



Risk Management Policy and Procedure

Overview

Green Leaf Café staff is committed to providing a safe workplace for staff, customers and others. Part of this commitment means we take a proactive approach to risk management. All employees are obligated to comply with the work health and safety policies, procedures, and instructions to ensure a safe workplace including risk management.

Policy Number: 2021911

Policy Date: 10/08/2021

Purpose

The purpose of this policy and procedure is to provide guidelines that clearly communicate to Green Leaf Café staff the requirements for managing risk at work, including risks when undertaking projects.

Scope

This policy applies to all employees, contractors, clients, and visitors at Green Leaf Café.

Definitions

A hazard is something that can cause harm, e.g., electricity, chemicals, working up a ladder, noise, a keyboard, a bully at work, stress, etc. A risk is the chance, high or low, that any hazard will actually cause somebody harm.

Policy

- Green Leaf Café recognises the need for risk management in consideration to day-to-day operations, strategic and operational planning and decision making in all levels in the organisation.
- Green Leaf Café is committed to managing and minimising risks by identifying, analysing, evaluating and treating threats to achieving the goals of the organisation.
- Green Leaf Café staff will implement risk management in accordance with relevant legislative requirements and appropriate risk management standards.
- Green Leaf Café will provide a framework for continuous improvement to ensure compliance of the *Work Health and Safety Act 2011 (QLD)*

- Green Leaf Café is committed to ensuring that all staff, most especially those with managerial duties, obtain a clear understanding of the principles of risk management and the requisite skills to implement risk management effectively.

Common hazards and risks at Green Leaf Café

The most common hazards at the Green Leaf Café are:

- Lifting and pushing: for example, handling heavy or awkward shaped objects and boxes of products including vegetables and dry ingredients
- Slips, trips, falls: for example, slipping on a wet floor or tripping on uneven surfaces in kitchen, food preparation areas, eating spaces and cool room, toilets and washrooms
- Hot surfaces and substances: for example, hot plates, pans and splashes from hot oils or liquids
- Cutting equipment: for example, knives and electric slicers
- Occupational violence: for example, abusive customers or dealing with bullies.

Procedure

The following risk management procedure ensure that all risks, injuries and illnesses are properly identified, analysed, evaluated, treated, and monitored at Green Leaf Café. The steps are:

1. Identify the hazard
2. Assess the risk
3. Communicate and consult
4. Treat and control the risk
5. Monitor and review

Step	Description
Step 1: identify the hazard/s	Identifying hazards involves recognising things which may cause injury or harm to the physical health and wellbeing of a person.

**Step 2:
Assess the
risk**

The overall process of risk identification, risk analysis and risk evaluation is assessed using the Risk Assessment Form.

a) Identify risk: Identifying risk sources, areas of impacts, causes and possible consequences to form a comprehensive list of risks that will negatively or positively affect the organisation’s objectives.

b) Analyse the risk: Considering the range of causes, sources of risk, consequences *[refer to the first diagram below labelled 'Consequence']* and likelihood *[refer to the second diagram below labelled 'Likelihood']*

c) Evaluate the risk: Using the Risk Matrix *[refer to the third diagram below labelled 'Risk Matrix']* calculate the level of risk by finding the intersection between the consequences and the likelihood. This information from the Risk Matrix will help you identify the risk level/rating and actions *[refer to the fourth diagram labelled 'Risk Level/Rating and Action']*

Consequences

Evaluate the consequences of a risk occurring according to the ratings in the left- hand column

Descriptor	Level	Definition
Insignificant	1	No injury
Minor	2	Injury/ ill health requiring first aid
Moderate	3	Injury/ill health requiring medical attention
Major	4	Injury/ill health requiring hospital admission
Severe	5	Fatality

Likelihood

Evaluate the **likelihood** of an incident occurring according to the ratings in the left-hand column

Descriptor	Level	Definition
Rare	1	May occur somewhere, sometimes (“once in a lifetime / once in a hundred years”)
Unlikely	2	May occur somewhere within the Department over an extended period of time
Possible	3	May occur several times across the Department or a region over a period of time
Likely	4	May be anticipated multiple times over a period of time May occur once every few repetitions of the activity or event
Almost Certain	5	Prone to occur regularly It is anticipated for each repetition of the activity of event

Risk matrix

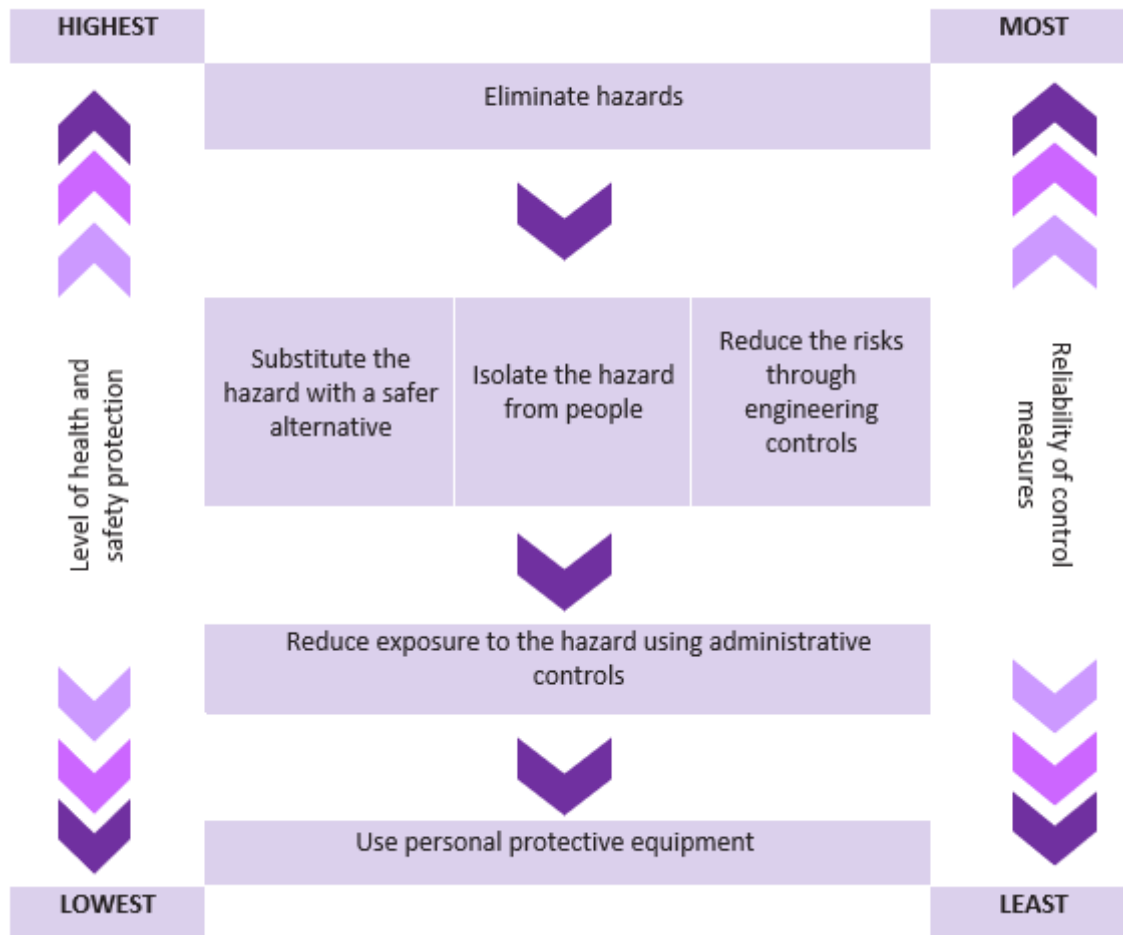
Use the matrix to calculate the level of **risk** by finding the intersection between the likelihood and the consequences

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Severe

	<table border="1"> <tr> <td>Almost Certain</td> <td>Medium</td> <td>High</td> <td>Extreme</td> <td>Extreme</td> <td>Extreme</td> </tr> <tr> <td>Likely</td> <td>Medium</td> <td>Medium</td> <td>High</td> <td>Extreme</td> <td>Extreme</td> </tr> <tr> <td>Possible</td> <td>Low</td> <td>Medium</td> <td>Medium</td> <td>High</td> <td>Extreme</td> </tr> <tr> <td>Unlikely</td> <td>Low</td> <td>Low</td> <td>Medium</td> <td>Medium</td> <td>High</td> </tr> <tr> <td>Rare</td> <td>Low</td> <td>Low</td> <td>Low</td> <td>Medium</td> <td>Medium</td> </tr> </table> <p>Risk level/rating and actions</p> <p>Based on the level of risk you identified in the Risk Matrix determine the appropriate action.</p> <table border="1"> <thead> <tr> <th>Descriptor</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Extreme:</td> <td>Notify Workplace Manager and/or Management WHS/OHS Nominee immediately. Corrective actions should be taken immediately. Cease associated activity.</td> </tr> <tr> <td>High:</td> <td>Notify Workplace Manager and/or Management WHS/OHS Nominee immediately. Corrective actions should be taken within 48 hours of notification.</td> </tr> <tr> <td>Medium:</td> <td>Notify Nominated employee, HSR / HSC. Nominated employee, WHS/OHS Representative / HSC is to follow up that corrective action is taken within 7 days.</td> </tr> <tr> <td>Low</td> <td>Notify Nominated employee, HSR / HSC. Nominated employee, HSR / HSC is to follow up that corrective action is taken within a reasonable time.</td> </tr> </tbody> </table> <p>This information is used to identify the most appropriate control measure to control the risk called the 'Hierarchy of Control Measure'.</p>	Almost Certain	Medium	High	Extreme	Extreme	Extreme	Likely	Medium	Medium	High	Extreme	Extreme	Possible	Low	Medium	Medium	High	Extreme	Unlikely	Low	Low	Medium	Medium	High	Rare	Low	Low	Low	Medium	Medium	Descriptor	Definition	Extreme:	Notify Workplace Manager and/or Management WHS/OHS Nominee immediately. Corrective actions should be taken immediately. Cease associated activity.	High:	Notify Workplace Manager and/or Management WHS/OHS Nominee immediately. Corrective actions should be taken within 48 hours of notification.	Medium:	Notify Nominated employee, HSR / HSC. Nominated employee, WHS/OHS Representative / HSC is to follow up that corrective action is taken within 7 days.	Low	Notify Nominated employee, HSR / HSC. Nominated employee, HSR / HSC is to follow up that corrective action is taken within a reasonable time.
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Step 3: Communicate and consult	Effective communication, consultation and education in risk management are necessary to achieve a successful integration of the risk processes into the organisation.																																								
Step 4: Treat and control risk	The Hierarchy of Control Measures provided below is used to select one or more options for treating and controlling risks including funding and other resource considerations.																																								
Step 5: Monitor and review	Continual monitoring and reviewing of risk profiles are essential to maintain the effectiveness and appropriateness of the treatment applied by management.																																								

Hierarchy of control measures

The results of a risk assessment are used to identify the most appropriate control measure to control the risk called the 'Hierarchy of Control Measure'. These are shown in the following diagram.



Reporting responsibilities

All individuals have an obligation to guard against or protect others from any hazards or incidents as soon as they are recognised. If the hazards or incidents cannot be rectified immediately, the person must report the hazards or incidents to the Green Leaf Café Manager who will complete relevant documentation.

Legislation

Green Leaf Café recognises that the health and safety of all persons employed within the organisation and those visiting are of utmost importance. Resources, in line with the importance attached to workplace health and safety, will be made available to comply with all relevant Acts and Regulations and to ensure the workplace is safe and without risk to health.

Work Health and Safety Act 2011 (QLD)

Green Leaf Café is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the WHS Act and all Regulations, Codes of Practice and Green Leaf Café policies and procedures.

