



WHS-48 Work Environment and Facilities Management Procedure

Table of Contents

Table of Contents.....	1
1 Purpose	3
2 Scope	3
3 Roles and Responsibilities	3
4 Definitions	4
5 References	4
6 Records	5
7 General requirements	5
8 Risk management.....	5
9 Maintaining the work environment and facilities.....	5
10 General Housekeeping	6
11 Work Areas	6
12 Floors and other surfaces.....	7
13 Workstations	7
14 Lighting.....	7
15 Air Quality.....	8
16 Heat and Cold	8
17 Drinking Water	8
18 Toilets	9
19 Hand washing.....	9
20 Dining facilities	9
21 Change rooms.....	10
22 Shower facilities.....	10
23 Facilities for large static workplaces	10
24 Facilities for small static workplaces.....	10

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1 Purpose

The purpose of this procedure is to outline the requirements for managing the work environment and facilities at Territory Generation maintained sites.

It provides practical guidance on how to provide and maintain a physical work environment that is without risks to health and safety. This procedure covers:

- The physical work environment, such as workspace, lighting and ventilation
- Facilities for workers, including toilets, drinking water, washing and dining areas, change rooms, personal storage and shelter

This Procedure takes into account that new buildings and major renovations must also comply with the National Construction Code of Australia.

For information on first aid facilities: see [WHS-49 First Aid Management Procedure](#)

For information on emergency facilities: see relevant site emergency plans.

2 Scope

This procedure applies to all Territory Generation maintained sites.

3 Roles and Responsibilities

Role / Title	Responsibility
Chief Executive Officer	Shall ensure that : <ul style="list-style-type: none"> • All personnel are aware of requirements of this procedure and its management in sites under Territory Generation control. • Initiates procedure review as required.
All Managers/Site Coordinators	Shall ensure that: <ul style="list-style-type: none"> • This procedure is put in place at all Territory Generation controlled power stations sites. • Personnel are advised and trained as necessary in the procedure to be followed. • Contractors are informed of and follow the procedure, where applicable. • Contribute to procedure reviews
Project Officers/Contract Managers	Shall ensure that: <ul style="list-style-type: none"> • Contractors under their control are informed of and follow the procedure, where applicable. • Contribute to procedure reviews
All Personnel	Shall ensure that: <ul style="list-style-type: none"> • This procedure is followed personally and by contractors/visitors under their control, where applicable

	<ul style="list-style-type: none"> • Contribute to procedure reviews
Document Owner	<ul style="list-style-type: none"> • The position responsible for the preparation, review and accuracy of this document.
Document Sponsor	<ul style="list-style-type: none"> • The position responsible for the approval and use of this document

4 Definitions

Housekeeping	Means the general care, cleanliness, orderliness, and maintenance of property and equipment
Workplace Inspection	Means a regularly scheduled inspection of workplaces using a checklist to assist with the monitoring and identification and control of hazards.
Risk	Means the likelihood that harm (death, injury or illness) may occur because of a hazard
Hazard	Means a thing or condition which has the potential to cause injury or harm to health
Task based risk assessment	Means a lower level risk assessment process used to manage the risks arising from a job or task. This process is usually conducted at the task level by the persons carrying out the work.
Operational risk assessment	Means a higher level risk assessment process used to manage the risks arising from operational matters involving internal procedures, people and systems. This process is usually conducted by a stakeholder group.
Shall	Mandatory requirement
Should	Advisory requirement

5 References

- NT Work Health and Safety (National Uniform Legislation) Act Jan 2012
- NT Work Health and Safety (National Uniform Legislation) Regulations June 2013
- NT Code of Practice Managing the Work Environment and Facilities
- NT Worksafe, Safe work Australia, Code of Practice: Managing the risk of falls in the workplace
- *WHS-03 Workplace Inspection Procedure* BDOC2013/94
- *WHS-03A Workplace Inspection Template* BDOC2013/95
- *WHS-30 Operational Risk Assessment Template* BDOC2013/326
- *WHS-11 JSEA Process Work Instruction* BDOC2013/353

- *WHS-11A JSEA Template* BDOC2013/105

6 Records

- 6.1 Completed JSEA's shall be referenced to the associated job number and stored for a period of five years. It is at the discretion of each site coordinator as to if these records are stored electronically in TRIM or as a filed hard copy.
- 6.2 Completed operational risk assessments and all other related records shall be saved in TRIM and stored for a period of 5 years.
- 6.3 Other associated records such as design modification to, and specifications for, plant and work processes associated with the work environment and facilities shall be saved in TRIM.

7 General requirements

- 7.1 Consultation with workers and Health and Safety Representatives (HSR's) shall occur in the In the event of proposed new changes to the work environment that may affect their health and safety. Consultation should cover things such as what facilities may be needed, access, cleaning and maintenance of the facilities.
- 7.2 If facilities are already provided at the workplace, workers and HSR's shall be consulted when there are any changes that may affect the adequacy of the facilities.

8 Risk management

- 8.1 Hazards associated with the work environment and facilities shall be identified, assessed and appropriately controlled using the hierarchy of controls.
- 8.2 Tasks that have a work environment and facilities aspect to them shall be identified and risk assessed before they are conducted using a Job Safety and Environmental Analysis (JSEA)
- 8.3 Where the risks associated with work environment and facilities cannot be controlled adequately with the use of a JSEA then an Operational Risk Assessment should be conducted.
- 8.4 The use of Inspections – Either formal (e.g. scheduled inspections/audits) or informal (e.g. during a site walk around/Safe Act Observations) shall also be used to identify and control hazards associated with the work environment and facilities.
- 8.5 Formal workplace Inspections shall be conducted every 6 months as per [WHS-03 Workplace Inspection Procedure](#).
- 8.6 Periodic review of control measures shall be undertaken to ensure their effectiveness.

9 Maintaining the work environment and facilities

- 9.1 The work environment should be maintained so that it remains in a clean, safe condition.
- 9.2 Facilities should be clean, safe, accessible and in good working order.
- 9.3 Equipment and furniture such as fridges, lockers or seating should be maintained in good working order.
- 9.4 Broken or damaged furniture, fixtures and fittings, including chairs, plumbing, air-conditioning and lighting should be repaired promptly. Work orders shall be initiated where appropriate.
- 9.5 Broken equipment shall be taken out of service and arrangements made for disposal or shall be tagged out of service until repaired.
- 9.6 Cleaning contracts shall be put in place at all Territory Generation maintained facilities and should cover a regular cleaning schedule of areas such as dining areas, toilets, hand basins and showers etc. and the replenishment of consumables such as hand wash etc.
- 9.7 The cleaning schedule put in place at each site should take into account shift work, the type of work performed, the likelihood of contamination and the number of workers using them.
- 9.8 The work environment should be maintained so that:

WHS-48 Work Environment and Facilities Management Procedure

- The layout of the workplace allows, and is maintained to allow, persons to enter and exit the workplace and move within it safely, both under normal working conditions and in an emergency
- Work areas have space for work to be carried out safely
- Floors and other surfaces are designed, installed and maintained to allow work to be carried out safely.
- Lighting enables each worker to carry out work safely, persons to move around safely and safe evacuation in an emergency.
- Ventilation enables workers to carry out their work without risk to their health and safety.
- Workers exposed to extremes of heat or cold are able to carry out work without risk to their health and safety.
- Work in relation to or near essential services (such as gas, electricity, water, sewerage and telecommunications) do not affect the health and safety of persons at the workplace.

10 General Housekeeping

- 10.1 An untidy workplace can cause injuries in particular, injuries resulting from slips and trips, therefore good housekeeping practices are essential for all workplaces.
- 10.2 It is the responsibility of every person to ensure that work environment and facility hazards relating to housekeeping are identified and controlled. If a hazard had been identified correct it immediately or make the area safe and report the issue immediately to your Line Manager/Supervisor.
- 10.3 All personnel shall ensure that:
- Where work involves materials or contaminants that may be spilt the management of spills shall be identified in the JSEA
 - Spills to floors are cleaned up immediately. If spills are unable to be immediately addressed then the floor area shall be flagged or cordoned off using appropriate bollards/barricading or signage unless the spill is managed.
 - Walkways shall be kept clear of obstructions
 - Emergency exits and access to emergency equipment such as fire extinguishers and hose reels etc. shall be kept clear at all times
 - Work materials shall be neatly stored and equipment stored to prevent damage.
 - Tooling and equipment, extension leads etc. shall be used and stored appropriately during conduct of the work in order to eliminate trip hazards.
 - Any waste generated as part of the task shall be regularly removed and appropriately disposed of.
 - Good housekeeping practices shall be maintained for the duration of the work.

11 Work Areas

- 11.1 The layout of work areas should be designed to provide sufficient clear space between furniture, fixtures and fittings so that workers can move about freely without strain or injury and also evacuate quickly in case of an emergency. Space for aisles, passages and access to other areas is needed in addition to the space around workstations.
- 11.2 Environmental factors including heat or noise may require an increase to the space, as will work activities that involve hazardous manual tasks or the use of tools such as knives where the risk of injury is increased due to close working conditions.

12 Floors and other surfaces

- 12.1 Floor surfaces should be suitable for the work area.
- 12.2 The choice of floor surfaces or coverings will depend on the type of work carried out at the workplace, as well as the materials used during the work process, the likelihood of spills and other contaminants, including dust, and the need for cleaning.
- 12.3 Floors should be inspected regularly and maintained to eliminate slip and trip hazards. Common examples of hazards include trailing cables, uneven edges or broken surfaces, gratings or covers, loose mats or carpet tiles.
- 12.4 Floor surfaces require sufficient grip to prevent slipping, especially in areas that may become wet or contaminated.
- 12.5 Cleaning methods should take account of the potential for slips, which may be increased by the use of some cleaning agents.
- 12.6 Workers who undertake static standing work should be protected from discomfort and the jarring effects of direct contact with concrete, masonry or steel floors, for example, by providing carpet, cushion-backed vinyl, shock-absorbent underlay, anti-fatigue matting, grates or duckboards.

13 Workstations

- 13.1 Workers should be consulted to determine whether work is best carried out in a seated or standing position or a combination of the two.
- 13.2 Workstations should be designed so that workers can carry out their work in a comfortable, upright position with shoulders relaxed and upper arms close to the body.
- 13.3 Adjustable workstations should be provided to make the work height suitable for the person and the task.
- 13.4 Where work is to be conducted in a seated position for example screen-based work, fine component assembly or tasks involving the frequent use of foot controls; workers should be provided with seating that:
- Provides good body support, especially for the lower back
 - Provides foot support, preferably with both feet flat on the floor, otherwise a footrest should be provided
 - Allows adequate space for leg clearance and freedom of movement.
- 13.5 Chairs should be fully adjustable to accommodate different sized workers (with seat height, back rest height and back rest tilt adjustments) and should not tip or slip – a five-point base is the most stable. Castors should be used on carpet and glides or braked castors on hard surfaces.

14 Lighting

- 14.1 Sufficient lighting must be provided, whether it is from a natural or artificial source, to allow safe movement around the workplace and to allow workers to perform their job without having to adopt awkward postures or strain their eyes to see.
- 14.2 The following factors should be taken into account when determining lighting requirements:
- The nature of the work activity
 - The nature of hazards and risks in the workplace
 - The work environment
 - Illumination levels, including both natural and artificial light
 - The transition of natural light over the day
 - Glare

- Contrast
- Reflections.

14.3 Different lighting levels may be needed for different times of the day. Too much lighting can result in glare. Measures to prevent low or excessive levels of lighting, glare or reflection include:

- Providing additional lighting, such as a lamp on a movable arm
- Changing the position of existing lights
- Changing the location of the workstation
- Increasing or decreasing the number of lights
- Changing the type of lighting used e.g. from white light to blue light
- Changing the diffusers or reflectors on existing lights
- Using screens, visors, shields, hoods, curtains, blinds or external louvers to reduce reflections, shadows and glare.

14.4 Emergency lighting shall be provided for the safe evacuation of people in the event of an emergency.

15 Air Quality

15.1 Workplaces should be adequately ventilated.

15.2 Workplaces inside buildings may have natural ventilation, mechanical ventilation (fans or extraction units) or air-conditioning

15.3 Air-conditioning and other ventilation systems should be regularly serviced and maintained in accordance with manufacturer's instructions.

16 Heat and Cold

16.1 Work should be carried out in an environment where a temperature range is comfortable for workers and suits the work they carry out. Air temperatures that are too high or too low can contribute to fatigue and heat or cold related illnesses.

16.2 Thermal comfort is affected by many factors, including air temperature, air movement, floor temperature, humidity, clothing, the amount of physical exertion, average temperature of the surroundings and sun penetration.

16.3 The means of maintaining a comfortable temperature will depend on the working environment and the weather, and could include any of the following:

- Air-conditioning
- Fans
- Electric heating
- Open windows
- Building insulation
- The layout of workstations
- Direct sunlight control

17 Drinking Water

17.1 An adequate supply of clean drinking water must be provided for workers at all times. The supply of the drinking water should be:

- Positioned where it can be easily accessed by workers

- Close to where hot or strenuous work is being undertaken to reduce the likelihood of dehydration or heat stress
 - Separate from toilet or washing facilities to avoid contamination of the drinking water.
- 17.2 The temperature of the drinking water should be at or below 24 degrees Celsius. This may be achieved by:
- Refrigerating the water or providing non-contaminated ice
 - Shading water pipes and storage containers from the sun.
- 17.3 Water should be supplied in a hygienic manner, so that workers do not drink directly from a shared container. This may involve:
- A drinking fountain, where the water is delivered in an upward jet
 - A supply of disposable or washable drinking containers.
- 17.4 Water supplied for certain industrial processes or for fire protection may not be suitable for drinking. These water supply points should be marked with signs warning that the water is unfit for drinking.
- 17.5 In the event of mobile or temporary workplaces direct connection to a water supply may not be possible. In these cases alternatives facilities such as bottled water or containers – should be provided for workers.

18 Toilets

- 18.1 Access to clean toilets must be provided for all workers while they are at work.
- 18.2 For workplaces within buildings, the *National Construction Code of Australia* sets out the ratio of toilets to the number of workers, and the specifications for toilets. Generally, separate toilets should be provided in workplaces where there are both male and female workers. However, one unisex toilet may be provided in workplaces with both male and female workers where:
- The total number of people who normally work at the workplace is 10 or less
 - There are two or less workers of one gender.
- 18.3 For all other workplaces, separate toilets should be provided in the following ratios:

Workers	Closet Pan	Urinals
Males	1 per 20 males	1 per 25 males
Females	1 per 15 females	N/A

19 Hand washing

- 19.1 Hand washing facilities must be provided to enable workers to maintain good standards of personal hygiene.

20 Dining facilities

- 20.1 Workers should be provided with access to hygienic dining facilities for eating their meals and for preparing and storing food.
- 20.2 Depending on the type of workplace, a range of facilities may be appropriate, which could include a dedicated meals area or allowing time for mobile workers to access meal facilities.
- 20.3 A separate dining room should be provided if:
- 10 or more workers usually eat at the workplace at the same time
 - There is a risk of substances or processes contaminating food.

21 Change rooms

- 21.1 If workers are required to change in and out of clothing due to the nature of their work, access to private changing areas with storage for personal belongs should be provided.
- 21.2 Separate changing rooms should be provided for male and female workers
- 21.3 Changing rooms should be equipped with seating, mirrors and hooks/shelves.
- 21.4 Where reasonable practicable lockers or secure storage facilities should be provided for the storage of clothing and personal belongings.

22 Shower facilities

- 22.1 Showering facilities should be provided for workplaces that involve dirty, hot or hazardous work.
- 22.2 At least one shower cubicle for every 10 workers who may need to shower should be provided

23 Facilities for large static workplaces

- 23.1 A dedicated dining room should be provided that is protected from the weather and is separated from work processes, toilet facilities and any hazards (including noise, heat and atmospheric contaminants).
- 23.2 It should be supplied with:
- Adequate numbers of tables and seats to accommodate each worker likely to use the dining room at one time
 - A sink with hot and cold water, washing utensils and detergent
 - An appliance for boiling water
 - Crockery and cutlery
 - Food warming appliances, such as a microwave oven
 - Clean storage, including a refrigerator for storing perishable food
 - Vermin-proof rubbish bins, which should be emptied at least daily. (or as determined appropriate at per point 9.7)
- 23.3 Dining rooms should have 1 m² of clear space for each person likely to use the dining room at any one time. The clear space is calculated free of any furniture, fittings or obstructions such as pillars. This means that the size of a dining room for 10 workers should be 10 m² plus additional space for dining furniture, appliances and fittings such as sinks.

24 Facilities for small static workplaces

- 24.1 For some small workplaces, an area within the workplace for making tea and coffee and preparing and storing food might be all that is needed.
- 24.2 The facility should be protected from the weather, be free of tools and work materials and be separated from toilet facilities and any hazards (including noise, heat and atmospheric contaminants).
- 24.3 It should be supplied with:
- Seating
 - A sink with hot and cold water, washing utensils and detergent
 - An appliance for boiling water
 - Clean storage, including a refrigerator for storing perishable food
 - Vermin-proof rubbish bins, which should be emptied at least daily (or as determined appropriate at per point 9.7)