# Risk Management Policy and Procedures

HiFlex Physio

### Scope

This policy applies to all employees, contractors and visitors at any HiFlex Physio Centre.

### Policy Statement

- HiFlex Physio recognizes 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.
- HiFlex Physio is committed to managing and minimising risks by identifying, analysing, evaluating and treating threats to achieving the goals of the organisation.
- HiFlex Physio staff will implement risk management in accordance to relevant legislative requirement and appropriate risk management standards.
- HiFlex Physio 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.
- Risks that must be addressed by recruitment, efficiency and organizational development measures must be forwarded to the Centre Manager. Risks that must be addressed by staff training and customer relations must be forwarded to the Assistant Manager. Tasks must be addressed by equipment maintenance must be forwarded to the Fitness instructors. Risks beyond this scope will be addressed directly to the Centre Manager for evaluation.
- To maintain order and reduce confusion, all must be addressed by the appropriate personnel assigned to it.

### Procedures

- All employees are obligated to comply with the work health and safety policies, procedures and instructions to ensure a safe workplace for all.
- The Centre Manager and, if applicable, the Assistant Manager, delegate responsibilities for the management of workplace health and safety
- All individuals have an obligation to guard against or protect other from any hazards or incidents as soon as they are recognised. If the hazards or incidents are cannot be rectified immediately, the person must report the hazards or incidents to the Centre Manager or Assistant Manager.

A Reportable Risk to the Fitness Centres includes:

## Risk assessment

HiFlex Physio follows the systematic examination of any location or operational system in order to control hazard and manage risk: The following risk assessment steps enable an individual to:

- Identify risks
- Evaluate and Analyse the likelihood and potential consequences of the risks
- Review the current or planned approaches to controlling the risks
- Add control measures where required

HiFlex Physio follows these steps in ensuring that all risks are properly identified, analysed, evaluated, treated and monitored:

**1. Establishing the Context** – HiFlex Physio considers the nature of the risks that when identifying and managing risks associated with the achievement of strategic and operational objectives.

**2. Risk Assessment** - The overall process of risk identification, risk analysis and risk evaluation.

**3. Risk Identification** – 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.

4. **Risk Analysis** - Considering the range of causes, sources of risk, consequences and likelihood to produce a risk rating. The rating will be used to determine the proper steps in treating these risks.

5. **Risk Evaluation** - The level of risk identified during risk analysis can be ranked and prioritised according to a consistent overall ranking and rating system.

6. **Communicate and Consult** - Effective communication, consultation and education in risk management are necessary to achieve a successful integration of the risk processes into the business.

7. **Risk treatment** – Selecting one or more options for modifying risks including funding and other resource considerations.

8. **Monitoring and review** - Continual monitoring and reviewing of risk profiles is essential to maintain the effectiveness and appropriateness of the treatment plans applied by management

## Treating Risks

1. Risks shall be assessed by the Centre Manager or the Assistant Manger

2. Risks control measures will be decided by the person assessing the risks, with confirmation from the Centre Manger.

3. The risks must be addressed by the appropriate personnel with jurisdiction over the nature of the risk.

4. Risks and their respective treatment plane must be forwarded to the relevant personnel via email. The relevant personnel will be in charge of resolving the risk given the treatment plans.

### Auditing

To maintain effectiveness and appropriateness of the treatment plans applied, various auditing tools are used by the HiFlex Physio to continually improve treating risks.

**Risk Reviews:** After the implementation and monitoring of risks, the centre manager must conduct a review of areas that require improvement to maintain the effectiveness of the control measures.

**Continuous Improvement Log**: All risks are logged onto a continuous improvement table so that further recommendation and changes can be implemented for each risk.

| **Common Types of Risks** | |
|---|---|
| **Hazard** | **Potential Harm** |
| **Manual tasks** | Overexertion or repetitive movement can cause muscular strain |
| **Gravity** | Falling objects falls, slips and trips of people can cause fractures, bruises, lacerations, dislocations, concussion, permanent injuries or death |
| **Electricity** | Potential ignition source.<br><br>Exposure to live electrical wires can cause shock, burns or death from electrocution |
| **Machinery and equipment** | Being hit by moving vehicles, or being caught by moving parts of machinery can cause fractures, bruises, lacerations, dislocations, permanent injuries or death |
| **Hazardous chemicals** | Chemicals (such as acids, hydrocarbons, heavy metals) and dusts (such as asbestos and silica) can cause respiratory illnesses, cancers or dermatitis |
| **Extreme temperatures** | Heat can cause burns, heat stroke or fatigue<br>Cold can cause hypothermia or frostbite |
| **Noise** | Exposure to loud noise can cause permanent hearing damage |
| **Radiation** | Ultraviolet, welding arc flashes, microwaves and lasers can cause burns, cancer or blindness |
| **Biological** | Micro-organisms can cause hepatitis, Legionnaires, disease, Q fever, HIV/AIDS or allergies |
| **Psychosocial hazards** | Effects of work-related stress, bullying, violence and work-related fatigue |

**Responsibilities**

Management will provide and maintain as far as possible:

- A safe working environment
- Safe systems of work
- Plant and substances in safe condition
- Facilities for the welfare of workers
- Information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
- A commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace
- A commitment to continually improve our performance through effective safety management.

The Staff has an obligation to:

- Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment
- Take reasonable care of the health and safety of themselves and others
- Wear personal protective equipment and clothing where necessary
- Comply with any direction given by management for health and safety
- Not misuse or interfere with anything provided for health and safety
- Report all accidents and incidents on the job immediately, no matter how trivial
- Report all known or observed hazards to their supervisor or manager.

**Relevant Codes of Practice:**

Work Health and Safety Code of Practice (How to Manage Work Health and Safety Risks) 2015

**Relevant Standards**

ISO 9001

ISO 31000 2018

**Relevant Legislation**

Work Health and Safety Act 2011