands;

- Cut hair does not accumulate on the floor and is swept up at frequent intervals and placed into a refuse container, or that a vacuum cleaner is used to clean the floor of cut hair at frequent intervals.

Disinfection of appliances and other equipment

All staff and students shall ensure all hairdressing appliances, tools, and equipment used to be kept clean and hygienic in the following manner: Except as otherwise provided in this regulation, every hairdressing appliance, brush, and item of equipment shall be cleaned, after use on each customer, to remove hair and other foreign material and shall be washed, after use on each customer, in water and detergent at a temperature of at least 43°C:

- Every hairdressing appliance, brush, tool, instrument, and utensil shall, at the end of each working day, and immediately after use on a person having an inflamed or suppurating skin, be washed in water and detergent at a temperature of at least 43°C and then rendered hygienic by one of the following methods:
 - Immersion in boiling water for at least 5 minutes; or
 - Exposure to confined live steam for at least 5 minutes; or
 - Immersion in a suitable disinfecting fluid for at least 15 minutes; or
 - Exposure for at least 15 minutes to effective ultraviolet radiation in a type of apparatus approved by the Medical Officer of Health and subject to such conditions as to use, operation, or maintenance as he may prescribe;
- Shaving brushes, mugs, and sponges shall be rendered hygienic by immersion in boiling water for at least 15 minutes after each use;
- Electric clippers, electric shavers, and any other appliances or instruments with non-detachable parts shall be cleaned by first thoroughly brushing the teeth with a clean brush, kept for the purpose, to remove all hair, and then by wiping the blades with clean cotton wool saturated with a disinfecting fluid or with a clean cloth saturated in like manner;
- Strops shall be cleaned after each use by wiping with a clean cloth saturated with a disinfecting fluid, or with a sponge saturated in like manner;
- Any appliance, tool, or equipment that is dropped on the floor, or otherwise contaminated, shall, before being used, be cleaned and rendered hygienic by one of the methods specified above;
- When not in use, all appliances, tools, and equipment shall be kept in containers provided for the purpose, and such containers shall be kept closed except when articles are being placed in or removed from them; and all such containers shall be cleaned, and their internal surfaces wiped with a cloth saturated with a disinfecting fluid, at least once in every working day.

Self-service electric shavers

- Every person who provides electric shavers for the use of customers in a hairdresser's shop shall ensure that the shavers are capable of being easily cleaned and rendered hygienic.
- Every such person shall ensure that after each use the shavers are thoroughly cleaned and rendered hygienic by the method specified in regulation 9 (d) of these regulations.

Towels and other covering

All staff and students must ensure that –

- A cleanly laundered towel or single-service paper towel is used for each customer;
- Every head or neck rest is covered by a cleanly laundered towel or single-service paper covering before being used by a customer;
- A cleanly laundered towel or single-service paper covering is placed completely around the neck of each customer so as to prevent any other protective covering from coming into direct contact with the neck of the customer;
- Every towel and single-service paper covering used on a customer, or as a cover for a head or neck rest, is placed into a covered container immediately after use;
- Every towel and single-service paper covering and other clean linen is stored in a clean, dust-proof container;
- Every appliance and other piece of equipment awaiting cleaning and disinfection is stored in a clean, covered container separate from any container used pursuant to regulation of these regulations;
- Protective coverings of any kind upon which cut hair has fallen are not violently shaken so as to dislodge the cut hair into the air of any service area, and that reasonable precautions are taken to prevent the air of a hairdresser's shop from becoming polluted by cut hair.
- No person shall carry out, or permit to be carried out, any laundering operation in the service area of any hairdresser's shop.

Makeup and Skin care and Makeup Artistry

In accordance with the Health and Hygiene Guidelines for Beauty Therapy Clinics, Spas and Training Establishments

[https://www.beautynz.org.nz/files/9014/8969/3359/100096_Booklet - Hygiene Guidelines - Rev March 2017.pdf](https://www.beautynz.org.nz/files/9014/8969/3359/100096_Booklet_-_Hygiene_Guidelines_-_Rev_March_2017.pdf)

Makeup Brushes

Between every client:

1. Spray thoroughly to soak with Hospital grade disinfectant (Isopropyl alcohol) in a well ventilated area. A light spray is not enough.
2. Thoroughly wipe onto a paper towel to remove makeup from bristles.
3. Allow to thoroughly dry before using again.

End of day:

1. Thoroughly cleanse by washing in warm water and detergent and dry thoroughly with paper towel.
2. Spray thoroughly to soak with Hospital grade disinfectant (Isopropyl alcohol) in a well ventilated area. A light spray is not enough.
3. Spray thoroughly to soak with Hospital grade disinfectant (Isopropyl alcohol) in a well ventilated area. A light spray is not enough.
4. Allow to dry thoroughly and store in a CLEAN, DRY, PREFERABLY COVERED CONTAINER/POUCH.

Nail files & buffers sponges for special effects and body painting

1. Thoroughly cleanse by washing in warm water and detergent and dry with paper towel.
2. Spray thoroughly to soak with Hospital grade disinfectant (Isopropyl alcohol) in a well ventilated area. A light spray is not enough.
Or
Soak in hospital grade disinfectant (BARBACIDE) following manufacturer's recommended hold time.
3. Dry thoroughly and store in clean dry covered containers.
4. For your mobile kit, store in a covered container to avoid cross contamination.

Cuticle & nail clippers-anything stainless steel

1. Thoroughly cleanse by washing in warm water and detergent
2. Soak in hospital grade disinfectant (BARBACIDE) following manufacturer's recommended hold time. Dry.
3. The part in contact with skin immersed in a glass bead steriliser operating at 250 degrees Celsius for a minimum of 5 minutes, then remove immediately.
 - No more than one tools at a time. Do not overload.
 - Remove immediately so as not to overheat holding with a tissue if needed.
 - When removed do not touch heated end.
4. Store in clean dry covered containers.
5. For your mobile kit, store in a case or "cap" to avoid cross contamination.

Additional: Hinges of tools should be kept dry and oiled for longevity and to prevent rusting.

Wellbeing:

Policy

It is a priority that students feel supported and part of the Servilles whanau.

- All staff understands the importance of student safety and promotes an inclusive environment for students to thrive.
- All students have access to appropriate guidance and support to ensure that their learning needs are met and barriers to their progress are minimised.
- All students will have information and knowledge of support networks available to them with regard to safety, mental health and wellbeing.

Responsibility

As signatories to the Tertiary and International Learners Code of Practice 2021 ('the Code') Servilles have a responsibility to ensure appropriate operational plans are in place for the safety and mental health and wellbeing of its students. All staff and students will have access to the Health, safety and wellbeing organisational policy handbook.

All staff and students are responsible for their conduct and ensuring their behaviour is respectful and working towards the academy goal of creating and maintaining a safe, inclusive, engaging and supportive culture.

Behaviours which could cause harm to someone's wellbeing;

- Bullying
- Racism
- Reference to self-harm
- Disrespectful language or rebellious actions not complying with student/staff contracts.
- Any language that treats people unfairly, insults, or excludes a person or group of persons.
- Physical threats or outburst of violence

Day to day responsibility for general student guidance and support rests with the tutor whose role it is to work with the individual students and identify their needs. If a situation arises that requires advice outside of a tutors expertise they are to refer the student to a more senior member of the team or the counsellor who is available onsite one a week and via phone/zoom. If the matter is a crises or The Management Team is responsible for contacting external agencies and referring students to these agencies in order to ensure they receive the help needed.

Goals:

- Prioritise positive relationships between staff and students, recognising the fundamental role this plays in building and sustaining student wellbeing.
- creating and maintaining a culture that is safe, inclusive, engaging and supportive

- Welcoming all whanau/parents/carers and being responsive to them as partners in learning

Procedures

The individual learning and support required will be identified during interview and their initial studies. All students will complete a wellbeing questionnaire to establish wellness plans and support networks.

The type and degree of support is determined and if possible catered for within the training. Where this is not possible other training and/or support is explored and put to the student.

If a mental health situation or concerning behaviour with a learner arises all staff must follow the following steps for support not necessarily in this order:

1. identification,
2. consult/chat with learner,
3. involve management staff or counsellor,
4. involve external agencies such as youthline, lifeline, GP,
5. Referral to emergency services such as 111

In all of the above situations staff needs to act with empathy, sensitivity, caution and discretion.

Emergency situations such as depressive, manic or suicidal behaviour:

If a student displays any behaviour that is alarming, out of character or deemed as dangerous to themselves or others it is important to act with care and a less is more approach with regard to advice or guidance. First steps are to ascertain the feelings and situation in order to employ the correct emergency referrals.

Listening and being there is crucial:

Listening tips suggested by mental health experts include:

- Be patient and calm while the suicidal person is talking about their feelings.
- Listen to the suicidal person without expressing judgment, accepting what they are saying without agreeing or disagreeing with their behaviour or point of view.
- Ask open-ended questions (i.e. questions that cannot be simply answered with 'yes' or 'no') to find out more about the suicidal thoughts and feelings and the problems behind these.
- Show you are listening by summarising what the suicidal person is saying.
- Clarify important points with the person to make sure they're fully understood.
- Express empathy for the suicidal person.

Referral to a health or emergency professional is a made.

National helplines:

Need to talk? Free call or text [1737](tel:1737) any time for support from a trained counsellor.

[Lifeline](tel:0800543354) – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).

[Youthline](tel:0800376633) – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.

[Samaritans](#) – 0800 726 666

[Suicide Crisis Helpline](#) – 0508 828 865 (0508 TAUTOKO).

[Healthline](#) – 0800 611 116

Depression-specific helplines

[Depression Helpline](#) – 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions).

Sexuality or gender identity helpline

[OutLine](#) Aotearoa– 0800 688 5463 (0800 OUTLINE) provides confidential telephone support and [online chat support](#) between 6pm-9pm every day.

Helplines for children and young people

[Youthline](#) – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.

thelowdown.co.nz – or email team@thelowdown.co.nz or free text 5626.

[What's Up](#) – 0800 942 8787 (for 5–18 year olds). Phone counselling is available every day of the week, 365 days of the year, 11am–11pm. Online chat is available from 11am–10:30pm 7 days a week, including all public holidays.

Help for parents, family and friends

[EDANZ](#) – improving outcomes for people with eating disorders and their families. Freephone 0800 2 EDANZ or 0800 233 269, or in Auckland 09 522 2679. Or email info@ed.org.nz.

[Parent Help](#) – 0800 568 856 for parents/whānau seeking support, advice and practical strategies on all parenting concerns. Anonymous, non-judgemental and confidential.

[Family Services 211 Helpline](#) – 0800 211 211 for help finding (and direct transfer to) community based health and social support services in your area.

[Yellow Brick Road](#) – Supporting families towards mental wellbeing.

[Find a Helpline](#) – Search for international helplines.

Other specialist helplines

[Alcohol and Drug Helpline](#) – 0800 787 797 or [online chat](#).

[Are You OK](#) – 0800 456 450 family violence helpline.

[Gambling Helpline](#) – 0800 654 655

[Anxiety NZ](#) – 0800 269 4389 (0800 ANXIETY).

[Seniorline](#) – 0800 725 463 A free information service for older people.

[0508MUSICHELPS](#) – The Wellbeing Service is a 24/7 online, on the phone and in-person counselling service fully funded by the NZ Music Foundation and provided free of charge to those in the Kiwi music community who can't access the help they need due to hardship and other circumstances. Call 0508 MUSICHELP.

[Shine](#) – 0508 744 633 confidential domestic abuse helpline.

[Quit Line](#) – 0800 778 778 smoking cessation help.

Vagus Line – 0800 56 76 666 (Mon, Wed, Fri 12 noon – 2pm). Promote family harmony among Chinese, enhance parenting skills, decrease conflict among family members (couple, parent-child, in-laws) and stop family violence.

[Women's Refuge](#) Crisisline – 0800 733 843 (0800 REFUGE) (for women living with violence, or in fear, in their relationship or family).

Shakti Crisis Line – 0800 742 584 (for migrant or refugee women living with family violence).

[Safe to Talk](#) – 0800 044 334 or free text 4334 for help to do with sexual harm. Available 24/7 and staffed by trained counsellors.

Managing Risk & Risk reporting

Policy

Servilles is committed to developing a risk aware culture in which our people are encouraged to identify risks and respond to them quickly and effectively. Ensuring our key stakeholders recognize that we manage risks responsibly and continual evaluation and development of risks and management practices.

Process:

- Governance approve risk management statements
- Ensure strategic risks are identified, monitored and reported.

Director: effectively manages strategic and operational risks

Management team responsibility: (academy)

- Identify operational risks
- Manage and monitor activities within the team's control and report to Director
- Report regularly on progress of risk management action plans if necessary (those under development).

Staff responsibility:

- Participate in process
- Carry out identification
- report when risks or possible risks occur
- act preventatively
- follow policies and procedures as per handbook

Students responsibility:

- Identify risks and bring to staff attention at all times
- Follow policies and procedures and rules as per student handbook.

Servilles Academy risk identification covers the following areas:

1. People
2. Revenue
3. Pandemic
4. External factors
5. Health and safety
6. Disaster
7. Technological

8. Business continuity

The above areas are assessed by management as either Critical, High, Medium, Low, and the risk assessed is managed accordingly.

Reporting Risk

Procedures for staff reporting of risk

1. Staff member will record the risk or potential risk observed in the Health and Safety Register- Risk tab
2. Staff will notify management that this has been recorded
3. Management will investigate the identified potential risk to determine the outcome and a risk action plan where required

Procedures for student reporting of risk

1. Will inform a staff member of the risk identified
2. Staff member will record this on the students behalf in the Health and Safety Register- Risk tab
3. Staff will notify management that this has been recorded
4. Management will investigate the identified potential risk to determine the outcome and a risk action plan where required

Health and safety register is found in

[\\sbsserv\courseadmin\Health and Safety Register](#)

Health and Safety Acts and legislation relevant are:

Health and Safety at Work Act 2015,

<http://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>

Work Safe website explains the Health and Safety at Work Act 2015,

<https://worksafe.govt.nz/managing-health-and-safety/getting-started/introduction-hswa-special-guide/>

<https://worksafe.govt.nz/dmsdocument/824-introduction-to-the-health-and-safety-at-work-act-2015-special-guide>

<https://worksafe.govt.nz/dmsdocument/809-quick-reference-guide-health-and-safety-at-work>

Health and Safety in Employment Regulations 1995

<http://www.legislation.govt.nz/regulation/public/1995/0167/latest/DLM202257.html>

Health (Registration of Premises) Regulations 1966,

<http://www.legislation.govt.nz/regulation/public/1966/0073/latest/DLM23780.html>

Hairdressers Health regulations 1980

<http://www.legislation.govt.nz/regulation/public/1980/0143/latest/DLM69959.html>

Hazardous Substances and New Organisms Act 1996

<http://www.legislation.govt.nz/act/public/1996/0030/latest/DLM381222.html>

Health and Safety at Work (Hazardous Substances) Regulations 2017

<http://www.legislation.govt.nz/regulation/public/2017/0131/latest/DLM7309401.html>

Human Rights Act

<http://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html>

Smoke-free Environments Act 1990,

<http://www.legislation.govt.nz/act/public/1990/0108/latest/whole.html>

Fire Safety and Evacuation of Buildings Regulations 2006.

<http://www.legislation.govt.nz/regulation/public/2006/0123/latest/DLM382016.html>

Health Act 1956

<http://www.legislation.govt.nz/act/public/1956/0065/118.0/DLM305840.html>

The New Zealand Association of Registered Beauty Therapists (9th ed, April 2009). Code of Practice for Beauty Therapy Clinics, Spas and Training Establishments (Auckland, NZ),
<https://www.beautynz.org.nz/files/8114/2733/8392/Code20of20Practice20eleventh20edition20-20March202014.pdf>

The New Zealand Association of Registered Beauty Therapists (April 2009). Code of Ethics for Members of The New Zealand Association of Registered Beauty Therapists Inc. (Auckland, NZ),
<http://www.beautynz.org.nz/files/8614/2733/8340/Code20of20Ethics.pdf>

Human Rights Act 1993;
<http://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html>

Health and Disability Services (Safety) Act 2001;
<http://www.legislation.govt.nz/act/public/2001/0093/25.0/DLM119975.html>

Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 (the Code of Rights);
<http://www.legislation.govt.nz/regulation/public/1996/0078/latest/whole.html>

NZS 8134.0:2008 *Health and disability services Standards – Health and disability services (general) Standard*;

NZS 8134.1:2008 *Health and disability services Standards – Health and disability services (core) Standards*;

NZS 8134.3:2008 *Health and disability services Standards – Health and disability services (infection prevention and control) Standards*;

NZS 8158:2012 *Home and community support sector Standard*;

<https://www.standards.govt.nz/sponsored-standards/health-care-services-standards/> Free viewing only

Glossary of terms

TERM	MEANING
ACCIDENT	An incident which has given rise to injury, ill health or fatality.
CONTROL	An item or action designed to remove a hazard or reduce the risk from it.
CORRECTIVE ACTION	The steps that are taken to remove the cause or causes of an existing non-conformity or other undesirable situation. Corrective actions address actual problems. In general, the corrective action process can be thought of as a problem solving process. HAZARD Anything that has the potential to cause harm (injury or ill-health) or damage to property or equipment in connection with a work activity.
HEALTH AND SAFETY MANAGEMENT SYSTEM	<p>A set of plans, actions and procedures to systematically manage health and safety at the Servilles. i.e.</p> <ul style="list-style-type: none"> • Provision of a safe and healthy workplace and the prevention/reduction of illness and injury equally for employees and contractors. • Identification of workplace hazards, assessment and control of all risks. • Active involvement in health and safety matters by managers, staff, students and their representatives. • Provision of information and training for staff at all levels, so they can work safely. • Monitor, measure and review of the implementation of the HSMS.
INCIDENT	Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss. (An incident may also be termed a “near-miss”, “close call” or “dangerous occurrence”).
MENTAL HEALTH	A persons condition with regard to their psychological and emotional wellbeing
NON-CONFORMITY	A deviation from a procedure, a standard, specification or an expectation (A non-conformity may also be termed a “Defect”). Non-conformities are classified as critical, major, or minor.
POLICY	Policies establish key principles and values that govern decision-making at Servilles. They define Servilles position relative to a broad topic. Policies are mandatory, implementable and applicable across the University.

PROCEDURE	Procedures give detailed mandatory guidance on how a policy is to be implemented.
PROTOCOL	Refer to Topic Protocol
RISK	The likelihood a hazard will cause harm (injury or ill health) and the degree of harm (consequence).
RISK ASSESSMENT	The process of evaluating the risk(s) arising from a hazard(s), taking into account the adequacy of any existing controls, and deciding whether or not the risk(s) is acceptable.
STANDARD	Standards are specific to a particular technology or topic area. Standards are mandatory, implementable and applicable across the University.
TOPIC PROTOCOL	A system that explains how to manage a Health and Safety subject, consisting of a set of formal documents; standards, procedures, training matrices, guidance, forms, monitoring documents, frequently asked questions. Each topic protocol supports the Health and Safety Policy, and provides more detail on a specific subject.
WORKPLACE	Any physical location in which work related activities are performed under the control of the organization
WELLBEING	The state of being comfortable, healthy, or happy.

*This policy will be reviewed annually in in the last quarter of every year.

