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Qatar Banking Studies and Business
Administration | Secondary School

Insurance & OHS التأمين والسلامة المهنية

Grade 12 | Banking

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قَسَمًا بِمَنْ رَفَعَ السَّمَاءَ	قَسَمًا بِمَنْ نَشَرَ الضِّيَاءَ
قَطَرٌ سَتَبَقَى حُرَّةً	تَسْمُو بِرُوحِ الْأَوْفِيَاءِ
سِيرُوا عَلَى نَهْجِ الْأَلَى	وَعَلَى ضِيَاءِ الْأَنْبِيَاءِ
قَطَرٌ بِقَلْبِي سِيرَةٌ	عِزٌّ وَأَمْجَادُ الْإِبَاءِ
قَطَرُ الرِّجَالِ الْأَوَّلِينَ	حُمَاتُنَا يَوْمَ النِّدَاءِ
وَحَمَائِمُ يَوْمِ السَّلَامِ	جَوَارِحُ يَوْمِ الْفِدَاءِ

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About this Learner Resource

The purpose of this Learner Resource is to provide you with the underpinning knowledge required to assist you in completing assessment/s in Contribute to Health and Safety of Self and Others.

This Learner Resource also contains activities for you to test your knowledge and examples of skills application.

Throughout this Learner Resource you will see icons that identify important information, provide opportunities to test your knowledge and practice skills as well as suggested times to begin a formal assessment. These icons are displayed as follows:



Inform

This icon is used to highlight important information, notes, research or training and assessment tips.



Practice

This icon is used to highlight an ideal time to test your knowledge or practise what you have learnt.

How will I be assessed?

In order to achieve competency in Contribute to Health and Safety of Self and Others you will need to demonstrate the skills and knowledge required for the unit.

Your teacher will decide with you how and when you will be assessed.

Your Copyright

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About this unit:

Welcome to the Learner Resource for Contribute to Health and Safety of Self and Others. In this Learner Resource you will be learning about the performance outcomes, skills and knowledge required to participate in workplace occupational health and safety (WHS) processes to protect workers own health and safety, and that of others.

It is suggested that to meet all the requirements of Contribute to Health and Safety of Self and Others you will need to complete the following tasks:

- Read the information contained in this Learner Resource.
- Complete the activities.
- Complete all the required assessment/s for this unit.

The topics in this Learner Resource are:

- Work safely
- Implement work safety requirements
- Participate in WHS consultative processes.



Introduction

You are about to commence a vocational course where you will be required to participate in workplace health and safety (WHS) processes to protect workers own health and safety, and that of others.

Work safely



Introduction

Workplace health and safety (WHS) is now an essential part of workplaces in most countries. With the advent of the Internet and the availability of global information, people have become much more aware of the reasons why workplace safety is important.

Each workplace you encounter will have different protocols, different equipment, a different organisational and workspace layout, different hazards, as well as different workplace practices. In addition, different industries will have their own particular safety issues. Each country will have its own particular laws as well.

Therefore, not all of what you learn may necessarily be applicable to a particular workplace and not all possible WHS situations will be addressed. However, the skills and knowledge you acquire will provide some building blocks for the future.

Safety is of fundamental importance to all of us. Most of us are fairly confident that we have identified and addressed safety issues in our homes. For example, installing child-proof barriers in areas where small children are likely to wander into places which can be dangerous to them, such as kitchens, stairways and fireplaces. We may also encounter other potentially

dangerous situations in our day-to day life, such as road works, but we expect that those responsible will minimise any risk, such as placing barriers around those road works or detour signs so that drivers stay clear.



Hard hats and gloves are provided for workers engaged in construction work.

However, in the workplace, safety issues are not always immediately obvious, particularly to a new employee or a visitor, and that is why the workplace needs to ensure that safety issues for all are immediately identified and that processes are put in place to ensure everyone's safety.

In the workplace the employer has a duty to ensure the safety of workers and visitors. Employees also have a duty to observe safety requirements. It follows that the identification of safety issues, and implementation of protective processes is ongoing. Safety in the workplace relies upon everyone in the workplace being alert to any potential or actual breaches of WHS requirements and/or dangerous practices which could cause harm. This means not only your supervisors or your co-workers, but also you.

In the workplace, no one works in isolation. Each person contributes to the business in a different way, and in regard to issues of safety, you will all be inter-dependent upon one another.

Although a business or office environment in which you might work may not at first glance appear very dangerous or hazardous, particularly compared with some workplaces which are obviously highly dangerous, injury can occur immediately, or over time, if you do not address safety issues in the first instance.

Some examples include:

- headaches and muscle strain resulting from poor ergonomic use of furniture or equipment
- repetitive strain injury resulting from constant repetition of an action without necessary breaks and exercises, such as constant and continuous operation of an adding machine, or, again, poor ergonomic use of furniture or equipment
- eye sight injury or strain resulting from poor lighting or from glare or shadowing which prevents us from viewing properly
- respiratory difficulties resulting from poor air circulation or fumes
- colds or influenza from sitting in drafts or near heating or cooling vents
- cuts and bruises, or bone breakage from slipping on spilled liquids, or tripping on unsecured equipment cables
- electric shock from a faulty electrical equipment
- burns from hot liquids or faulty equipment
- abrasions from sharp unprotected edges on equipment.



Practice

Practice activity 1

Look at the following internal company directory for WHS.

Name	Title	Telephone extension
Emad Abdulla	WHS representative	765
Wayne Roberts	WHS representative	747
Jasim Jamal	WHS representative (after hours)	723
Rashid Abdulla	WHS Committee member	790
Shiju Varkey	WHS Committee member	721

Now answer the questions.

➤ Which number would you call if you wanted to contact Wayne Roberts?

➤ What are the names of the two WHS Committee members?

➤ Whose telephone extension is 765?

➤ Which WHS representative should you contact if you are working after hours?



Practice

Practice activity 2

Assume you are a WHS representative. Your hours are not always the same, so you need to make sure you know the days and times that you are working.

This is your roster for the week

	Sun	Mon	Tue	Wed	Thurs
7 am	On				
8 am			On		
9 am		On			
10 am				On	
11 am					On
12 noon					
1 pm					
2 pm					
3 pm	Off				
4 pm			Off		
5 pm		Off			
6 pm				Off	
7 pm					Off

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Write the ON and OFF times and days that you are working.

Day	On time	Off time



Practice

Practice activity 2

Read the following page about health and safety statistics and answer the questions below.

Health and Safety facts and figures

In the 13 years from 2003 to 2015, 3,207 workers lost their lives in work-related incidents.

In 2015, there were 195 worker fatalities, equating to a fatality rate of 1.6 fatalities per 100,000 workers.

In 2015, almost half (47%) of worker fatalities occurred within the Transport, postal and warehousing and agriculture, forestry and fishing industry.

Over the period from 2003 – 2015, 65% of worker fatalities involved vehicles, of which over 40% were due to a vehicle collision on a public road.



<i>How many Australians lost their lives in work-related incidents during the period 2003 – 2015.</i>	
<i>How many workers were killed in 2015 due to work-related incidents?.</i>	
<i>What are the two most common industry groups in which worker fatalities occur?</i>	
<i>What is the reason for the most common type of worker fatalities?</i>	

Follow safety procedures and instructions

Safety in the workplace includes:

- understanding your WHS responsibilities
- following your organisation's WHS policies and procedures
- identifying safety hazards and WHS issues
- assessing the risks associated with those hazards
- reducing or eliminating the risks
- getting involved in WHS in your workplace

Maintaining a safe working environment is the responsibility of employers and employees. If you identify a potential hazard in the workplace, then you are responsible for reporting the hazard; the employer is responsible for ensuring that the risks associated with that hazard are eliminated or minimised.



Potential hazards should be identified by appropriate workplace signs

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Employers have a duty of care, a legal obligation to provide their employees with a safe work environment in line with the legislation of Qatar. This means:

- ensuring that hazards in the workplace are assessed and appropriate measures taken to eliminate or reduce the hazard
- educating employees about WHS in the workplace, including how to identify and report health and safety hazards, training and providing information
- consulting with employees to develop safe work practices, policies and procedures.
- ensuring the workplace is safe and work practices are carried out safely
- providing suitable policies and procedures for managing WHS in the workplace.

Employees in the workplace have the responsibility to take care of themselves and others – this is your duty of care. Employees responsibilities include:

- knowing workplace hazards and WHS issues that you are likely to be exposed to
- knowing and following your organisation's prescribed WHS policies, practices and procedures and seeking help if you do not understand them
- understanding WHS signs and symbols in the workplace
- knowing who in your organisation is responsible for WHS
- being aware of your legal rights and responsibilities for WHS
- contributing to a safe and healthy workforce
- ensuring your work practices are safe to yourself and others

- identifying and reporting hazards and WHS issues
- taking reasonable care for your own, as well as others' health and safety.



Practice

Practice activity 4

In your own words, describe three WHS responsibilities of an employee.

1

.....

2

.....

3

.....

In your own words, describe three WHS responsibilities of an employer.

1

.....

2

.....

3

.....

Legislation

Each country has its own WHS legislation. The purpose of the legislation is to create and maintain a safe and healthy work environment.

The legislation covering WHS in Qatar is covered in the 'Labour Law State of Qatar'. This document contains information about safety, vocational health and social care (Part Ten) and work injuries and compensation (Part Eleven). You will find a copy of this on the web site.

This legislation covers the following:

- hazard identification and precautions
- employee obligations
- employer obligations with regard to hygiene, ventilation, lighting and first aid
- role and control of the Minister of Labour
- treatment, rehabilitation and compensation of injured workers



Practice

Practice activity 5

Locate the Labour Laws for Qatar (Go to the Hukoomi web site).
Print a copy and answer the following questions.

The Qatar labour Law consists of 16 'Parts'.

What Part No. refers to 'Safety, Vocational health and social care'?

-
-
-
-

How many 'Articles' are there within the 'Safety, Vocational health and social care'?

-
-
-

In your own words describe Article 99.

-
-
-
-

What does Part Eleven of the Qatar Labour Law refer to?

-
-
-
-

With reference to Article (115) of Part Eleven, what reporting responsibilities does an employer have?

-
-
-
-

Regulatory authorities and Codes of Practice

Once the government has legislation and laws in place to control WHS, these laws need to be managed by regulatory authorities. In Qatar, all WHS legislation is managed by the Ministry of Labour.

Individual industry groups and organisations will often form their own code of practice to ensure that government legislation is being followed consistently.

A code of practice will provide advice to organisations, employers and workers in specific industries to help them meet their obligations. Codes of practice are developed through a consultation process that may involve industry representatives, employers, workers, professional associations and relevant government departments.

Refer to the example over the page of an extract from a code of practice. This code of practice provides general advice to workers with relation to workplace safety practices.

Banking



Code of Practice (extract)

While performing his or her duties an employee should:

- Exercise proper diligence, care and attention
- Seek to achieve high standards of safety for themselves, colleagues and the public

This requires you to do the following;

- 1.** Perform all work in a safe manner.
- 2.** Use safe and correct work practices at all times.
- 3.** Never wilfully endanger yourself, other staff members or a member of the public.
- 4.** Correctly use a personal protective equipment (PPE) that is supplied for a task.
- 5.** Report any incidents or hazards as soon as possible using the correct forms.

You are expected to follow the safety principles so as to prevent incidents and accidents.

If you become aware of a situation or a piece of equipment that is unsafe or could potentially endanger you or others, you are required to report this to your supervisor or the workplace health and safety officer.

You have a personal responsibility to address any issues associated with your workstation and equipment, including making sure maintenance issues are reported promptly and that equipment are returned in a condition that is suitable for the next person to safely undertake their tasks.

Workplace policies and procedures

Most workplaces develop a guide that describes the legislation, regulations and codes of practices in simple language. This guide is referred to as workplace policies and procedures.

Workplace policies and procedures are usually developed for all aspects of the organisation's performance, You are expected to follow these policies and procedures when you carry out your duties.

Business organisations will usually have a separate section of their policy and procedures manual dedicated to workplace safety procedures. These documents will contain information designed to assist all employees in identifying hazards and what procedures to follow to ensure risk of injury is controlled.

Refer to Appendix 1 where you will find an extract of the organisational procedures manual of Qatar Insurance Services, a fictitious business. Read the WHS procedures for this organisation.





Practice

Practice activity 6

Refer to Appendix 1 and answer the following questions.

Which division is responsible for compliance with WHS procedures?

-
-
-

List the steps involved in dealing with a workplace hazard.

- 1
- 2
- 3
- 4
- 5

What documents should be used to report workplace hazards?

-
-
-

What should staff do to ensure fire exits are clear?

-
-
-

What is the maximum weight an employee should lift at work?

-
-
-

What does a 'no lifting policy' mean?

-
-
-

What is a fire evacuation plan?

-
-
-

What is the first thing to remember if you are confronted with a bomb threat or an armed holdup?

-
-
-

•

Other sources of WHS information

While most employers provide organisational procedures and formal training about safe work practices, there will be times when you will need to find out things on your own. Other sources of WHS information include:

- WHS noticeboards, usually located in a breakfast or a lunch room where staff are most likely to see and read safety notices and find out information about workplace hazards and training.
- Intranets are also a useful means of disseminating WHS information
- Emails and memos are also an effective means of sharing WHS information quickly
- Web sites provide a variety of information with relation to legislation, hazard identification, risk control and incident reporting and recording

Office safety procedures

Office safety procedures will differ broadly depending upon the workplace and the laws in place which govern that workplace. These safety procedures can be described as anything you, or others in the workplace, need to do in order to carry out your work safely.

In the case of an office environment, these may include:

- ensuring doorways are kept clear, particularly emergency exits
- ensuring evacuation procedures are known and understood by all workers

- ensuring that equipment is safe to use
- implementing protection against any computer screen radiation
- implementing protection against emissions of gases from equipment or machinery
- placing signage on equipment which can be dangerous to use
- making sure barriers and signage are in place in respect to dangerous areas
- ensuring the workplace is kept free of spilled liquids or slippery walking surfaces
- ensuring all equipment cabling is restrained and kept away from areas where people walk
- providing storage facilities which can be accessed without unsafe bending or lifting
- providing trolleys and other equipment to safely move heavy items
- providing safe access to and exit from the workplace for workers with disabilities or mobility problems, and safe evacuation procedures for those persons
- applying ergonomic principles, including considerations of equipment, lighting, noise control/abatement, air quality, temperature, worker posture
- providing for regular rest breaks
- ensuring the safety of workers accessing or leaving the premises, particularly early in the morning or late at night
- avoiding psychological injury to workers from such things as harassment, bullying, discrimination or stress caused by unrealistic workloads.



Practice

Practice activity 7

Go to the following website

www.comcare.gov.au/virtual_workplaces/virtual_office/office

Click on the 'Office' level and then click on 'Computers'.

Complete the table below, identifying two hazards and two possible controls.

	Hazards	Possible controls

Click on the 'Office' level and then click on 'Furniture'.

Complete the table below, identifying two hazards and two possible controls.

	Hazards	Possible controls



Practice

Practice activity 8

Read the following memo and answer the questions below

MEMO

To *All Staff*

From *OHS Representative*

There will be a 'Safe Manual Handling Procedures' workshop on Thursday 10 March 2012 from 10 am – 1 pm in the training room.

Who is the memo from?

What is the workshop about?

What date is the workshop?

What time is the workshop?



Practice

Practice activity 9

Read the following checklist and tick the items you think are important for working safely

<i>Lift and move heavy objects in your department only</i>	
<i>Run from the building as soon as you hear an emergency alarm</i>	
<i>Wear appropriate protective equipment</i>	
<i>Smile all day</i>	
<i>Follow safety procedures at all times</i>	
<i>Understand WHS policy</i>	
<i>Use your commonsense</i>	

Who is responsible for safety in the school?

<i>Everyone</i>	
<i>Principal</i>	
<i>Qatar Civil Defence</i>	
<i>Qatar Labour Department</i>	





Practice

Practice activity 10

All the signs you can see on the next page are common WHS signs.

- 1 Read the meanings below
- 2 Look at the signs on the next page
- 3 Write the meaning under the appropriate sign

Meaning

- Hearing protection must be worn
- Eye protection must be worn
- Be careful when it is wet
- You must not smoke
- First aid available here
- Dangerous chemicals stored here





Practice

Practice activity 11

It is important that you are aware of the relevant legislation and its meaning. Legislation is the rules set down by governments and enforced by government agencies.

An extract from the Guide to the Workplace Health and Safety Act (Qld) states that:

Employers, self-employed people and principal contractors must make a record of every work injury, work-caused illness and dangerous event that happens at their workplace.

Where there is a serious injury, work-caused illness or dangerous event, a notice must be sent to Workplace Health and Safety, Queensland.

Answer the following questions.

If someone slips because of a water spill at work, should a record of it be kept?

If someone slips because of a water spill at work and breaks their leg, should a record be kept of it?

A self-employed plumber is welding and a spark causes a fire. No one is injured. Should a record be kept of this event? If so, who should it be reported to?



Practice

Practice activity 12

Read the following extract from a media release.

28 April 2016

World Day for Safety and Health at Work – a day for action

More than 2,000 Australians will die this year from workplace accidents and disease according to Chairman of the National Occupational Health and Safety Commission Jerry Ellis, unless employers, workers and the broader community shift from a culture that accepts the status quo to one where safety comes first.

From your reading of the article, which of the following statements do you think is correct?

Place a cross (x) next to your answer.

Safety at work needs to improve	
Safety at work is satisfactory	
Safety at work is excellent	

What are your reasons for giving this answer?

The media release talks about 'a culture that accepts the status quo'. In your own words, write down what this means.

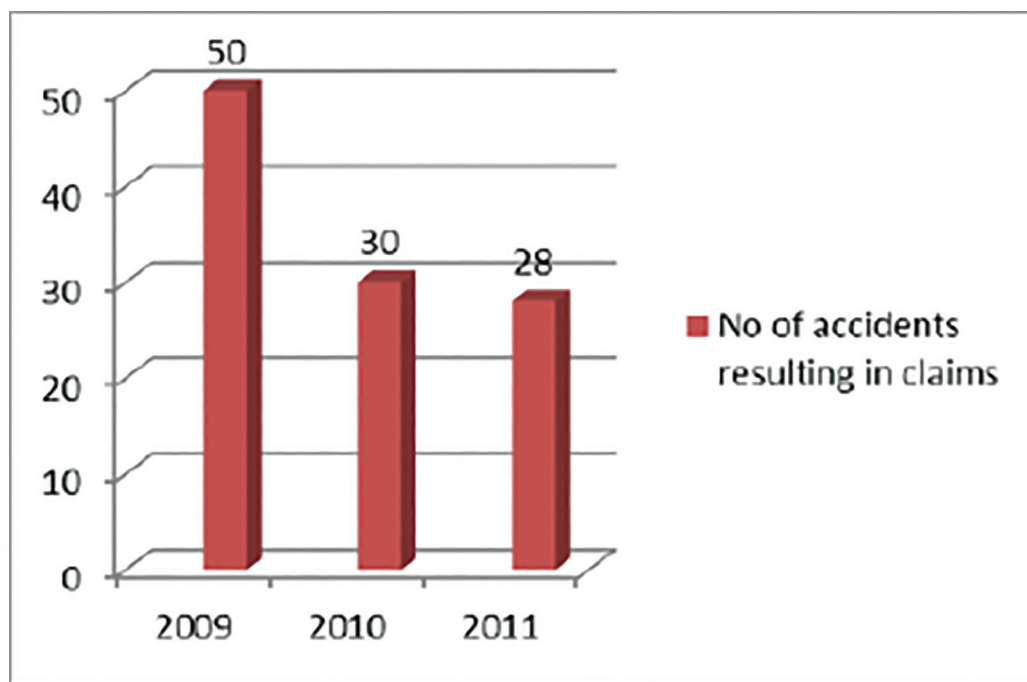


Practice

Practice activity 13

Look at the following bar chart showing information on a company's accident record

Answer the following questions.



How many accidents resulted in claims in 2009?

How many accidents resulted in claims in 2011?

Has the number of accidents been increasing or decreasing?

What might be a reason for the increase or decrease in accidents?



Practice

Practice activity 14

Read the following workplace health and safety policy statement.

Workplace Health and Safety Policy Statement

We at Bilal Properties are committed to providing a safe and healthy workplace for all our employees, visitors and contractors.

To achieve this, we will:

- Ensure safe systems of work.
- Provide health and safety information and training.
- Consult with all employees on health and safety issues.
- Provide ongoing programs to prevent accidents

Part A

In your own words, write down what the company will do to provide a safe and healthy workplace.

Part B

You have just received a notice from your health and safety representative outlining some new health and safety measures. Read this information and then state in the box which of the four statements from the health and safety policy on the previous page are being addressed in this notice.

Dear Colleague

As part of our on-going workplace health and safety program we will be running a training program for all employees on the use of personal protective equipment.

We will also now be holding monthly meetings with all employees to discuss WHS issues with you.

Terry Brown

WHS Representative



Practice

Practice activity 15

Describe three OHS responsibilities of the employer

Describe three OHS responsibilities of the employee.



Practice

Practice activity 16

Refer to the Qatar Labour Law, appendix 5. Read Article 100 and 104 and answer the following questions.

Who is responsible for protecting employees?

If an employer fails to take precautionary measures, what can the Minister do?

Will employees receive payment during any period of closure or suspension?

What medical supplies should an employer supply if he has between 5 and 25 employees?

What is the employer's responsibility with regard to first aid if there are in excess of 100 employees?

What is the employer's responsibility with regard to first aid if there are in excess of 500 employees?



Practice

Practice activity 17

Refer to appendix 1, Qatar Insurance Services Policies and Procedures, and answer the following questions.

You have just arrived at work and realize that there is a loose floor tile at the customer entrance to your office. List the procedures you would follow to handle this hazard

1

2

3

4

5

6



***You have just discovered a small fire in the stationery storeroom.
List the procedures you would follow to handle this emergency situation.***

1
2
3
4
5
6

You are working in the reception area at lunch time and you have answered the telephone. The caller has indicated that an explosive device has been left in the fire exit on the third floor of your building.

List the procedures you would follow to handle this situation.

1
2
3
4
5
6



Practice

Practice activity 18

Search the internet for a code of practice for manual handling.

Use the information that you find and design a short set of instructions for safe manual handling (lifting and carrying) of boxes and cartons in an office.



Carrying out prestart systems and equipment checks

Your SWL workplace, simulated workplace or workplace in the classroom should be a very safe environment. However, it is important that you get into the habit of identifying what you may need to check in any office or business environment.

You should learn to quickly identify any issues of concern so that when you are in an actual workplace, you will be running through these checklists in your mind before you start work.

Ergonomic requirements

Carrying out pre-start systems and equipment checks also involves consideration of ergonomic requirements.

Ergonomics can generally be described as the science of equipment design so that the equipment minimises worker effort, discomfort and fatigue, and maximises productivity.

In the case of someone working within an office environment and operating a computer at a workstation, this might include consideration of all, or some, of the following:

- the style of workstation or desk, depending upon the functions to be performed, and its height
- the size of the workstation or desk, in view of the number of items which will be regularly placed upon it
- the placement of the workstation in terms of lighting, air flow, privacy and so on
- the placement of the keyboard to align with the computer monitor and body, mouse and computer monitor, in-out tray, and other equipment regularly used
- the computer monitor stand, wrist or forearm rests or document holders and their placement
- the placement of storage facilities, such as drawers or filing cabinets, or for items needed to be accessed regularly, such as training manuals, paper, envelopes, pens and so on

- whether there is adequate leg room underneath the workstation or desk and a footrest, if necessary
- the type of lighting, including optimum lighting for the required task(s), reduction of glare and reflections from work surfaces, reduction of shadowing
- environment colours and ambience
- whether noise control/abatement measures are necessary, such as partitioning
- whether there is provision for general privacy, such as partitioning
- the air quality and temperature, including any impact from heating or cooling vents
- whether there is an adjustable chair to provide for correct height in terms of the desk or workstation and to provide proper support and height
- whether there is a telephone headset for frequent use, such as may be required for a switchboard operator
- the existence of cabling protection
- the adjustability of equipment.



Office furniture should be equipped with appropriate ergonomic features

Other non-equipment considerations which may also be relevant could include all, or some, of the following:

- assessing the impact of pre-existing medical conditions that might be aggravated by using the equipment. For example, a person with epilepsy may require a screen filter or be positioned further away from the screen
- employing correct posture in order to avoid muscle or joint strain
- regularly changing positions whilst maintaining correct posture
- placing the computer monitor at a correct distance from the eyes to avoid eye strain
- taking adequate breaks from repetitive tasks, such as using a keyboard and mouse, or photocopying large numbers of documents
- changing eye focus at regular intervals
- developing touch typing skills to reduce strain in moving the head frequently in order to look at the keyboard, particularly when typing from a document
- placing regularly used items in hand height positions to avoid bending over, or reaching up
- placing workstation or desk equipment to provide for an uncluttered work space, including left hand/right hand considerations
- protection from computer screen radiation
- protection from emissions of gases from equipment or machinery.



Workstations should be uncluttered and accommodate left and right hand users.

Further important matters concern taking adequate eye and body rest and exercise breaks. Some applicable exercises may include:

- exercises suggested by your medical practitioner if you have a particular problem
- generally stretching shoulders, arms, hands, legs, neck and back, within normal ranges
- looking away from the computer monitor at regular intervals and focusing on some distant object, such as a picture or a window.



Inform

It is the responsibility of each individual to position their computer and keyboard to reduce the possibility of workplace injury.



Practice

Practice activity 19

Look at the checklist below and answer the questions about your current workstation.

Workstation checklist	Yes	No
<i>Do you have an individual workstation</i>		
<i>Is there enough space around your furniture to gain access to the workstation and move around it comfortably?</i>		
<i>Is your desk large enough to accommodate all your work?</i>		
<i>Is your desk at the correct height?</i>		
<i>Is your chair comfortable and could be adjusted?</i>		
<i>Is your computer screen at a comfortable reading distance?</i>		
<i>Is the height and angle of your monitor correct?</i>		
<i>Is there sufficient space to move your mouse effectively?</i>		
<i>Is the keyboard angled correctly?</i>		
<i>Do you have to twist your neck to see your work?</i>		
<i>Are document holders available?</i>		
<i>Can you place your feet on the floor or is there a footrest available?</i>		
<i>Is the monitor clean and the image stable?</i>		
<i>Does your monitor reflect glare from windows and other objects?</i>		
<i>Is the lighting satisfactory, not too bright or too dull?</i>		



Practice

Practice activity 20

Tick off the following to ensure that your computer and keyboard are correctly positioned

Arrange your work area so that you are directly facing both the computer and keyboard. This avoids unnecessary twisting and turning.

The monitor should be at eye level when sitting. Check to see you are looking directly at the top line of the screen. This reduces the chance of stressing your neck muscles.

Place monitor at arm's length away from you to reduce visual fatigue.

Tilt your screen to reduce glare.

Provide enough work space for the keyboard, mouse, and other attachments so you are able to move about freely without bumping into things.

Adjust your chair so that the keyboard is at elbow level. Your forearms, wrists and hands should be in a straight line parallel to the floor as you type.



Practice

Practice activity 21

Haneef works in an office as an administrative assistant. Haneef's duties for the day are listed below

- Complete an accident report form about an accident that happened yesterday.
- Type letters for the supervisor.
- Do filing.
- Order stationery.
- Check workspace for hazards.
- Read updated emergency procedures.
- Send customer product brochures.

Write out Haneef's list of duties in the order in which you think he should complete them

1

2

3

4

5

6

7



Practice

Practice activity 22

This activity should be completed in the simulation room. Select a workstation, which in this activity we will refer to as 'my workstation'.

In the following checklist, please check all of the items listed against your simulated workplace and/or workstation. Please note that not all possible safety issues have been addressed here.

Note : If equipment appears unsafe, do not touch it, but bring this to the immediate attention of your Teacher

Item	Checked as safe	Action required for safe use
<i>All equipment I will be using appears to be in good order, furniture to gain access to the workstation and move around it comfortably?</i>		
<i>All computer equipment appears to be connected properly and there is no loose wiring</i>		
<i>My workstation desk and chair are at the correct height to allow me to sit comfortably and operate a computer, or are adjustable</i>		
<i>My chair will provide adequate support, and allow me to maintain correct posture</i>		
<i>The keyboard is placed in a position directly in line with the monitor, and which will enable me to use it properly and without strain</i>		

Item	Checked as safe	Action required for safe use
<i>I am right/left handed and the mouse is placed in a position where I can use it properly and without strain</i>		
<i>The computer monitor is placed in a position where I can view it easily, but am not at risk of any radiation</i>		
<i>There is adequate leg room under my workstation so that my legs will not be in a cramped position</i>		
<i>The lighting is suitable for the task I need to complete at the computer or desk</i>		
<i>The noise level in my simulated workplace generally is satisfactory and/or my workstation has a partition to aid in noise abatement</i>		
<i>The air quality is good, and the temperature is at a comfortable level</i>		
<i>My workstation is not in an area where I am directly in line with the outflow from heating or cooling units</i>		
<i>All computer cabling is secured out of the way</i>		
<i>Cabling is not frayed or worn and there are no scorch marks around powerpoints</i>		



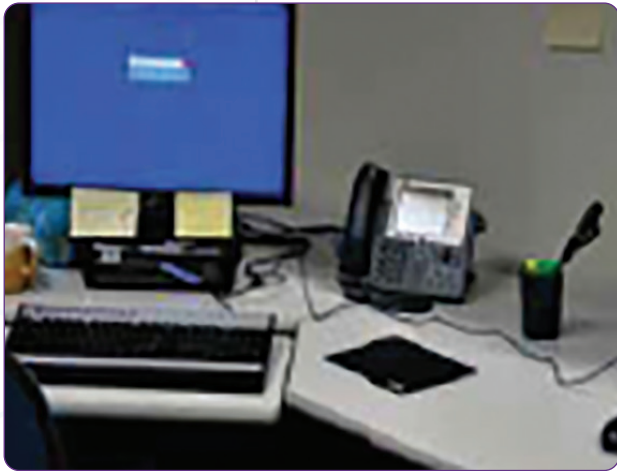
Practice

Practice activity 23

Look at each of the pictures below and identify where a safety issue exists. Circle and number each area of concern.

Then write a short paragraph in relation to each area you have marked, giving your reasons for identifying a safety issue.







Practice

Practice activity 24

In Activity 2, you were asked to check a number of listed items against your simulated workplace and/or workstation and identify any safety issues.

List any additional items relating to that equipment you felt ought to have been included, and state why you feel safety issues are involved.

Additional item	Reason(s) why safety issues are involved



Practice

Practice activity 25

Locate the following website – www.worksafe.sa.gov.au

Click on the Resources tab.

Click on the Activities and Education tab. Click on Online Learning.

Complete each of the following activities:

- 1 Safety check
- 2 Hunt the hazards
- 3 Virtual office



Adjust your workspace, furniture and equipment every time you use the computer.

In this section so far we have covered the law applying to your country. We have explored some basic pre-start checks for working in an office environment and we have also considered a small part of what procedures an organisation might have in place, in respect to safety issues.

You need to remember that, whilst all workplaces must comply with the applicable law and have the intention to provide a safe environment, business owners, supervisors or directors of an organisation, are not 'all knowing' or necessarily 'hands-on'. They rely upon employees to not only contribute to workplace safety, but also to alert them to any issues which need to be addressed.

For example, in his or her day-to-day work, a business owner will often be focusing on customer needs and sales and may be unlikely to notice that the cabling under your workstation has come loose and that you or someone else could trip on it.

He or she might also be unlikely to notice that the cord on the electric kettle in the kitchen is frayed and could cause electrocution, or that a worker is lifting or manually moving items which are too heavy, and lifting equipment and/or a trolley should be purchased. He or she might not consider that, although the business does not use clearly hazardous chemicals such as pharmaceutical ingredients, there may still be potentially dangerous chemicals on site such as those contained in toner cartridges and cleaning chemicals.

The business owner, supervisor or director should notice these issues, but the fact is that he or she may not, unless someone brings the hazard to his or her attention.

Therefore, part of the responsibility for ensuring a safe workplace rests with you, the employee

Follow workplace procedures for responding to emergency incidents

Organisational procedures are necessary so that all employees know what to do when they identify a risk or when an incident occurs.

If procedures are in place, then the risk or incident can be dealt with quickly and appropriately and further injury can be avoided.

Identify and report emergency incidents

Recognising and identifying an emergency incident is something we would all be aware of. It is important that we respond according to the organisation's policy and procedures.

It is necessary that appropriate reports are prepared after the incident. Refer to Appendix 3. These reports will ensure any hazards or risks are identified as well as provide information on how the situation should be handled in the future.



Practice

Practice activity 26

Use the information below to complete the first page of the workplace incident report on the following pages.

The tiled stairs have been washed recently and some areas are still wet. You have just finished lesson 3 in the library and are on your way to have breakfast. You are carrying your books and slip on a wet tile and injure your leg. You are sore but certain you have not injured yourself seriously. There are no witnesses.

After discussing this incident in class with your teacher, assume the role of management and complete the second page of the workplace incident report.

Workplace incident report

Report number:

Surname:

First Name:

Address:

Telephone:

Mobile:

Date of injury:

Time of injury:

Details of injury:

Where on the body did the injury occur?

Provide a brief description of how the incident/accident happened

Signature of injured party:

Date:

Were there any witnesses

If Yes, name of witness:

Witness account of the incident/accident

Signature of witness:

Date:



When was the injury reported?

Date:

Time:

Who was the injury reported to:

Name:

Position:

When was the injury reported?

Date injured party ceased work:

Time injured party ceased work:

Total time lost:

Details of preventative measures taken to prevent such an accident/incident

occurring in the future:

Signature:

Date:

Government regulations also require frequent reporting of workplace incidents. Refer to Appendix 4 for the Workplace Health and Safety Report.

Employers are required by law to file a workplace health and safety report every six months. The report should contain information about any accidents, injuries and health issues observed in the workplace.



Practice

Practice activity 27

Go to the Hukoomi website, locate and print the workplace health and safety report.

Complete the report for three workplace incidents. Make up the information required to complete the report.

The following instructions are supplied by the Department of Labour to assist in completing the bi-annual health and safety report.

Fill out required fields in the two spreadsheets. List all workers on the first spreadsheet along with their salaries; then work-related injuries and diseases on the second spreadsheet.

Save spreadsheet data on the computer and name the file after the Corporate ID number.

Send the report by email to the Ministry of Labour, or save a copy onto CD-ROM and submit it to the Labour Department.

(Department of Labour – Qatar)

The two types of injuries required to be reported are:

- Occupational diseases: Any chronic ailment that occurs as a result of work or occupational activity. Examples include deafness from noise and carpal tunnel syndrome.
- Accidental Injuries: Any injury sustained from an accident that causes a worker to miss work. The accident may occur during a work shift, or on the worker's path to and from work.



Companies that fail to file a report on time risk being banned and fined.

Follow organisational procedures for responding to emergency incidents

Your organisation's policies and procedures are governed by legislation and guidelines. These policies and procedures will guide you in dealing with workplace emergency incidents including:

- Fire and evacuation
- Bomb or substance threats
- Accidents and injury (or death)
- Personal threats and/or armed hold ups

Bomb and substance threats

If you or someone in your organisation receives a bomb or substance threat (eg anthrax), it should be treated as a real threat, even though it may be a hoax.

Bomb threats can be written or verbal. Your organisation should have adequate procedures for responding to a bomb threat.

It is important to remain calm as the information given by the caller will be of vital assistance to the police



Practice

Practice activity 28

Refer to appendix 1 and locate the procedures for handling bomb threats. List the procedures below

-
-
-

•

Banking



Fires and evacuation

Fire is an obvious threat to all employees. Fire safety requirements generally include:

- fire extinguishers and fire blankets
- detailed evacuation plan showing emergency exits, procedures and designated assembly areas
- regular fire drills
- first aid kit.

It is therefore necessary that all organisations have an adequate evacuation procedure



Practice

Practice activity 29

Refer again to appendix 1 and locate the fire safety procedures. List below what procedures you should follow if you find the fire

-
-
-



Practice

Practice activity 30

In the event of a fire what number do you dial to alert the civil defence?

Dial :

Accidents and injuries (or death)

Medical emergencies are diverse. You may be confronted with other employees or clients suffering from heart attack, stroke or seizures. It is important to remain calm so that you can deal with the situation effectively.

Your organisation should have adequate procedures in place for dealing with accidents and injuries. The First Aid Officer should be the first person you contact in the event of an accident or injury.

For serious accidents and injuries you may also have to call for an ambulance as quickly as possible.



Practice

Practice activity 31

In the event of a serious accident or injury what number do you dial to alert the ambulance?

Dial :



Practice

Practice activity 32

Go to the following website

- www.comcare.gov.au/virtual_workplaces/virtual_office/office

Click on the 'Office' level and then click on 'First Aid'.

It is important for first aid officers, emergency services and other emergency staff (eg fire wardens) to be readily contactable. List below the appropriate signage that should be displayed.

-
-
-
-
-
-

Personal threats and/or armed hold ups

When dealing with emergency situations that involve human behaviour, the outcomes are unpredictable and cannot be pre-planned. Your organisational procedures will require you to remain calm, notify your supervisor to raise the alarm if possible and seek personal counselling after the event if you feel traumatised.



Practice

Practice activity 33

Refer again to Appendix 1 and locate the procedures for dealing with personal threats and/or armed hold ups. List below the procedures you should follow

-
-
-
-
-
-
-
-



Practice

Practice activity 34

Read the scenario below and answer the questions on the next page.

Mahmoud Noor works as a car detailer for Al Mufta Car Rental Company. He lives in the Al Nasser compound in Al Gharaffa. His mobile number is 4425 8415.

On Thursday 29 September at 9.15 am he is standing on the front tyre of a 4 wheel drive reaching to clean the roof. He is not wearing anything on his feet and he slips off the tyre and falls to the ground.

Another employee, Harshad Pradeep, is working on the other side of the car and witnesses the accident. Harshad rushes over to help Mahmoud and helps him to his feet. Mahmoud appears to have some scratches and bruises but does not look seriously injured. They both go back to work. Mahmoud tells his supervisor at the end of his shift at 6.00 pm that he slipped and hurt his arm during the day.

That night Mahmoud's arm becomes very swollen and he cannot move it. He goes to the hospital and discovers he has broken his arm. He has his arm put in plaster and the Dr tells him that he cannot go to work for 6 weeks.

Mahmoud rings his supervisor the next day to tell him what has happened. The supervisor asks Mahmoud to come in and complete an incident report form.

The supervisor takes the incident report form to the next OHS committee meeting.

Is there anything else that Harshad should have done when Mahmoud fell off the tyre of the vehicle?

Should Mahmoud have been standing on the front tyre to clean the windscreen?

Should Mahmoud have been wearing something on his feet?

What should the supervisor have done when Mahmoud told him about his injury?

What recommendations do you think the OHS committee should make with regard to this incident?

Complete the incident report form. Include your answer to the question above in the management section of this report.

.....

Banking





Practice

Practice activity 35

Go to the hukoomi website and print a copy of the Department of Labour's workplace health and safety report.

Assume that the incident in the previous activity was the only workplace accident that Al Mufta Car Rentals has had in the previous six months. Enter the details of the incident in the previous activity into the Department of Labour's bi-annual health and safety report.



Practice

Practice activity 36

Describe the two types of injuries that the Department of Labour Qatar require all employers to report on bi-annually.

What are the consequences for failing to submit this form on time?

--



Practice

Practice activity 37

Read the instructions for an emergency procedure and then rewrite them in the box below in logical order.

Emergency procedure

- 1 *When you hear the emergency siren, go to the nearest evacuation point.*
- 2 *Do not use the lifts. Walk down the stairways without running or jumping.*
- 3 *Wait until the warden tells you that you can go back to work.*
- 4 *When you are out of the building, report to the emergency warden*
- 5 *The emergency warden will tick your name*

1	
2	
3	
4	
5	



Practice

Practice activity 38

Refer to your organisational policy and procedures and locate the procedures for handling hazardous substances.

List the procedures below.

What procedures should you follow if the fire warden is not available?

What is the first thing to remember if you receive a bomb threat or are involved in an armed hold up?

--



Practice

Practice activity 39

Go to the following website

http://www.comcare.gov.au/virtual_workplaces/virtual_office/office

Click on the 'First Aid' room.

List the First Aid facilities and equipment that should be provided by employers.

Implement workplace safety requirements

In order to address any actual or potential hazard or safety issue, you need to be aware of who you can report these issues to and what procedures are necessary to control risks or hazards.

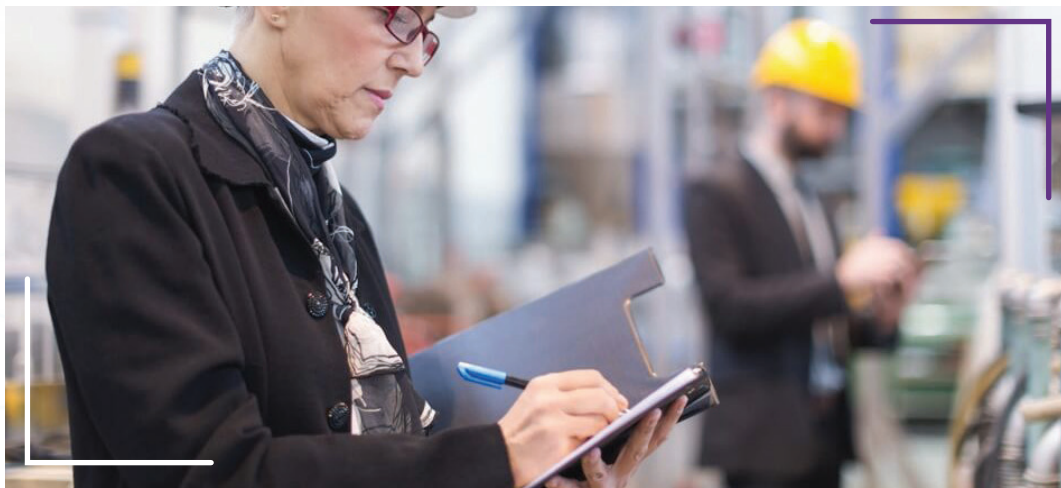
Identify designated persons for reporting safety issues in the workplace

Who are the designated persons?

While you are the most important person when it comes to your own safety, there will be other people within your organisation who have WHS responsibilities.

Workplace supervisor

Supervisors are responsible for their workers' safety and have a duty of care to ensure safety policies and procedures are maintained.



Health and safety representatives

WHS legislation in some countries requires that organisations appoint health and safety committees and health and safety representatives to represent workers in the workplace.

These representatives and committees play a vital role in workplace safety issues and are an important communication link between workers in the workplace and management.



Safety advisors

WHS advisors are people who provide specialist advice and guidance for implementing WHS in the workplace. These can be either full-time employees or outside consultants contracted to offer advice.

First aid person

A first aid person has the knowledge and skills to carry out emergency first aid for life threatening injuries and illnesses that occur in the workplace. It is important that this person is provided with opportunities to attend training sessions to maintain and update their first aid qualifications.



Wardens

All buildings and workplaces will have a warden. These are people who help manage emergencies such as evacuations from buildings due to the risk of fire etc. They receive additional training so they can perform this role and will be responsible for tasks such as conducting an orderly evacuation of the buildings to a safe place of assembly, assisting the civil defence and operating portable fire extinguishers when required.



In an emergency situation, the warden will often wear an easily recognisable hard hat.



Practice

Practice activity 40

In the space provided draw a plan of where your classroom is in the school and show the evacuation route to the designated assembly area.



Banking



Why have a designated person?

If there is a designated person in the organisation, that person can receive and consider reports, they can implement procedures to control or eliminate hazards or to improve safety, or they can bring these matters to the immediate attention of the business owner or manager.

If there is no designated person, then problems can persist without being resolved, presenting a safety risk. For example, consider the following two possibilities:

- In Business A, there is a designated person. One employee tells the designated person there is a water leak in the kitchen, another employee tells the designated person that the kitchen floor is slippery, and yet another, reports that he fell in the kitchen. The designated person will now be aware there is a safety problem in the kitchen and do something to rectify that problem.
- However, in Business B, there is no designated person. One employee notices a water leak in the kitchen and mentions it to another employee, but does nothing further. Another employee thinks someone has spilled water and mops it up, but does not say anything to anyone. Another employee slips and tells the receptionist who says she'll leave a note for the business owner. The business owner has a pile of paperwork to go through, and by the time he gets to the note, another employee has slipped and injured himself badly.



Practice

Practice activity 41

Refer to the Policy and Procedures Manual in appendix 1 and answer the following questions.

1. *You notice that a shelf in the office storeroom is starting to splinter. What action do you take, if any, and who do you report this matter to?*

2. *In the case of an emergency situation where emergency action would compromise or threaten your safety, who is, or are the person(s) you need to contact?*



Practice

Practice activity 41

A designated person may be a WHS Officer. To find out what they do, you are required to carry out some research on the Internet.

Using the search function you prefer, or <www.google.com> if you have no other preference, search for 'Occupational Health and Safety Officer' and a job description for that role.

Research at least three WHS Officer job descriptions and write down at least three common attributes which are required.

1

2

3



Practice

Practice activity 42

With relation to workplace health and safety issues, explain the difference between the role of a workplace supervisor and a health and safety representative.

Again with relation to workplace health and safety issues, explain the difference between the role of a health and safety representative and a safety advisor.

Describe the role of the first aid officer.

Describe the role of the safety warden.



Practice

Practice activity 43

Tony has just started a new job. He asks Amanda where to find the WH&S representative.

Tony:

Where can I find the WHS representative?

Amanda:

Take the left to the second floor. Turn left and his office is second on the right.

In the spaces below complete the following:

- a)** *Draw a map of your school showing the location of your classroom and the location of the First Aid Officer.*



Banking



b) Describe the directions to the First Aid Officer from your classroom.



Practice

Practice activity 43

Richard and Khalid work in the marketing department. They are talking about their health and safety representatives. Read the conversation below and answer the questions on the following page.

Richard: *Khalid, do you know who our health and safety representative is?*

Khalid: Yes, it's Rasheed. You might have seen him walking around the offices every now and again. He always wears a badge with his name and title on it. There's also a picture of him in this month's newsletter.

Richard: *Does he look after all the departments?*

Khalid: No, there are a few different representatives, one for each department. For example, Fahad is the representative for Operations and Tran is the representative for Human Resources.

Richard: Thanks Khalid, that's good to know. Also, *can you tell me about the health and safety committee?*

Khalid: Yes, all the health and safety representatives are on the committee. They represent us as employees. There are also some management representatives. Our boss, Hamad and the boss of Human Resources, Farida, are the management representatives.



Fill in the following table with the names of the health and safety representatives and the departments they represent.

Health and Safety Representatives	Department

What did you find out about Rasheed?

What do you know about the health and safety committee?

Who is on the committee?

Identify, report and record existing and potential hazards in the workplace

A hazard is anything that has the potential to cause harm to life, health, property or the environment. For example, some of the more general sources of potential harm in an office setting may include:

- Cramped working conditions
- Extreme temperatures
- Inefficient fire and energy procedures
- Lifting heavy loads
- Overwork or interpersonal issues
- Poor lighting
- Poorly designed workstations



A lack of sufficient power outlets can cause a hazardous situation.

Examples of hazards and the way they are often grouped is shown below.

Type of hazard	Examples
Physical	Noise, vibration, lighting, electrical, heat and cold, dust, fire or explosion, machine guarding, working space.
Chemical	Gases, dusts, fumes, vapours, liquids.
Ergonomic	Workstation design, equipment design, tool design, job/task design, manual handling.
Radiation	Microwaves, infrared, ultra-violet, lasers.
Psychological	Shift work, workload harassment, dealing with the public, discrimination, threat of danger.
Biological	Infectious diseases, bacteria, viruses.



Practice

Practice activity 44

List at least one hazard in either your workplace, simulated work environment or structured workplace under each category.

Type of hazard	Example of workplace hazard
<i>Physical</i>	
<i>Chemical</i>	
<i>Ergonomic</i>	
<i>Radiation</i>	
<i>Psychological</i>	
<i>Biological</i>	

Organisational procedures will often include a document that health and safety representatives can complete. This report will assist in hazard identification.

➤ **Refer to Appendix 2**, the Hazard Report Form for Qatar Insurance Services.



Practice

Practice activity 45

Complete the Hazard Report Form on the next page for your classroom and surrounding school area.

Location:

Date and time:

Completed:

Safety factors	Exceeds standards	Meets standards	Needs improvement	Urgent action needed	N/A
Hazardous substances					
Adequate ventilation					
All users trained					
Substances clearly labelled					
Disposal of substances					
Storage conditions complied with					
Work surfaces					
Clearing of rubbish					
No bending, reaching, twisting required					

Safety factors	Exceeds standards	Meets standards	Needs improvement	Urgent action needed	N/A
No sharp edges					
Work height correct for each worker					
Storage areas					
Easy access for staff					
Floors clear of rubbish					
Storage designed to minimise lifting					
Floors and walkways					
Floors dry					
No obstructions					
Public walkways clearly marked					
Vehicles separated from walkways					
Lighting					
Adequate lighting for all workstations					
Emergency lighting operable					
Good natural lighting					
No glare					
Electrical					

Safety factors	Exceeds standards	Meets standards	Needs improvement	Urgent action needed	N/A
All leads with current tags					
No leads on floor					
Circuit breakers installed and functioning					

In addition to actually identifying the existing or potential hazard, we also need to identify other relevant matters such as:

- the person or persons who is/are affected by the hazard
- other persons who may be affected by the hazard
- the nature of the hazard and the risk
- whether the potential for injury is very low, low, medium, high or very high
- whether there is an action which can be taken immediately, such as placing a barrier around the hazard
- in what way(s) the risk can be eliminated, ie replacing dangerous machinery
- in what ways the risk can be controlled, such as erecting signage near hazardous chemicals or instructions for safe operation of machinery.

If a hazard is not reported, then the appropriate person, whether that be a designated person or the business owner, will be unable to take the necessary action, leaving persons in the workplace exposed to that risk. However, if a hazard is reported to the appropriate person, then that person can take control of the situation and deal with the safety issue for the benefit of everyone in the workplace.

The purpose of identifying and recording risks and how they are minimised or eliminated, is so those hazards can be avoided in the future.

Workplace health and safety policy and procedures will state what records have to be maintained and who has to complete the documentation. It may be the individual employee's responsibility to report the hazard to the Safety Officer.

The individual employee could report this by way of an email. In this way there is a record of the hazard having been identified. The Safety Officer would then investigate and complete a formal record.



Practice

Practice activity 46

Ali is listening to his supervisor, Sherif, about hazard identification

Sherif: Ali, if you spot a hazard, unless it is very dangerous like a fire, try and solve the problem yourself. For example, if there are boxes lying around in a walkway, remove them to a safe place.

Ali: Or say a water spill in the kitchen, wipe it up..

Sherif: That's exactly right. If you're not sure what to do, report the hazard to me or to a health and safety representative.

Ali: Yes, certainly.

Sherif: Obviously if the hazard is something very dangerous like a chemical spill or fire, you'll need to follow the emergency procedures.

What did Ali's supervisor say is the first step in hazard identification?

What should Ali do if she can't solve the problem himself?

What should Ali do if the hazard is very dangerous?



Practice

Practice activity 47

Complete the Hazard Report Form on the next page for the simulation room and surrounding school area.

INSPECTION DETAILS

Location :

Date and Time :

Completed by :

Safety factors	Exceeds standards	Meets standards	Needs improvement	Urgent action needed	N/A
Hazardous Substances					
<i>Adequate ventilation</i>					
<i>All users trained</i>					
<i>Substances clearly labelled</i>					
<i>Disposal of substances</i>					

Safety factors	Exceeds standards	Meets standards	Needs improvement	Urgent action needed	N/A
Storage conditions complied with					
Work Surfaces					
Clearing of rubbish					
No bending, reaching, twisting required					
No sharp edges					
Work height correct for each worker					
Storage Areas					
Easy access for staff					
Floors clear of rubbish					
Storage designed to minimise lifting					
Floors & Walkways					
Floors dry					

Safety factors	Exceeds standards	Meets standards	Needs improvement	Urgent action needed	N/A
No obstructions					
Public walkways clearly marked					
Vehicles separated from walkways					
Lighting					
Adequate lighting for all workstations					
Emergency lighting operable					
Good natural lighting					
No glare					
Electrical					
All leads with current tags					
No leads on floor					
Circuit breakers installed and functioning					



Practice

Practice activity 48

In pairs, inspect your school workplace environment. Identify any workplace hazards and list them in the table below.

Type of hazard	Examples
<i>Physical</i>	
<i>Chemical</i>	
<i>Ergonomic</i>	
<i>Radiation</i>	
<i>Psychological</i>	
<i>Biological</i>	



Practice

Practice activity 49

MEMO

To *OHS Representative*

From *Zaheer*

Personal Assistant, Accounts Division

I've noticed recently that some of my colleagues are not using safe lifting procedures when lifting heavy objects. Some of them have had to take days off because of having a back pain.

Nasser is an office assistant in the Resources Division. Only Nasser seems to wear gloves when he changes the toner from the photocopier. None of his colleagues do, but the company's health and safety rules are that gloves should be used when changing the toner.

Now write a memo to the health and safety representative using the same format as Zaheer used in the example above.

MEMO

To

From

***Can you think of another OFFICE workplace hazard situation?
Write a short description of this workplace hazard.***



Practice

Practice activity 50

Go to the following website

http://www.comcare.gov.au/virtual_workplaces/virtual_office/office

Click on the 'Reception' level and then click on 'Access and security'.

Complete the table below, identifying 2 hazards and 2 possible controls.

	Hazards	Possible Controls
Visitor Book		
Access Cards		

Click on the 'Reception' level and then click on 'Emergency procedures'.

Complete the table below, identifying 2 hazards and 2 possible controls.

	Hazards	Possible Controls
Evacuation		
Bomb Threats		

Identify and implement WHS procedures and work instructions

A risk is the likelihood that a hazard will actually result in an injury or a disease to a person (or damage to a property). For example the likelihood of a driver spraining an ankle after jumping down from a cab is higher than if the driver was able to just step down.

Once you identify where hazards do or may exist, then you need to consider how to control them.

In the workplace, our actions are similar – we identify the hazard, we identify whether it is actual or potential, and then we implement action to eliminate or minimise the risk.

The action taken will differ depending on the risk. Immediate emergency action might be required, a risk might be removed or risks might be minimised by providing appropriate training and signage.

We also document these matters so that all persons can follow instructions and either minimise existing risks which cannot be entirely eliminated and/or avoid these risks occurring in the future. The documentation will also provide necessary information to all future new business owners, designated persons, supervisors and employees.

A major occupational health and safety role for supervisors is identifying hazards in the workplace under their supervision and then minimising the risks as appropriate. By actively identifying hazards and controlling the risks they present before injuries and illness occurs, supervisors have a great opportunity for reducing the incidence of, and costs associated with, injury in the workplace.

In assessing risks, supervisors should consider several things, including:

- whether there are established legislative and or industry standards against which the hazard should be measured
- whether there are legislated or industry risk assessment procedures to be followed for a certain hazard, such as in manual handling and plant regulations.
- the potential for injury
- the severity of the potential injury
- the mix of injuries that could result
- the number of people who could be affected
- the skill and experience of people undertaking the task at hand
- the type of work to be done and the nature of the equipment to be used
- the potential for third parties, such as customers and other workers to be injured if something went wrong
- industry and employer experience.

A range of WHS actions are used by supervisors and their employers to manage and control the WHS risks in various industries. Supervisors could use the following form to assist them to control risks.



Practice

Practice activity 51

Complete this form with reference to the school environment

Slips, trips and falls

Are controls in place to prevent floors from becoming slippery?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are all floor surfaces even and undamaged?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are controls in place to prevent people falling from high areas?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are all areas lit appropriately?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are walkways, stairs etc kept clear of boxes, rubbish or other hazards?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Implement the following measures to prevent or minimise risks.

Housekeeping

- Keep your workplace rubbish free
- Keep exits, stairways, storage area, staff rooms and work areas free from debris such as empty boxes, waste paper etc
- Keep flammable liquid storage to a minimum and in approved containers
- Follow security measures for your building and keep unauthorised people out of your workplace

Appliances

- Unplug or turn off all appliances at the end of each day
- Allow air to circulate around heat producing equipment such as photocopiers, computer terminals and heaters

Smoking

- Smoke only where permitted
- Ensure visitors are aware of smoking regulations

Electrical safety

- Replace electrical cords that have cracked insulation or broken connectors
- Do not overload electrical circuits
- Never run extension cords across doorways, under carpets or where they can be stepped on

Portable fire extinguishers

- All staff should read fire extinguisher instructions and be trained in the safe operation of fire extinguishers
- Ensure everyone has left the building before attempting to fight a fire
- Use portable fire extinguishers to extinguish and control small, contained fires until the civil defence arrives
- Portable fire extinguishers are not designed to fight large fires or those that may spread quickly

Fire emergencies

Employers should:

- have fire escape plans in prominent locations
- ensure all employees are familiar with exit locations, escape routes and assembly points
- conduct regular fire drills
- make provisions for the safe evacuation of employees with disabilities
- appoint and train a fire warden on each level of the building to ensure safe evacuation and ongoing safety programs.

Employees should:

- know the location of all exits
- know the location of the nearest fire alarms and how to use them
- not risk injury to themselves or others by trying to put out the fire

Use of appropriate PPE (Personal Protective Equipment)

PPE can include:

- Goggles (eye protection)
- Ear plugs or ear muffs (hearing protection)
- Face masks and respirators (respiratory protection)
- Safety boots (foot protection)
- Helmets (head protection)
- Aprons and/or safety harnesses (body protection)

Ergonomics

Chair

- Raise or lower the seat so the desk height is the same or slightly higher than your elbow height
- Adjust the chair so that your feet remain comfortably flat on the floor
- Lumbar support of the backrest should be positioned to support the curve of your lower back
- Use a foot rest if you suffer from lower back fatigue over long periods of time at your desk or computer

Desk or workstation

- Place the keyboard as close to the front of the desk as is comfortable (closer to the edge for touch typists and up to 10 cm back from the edge for non touch typists so that hands can be rested when not typing)
- Do not place documents between the keyboard and the front edge of the desk as this increases the reach distance and can result in muscle strain
- Position frequently used objects closer to the user
- When using the mouse, keep elbow bent, forearm flat on the desk, hand covering the mouse
- Position the telephone so that you do not have to reach across your body to answer it
- If you have frequent telephone calls consider using a headset
- Position the top of your monitor slightly lower than your eyes when you are sitting upright
- The monitor should be at least a full arm's length away from your seated position
- Rest and exercise breaks are necessary every 20 – 30 minutes



Practice

Practice activity 52

Complete the tables below with reference to the school environment

Electrical		
<i>Is electrical equipment inspected and tested by a qualified person?</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Is electrical equipment connected through a safety switch?</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Are outlets and other electrical equipment used in wet areas suitable for that type of work?</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Are damaged plugs, leads and sockets immediately removed from service?</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Are leads kept away from sources of damage? (eg water, heat, vehicles, trolleys)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Fire and emergency procedures		
<i>Is there an emergency evacuation procedure?</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Is the evacuation procedure displayed in the workplace?</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Are workers trained in the evacuation procedure?</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Are emergency exits clearly marked?</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No



Practice

Practice activity 53

Referring to the organisational procedures manual in appendix 1, identify what you would need to do in the following situations.

Part of your job is relief reception when the receptionist goes to lunch. It is 12.30 pm and two clients are waiting in the reception for their appointments. You receive a call from a man claiming there is a bomb in the reception area. What do you do?

1

2

3

4

5

Your colleague has just tripped over the edge of a small carpet and has fallen quite heavily on the ground as well as landing on a pile of papers and files she was carrying. You are the only witness to this incident. What do you do?

1

2

3

4

5

You are walking up the stairs to your workplace on Level 3 of the building. You have reached Level 2. You suddenly hear the fire alarm ringing in the building. There are two non-English speaking people behind you who seem a bit confused about the noise. What do you do?

1
2
3
4
5

Identify and report emergency incidents

Emergency incidents may include:

- accidents
- emergency situations such as armed hold ups, bomb threats
- fire
- power outages

It is necessary that a plan is in place so that everyone knows how to deal with an emergency.

If an emergency is not dealt with properly, then there is a risk of greater injury than there might otherwise have been.

For example, we have all seen news reports of situations, not necessarily in our own country, where people have been trapped in social venues which have caught fire and have suffered terrible injuries or death.

Some of these people may have been injured in any event, but in some situations, the risk to patrons was increased because those venues did not have procedures in place to deal with the emergency or were oblivious to the risk. Some examples of this may be not training staff in evacuation procedures, not having clearly marked exits, or in some cases, allowing those exits to become blocked so workers and patrons could not safely escape from the risk or escape at all.



Observe emergency 'EXIT' signs in the event of evacuations.

Emergency incidents and injuries need to be reported for the following reasons:

- Often an individual is not able to deal with an emergency on their own, so they need to obtain urgent assistance from the appropriate person(s), whether that person is a designated person or an emergency service such as the civil defence.
- By recording the emergency, with all known facts, then the emergency can be analysed and avoided in the future.
- In most countries, worker injuries are the direct responsibility of the employer. This includes the payment of medical expenses, rehabilitation expenses and workers' compensation. An injury needs to be correctly documented so that the required support is provided to the worker, and so that the employer is aware of the extent of his responsibilities.
- Because of the injuries sustained, the worker may not be able to return to his or her original job, and can only safely work at a different type of job in the business or organisation. An assessment of risk will therefore need to be carried out, and job roles will need to be re-evaluated and re-allocated.
- An analysis of the injury and how it occurred, will help the workplace to avoid or minimise that particular risk in the future.



Practice

Practice activity 54

It is 4 pm on Wednesday 11 May 2017. Sara Pearson trips over some boxes that have been left lying around in the staffroom. Sara is uninjured but she lets her supervisor know what happened. Now Sara needs to make a record of the incident. She writes up her record on the same day.

<i>Time of incident</i>	
<i>Place of incident</i>	
<i>What happened?</i>	
<i>Action taken</i>	
<i>This report was compiled by:</i>	
<i>Name</i>	
<i>Date</i>	





Practice

Practice activity 55

When Santo was carrying out his workplace inspection, he noticed that one of the walkways in the office (near to the entrance) was cluttered with boxes. He needs to report the hazard using a hazard report form.

The inspection took place on Monday 9 November 2017. Santo works in the Social Sciences Department and his telephone extension is 594.

Hazard Report Form

Your name:

Your extension:

Your Department:

Describe the hazard that you have identified:

.....
.....

Give the precise location of the above:

.....
.....

Banking





Practice

Practice activity 56

Someone has had an accident. What should you do? Put the following tasks in the correct order in the table:

- Organise appropriate first aid.
- Make a personal phone call.
- Find the telephone number of health and safety representative to report accident.
- Make a telephone call to the health and safety representative.
- Fill in an accident report form.
- report the accident to health and safety representative.
- Check that person involved in accident is okay.

1
2
3
4
5
6
7

Your workplace collects accident statistics so they need you to fill out the following form. You can make up the information.

Accident Information – statistical use only

Brief description of accident :

Time of accident :

What time was the accident reported:

Was the person involved in the accident male or female:

How old is the person: 15 - 24 25 - 44 45 - 64

Identify WHS duty holders and their duties for own work area

It is important that all staff are aware of who is their first aid officer and/or WHS representative. Most organisations list these officers in internal directories and have a notice in each department identifying the first aid officer and their contact details.

As mentioned previously, all employees have both rights and responsibilities towards WHS in the workplace.

Some employee responsibilities could be:

- To co-operate with WHS committees and representatives to ensure the business adheres to WHS legislation
- To ensure their actions do not endanger others
- To ensure they use safety equipment in the proper manner
- To ensure they do not fail to support anyone who is in danger, ill or injured
- To identify and report workplace incidents or hazards to a supervisor.

Business owners and managers or anyone conducting a business have a 'duty of care' to all persons on site and they have a duty to ensure that the workplace is safe.

Key duties that a person conducting a business should show towards employees include:

- Providing and maintaining safe equipment and systems of work
- Providing a safe and a healthy working environment
- Providing required information in regard to potential hazards
- Monitoring the health and wellbeing of all employees
- Having appropriate reporting and record-keeping procedures in place



Practice

Practice activity 57

Answer the following questions.

When is the optima time to train an employee on WHS?

- ☐ A After an incident has occurred.
- ☐ B During regular training sessions with the rest of the employees.
- ☐ C When an employee starts with the company.
- ☐ D If he or she is appointed as a WHS committee member.

What is a hazard?

- ☐ A A hazard is something that must be avoided at all costs.
- ☐ B A hazard is anything that may cause an injury or harm to a person or piece of equipment.
- ☐ C A hazard is something that promotes better performance in the workplace.
- ☐ D A hazard is something that should be ignored until it causes a problem.

Which of the following is a reason that a workplace inspector may visit a workplace?

- ☐ A To assess workplace health and safety risks to workers and members of the public.
- ☐ B To investigate workplace incidents.
- ☐ C To provide information and advice on how to comply with workplace health and safety laws.
- ☐ D All of the above.

Organisations are only required to report accidents to the appropriate authority in the even that there is a fatality.

True

False



Participate in WHS consultative processes

It is necessary for the workplace environment to be structured so that employees can work in a team with supervisors, management and employers to ensure safety in the workplace.

Contribute to workplace meetings, inspections and WHS consultative activities

In the workplace, we all have something to contribute in relation to workplace safety.

It is necessary that each employee contributes in order to maintain a safe workplace for all concerned.

A way in which employees often contribute, in addition to carrying out the identification and reporting of hazards and incidents, is by collectively contributing as a team. This collective 'think tank' can often make us aware of things which we may otherwise not notice and increase the potential for improving our workplace.

This team contribution includes the following:

- participating in safety inspections, including identifying any actual or potential hazards or safety issues
- reporting any actual or potential hazards to a designated person(s), in accordance with organisational procedures
- organising workplace meetings, including preparing an agenda
- holding workplace meetings
- contributing to workplace meetings
- concluding workplace meetings, including preparing minutes of the meeting and scheduling further meetings
- taking actions to eliminate workplace hazards, or reduce risks including arranging for follow-up procedures.

It is also essential that all employees participate positively in all WHS training activities.

New employees will usually be required to attend WHS induction courses. These are designed to provide the new employee with initial information, instruction, training and supervision needed to function safely and effectively on the job.

Inductions are an opportunity to instil a positive attitude to workplace health and safety. Safety training will be provided to all employees on a regular basis. It is necessary for the employer to continually update employees on identified hazards, risks and ways of controlling the risks.

Safety training will take the form of workshops, on-the-job training, WHS meetings, WHS seminars. Many organisations offer training programs online.



Workplace safety is an important aspect of induction courses for new staff.



Practice

Practice activity 58

Azizz, Peter, Lucy and Saleh are having a health and safety meeting.

Azizz is the health and safety representative

Azizz: Hello everyone. Today I'd like to discuss ideas for improving health and safety in our workplace.

Lucy: I think that we need to make sure that the kitchen is cleaned properly. There is often water on the floor, which makes it really easy to slip.

Saleh: Yes, I agree. I also think the bins need to be emptied more regularly. Maybe we should set up a roster for that.

Azizz: Yes, these are really good ideas. I was also thinking that we should put a copy of the emergency procedures in the kitchen.

Peter: One more thing I think is really important is to make sure our first aid kit is checked regularly. I needed a band aid yesterday and there wasn't one in the Box.

Azizz: I think we've got some really good suggestions there. I will write your ideas down and think of some ways to implement your suggestions.

Answer the questions on the following page.

Write down the four suggestions made to improve health and safety.

Which suggestion do you think is the most important? Why?.

How do you think they could make sure that the kitchen is cleaned properly?.



Practice

Practice activity 59

Fahad has just started work in the office at Doha Markets. His supervisor is telling him about his health and safety representatives and the health and safety committee.

To report a hazard, contact the health and safety representative, Maree, immediately. Her phone number is in the office directory. We also have a health and safety committee which meets every 3 months to discuss health and safety issues. Maree is on the committee, so speak to her if you want any issues raised when the committee meets.



Answer the questions on the next page.

What are the most important points that Fahad's supervisor has told him?

--

How would you sum up what Fahad has heard from his supervisor to clarify he has got all the details?

--

You want to find out more about the Committee. Think of two things you could ask and write down your questions.

Raise WHS issues with designated persons

Employer and employee contributions are equally important in promoting a proactive approach to WHS in the workplace.

The best way to prevent risks to health and safety is to understand the risks associated with workplace hazards. The main approach is to educate and inform employees in the workplace.

When an employee identifies a hazard, it is his or her responsibility to communicate this to the designated person. The employee should follow organisational policy and procedures.

If you are unable to eliminate a hazard or risk, then the WHS representative should be contacted immediately, either by email or telephone depending on the nature of the hazard and the risk.

Most WHS issues raised by employees will be discussed by the Health and Safety Committee. WHS committees are made up of the organisation's WHS representatives and one or two members of the management team.

The main purpose of the WHS committee is to ensure that employers and employees work together to develop safe work practices and workplaces. This can be achieved through:

- raising WHS issues and hazards on behalf of employees
- identifying ways to reduce or eliminate hazards
- monitoring potential safety hazards
- reviewing and updating WHS policies and procedures as practices change or new technology is introduced
- conducting training sessions to educate staff about WHS issues
- ensure that WHS remains a priority for both employees and employers.

If you raise an issue with your WHS representative and a solution is not immediately implemented, or it is a complex issue, your WHS representative may raise the issue at the next committee meeting to collectively develop a practical solution. This may take time and your WHS representative should keep you informed of the progress of the issue.



Practice

Practice activity 60

Assume you are an employee of Qatar Insurance Services. You will work in groups of 4 – 6 students to complete this task.

Each of you is to further assume that you are OHS representatives for Qatar Insurance Services. Your OHS Health and Safety Committee is made up of the OHS representatives. This committee meets once per month. It is scheduled to meet next week.

You are required to inspect the school identifying any hazards. These hazards could be in classrooms, stairs, pathways, car parks, lunch rooms, toilets, driveways etc.

In your group decide which parts of the school each of you will inspect. You can work in pairs if you like.

When you have collected all the information you require, you will have to present a summary of the hazards and risks that you have identified to your OHS Health and Safety Committee (your class).

Your Teacher will inform you of the timeframe for this activity.

Take actions to eliminate hazards and reduce risks

Once consultation has occurred, any issues raised needs to be addressed in accordance with organisational policies and procedures and feedback provided.

Controlling identified risks, means eliminating or reducing the risk. Your organisation has two options for controlling risks:

- Eliminate or reduce the risk yourself. This should only be done where it is safe and practical for you to do so.
- Report the hazard to appropriate and designated personnel such as your WHS representative or Health and Safety Committee.

Some workplace hazards can be easily eliminated, while others pose serious risk to your safety.

You notice that someone has left the first two drawers of the filing cabinet open. You can immediately eliminate the risk by closing the drawers.

However, you notice that the glare from the afternoon sun makes it impossible for you to see your computer screen. This is an issue you cannot resolve yourself. You are not able to move the location of your desk and computer.

Therefore, you will need to refer this to the WHS representative or the Health and Safety Committee. It will be their responsibility to find a solution or organise to have your desk moved.

On some occasions, it will be impractical to eliminate the risk. It may not be practical or cost effective to eliminate the risk altogether. In this situation the organisation must consider all the risks and take the necessary steps to reduce the risk

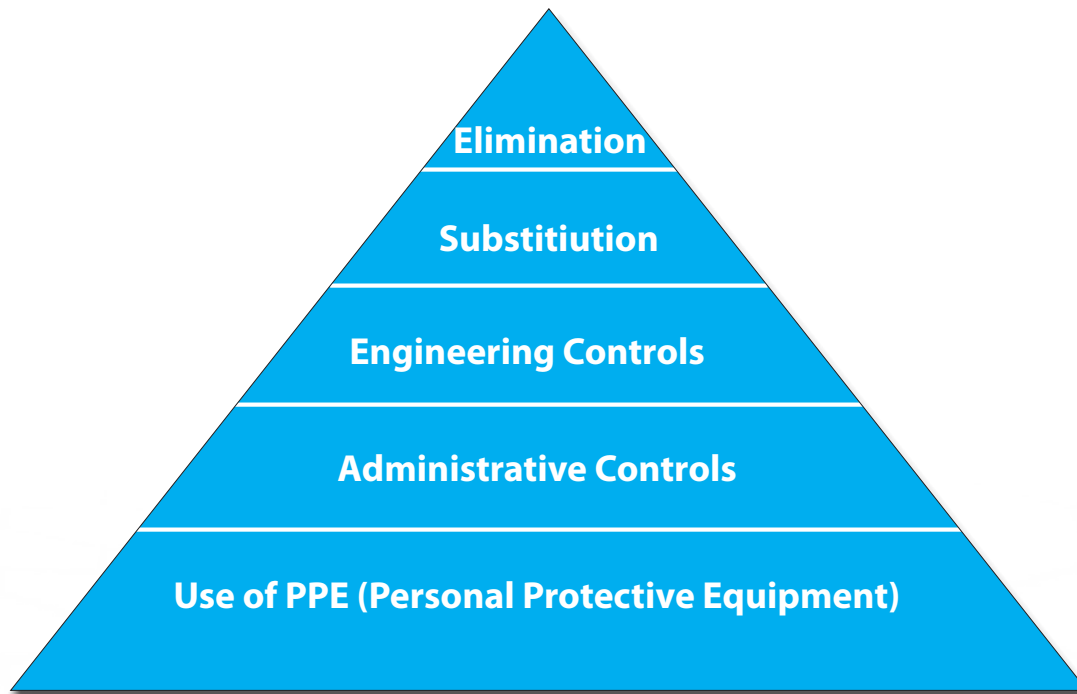


For example, a forklift may pose risk to other workers. The forklift is required to maintain the organisation's productivity. Therefore, educating staff about the risks of working with forklifts and what needs to be done to avoid personal harm is a means of reducing the risk.

A 'hierarchy of controls' exists which lists in order of priority the types of controls which should be implemented in workplaces.

The following pyramid summarises in order of preference the types of controls which should/can be implemented to control hazards in workplaces.

Hierarchy of Risk Control



The hierarchy of risk control works from the top down, with elimination of the risk the most preferred option and the use of PPE the least preferred option.

The table below shows workplace examples of the hierarchy of risk control.

<i>Elimination</i>	<i>Disposing of a chair with a faulty back rest</i>
<i>Substitution</i>	<i>Purchase of a new desk design with an adjustable keyboard stand</i>
<i>Engineering controls</i>	<i>Construction of a barrier around a hazard preventing people from access to the hazard</i>
<i>Administrative controls</i>	<i>Implementation of procedures and workplace practices designed to ensure that employees avoid the hazard or know how to avoid the hazard</i>
<i>Use of PPE</i>	<i>Workers are required to wear gloves, safety helmets, goggles etc to protect themselves from the risk.</i>

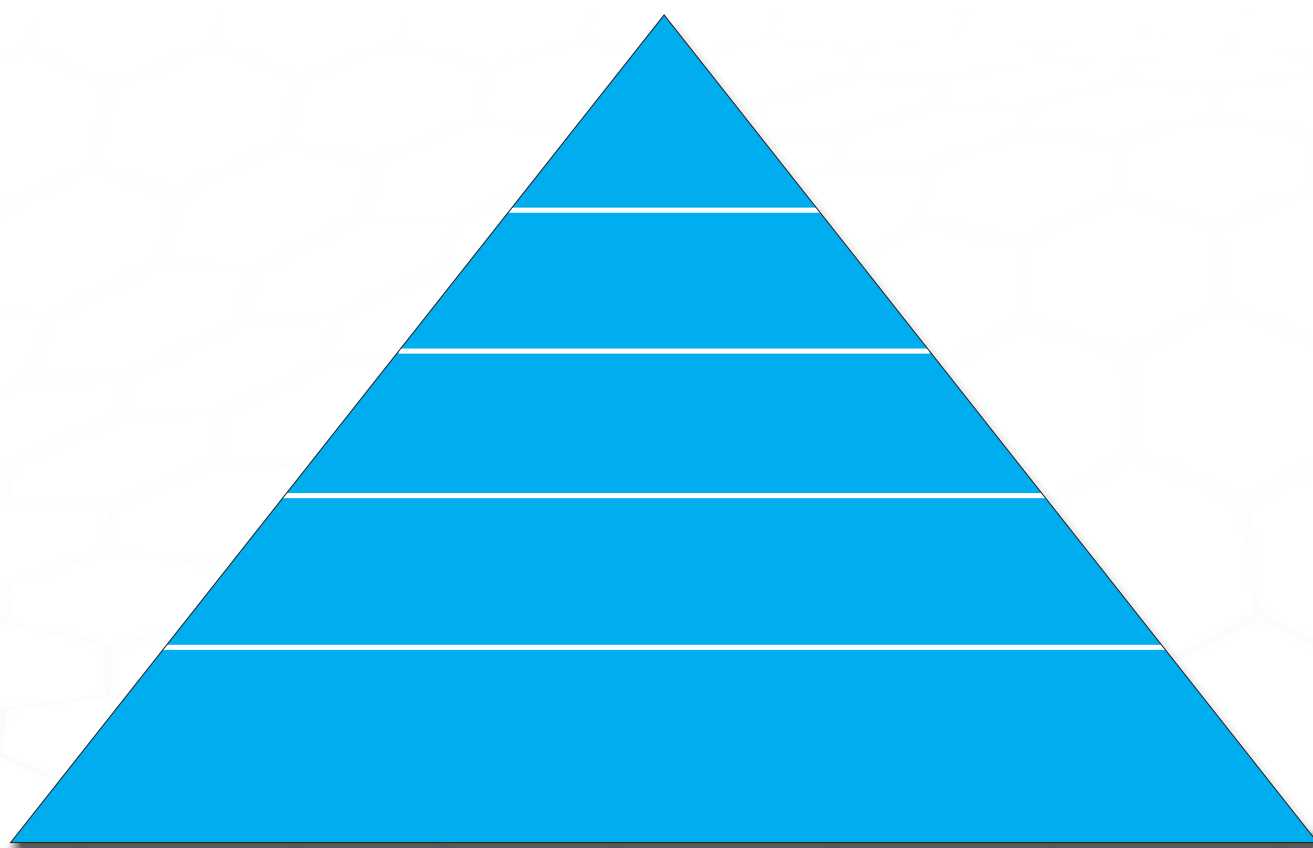
Never attempt to eliminate a risk yourself if it means putting yourself at risk. Let your supervisor know immediately or if they are not available, contact your WHS representative.



Practice

Practice activity 61

List the hierarchy of risk control on the pyramid below.



Hierarchy of risk controls



Practice

Practice activity 62

In the table below, list the five main risk controls and write an example for each. The example must be different to the example in your workbook.

Risk Control	Example



Practice

Practice activity 63

Identify three hazards or potential hazards that exist in your work area and complete the table below

	Hazard	Type of harm
1		
2		
3		

Now, using the hazards above, identify the risk associated with each.

	Risk Hazard	Type of harm
1		
2		
3		

Select one of the hazards identified above and assess the risks as follows

Hazard?	
How frequent is exposure to this hazard?	
Are you or others exposed to this hazard?	
What threats exist to employees' health and safety if the hazard is left uncontrolled?	
What existing measures are in place to control the risk?	



Practice

Practice activity 64

List the steps you could take to control the risks associated with the three hazards identified in the previous activity. Try to think of at least two different controls using the hierarchy of controls.

Hazard	Type of harm	
	1	
	2	
	1	
	2	
	1	
	2	



Practice

Practice activity 65

Complete the following table. Identify the risks associated with the following OHS issues and identify ways that the risk can possibly be reduced.

OHS issue	Risks	Possible risk controls
<i>Keyboard</i>		
<i>Computer monitor</i>		
<i>Chair</i>		
<i>Workstation</i>		
<i>Electrical leads for a computer</i>		



Practice

Practice activity 66

Locate the following website

<http://www.deir.qld.gov.au/workplace/events/education/index.htm>

Complete the online assessment.





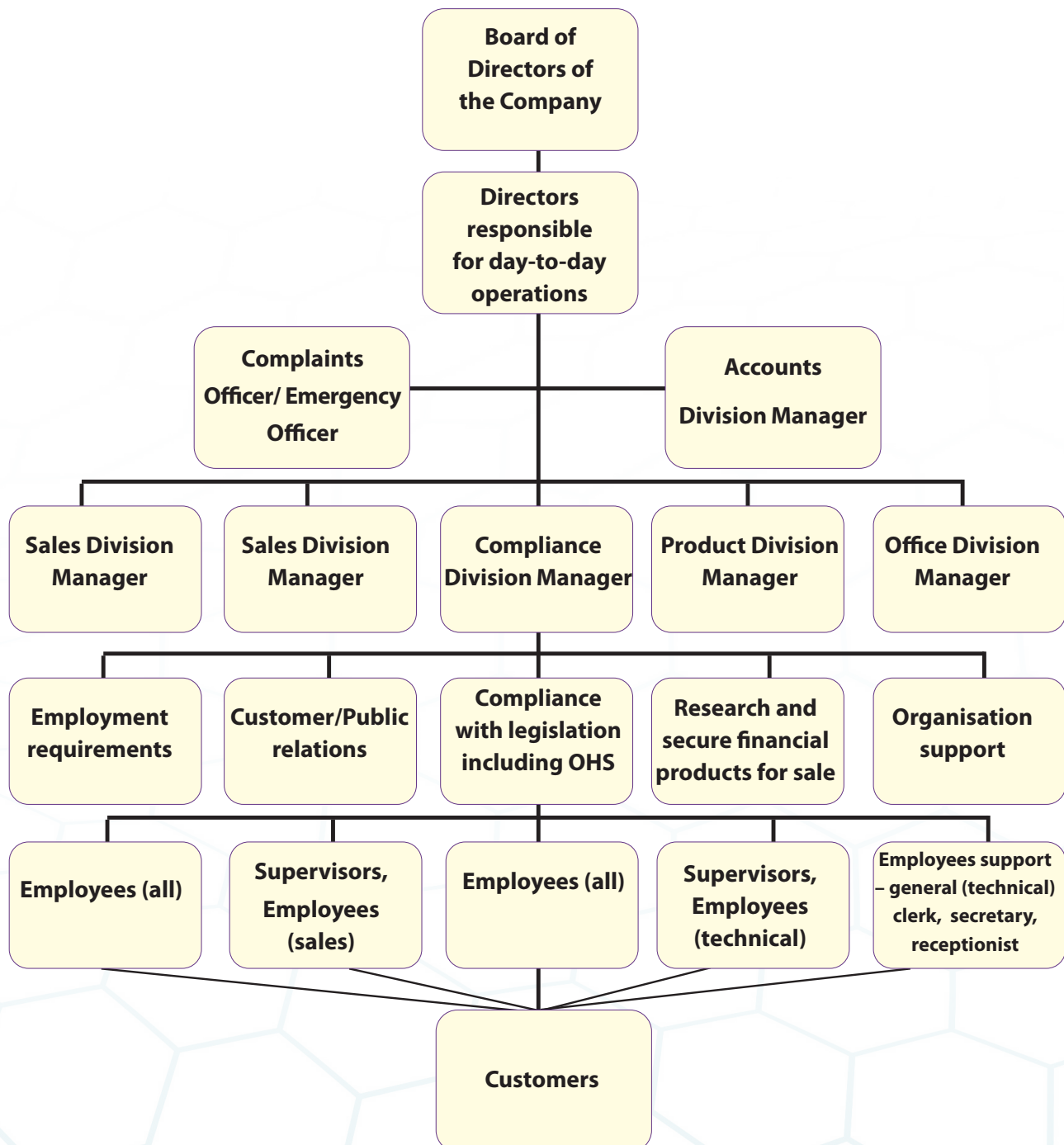
Appendixes

- **Appendix 1:** Qatar Insurance Services wll – organisational procedures manual
- **Appendix 2:** Qatar Insurance Services wll – hazard report form
- **Appendix 3:** Qatar Insurance Services wll – workplace incident report form
- **Appendix 4:** Labour Law State of Qatar (extract)

Appendix 1

Qatar insurance services wll – organisational procedures manual

Part A – QIS company structure



Part B – Occupational health and safety Procedures

On induction, staff are made aware that they are an active part of the organisation's WHS policy. Each staff member has a responsibility to their colleagues and their organisation to report and act upon any potential workplace hazard.

All staff need to be aware of the type of hazards that are possible in their work environment.

Procedure

- Identify the hazard.
- Clear the area close to the hazard.
- Partition the hazard off or clearly identify the area to protect other people from harm.
- If the hazard can be easily and safely cleared, then do so.

If not...

- Report the hazard to the appropriate person, to obtain assistance.
- Following clearing of the hazard fill out the correct documentation to assist in identifying improved practice to reduce further incidence of hazards.

All hazards must be reported using Qatar Insurance Services **Hazard Report form** (see Appendix 2). This enables us to track the kinds of hazards we have in our workplace, and take action where necessary to make it safer for all staff and clients.

Hazardous substances

If the workplace hazard appears to be dangerous to staff and clients then professional assistance is required:

- call the supervisor or manager and tell them of the problem and the urgency of the matter
- depending on the risk it may be called as an evacuation
- follow the evacuation procedure
- the supervisor or manager will call in the civil defence or specialised personnel who will deal with the spill.

Fire exits

All fire exits should be kept clear of all obstacles. All staff have a responsibility to make sure that chairs, empty boxes or any other type of obstacle are not placed in or near fire exit doorways.

All corridors also need to have equipment stored on one side only to ensure that in the event of an emergency there is a clear exit.

Manual handling policy

Back injuries from lifting objects were once very common in workplaces. For this reason, most facilities have instigated staff education programs on correct lifting procedures and where possible use equipment that will lift rather than use manpower. Yearly education ensures that all staff are kept up to date with current procedures and that their methods are correct.

Qatar Insurance Services has a 'no lifting policy' for any lifts that are:

- over 20kg,
- or***
- of an unwieldy nature.

A 'no lifting policy' simply means that if you ever feel that something is too heavy for you to lift, please use mechanical means. Staff are trained in the use of mechanical lifters specific to their area.

Fire safety procedure

Each work area has a designated fire warden, who in the event of a fire will take charge. They are recognised by the wearing of a red hard hat.

If you find the fire

- Assess the danger prior to doing anything.
- If it is safe to move, assist anyone in the vicinity of the fire away from danger.
- If it is possible close the door to the fire area.
- Call for assistance. Verbally call 'FIRE, FIRE', in a loud and clear voice.
- Break the glass section of the fire alert call point.
- Call to the switch; ensure you know where the fire is, any other details that may be of assistance to the civil defence. Details could be size of the fire, cause or type the fire, any people hurt or trapped, has anyone tried to put it out.
- If safe to do so, attack the fire with the correct extinguisher or fire hose.

If the designated fire warden or fire officer is not present, someone quickly needs to take responsibility and:

- Locate the source of the fire.
- Locate any people.
- Remove all people from the building.
- Once outside do a head count.
- Notify the authorities.

Fire evacuation plan

Familiarise yourself with the floor plan indicating your route of escape. This is displayed in all offices. If you are in a room without this floor plan, contact the fire warden on your floor immediately.

Banking



Emergency procedures

Explosion

- Take cover under tables, desks or other objects to reduce the possibility of injury from flying glass and debris.
- Evacuate the area as soon as it is safe to do so.
- Use the stairs as it is not safe to use the lifts in an emergency.
- Assist others to leave the area.
- Take the work roster to identify which staff are working in the area.
- Assemble at the assembly point at least 30 meters away from the building.
- Check all staff are present or their location, if known.
- Report any missing persons.
- Remain at the assembly point until you are told that you may leave by the safety warden.

Emergency evacuation plan

This is displayed in all offices. If you are in a room without this floor plan, contact the fire warden on your floor immediately.

Gas leak

- Ensure no naked flames by telling everyone of the gas leak and posting notices.
- Electricity and gas supplies cut off to the area if possible.
- Evacuate the area.
- Contact the gas supplier.

Receiving a bomb threat

- Stay calm, speak in a calm voice.
- Try to have someone else also listen to the conversation.
- Note time of the call.

- Keep them talking whilst someone else rings the police.
- Note anything identifiable: sounds in the background, accent, gender, age.
- Tell the person that they may harm others in the building.
- Try to get information, where the bomb is, what type of explosive device is it, time until detonation, why, any other details.
- Write everything down.

Armed hold up, drug or psychiatric emergency.

- Keep calm, speak in a calm voice.
- Don't get into any argument with the person.
- Where appropriate, give them what they want.
- If possible, press the hidden alarm bell.
- Try to note any details about the perpetrator, height, accent, eye colour, any distinguishing marks.
- Following the incident, write all details down as small details will be forgotten very quickly.

First aid

All staff should be encouraged to maintain a current first aid certificate. In any instances requiring first aid, staff should notify the first aid officer who will take over care of the individual and seek appropriate medical aid.

CPR procedure

- D: Check for **DANGER** – to you, to others, to the casualty.
- R: Check for a **RESPONSE** – is the casualty conscious or unconscious?
- A: Check the **AIRWAY** – is it clear of objects, and open?
- B: Check for **BREATHING** – is the chest rising/falling? Can you hear the casualty breathing, or feel his/her breath on your cheek?
- C: Check for **CIRCULATION** – can you feel a pulse? Can you see any obvious signs of life?

Following any event

Documentation

Following any WHS incident, a Workplace Incident Report Form must be completed. (See Appendix 3) This is a very important step to remember, because we must track all WHS incidents and use the data gathered to make the environment safer for staff and clients. This data is also used to report to the Department of Labour.

If you are a witness to an incident, you may be asked to be part of the reporting procedure. You need to carefully remember exactly what happened, as accurate documentation and reporting of all details may be able to prevent a similar incident or an event from happening again in the future.

Following up and debriefing

There may be a meeting with staff to talk about what happened. Take this opportunity to voice how you felt during and after the event, and to support other staff in their feelings of the event. If you find that you are not sleeping, feeling anxious, thinking about the event more than you feel comfortable with, perhaps you would benefit from talking to a trained counsellor. They will help you to understand your thoughts and feelings of the event. This can be arranged through your human resources department.

Appendix 2

Qatar Insurance Services wll – hazard report form

QATAR INSURANCE SERVICES WLL

HAZARD REPORT FORM

Inspection details:

Location:

Date and time:

Completed by:

Safety factors	<i>Exceeds standards</i>	<i>Meets standards</i>	<i>Needs improvement</i>	<i>Urgent action needed</i>	<i>N/A</i>
----------------	--------------------------	------------------------	--------------------------	-----------------------------	------------

Hazardous substances

Adequate ventilation

All users trained

Substances clearly labelled

Banking



137

Safety factors	Exceeds standards	Meets standards	Needs improvement	Urgent action needed	N/A
Disposal of substances					
Storage conditions complied with					
Work surfaces					
Clearing of rubbish					
No bending, reaching, twisting required					
No sharp edges					
Work height correct for each worker					
Storage areas					
Easy access for staff					
Floors clear of rubbish					
Storage designed to minimise lifting					

Safety factors	Exceeds standards	Meets standards	Needs improvement	Urgent action needed	N/A
Floors and walkways					
Floors dry					
No obstructions					
Public walkways clearly marked					
Vehicles separated from walkways					
Lighting					
Adequate lighting for all workstations					
Emergency lighting operable					
Good natural lighting					
No glare					
Electrical					
All leads with current tags					
No leads on floor					
Circuit breakers installed and functioning					

Appendix 3

Qatar Insurance Services wll – workplace incident report form

QATAR INSURANCE SERVICES WLL

WORKPLACE INCIDENT REPORT

Report number:

Injured party details

Surname:

First Name:

Address:

Telephone:

Mobile:

Date of injury:

Time of injury:

Details of injury:

Where on the body did the injury occur?

Provide a brief description of how the incident/accident happened

Signature of injured party:

Date:

Witness details

Were there any witnesses:

☐ Yes

☐ No

If Yes, name of witness:

Witness account of the incident/accident

Signature of witness:

Date:

WHS officer

When was the injury reported

Date:

Time:

Who was the injury reported to:

Name:

Position:

Management

Details of action by management

Date injured party ceased work:

Time injured party ceased work:

Banking



Total time lost:

Details of preventative measures taken to prevent such an accident/incident occurring in the future:

Signature:

Date:

Appendix 4

LABOUR LAW STATE OF QATAR (extract)

PART TEN – SAFETY, VOCATIONAL HEALTH AND SOCIAL CARE

Article (99)

The employer or his representative shall on the commencement of every worker's engagement inform him of the hazards of the work and the hazards which may occur thereafter and shall inform him of the safety measures to be taken for the protection therefrom and shall post up in a conspicuous place his detailed instructions concerning the means of observing vocational health and safety for protecting the workers from the hazards to which they are exposed during performance of their work.

Article (100)

The employer shall take all precautionary measures for protecting the workers during the work from any injury or disease that may result from the work performed in his establishment or from any accident, defect or breakdown in the machinery and equipment therein or from fire.

The employer may not burden the worker with or deduct from his wage any sum in return for his providing these precautionary means.

The Department shall in case of the employer omitting to take the precautionary measures referred to or in case of imminent dangers threatening the health or safety of the workers report the matter to the Minister for issuing a decision for the partial or total closure of the place of work or stoppage of one or more machines from work pending the elimination of the causes of the danger.

In such case the employer shall undertake to pay the wages of the workers in full during the period of closure or suspension.

Article (101)

The worker shall not commit any action or omission with the intention of hampering the execution of the instructions of the employer concerning the conservation of the health of the workers or securing their safety or with the intention of damaging or breaking down of any appliances or equipment prepared for this purpose.

The worker shall use the protection devices and the uniform prepared as provided to him by the employer and shall obey all instructions of the employer aiming at protecting the worker from injuries and diseases.

Article (102)

The Minister shall after coordination with the competent authority issue the necessary decisions for regulating the appliances concerning the vocational health and safety in the establishments and specifying and regulating the services and precautionary measures that are necessary for protecting the workers during the work from the dangers of the work and equipment and means and levels thereof and for the regulation of the means of protection from the vocational diseases.

Article (103)

The employer shall take the measures capable of securing the hygiene and good ventilation in the places of work and shall provide it with the suitable lighting and potable water, hygiene and drainage, in accordance with the regulations and decisions to be issued by the competent authorities in this respect.

Article (104)

The employer employing a number of workers ranging from five to twenty-five shall prepare for them a first aid box furnished with the medicines tools and equipment to be specified by the competent medical authority. The box shall be kept in a conspicuous place in the establishment and shall be available to the workers. The use of the box shall be entrusted to a worker trained in providing first-aid medical services.

If the number of the workers exceeds twenty-five workers a box shall be specified for every group of workers ranging from five to twenty-five workers.

If the number of the workers in the establishment exceeds hundred workers the employer shall appoint a full-time medical nurse in the established in addition to the first-aid box.

If the number of the workers exceeds five hundred workers the employer shall designate to them a clinic employing at least a physician and a nurse.

Article (105)

The periodical medical check-ups shall be carried out on the workers exposed to the dangers of infection with the vocational diseases in all activities of the work at intervals appropriate to the hazards involved in the work in accordance with the measures to be specified by the competent authorities specifying the types of such check-ups and the intervals in which they shall be carried out.

The employer shall keep the results of these check-ups in the files concerning the workers.

If the result of the check-up shows the infliction of the worker with one of the occupational diseases the employer shall notify the Department thereof within three days from the date of his knowing the result of the check-up.

Article (106)

The employers employing workers in locations distant from the cities and to which the usual means of transportation are not available shall provide them with the following services:-

1. Suitable means of transportation or suitable accommodation or both.
2. Potable water
3. Suitable foodstuff or the means of obtaining thereof.

The said locations shall be specified by a Decision of the Minister.

Article (107)

The employer employing fifty workers or more shall provide- them with the social services to be specified by a Decision of the Minister_ taking into consideration the location of the work, the circumstances thereof and the number of the workers in the establishment.

PART ELEVEN – WORK INJURIES AND COMPENSATION THEREOF

Article (108)

If the worker dies while on duty or because of the work or sustains a work injury the employer or his representative shall immediately notify the police and the Department of the incident.

The notification shall include the name, age, profession, address and nationality of the worker and a brief description of the incident, the circumstance where it took place and the actions taken for aiding or curing the worker.

The police shall upon receipt of the information undertake the necessary enquiries and the record shall contain the statements of the witnesses and the employer or his representative and the statements of the injured if his condition so permits and the record shall explain the relationship of the incident to the work.

The police shall upon completion of the inquiry send a copy of the record to the Department and a copy to the employer. The Department may require completion of the enquiry if it deems necessary.

Article (109)

The worker who sustains a work injury shall be entitled to receive medical treatment appropriate to his condition at the cost of the employer in accordance with the decision of the competent medical authority.

The worker shall receive his full wage during the treatment period or the period of six months whichever is nearer. If the treatment continues for a period exceeding six months the worker shall be paid half of his wage

until his recovery or proof of his permanent disability or death whichever is nearer.

Article (110)

The heirs of the worker who dies because of the work and the worker who sustains a work injury resulting in a partial or total permanent disability shall be entitled to receive compensation. The amount of compensation in case of death of the worker because of the work shall be calculated in accordance with the provisions of Islamic Sharia.

The work injury resulting in a total permanent disability shall be considered as a death of the worker. The proportion of the partial permanent disability to the permanent total disability shall be fixed in accordance with the schedule (2) of this Law and the amount of compensation in this case shall be calculated on the basis of this proportion from the amount of compensation provided for in the preceding paragraph.

Article (111)

The provisions of the preceding two Articles shall not apply if any of the following has been proved:-

1. The worker had intended to injure himself.
2. The worker was at the time of occurrence of the injury or death under the influence of a drug or liquor and that the said influence was the cause of the injury or death.
3. The worker violated the instructions of the employer concerning the preservation of vocational health or safety or committed a gross negligence in the carrying out of these instructions.
4. If the worker without a genuine cause refuses to subject himself to the check-up or adopt the treatment prescribed to him by the competent authority.

Article (112)

If a dispute arises between the worker and the employer as to the ability of the worker to resume his work or as to any other medical matter related

to the injury or disease or the treatment prescribed thereof or the applied treatment the Department shall refer the dispute to the competent medical authority. The decision of the said authority on the matters falling within its competence shall be final.

Article (113)

The right of the worker to claim compensation for the disability or death shall extinguish by the lapse of one year from the date of the medical report containing the occurrence of the disability resulting from the injury or the confirmation of the occurrence of the disability because of any of the occupational diseases contained in schedule No. (1) Attached to this Law or from the date of the death of the worker.

Article (114)

The employer shall pay the compensation for the disability within a period not exceeding fifteen days from the date of proof of the disability of the worker or from the date of announcement of the result of the inquiries supporting the occurrence of the disability because of the work.

The employer shall deposit the compensation for the death in the court' within a period not exceeding fifteen days from the date of death or from the date of announcement of the result of the injuries supporting the occurrence of the death because of the work. The court shall distribute the compensation for death amongst the heirs of the deceased in accordance with the provisions of the Islamic Sharia or the personal law applied in the country of the deceased. The compensation shall be vested in the public treasury of the State if three years lapse without specifying persons entitled thereto.

Article (115)

The employer shall every six months provide the Department with a statistics of the work injuries and occupational diseases in accordance with the forms prepared for this purpose and the procedures to be prescribed by a Decision of the Minister.



First Semester OH&S

Name:

Class:



Questions

1 What is Workplace health and safety?

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2 What is a hazard?

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.....

3 Hazards can arise from:

1

2

3

4

4 Control hazards by:

1

2

3

4

5

5 Indicate whether each of the following statement is True (T) or False (F):

Statement	True	False
1- In the workplace, safety issues are always immediately obvious, particularly to a new employee or a visitor.		
2- In the workplace the employer only has a duty to ensure the safety of workers and visitors.		
3- Employees only have a duty to observe safety requirements.		
4- In the workplace, each one works in isolation. Each person contributes to the business in a different way, and in regard to issues of safety, you will all be inter-dependent upon one another.		
5- A business or office environment in which you might work may not at first glance appears very dangerous or hazardous		
6- As an employee if you identify a potential hazard in the workplace, then you are responsible for ensuring that the risks associated with that hazard are eliminated or minimized.		
7- As an employer you are responsible for reporting the hazard.		

6 Give some examples of injury that can occur immediately, or over time, if you do not address safety issues in the first instance.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

7 List injuries that may result from each of the following hazards:

A Manual handling

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B Noise

.....

.....

C Hazardous substances

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8 List 3 hazards that you may find in each of the following workplaces:

A Office

.....

B Hotel

.....

C Factory

.....

D Farm

.....

E Building site

.....

9 Getting involved in WHS in your workplace includes:

1

2

3

4

5

6

- 7
- 8
- 9
- 10

10 *Benefits of WHS in your business: Why workplace safety is Important?*

Workplace safety is very important for each and every employee in the industry.

Creating a safe work environment is a legal requirement and critical to the long term success of your business. It can:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

11 *Why is it critical to follow safety procedures and instructions*

Safety in the workplace includes:

- 1
- 2
- 3
- 4
- 5
- 6

WHS obligations for business

Employers have a duty of care: a legal obligation to provide their employees with a safe work environment in line with the legislation of Qatar.

12 What are the legal obligations for business/employers?

WHS/OH&S legislation businesses are legally obliged to:

- 1
- 2
- 3
- 4
- 5

13 What are the legal obligations for employees?

WHS/OH&S legislation businesses are legally obliged to:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

14 In your own words, describe three WHS responsibilities of an employee. (Activity no. 4 in student's book)

- 1
- 2
- 3

In your own words, describe three WHS responsibilities of an employer (business).

- 1
- 2
- 3

Legislation

15 *What is the purpose of the Work Health and Safety Legislation (Act)?*

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16 *What are the basic topics of WHS legislation covered in the Qatar Labour Law?*

- 1
- 2
- 3
- 4
- 5

17 *The Qatar labour Law consists of 16 'Parts'. What Part No. refers to 'Safety, Vocational health and social care'? (Activity no. 5 in student's book)*

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18 *How many 'Articles' are there within the 'Safety, Vocational health and social care'?*

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19 *In your own words describe Article 99.*

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20 *What does Part Eleven of the Qatar Labour Law refer to?*

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21 *With reference to Article (115) of Part Eleven, what reporting responsibilities does an employer have?*

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22 *With reference to Qatar Labour Law which parties covered safe and healthy work environment (WHS legislation)?*

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23 *In your own words describe Article 107.*

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24 *In your own words describe Article 109.*

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25 *In your own words describe Article 110.*

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26 *In your own words describe Article 111.*

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Regulatory authorities and Codes of Practice

27 In Qatar what are the names of the regulatory authorities that oversee the WHS industry.

28 Why do organizations and individual industry groups often form their own WHS code of practice?

29 What do Codes of Practice provide advice on?

30 How are WHS Codes of practice developed through?

Workplace policies and procedures

31 What do workplace policies and procedures refer to?

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.....

32 List the four steps to manage the risks of workplace health and safety hazards

Step 1:

.....

.....

Step 2:

.....

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Step 3:

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.....

Step 4:

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33 Refer to Appendix 1 and answer the following questions. Which division is responsible for compliance with WHS procedures?

(Activity no. 6 in student's book)

.....

.....

34 *List the steps involved in dealing with a workplace hazard.*

- 1
- 2
- 3
- 4
- 5
- 6

35 *What documents should be used to report workplace hazards?*

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.....

36 *What should staff do to ensure fire exits are clear?*

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37 *What is the maximum weight an employee should lift at work?*

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38 *What does a 'no lifting policy' mean?*

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39 *What is a fire evacuation plan?*

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40 *What is the first thing to remember if you are confronted with a bomb threat or an armed holdup?*

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Other sources of WHS information

41 *While most employers provide organizational procedures and formal training about safe work practices, there will be times when you will need to find out things on your own.*

What are other sources of WHS information you will need to find out things on your own?

Other sources of WHS information include:

- 1**
- 2**
- 3**
- 4**
- 5**

Office safety procedures

42 What are the workplace safety procedures required in the case of an office environment?

In the case of an office environment, these may include

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17

43 (Activity no. 7 in student's book)

Go to the following website www.comcare.gov.au/virtual_workplaces/virtual_office/office

- Click on the 'Office' level and then click on 'Computers'. Complete the table below, identifying two hazards and two possible controls.

Hazard Cause	Hazards	Possible controls	
		What can you do?	What can my employer do?

44 Click on the 'Office' level and then click on 'Furniture'. Complete the table below, identifying two hazards and two possible.

Hazard Cause	Hazards	Possible controls	
		What can you do?	What can my employer do?

45 Read the following memo and answer the questions below.

(Activity no. 8 in student's book)

MEMO

To All Staff
From OHS Representative

There will be a 'Save Manual Handling Procedures' workshop on Thursday 10 2012 from 10 am - 1 pm in the training room.

➤ Who is the memo from?

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.....

➤ What is the workshop about?

.....

.....

➤ What date is the workshop?

.....

.....

➤ What time is the workshop?

.....

.....

46 What are the main categories of WHS signs?

Regulatory WHS signs are subdivided as follows:













Type of Sign	Sample of Sign	Sign indication
		
		
		
		
		
		
		

- 47 One of seven sign categories should be used to communicate a message within the following types: Symbol signs; Symbol signs with text; or Text signs.

Classify the following WHS signs to its appropriate categories:

48 Classify the following WHS signs to its appropriate categories:

Sign category	Sample of Sign	Sign category	Sample of Sign
			
			
			
			
			
			

Sign category	Sample of Sign	Sign category	Sample of Sign
			
			
			

49 *Classify the following Considerations into Ergonomic and non-Ergonomic Consideration'*

- 1** The style of workstation or desk, depending upon the functions to be performed, and its height.
- 2** The placement of storage facilities, such as drawers or filing cabinets, or for items needed to be accessed regularly, such as training manuals, papers, envelopes, pens and so on
- 3** The size of the workstation or desk, in view of the number of items which will be regularly placed upon it.
- 4** The placement of the workstation to provide for an uncluttered workspace including left hand and right-hand consideration
- 5** Whether there is a telephone headset for frequent use, such as may be required for a switchboard operator.
- 6** The placement of the keyboard to align with the computer monitor and body, mouse and computer monitor, in-out tray, and other equipment regularly used.

7 The existence of computer screen protection .

Ergonomic consideration	Non -Ergonomic consideration

50 For the following hazards, explain the associated risk and what action you should take if you are to eliminate the risk'

Hazard	Associated Risk	Action
Poor Lighting		
Glare Lightening		
Using strong chemical products in the chemical lab		
Non-comfortable equipment design		
Broken chairs in an office		
Lifting heavy boxes		
Spilt drink on the floor		
Broken tiles on the steps.		
Sharp edges of desk		

Hazard	Associated Risk	Action
Loose wires and cables in staff rooms		
Exposed wires faulty electrical equipment's		
Screen position (too high/low/at incorrect angle).		
Radiations from computers screens.		
Excessive typing in an awkward position		
Working for a long time. Excessive Workload		
Smashed glass		

51 *Nasser AlKabi is an assistant manager, he arrived at work at 6.30 am and notice that an internal glass door in the accounts department on the third floor has been smashed. The cleaner accidentally smashed the glass with his ladder the previous night. He left a note explaining what he had done. He cleaned up the loose glass on the floor. However, sharp pieces of glass remain in the door creating a dangerous hazard.*

Refer to the organizational procedures and list below what you would do in this situation and complete the following Hazard Report

HAZARD REPORT FORM			
		Report number:	
Surname:		First Name:	
Department:			
Job Title::		Ext No:	
Date hazard identified:		Time hazard identified:	
Location of hazard:			
Has any injury been sustained by employees/public as a result of the hazard?			
Type of hazard:			
Provide details of what you have done to eliminate any risks.			
Signature of employee		Date:	

52 Why is it important that procedures for responding to emergency incidents must be known by all employees?

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.....

53 Describe the two types of injuries that the Department of Labour Qatar require all employers to report on bi-annually.

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54 What are the consequences for failing to submit this form on time?

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55 workplace emergency incidents includes:

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56 Fire safety requirements generally include:

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.....

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.....

57 What is the information that should be included in work incident report?

.....

.....

58 *Read the scenario below and complete the first page on work incident report:*

Mahmoud Noor works as a car detailer for Al Mufta Car Rental Company. He lives in the Al Nasser compound in Al Gharaffa. His mobile number is 4425 8415.

On Thursday 29 September at 9.15 am he is standing on the front tyre of a 4 wheel drive reaching to clean the roof. He is not wearing anything on his feet and he slips off the tyre and falls to the ground.

Another employee, Harshad Pradeep, is working on the other side of the car and witnesses the accident. Harshad rushes over to help Mahmoud and helps him to his feet. Mahmoud appears to have some scratches and bruises but does not look seriously injured. They both go back to work. Mahmoud tells his supervisor at the end of his shift at 6.00 pm that he slipped and hurt his arm during the day.

That night Mahmoud's arm becomes very swollen and he cannot move it. He goes to the hospital and discovers he has broken his arm. He has his arm put in plaster and the Dr tells him he cannot go to work for 6 weeks.

Mahmoud rings his supervisor the next day to tell him what has happened. The supervisor asks Mahmoud to come in and complete an incident report form.

The supervisor takes the incident report form to the next OHS committee meeting.

WORKPLACE INCIDENT REPORT

Report number:

Surname:

First Name:

Address:

Telephone:

Mobile:

Date of injury:

Time of injury:

Details of injury:

Where on the body did the injury occur?

Provide a brief description of how the incident/accident happened

Signature of injured party:

Date:

Were there any witnesses:

☐ Yes

☐ No

If Yes, name of witness:

Witness account of the incident/accident

Signature of witness:

Date:

When was the injury reported

Date:

Time:

Who was the injury reported to:

Name:

Position:

Details of action by management

Date injured party ceased work:

Time injured party ceased work:

Total time lost:

Details of preventative measures taken to prevent such an accident/incident occurring in the future:

Signature:

Date:

59 Match between the hazards and the type of hazard:

dusts	workstation design	microwaves	infectious diseases	electrical
noise	equipment design	lighting	gases	shift work
heat and cold.	dealing with the public	bacteria	vibration	fire

Type of hazard	Examples
Physical	
Chemical	
Ergonomic	
Radiation	
Psychological	
Biological	

60 List sources of potential harm (hazard) in an office environment:
What are the general sources of hazard in office environment?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8

61 List types of hazards and give two examples for each:

Physical Hazard:	
Chemical Hazard:	
Ergonomic Hazard:	
Radiation Hazard:	
Psychological Hazard:	
Biological Hazard:	

62 Match the following terminologies with their definitions/
examples:

Duty holders	Radiation hazard	Risk	Hazard	Physical Hazard
Use of PPE	Ergonomic hazard	Administrative controls		Biological Hazard
Elimination	Engineering controls			Chemical Hazard
Substitution	Psychological Hazard			

Terms	Definition/examples
	<i>The likelihood that something will result in an injury or a disease to a person or damage to a property. (Example: Muscle strain, Back injuries)</i>
	<i>Hazard that comes from poorly designed furniture and workplace</i>
	<i>Anything that has the potential to cause harm to life, health, property or the environment. (Example: Manual Handling)</i>
	<i>People who are responsible for WHS issues in workplace as employees, business owners or manager and designated person.</i>
	<i>Any hazard that comes from environment</i>
	<i>Any hazard that comes from solid, liquid and gas.</i>
	<i>Hazard that comes from waves.</i>
	<i>Work environment that causes stress and psychological injuries.</i>
	<i>Hazard arising from Bacteria and Virus.</i>
	<i>Disposing of a chair with a faulty back rest. Remove boxes from walkways or mopping spilt water on floor</i>
	<i>Purchase of a new desk design with an adjustable keyboard stand</i>
	<i>Construction of a barrier around a hazard preventing people from access to the hazard.</i>
	<i>Implementing of procedures and workplace practices</i>
	<i>Workers are required to wear gloves, safety helmets, goggles etc. to protect themselves from the risk.</i>

63 Indicate whether each of the following statement is True or False:

Statement	True	False
1- It is necessary that a plan is in place so that everyone knows how to deal with an emergency		
2- If an emergency is dealt with properly, then there is a risk of greater injury than there might otherwise have been.		
3- In most countries, worker injuries are the direct responsibility of the employee. This includes the payment of medical expenses, rehabilitation expenses and workers' compensation		
4- It is important that most staff are aware of who is their first aid officer and/or WHS representative.		
5- Most organizations list WHS representative and first aid officer in internal directories and have a notice in each department identifying the first aid officer and their contact details.		
6- Business owners and managers or anyone conducting a business have a 'duty of care' to all persons on site and must ensure that the workplace is safe.		
7- All employees have both rights and responsibilities towards WHS in the workplace		
8- Organizations are only required to report accidents to the appropriate authority in the even that there is a fatality.		
9-It is necessary for the workplace environment to be structured so that employees can work in a team with supervisors, management and employers to ensure safety in the workplace.		
10- Employer and employee contributions in WHS issues are equally important in promoting a proactive approach to WHS in the workplace		
11- Employees can't report hazard WHS representative either by email or telephone.		

Statement	True	False
12- If you raise a complex issue with your WHS representative then a solution is immediately implemented and your WHS representative may raise the issue at the next committee meeting.		
13- Always attempt to eliminate a risk yourself to save others.		
14- If a hazard is not reported, then the appropriate person, will be unable to take the necessary action, leaving persons in the workplace exposed to that risk .		
16- Supervisors have a great opportunity for reducing the incidence of injury in the workplace and costs associated with it. If they can identify hazards and control risks before injuries and illness occur.		
17- Induction programs are provided to employees on regular basis		
18- Inductions Courses are an opportunity to provide a positive attitude to workplace health and safety		
19- It is necessary for the employer to continually update employees on identified hazards, risks and ways of controlling the risks		
20- Induction programs are designed to provide the new employee with Initial information, Instruction and Training and supervision.		
21- The hierarchy of risk control works from the top down, with the use of PPE the most preferred option and elimination of the risk the least preferred option		
22- An example of Elimination is disposing of a chair with faulty back rest.		
23- An example of substitution is construction of a barrier around a hazard preventing people from access to the hazard.		
24- An example of Administrative controls is implementation of procedures and workplace practices.		

Statement	True	False
25- An example of substitution is workers are required to wear gloves, safety helmets, goggles etc. to protect themselves from the risk.		
26- An example of Elimination is purchase of a new desk design with an adjustable keyboard stand.		
27- The "Hierarchy of risk control" pyramid summarizes in order of preference the types of controls which should/can be implemented to control hazards in workplaces.		

64 Choose the correct answers:

1 When is the optimal time to train an employee on WHS?

- ☐ A After an incident has occurred.
- ☐ B During regular training sessions with the rest of the employees.
- ☐ C When an employee starts with the company.
- ☐ D If he or she is appointed as a WHS committee member.

2 What is a hazard?

- ☐ A A hazard is something that must be avoided at all costs.
- ☐ B A hazard is anything that may cause an injury or harm to a person or piece of equipment.
- ☐ C A hazard is something that promotes better performance in the workplace.
- ☐ D A hazard is something that should be ignored until it causes a problem.

3 Which of the following is a reason that a workplace inspector may visit a workplace?

- A** To assess workplace health and safety risks to workers and members of the public.
- B** To investigate workplace incidents.
- C** To provide information and advice on how to comply with workplace health and safety laws.
- D** All the above.

4 If hazard is reported to appropriate person then

- A** Employer will be able to take necessary actions.
- B** People in workplace will be exposed to risk.
- C** People can take control of the situation and deal with safety issues.
- D** Both A and C.

5 In work place our actions are similar

- A** We identify hazard.
- B** We identify whether its actual or potential .
- C** We do actions to eliminate or minimize the risk.
- D** All of the above.

6 In assessing the risk supervisors should consider:

- A** The potential of injury.
- B** Establishing the WHS legislation .
- C** Apply first aid assistance.
- D** Evacuate the building during fire.

7 *Company should keep a record and documentation for hazard to*

- A** Eliminate and minimize the risk and avoid them from occurring in the future.
- B** Just to keep a file for government purposes .
- C** Provide information to owner, supervisors, employees, designated person.
- D** Both A and C.

8 *Induction program is provided to*

- A** All employees.
- B** New employees .
- C** Visitors.
- D** Supervisors.

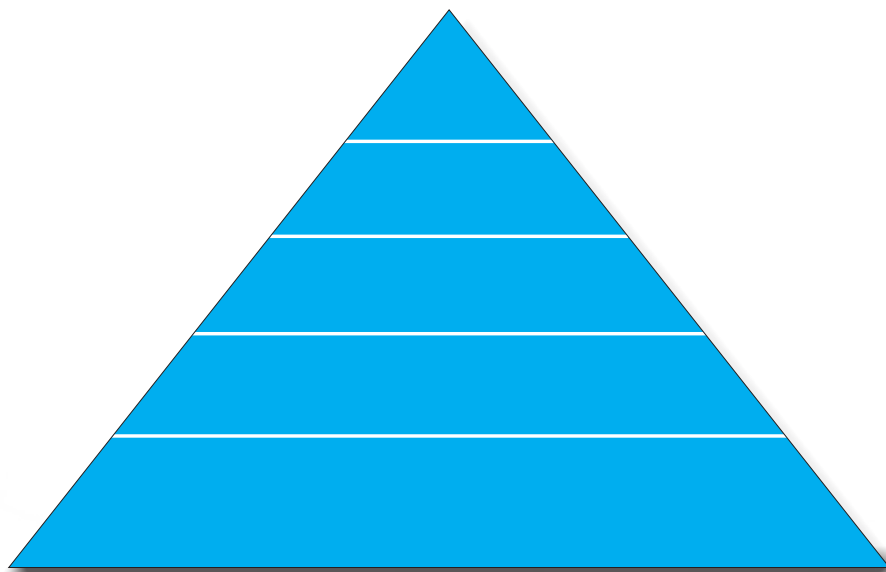
9 *Safety training is provided to*

- A** All employees.
- B** New employees .
- C** Visitors.
- D** Supervisors.

10 *In Hierarchy of risk the most control the most preferred option is*

- A** Substitution .
- B** Elimination .
- C** Engineering control .
- D** Use PPE.

65 List the hierarchy of risk controls on the pyramid below.



66 Indicate whether each of the following statement is True (T) or False (F):

Statement	True	False
1- If you or someone in your organization receives a bomb or substance threat (eg anthrax), it should be treated as a real threat, even though it may be a hoax.		
2- The First Aid Officer should be the first person you contact in the event of an accident or an injury.		

67 List designated persons for reporting safety issues in the workplace.

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68 Who are the designated persons for reporting safety issues in the workplace?

- 1
- 2
- 3
- 4
- 5

69 Why have a designated person?

-
-
-
-

70 Choose the suitable designated person for each job role?

Job Role	Designated Persons
Provide specialist advice and guidance for implementing WHS in the workplace.	
Responsible for their workers' safety and have a duty of care to ensure safety policies and procedures are maintained.	
link between workers in the workplace and management.	
People who help manage emergencies such as evacuations from buildings due to the risk of fire	
Has the knowledge and skills to carry out emergency first aid for life threatening injuries and illnesses that occur in the workplace.	

71 *With relation to workplace health and safety issues, explain the difference between the role of a workplace supervisor and a health and safety representative*

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72 *With relation to workplace health and safety issues, explain the difference between the role of a health and safety representative and a safety advisor*

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73 *Describe the role of the first aid officer.*

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74 *Describe the role of the safety warden.*

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75 *Identify designated persons for reporting safety issues in the workplace.*

A- Ensure safety policies and procedures are maintained.

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B- Represent workers in the workplace. And play a vital role in workplace safety issues and are an important communication link between workers in the workplace and management.

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C- Person who has the knowledge and skills to carry out emergency first aid for life threatening injuries and illnesses that occur in the workplace.

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D- These are people who help manage emergencies such as evacuations from buildings due to the risk of fire etc.

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E- People who provide specialist advice and guidance for implementing WHS in the workplace.

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76 Give some of the potential harm (hazard) in an office setting

- 1
- 2
- 3
- 4
- 5
- 6
- 7

77 List types that emergency incidents may include:

- 1
- 2
- 3
- 4

78 Supervisors should take into consideration several things when assessing risk what are these considerations?

- 1
- 2
- 3
- 4
- 5

79 List Forms of Safety trainings: (What are safety training forms?)

- 1
- 2
- 3
- 4

80 *What is the purpose of WHS induction program/course?*

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81 *List Contribution of employees in the WHS teamwork:*

1

2

3

4

5

6

7

82 *List ways WHS committee uses to achieve its main purpose.
(Or how to ensure that employers and employees work together
to develop safe work practices and workplaces this can be
achieved through by):*

1

2

3

4

83 *Who participates in WHS committees?
(Who are members of WHS Committee?)*

1

2

84 What is the purpose of WHS committee?

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85 List Workplace examples of the hierarchy of risk control with examples for each.

Risk Control	Example

86 Identify three hazards or potential hazards that exist in your work area and complete the table below:

Hazard	Type of harm

87 Why it is important to report a hazard ?

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88 What is the next step after completing the hazard report form by health and safety representative?

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89 What are the measures/actions that must be implemented to prevent or minimize risks in each case?

Case	Measures/Actions
Fire emergencies
Smoking
Appliances
Use of appropriate PPE
Ergonomics



90 Solve the following case studies:

Case Study 1:

Ali is listening to his supervisor, Sherif about hazard identification.

Sherif: Ali, if you spot a hazard, unless it is very dangerous like a fire, try and solve the problem yourself. For example, if there are boxes lying around in a walkway, remove them to a safe place.

Ali: Or say a water spill in the kitchen, wipe it up.

Sherif: That's exactly right. If you're not sure what to do, report the hazard to me or to a health and safety representative.

Ali: Yes, certainly.

Sherif: Obviously if the hazard is something very dangerous like a chemical spill or fire, you'll need to follow the emergency procedures.

Ali: Okay

1 What did Ali's supervisor say is the first step in hazard identification?

2 What should Ali do if he can't solve the problem himself?

3 What should Ali do if the hazard is very dangerous?

Case Study 2:

MEMO

To OHS Representative

From Hamad

Personal Assistant, Accounts Division

I've noticed recently that some of my colleagues are not using safe lifting procedures when lifting heavy objects. Some of them have had to take days off because of having a back pain.

► Give examples of lifting procedures:

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Case Study 3:

Nasser is an office assistant in the Resources Division. Only Nasser seems to wear gloves when he changes the toner from the photocopier. None of his colleagues do, but the company's health and safety rules are that gloves should be used when changing the toner.

Now use MS word to write a memo to the health and safety representative using the same format as Hamad used in the example above.

MEMO

To

From

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