

Appendix 1.21: WHSEQ policy

**Regulatory proposal for the ACT electricity distribution network 2019-24
January 2018**

Disclaimer: On 1 January 2018, the part of ActewAGL that looks after the electricity network changed its name to Evoenergy. This change has been brought about from a decision by the Australian Energy Regulator. Unless otherwise stated, ActewAGL Distribution branded documents provided with this regulatory proposal are Evoenergy documents.

Work Health, Safety, Environment and Quality Policy

IMS Document Number: PO4601

Policy Owner: General Manager People and Safety

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eIM Classification: Enterprise Management/Manage Enterprise Risk, Compliance and Resiliency

1. Scope

This Work Health Safety Environment and Quality Policy is applicable to all those working for ActewAGL.

This policy covers all activities required to design, plan, construct, commission, maintain, manage, operate and service the gas and electricity business (Evoenergy), and to provide retail services (ActewAGL) for gas and electricity within the Australian Capital Territory and southern regions of New South Wales. The scope includes the enterprise management required to deliver the Distribution and Retailing activities identified.

It is noted that 'workers', as defined in the *Work Health and Safety Act 2011* includes all employees regardless of position, contractors, sub-contractors, labour hire employees, apprentices, and students.

2. Purpose

Our activities can potentially have significant impacts on the safety, health and wellbeing of our workers, the community, stakeholders and the environment and must therefore be carefully managed.

The purpose of this policy is to provide the overarching boundary for ActewAGL to:

- a. Provide safe, reliable, sustainable, quality assured energy products and services to our customers and the community.
- b. Conduct business operations and undertakings without physical or psychological harm to our workers, customers or members of the community.
- c. Manage the environment to contribute to sustainable development whilst minimising environmental impacts of our operations; and
- d. Meet legal and other requirements, including those of interested parties, associated with the work that Evoenergy and ActewAGL performs.

3. Policy

3.1 Goal, Objectives and Targets

ActewAGL's environment, health, safety and quality goal, objectives and targets align with and support ActewAGL's strategic direction. ActewAGL's environment, health, safety and quality goal, from 2016-2021 is to achieve and sustain a proactive health, safety, environment and quality culture in everything we do.

This shall be achieved by targeting improved performance in four key result areas (KRAs) that align to each functional area of safety, health and wellbeing; environment and sustainability; as well as quality and improvement. The four KRAs include:

- a. KRA 1 – Leadership and Engagement
- b. KRA 2 – Planning and Risk Management
- c. KRA 3 – Operational Effectiveness, and
- d. KRA 4 – Review, Improve and Verify

3.2 Principles and Commitment

The ActewAGL Executive has agreed that:

- a. Workplace injuries, both physical and psychological, are preventable.

- b. Working safely, protecting the environment and achieving quality outcomes is a condition of employment.
- c. Healthy, respectful, resilient, engaged and competent workers lead to positive business outcomes.
- d. Management is accountable and responsible for providing an effective management system, as well as a healthy and safe working environment.
- e. We are all responsible for preventing incidents, injuries and sustaining a healthy and safe working environment (physically and psychologically).
- f. We will all ensure quality is integrated into our processes, practices, products and services to meet customer requirements and enhance customer satisfaction.
- g. We will all aim to align our environmental and business performance through the full work life cycle.
- h. We will comply with all legal and other requirements applicable to our business.
- i. We will all contribute to improvements and ensure practice (the way we do work) and processes (the way work is documented to occur) are the same.
- j. We will engage in identifying and managing risk associated with the conduct of business activities.

The Work, Health, Safety, Environment and Quality (WHSEQ) Manual and associated integrated management system documentation details how environment, health, safety and quality are managed within ActewAGL, including the setting of objectives and targets.

3.3 Responsibility and Accountability

The ActewAGL Board members, as Officers, are ultimately responsible for environment, health and safety and will oversee compliance with legislated obligations through regular reporting by ActewAGL management on safety, environment and quality performance.

The ActewAGL Chief Executive Officer holds management responsibility and accountability for ensuring environment as well as work health and safety obligations and duties are being met.

Senior managers are responsible and accountable for environment, health and safety within their Division, including the implementation of this policy, the WHSEQ Manual, and associated management system documents.

ActewAGL workers are expected to:

- a. Identify and report hazards, near misses, incidents and non-conformances.
- b. Follow policies, procedures and work method statements.
- c. Work safely and not endanger themselves, others or the environment through engaging in risk-taking activities at work.
- d. Maintain a safe work environment.
- e. Protect assets and minimise waste and other environmental impacts; and
- f. Always focus on delivering against agreed customer and regulatory requirements.

Detailed accountabilities and responsibilities, related to position type and level for work health safety, environment and quality are contained within the WHSEQ Manual. In addition, procedures will identify responsibilities for procedural steps.

4. References

ActewAGL Strategy	ActewAGL Strategy
SM4601	Work Health, Safety, Environment and Quality Management Plan
ISO9001:2015	Quality management systems – Requirements
ISO14001:2015	Environmental management systems – Requirements with guidance for use
AS4801:2001	Occupational Health and Safety Management Systems
WHS Act (ACT) 2011	<i>Work Health and Safety Act (ACT) 2011</i>
WHS Act (NSW) 2011	<i>Work Health and Safety Act (NSW) 2011</i>
EPA (ACT) 1997	<i>Environmental Protection Act (ACT) 1997</i>
EPBC Act 1991 (Commonwealth)	<i>Environment Protection and Biodiversity Conservation Act 1991 (Commonwealth)</i>

5. Definitions and abbreviations

Term	Definition
ActewAGL Executive	The ActewAGL Executive is made up of the senior management team consisting of the Chief Executive Officer, General Managers and Directors.
Workers	Are defined within the ACT <i>Work Health and Safety Act 2011</i> as a person/s who carries out work in any capacity including an employee, contractor, employees of sub-contractors, labour hire workers, apprentices, students or volunteers.
Integrated Management System (IMS)	The Integrated Management System (IMS) is where ActewAGL's policies, procedures, manuals and safe work method statements are stored.
Quality	Quality is defined as the achievement of organisational objectives; the meeting of regulatory and other requirements; customer and shareholder expectations.
Health and Wellness	Health and wellness relates to ActewAGL workers being physically and mentally healthy and engaged with their work and work environment.
Resilient	The ability of workers to bounce back from various situations.
Respect	A work environment where employees are respectful and considerate in their interactions with one another, as well as with customers and the public.

Document control

Version	Author	Description of changes	Approved by/date
1	Director EHSQ	Initial Release	19 September 2013
2	Director EHSQ	Minor amendments.	1 September 2015
3	Director Safety & Capability	Incorporation of new WHSEQ Strategy and psychological principles and commitment	22 September 2016
4	Director Safety & Capability	Changed policy owner and amended the content to reflect updated ActewAGL strategy, new ISO 14001 and ISO 9001 standards.	14 September 2017