

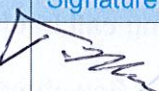

# Procedure

## Work Health and Safety

### Remote and Isolated Work

Document number: PRO-00018

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Rev no.	Description	Process Owner			Approved for issue			
		Position	Name	Signature	Position	Name	Date	Signature
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## 1. Purpose

Seqwater is committed to the health and safety of all people at the workplace. The purpose of this procedure is to define systems and processes to be utilised to control the risks associated with remote or isolated work.

This procedure supports WHS requirements outlined in Element 9 – Operational control of Seqwater’s Work Health and Safety Management System Framework (MAN-00211).

This procedure adopts and is consistent with the requirements of:

- *Work Health and Safety Act 2011 (Qld)*
- *Work Health and Safety Regulation 2011 (Qld)*
- *How to Manage Work Health and Safety Risks Code of Practice 2011 (Qld)*

## 2. Scope

This procedure applies to all Seqwater workers, business groups and work activities.

## 3. Roles and responsibilities

Role	Responsibilities
Managers	<ul style="list-style-type: none"> <li>• Provide adequate resources to comply with this procedure.</li> <li>• Ensure a systematic process is in place to identify remote or isolated workplaces.</li> <li>• Provide effective communication tools or devices for workers performing remote or isolated work.</li> </ul>
Line Supervisors	<ul style="list-style-type: none"> <li>• Implement a systematic process to identify remote or isolated workplaces.</li> <li>• Implement a systematic process to identify hazards and risk controls to undertake remote or isolated work safely.</li> <li>• Communicate, consult and instruct workers involved in remote or isolated work activities.</li> <li>• Regularly monitor and review the effectiveness of risk controls and implement corrective actions and treatment plans where required.</li> <li>• Report and investigate WHS incidents related to remote or isolated work activities.</li> </ul>
WHS Team	<ul style="list-style-type: none"> <li>• Provide advice, procedures, tools and templates to support systematic identification and management of remote or isolated work.</li> <li>• Report trends and analysis of hazard identification and effectiveness of risk controls to relevant stakeholders.</li> <li>• Complete workplace monitoring activities to verify the WHS hazard identification and risk management process.</li> </ul>

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Role	Responsibilities
Workers	<ul style="list-style-type: none"> <li>• Comply with the requirements of the remote or isolated work procedure.</li> <li>• Utilise supplies, tools and equipment provided to safely undertake work in remotely or in isolation.</li> <li>• Comply with the requirements of the Job Safety and Environmental Assessment (JSEA) associated with the remote or isolated work activity.</li> </ul>

## 4. Procedure

### 4.1 Overview

Remote or isolated work is work that is isolated from the assistance of other people because of the location, time or nature of the work being done. Assistance from other people includes rescue, medical assistance and emergency services.

A worker may be isolated even if other people may be close by.

Examples of isolated or remote work situations that may be encountered by Seqwater workers are included in Appendix A of this procedure.

### 4.2 Activities not to be conducted alone

The risks associated with some activities are such that the activity must not be undertaken alone. These activities include, but are not limited to:

- confined space entry
- working at height or depth
- work on water from a vessel or equivalent (refer to the Safe Vessel Use Procedure (PRO-00865) for further information)
- occupational diving
- live electrical work
- the operation of a chainsaw
- use or disposal of hazardous substances where there is a significant risk of injury or exposure to the hazardous substance
- controlled burns
- other tasks where more than one person is required to undertake the activity as determined by the requirements of the JSEA associated with the remote or isolated work activity.

### 4.3 Minimising or eliminating the need for remote or isolated work

#### Work management

Where practicable, worker's rosters and work coordination should be used to minimise or eliminate the need for remote or isolated work. Scheduling work in

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remote or isolated locations so that concurrent activities are being performed to ensure that more than one worker is at the location greatly decreases remote or isolated work risks.

### Callout and alarm response

A significant portion of remote or isolated work at Seqwater is the result of after-hours callouts and responses to alarms.

To minimise the exposure of workers to after-hours remote or isolated work, all work teams must implement a process to regularly monitor and review callout and alarm response activities.

When reviewing callout and alarm response activities, consideration should be given to the:

- frequency of the callout
- time of callout
- operational criticality of the callout
- duration of the callout
- location of the callout.

Where callout reviews identify alarm trends or ongoing issues with plant or equipment, corrective actions must be implemented to eliminate or reduce the frequency of callouts or alarms.

## 4.4 Identification of remote and isolated work

All tasks or activities undertaken at Seqwater workplaces must be assessed to determine if the activity involves remote or isolated work. The Remote or Isolated Work Classification Template (TEM-00108) has been developed as a tool to assist in the assessment of activities to identify where remote and isolated work is involved, to assess the risk associated with undertaking the activity and to define the risk controls required to undertake the activity safely.

The Remote or Isolated Work Classification Template (TEM-00108) may be used to assess activities on an individual basis or the template may be used as a register by individual work groups to classify activities that are classified as remote and isolated work.

The risks and risk controls identified in the Remote or Isolated Work Classification Template (TEM-00108) must be used in the JSEA developed for the work activity being undertaken.

When identifying remote or isolated work, the following must be considered:

- The length of time the person/s may be working alone.
- The time of day when a person may be working alone.
- The method and effectiveness of communication (i.e. alternate communication methods must be implemented in known mobile black spot areas).
- The location of the work.
- The nature of the work.
- The physical fitness, skills and capability of the worker.

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Where tasks or activities are classified as remote or isolated work, the following steps must be implemented before the task or activity commences:

1. Conduct a remote and isolated work risk assessment as detailed in section 4.5
2. Identify appropriate and effective risk control measures
3. Confirm risk control measures adequately address hazards
4. Confirm risk control measures are in place before commencing task.

## 4.5 Remote and isolated work risk assessment

### New risk assessment

When planning to undertake a task or activity in a remote or isolated area, the remote and isolated work must be identified as a hazard and the risk controls to be implemented must be documented on the JSEA or in the WHS Risk Assessment for the task or activity.

Remote and isolated work risk assessments must be undertaken in accordance with the Hazard Identification and Risk Management Procedure (PRO-00657). In conducting a risk assessment the following five (5) steps must be used:

- STEP 1 – Hazard identification.
- STEP 2 – Risk assessment: inherent risk.
- STEP 3 – Control risks (select using the hierarchy of controls).
- STEP 4 – Risk assessment with risk control measures: residual risk.
- STEP 5 – Monitor and review risk control measures.

### Existing risk assessment

An existing risk assessment may be used for remote or isolated work, provided a thorough review is undertaken and any amendments are documented. In reviewing the risk assessment, the following elements must be considered:

- Were all of the risks identified in the previous risk assessment?
- Do the proposed risk controls still apply?
- Do the proposed risk controls still effectively control the risk?
- Has the workplace or environment changed in a way that introduces new or different risks?
- Were all the risks considered in the previous assessment?

### Outcomes of risk assessment

The outcome of a remote or isolated work risk assessment must be used to inform the:

- size and composition of the work group (i.e. can the work be done alone/are more workers/competent people required to undertake the work)
- monitoring/communication tools and protocols to be implemented
- equipment required to undertake the work safely
- first aid requirements
- emergency protocols.

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## 4.6 Specific risk control measures

Prior to undertaking remote or isolated work appropriate risk control measures must be implemented to manage the identified risks. The remote or isolated work risk classification for the task to be undertaken (section 4.4) must be used to guide the selection of risk control measures.

The following sections provide a selection of risk control measures available to workers to manage the risks associated with undertaking remote or isolated work. Additional risk control measures may be implemented to address specific risks e.g. wet weather, high fire danger.

### 4.6.1 Work group size and composition

Increasing the size or composition of the work group undertaking remote or isolated work is one of the most effective methods of managing risk. While this option may not be practical in all situations it should be implemented where the remote or isolated work risk assessment indicates that the risk to worker safety is unacceptable if the work is undertaken alone.

Workers undertaking remote and isolated work must be fit for work and have the appropriate level of physical fitness, skills and training for the work being undertaken.

### 4.6.2 Remote or isolated worker monitoring

Monitoring worker movements whilst they are working remotely or in isolation is a critical risk control measure. Formal monitoring arrangements must be defined and implemented to ensure communication with remote or isolated workers is maintained. The extent of the monitoring arrangements will be dependent on the type of work to be undertaken and the outcomes of the remote or isolated work risk assessment.

#### Normal business hours monitoring

The development of monitoring arrangements for workers undertaking remote or isolated work during normal business hours is the responsibility of individual work groups. The monitoring arrangements to be used must be clearly documented in the JSEA for the work.

Examples of ways monitoring can be achieved within a work group are:

- call in/out when arriving or leaving a site (e.g. call team member, Network Control Room, Mt Crosby Control Room, Wivenhoe Control Centre, etc.)
- regular check-in to an agreed point of contact at pre-defined intervals (maximum of two hour call back interval)
- pre-approved journey plans
- rosters
- outlook calendar.

#### After-hours monitoring

The network control room must be used to monitor workers undertaking after-hours remote or isolated work.

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The network control room can be contacted on (07) 3270 4049 or (07) 3270 4050.

Workers must contact the network control room before they undertake after-hours work i.e. before they leave home to respond to an alarm.

The network control room operator will record the details of the worker and the work to be undertaken in the control room log and confirm call-in / call back arrangements.

Workers must contact the network control room at agreed intervals (maximum two hour call back interval) or after they have completed the after-hours work i.e. when they arrive home.

The network control room operator will record the details of when the work was completed in the control room log.

Where workers fail to contact the network control room at previously agreed times, the control room operator must escalate the situation in accordance with section 4.6.6 of this procedure.

### 4.6.3 Communications

Workers that are required to work remotely or in isolation must be provided with a means of communication which enables:

- the worker to initiate a call for help in the event of an emergency
- the worker to initiate and maintain a check-in process in accordance with the remote or isolated work risk assessment.

Where practical the preferred method of communication should allow for voice communications.

The table below provides examples of communication devices that may be used.

Type of device	Suitability
Landline telephone	Reliable and allows voice communication, however it is only available at fixed assets. Should be used in conjunction with other risk control measures.
Mobile telephone	Allows voice communication, however black spots exist and it cannot always be relied on in all areas. Network coverage maps should be consulted prior to implementing this as a risk control measure. Should be used in conjunction with other risk control measures. Coverage maps can be found at: Telstra: <a href="http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/">http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/</a> Optus: <a href="https://www.optus.com.au/network/mobile/coverage">https://www.optus.com.au/network/mobile/coverage</a> <b>Please note</b> that coverage maps should be used as a guide only. Information gathered by work groups regarding known mobile black spots must be used to guide the suitability of communication devices.
Satellite telephone	Allows voice communication, is most suitable for areas identified as being a black spot area for mobile phone reception. Operation can be affected by clear line of sight to satellites, damage to aerials, failure of vehicle power supplies, vehicle damage, as well as dense overhead foliage and heavy cloud cover. Should be used in conjunction with other risk control measures.

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Type of device	Suitability
Emergency Positioning Indication Radio Beacons (EPIRB) and Personal Locating Beacon (PLB)	For use where life-threatening emergencies may occur, to pinpoint location and to indicate by activation of the beacon that an emergency exists. It is important for the users of this equipment to understand that it should only be used in an emergency or as a last resort. For a worker travelling in remote locations, there should be a system for voice communication as well as an emergency location beacon. Generally used for non-land based activities. Does not allow voice communications, the device must be registered with Australian Search and Rescue (AusSAR) and the Seqwater Incident and Security Management Team.
'Man down' alarm, duress alarm	Does not allow voice communication but does allow alarm to be raised. Has a built in tilt device, which can detect if the person holding it is in a horizontal position, such as lying on the floor. The sensor will automatically send an alarm when its position corresponds to being horizontal for a certain period of time. Pressing its duress button will activate a help call at any time.
UHF Radio	Allows voice communications, however only able to communicate to other UHF radio users and base stations. Should be used in conjunction with other risk control measures.

#### 4.6.4 Supplies, tools and equipment

Managers must ensure that workers required to work remotely or in isolation have adequate supplies, tools and equipment to safely undertake the work. When planning remote or isolated work consideration should be given to the following supplies, tools and equipment:

- communication equipment (e.g. mobile phone, satellite phone, UHF radio)
- personal alarms (EPIRB, PLB, man down alarm, duress alarm) as required
- first aid kits
- access to potable water and food
- appropriate rescue and recovery equipment
- emergency contact numbers
- hazard signage
- torches
- batteries
- fuel.

Additional equipment may be required dependent on the outcome of the remote or isolated work risk assessment.

#### 4.6.5 First aid

The remote or isolated work risk assessment must identify if first aid trained workers are required to undertake the work.

The First Aid Procedure (PRO-00903) provides additional detail regarding first aid training requirements.

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#### 4.6.6 Escalation process for unaccounted workers

In the event that a worker does not call back or report as per the defined communication arrangements, the agreed point of contact must attempt to establish contact with the worker by calling at 5 minute intervals for 30 minutes. If contact is not made with the worker after this period, the nominated point of contact shall escalate the situation by calling the Seqwater Incident Hotline on (07) 3270 4040.

The emergency team will then review the incident, activating and coordinating response activities via the Bulk Authority Emergency Response Plan (ERP-00001) where required.

## 5. Training requirements

Training will be provided in accordance with the WHS Training, Competency & Behaviour Management Procedure (PRO-01574).

Awareness training will be provided to workers who have been identified as undertaking remote or isolated activities and will be reflected in the WHS training needs analysis.

## 6. Monitoring and audit

The requirements of this procedure shall be audited in accordance with the WHS Internal Audit Schedule and the Internal Audit Procedure (PRO-00002).

Reporting to management will be conducted in accordance with the WHS Monitoring and Reporting Procedure (PRO-01334).

Audit findings and hazard trending will be reviewed by Regional WHS Improvement Committees and the WHS Steering Committee at regular intervals and during the management review.

## 7. Record keeping

All records created relating to this procedure are to be stored in Seqwater's document management system (TRIM). All records are to be retained, archived and disposed of in accordance with the *Queensland State Archives General Retention and Disposal Schedule for Administrative Records*. Additional guidance regarding mandatory record keeping requirements is provided in the WHS Record Keeping Matrix.

## 8. References

### 8.1 Legislation and other requirements

Description	Status	Location
<i>How to Manage Work Health and Safety Risks Code of Practice 2011 (Qld)</i>	Active	<a href="http://www.deir.qld.gov.au">www.deir.qld.gov.au</a>
<i>Queensland State Archives General Retention and Disposal Schedule for Administrative Records</i>	Active	<a href="http://www.archives.qld.gov.au/Recordkeeping/RetentionDispo">www.archives.qld.gov.au/Recordkeeping/RetentionDispo</a>

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Description	Status	Location
		sal/Pages/GRDS.aspx
<i>Work Health and Safety Act 2011</i>	Active	www.legislation.qld.gov.au
<i>Work Health and Safety Regulation 2011 (Qld)</i>	Active	www.legislation.qld.gov.au

## 8.2 Supporting procedures

Description	Status	Location
ERP-00001 Bulk Authority Emergency Response Plan	Active	Q-Pulse
PRO-00657 Hazard Identification and Risk Management Procedure	Active	TRIM Ref: D13/2085
PRO-0002 Internal Audit Procedure	Active	TRIM Ref: D13/915
PRO-00903 First Aid Procedure	Active	TRIM Ref: D13/64183
PRO-00865 Safe Vessel Use Procedure	Active	Q-Pulse
MAN-00211 WHS Management System Framework	Active	TRIM Ref: D13/43216
PRO-01605 WHS Reporting Procedure	Active	TRIM Ref: D13/70792
PRO-01574 WHS Training, Competency and Behaviour Management Procedure	Active	TRIM Ref: D13/11872

## 8.3 Supporting documents, forms and templates

Description	Status	Location
Remote or Isolated Work Classification Template (TEM-00108)	Draft	TRIM Ref: D14/27526
WHS Record Keeping Matrix	Active	TRIM Ref: D13/70968
WHS Risk Assessment Guide (GDE-00044)	Active	TRIM Ref: D13/43229
WHS Risk Assessment Template (TEM-00023)	Active	TRIM Ref: D13/47868
Optus Mobile Coverage Map	Active	<a href="https://www.optus.com.au/network/mobile/coverage">https://www.optus.com.au/network/mobile/coverage</a>
Telstra Mobile Coverage Map	Active	<a href="http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/">http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/</a>

## 9. Definitions

Term	Definitions
After-hours	Between the hours of 6pm – 6am Monday to Friday,

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	weekends, public holidays or any other time while the facility is normally vacated.
Agreed point of contact	A person who the remote or isolated worker contacts before, during and at the completion of remote or isolated work.
Assistance	Assistance includes rescue, medical assistance and the attendance of emergency services workers.
Job Safety and Environment Analysis (JSEA)	A step-by-step method of identifying hazards, evaluating the risk, implementing control measures and providing a safe system of work.
Hazard	A situation that has the potential to harm a person and/or the environment and/or damage property.
Hierarchy of controls	<p>Identify the risk control actions and responsibilities by identifying controls in the following specific order:</p> <ul style="list-style-type: none"> <li>• Eliminate the hazard.</li> </ul> <p>If elimination of the hazard is not reasonably practicable, minimise the risk so far as reasonably practicable by:</p> <ul style="list-style-type: none"> <li>• substituting (wholly or partly) the hazard giving rise to the risk with something that gives rise to a lesser risk</li> <li>• isolating the hazard from any person exposed to it</li> <li>• implementing engineering controls.</li> </ul> <p>If a risk then remains, then minimise the remaining risk, so far as is reasonably practicable, by implementing administrative controls.</p> <p>If a risk then remains, then minimise the remaining risk, so far as is reasonably practicable, by ensuring the provision and use of suitable Personal Protective Equipment (PPE).</p>
Line Supervisor	A Line Supervisor is a person with day-to-day supervisory responsibilities for workers within a functional area of the business. A Line Supervisor includes, but is not limited to, Team Leaders, Coordinators and Level 4 or 5 Supervisors. A Line Supervisor is also considered a worker, but has additional responsibilities for the implementation of the WHS Management System as identified in the WHS Management System and/or position description.
Manager	A person with the responsibilities for managing a functional area of the business including the workers within the relevant functional area. This includes, but is not limited to, Level 3 Managers, General Managers and Project Managers. A manager is also considered a worker, however managers may have additional responsibilities for implementation of the WHS Management System as well as any additional responsibilities as an officer of the business.
Normal business hours	Between the hours of 6am – 6pm Monday to Friday or while the facility is normally populated. Public holidays are not considered normal business hours.
Remote area	Area that is remote from others or isolated from the assistance of others because of the location, time or nature of the work.
Remote or isolated work	Work that is isolated from the assistance of other persons

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Term	Definitions
	because of location, time or the nature of the work. Refer to Appendix A for specific examples of activities or tasks.
Risk control	Means taking action to eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.
Working alone	A worker undertaking work or travelling for work on their own without routine interaction with other persons because of the location, time or nature of their work.
Work group	A grouping of workers in an effective and convenient way to ensure representation by a Health and Safety Representative who is readily accessible to all members of that group.
Worker	<p>Worker means a person who carries out work in any capacity for Seqwater, including work as:</p> <ul style="list-style-type: none"> <li>• an employee</li> <li>• a contractor or subcontractor</li> <li>• an employee of a contractor or subcontractor</li> <li>• an employee of a labour hire company who has been assigned to work at Seqwater</li> <li>• an outworker</li> <li>• an apprentice or trainee</li> <li>• a student gaining work experience</li> <li>• a volunteer</li> <li>• a worker of a prescribed class.</li> </ul>
Workplace	A place where work is carried out by Seqwater and includes any place where a worker goes, or is likely to be, while at work. This includes a vehicle, vessel or other mobile structure.

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## Appendix A – Examples of remote or isolated work

Activity	Classified as remote or isolated work	Justification for Classification	Minimum Risk Control Measures
Travel by major roads i.e. where the entire route is via roads with passing traffic expected each 15 minutes or less at the intended time of travel), this may include two or more persons travelling in the same vehicle)	Not remote or isolated work for daytime driving or driving in fine weather  Assessment required for night driving or driving in severe weather	If needed, assistance could normally be sought from or initiated by a passer-by. There must be no deviation off the major route that would take the worker out of clear sight of passing traffic, otherwise it would be considered working in isolation.  At times of severe weather or other adverse conditions, this may be considered an exception and especially if not carrying reliable communications equipment (travel to be avoided where practicable, otherwise to be managed as working in isolation).	Night driving / severe weather: <ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Pre-approved journey plan</li> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> <li>• Torch</li> <li>• First aid kit</li> </ul>
Travel by less frequently used roads (i.e. where all or significant parts of the route is via roads with passing traffic expected less frequently than each 15 minutes at the intended time of travel). (Includes two or more persons travelling in the same vehicle).	Yes	Timely assistance from a passer-by is unreliable.  Where the section of travel on less frequently used roads is over a short distance, managing the activity as working in isolation may not be necessary (e.g. turning off a busy road to travel a short distance over a less used road to a manned facility or construction site).	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Pre-approved journey plan</li> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> <li>• Torch</li> <li>• First aid kit</li> </ul>
A worker such as an electrician or fitter visits a water pumping station, and may be required climb down the ladder of a dry well, or the pumping station is at the end of a long driveway that is not able to be viewed from the street.	Yes	The worker is out of visual or audible range and if incapacitated is unable to seek help. All enclosed or partially enclosed spaces must be assessed to confirm if confined space controls apply.	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> <li>• Man-down or duress alarm</li> <li>• Gas detector</li> <li>• First aid kit</li> </ul>

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Activity	Classified as remote or isolated work	Justification for Classification	Minimum Risk Control Measures
A single worker visits a large reservoir site, or bore field, closes the gate behind them, as required, and drives or walks to a location within or out of sight of the road.	Yes	The worker may easily become out of visual or audible range and if incapacitated is unable to seek help.	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> <li>• Man-down or duress alarm</li> <li>• First aid kit</li> </ul>
Two workers are both working at a water treatment plant, in regular visual or audible contact.	Assessment required	<p>They are not working alone and in routine circumstances would not be considered working in isolation.</p> <p>If they were undertaking a task together in which they may both be impacted by an incident requiring external support initiated through an agreed point of contact, they would be considered working in isolation.</p> <p>In fire or extreme weather conditions, or during urgent and complex plant failure, circumstances may be unpredictable and change rapidly. It would be prudent to log in with an agreed point of contact.</p>	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> <li>• Man-down or duress alarm</li> <li>• Gas detector (if required)</li> <li>• First aid kit</li> </ul>
A worker walks alone around the back of a depot store to check on pipe materials when other people are on site.	Assessment required	Assess the hazards. Consider that a pipe could topple off a stand and pin the worker to the ground.	As a minimum let someone else know that you are there and estimated time of return.
Three workers are working together, undertaking a confined space entry.	Assessment required	<p>A confined space rescue plan must be developed and rehearsed. The standby person at the location <u>must</u> be able to raise the alarm. Because of these conditions, they would not be considered to be working alone or in isolation.</p> <p>Relying solely on the agreed point of contact to initiate an alarm after the report-back time was exceeded would be unacceptable.</p>	<ul style="list-style-type: none"> <li>• Call in / call out process</li> <li>• Communication device (mobile phone, satellite phone, UHF radio)</li> <li>• Man-down or duress alarm</li> <li>• Confined space equipment as defined by the confined space risk assessment</li> <li>• First aid kit</li> </ul>

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Activity	Classified as remote or isolated work	Justification for Classification	Minimum Risk Control Measures
A worker attends Ipswich Office or Region/Depot office after hours.	Assessment required	The risk is relatively low and can be reduced further by means such as ensuring building security and providing for after-hours car parking in a close and secure location.	Workers should not be required to contact an agreed point of contact, but should have this option available to them if they wish to do so.
A supervisor or worker is called to a customer's property. The Operations Centre advises that the customer was very irate and aggressive over the telephone, or has a history of confrontation.	Yes	Attending the customer's premises alone in these circumstances should be avoided where practicable.	As a minimum the work group attending the customer's property should consist of two workers. If required, the police may also be requested to attend.

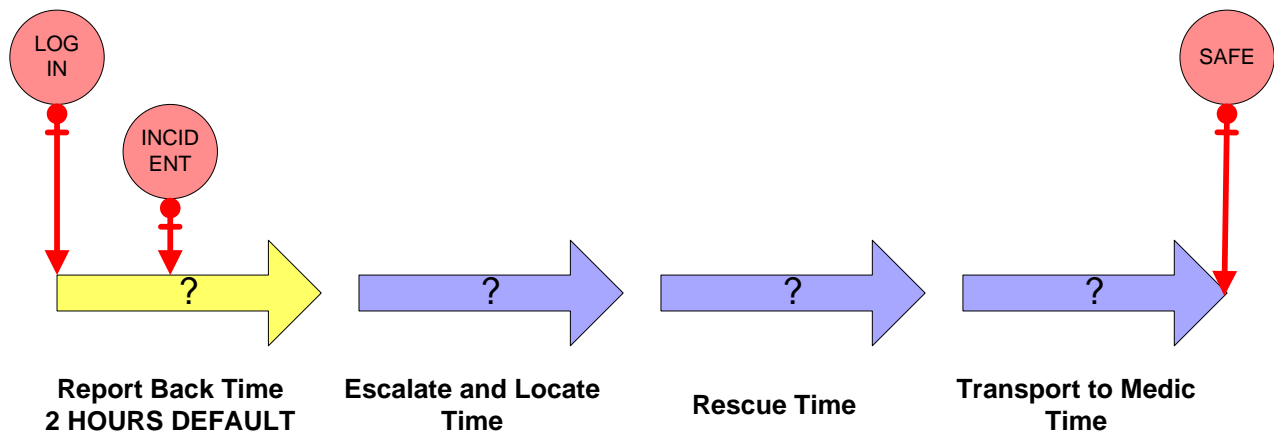
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## Appendix B – Guidelines for determining call back time

In selecting a call back time, workers and supervisors should be aware that the period of time selected will determine the amount of time that will elapse before any attempt would be made to locate and potentially provide aid to an incapacitated worker.

In practice, locating the worker could take many hours from the time of an escalation/alarm, depending upon factors such as remoteness and clarity of location provided at the time of logging. Following this may be a further lengthy period of time if a rescue has to be conducted and the worker transported to medical help if required. This sequence of events is illustrated in Figure 1 below.

Figure 1: Lone worker monitoring report back time sequence



In routine type remote or isolated worker situations, the report-back interval should typically be two hours where practicable and so far as the remote or isolated worker's communications capacity allows. The report-back interval may range from 15 minutes to 2 hours depending on the risk associated with the activity being undertaken and the communications capacity.

Some short-term, high-risk situations should involve a short report-back interval, which may be as little as 15 minutes. In these short-term, high risk situations, additional risk control measures such as duress alarms or gas detectors should be implemented. Examples of short-term, high risk situations may include:

- a worker changing a chlorine drum or cylinder in a single-person change-over
- two workers investigating a chlorine alarm above 5 ppm (the workers are not working alone but are working in isolation as events may unfold in which they are both affected by the chlorine leak).

Conversely in some remote or isolated worker situations, two-hourly contact may not be practicable and the report-back time extended. Where practicable, workers working in remote or isolated situations should be provided with the means to contact an agreed point of contact at intervals not longer than each 5 hours. Examples where a report-back interval beyond the typical two hours include where:

- a worker will be working alone in the field for approximately 3.5 hours and without available means to contact an agreed point of contact over this interval. The worker nominates a 4 hour report-back time and carries a PLB or similar to raise the alarm if required.

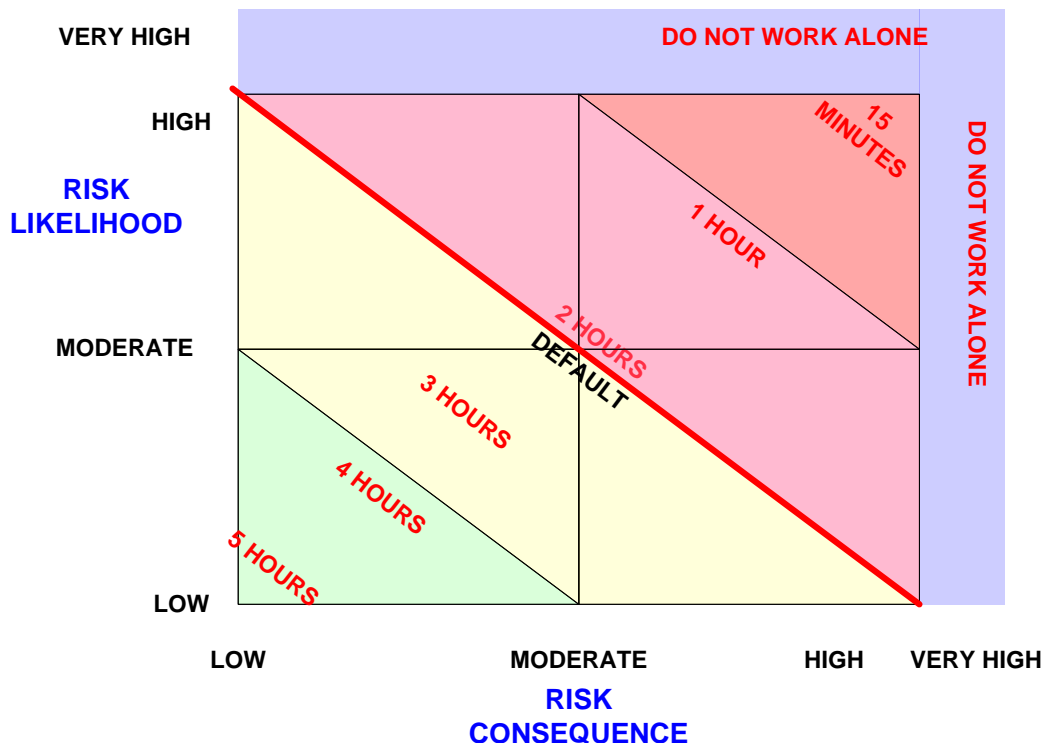
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- travel in a remote or isolated worker situation is expected to take 2.5 hours, which is not over a comparatively hazardous road. If the driver were to nominate a 2 hour report back time, there is a risk that an unnecessary escalation would be created if the driver is unexpectedly out of communications range or forgets to report back within the 2 hours. The remote or isolated worker makes a considered decision to nominate a 3 hour report-back time.

A report-back interval in excess of 5 hours should only occur where over that period the remote or isolated worker will remain out of contact range of an agreed point of contact. When out of contact range of an agreed point of contact, the remote or isolated worker will require a PLB or other means of raising an alarm.

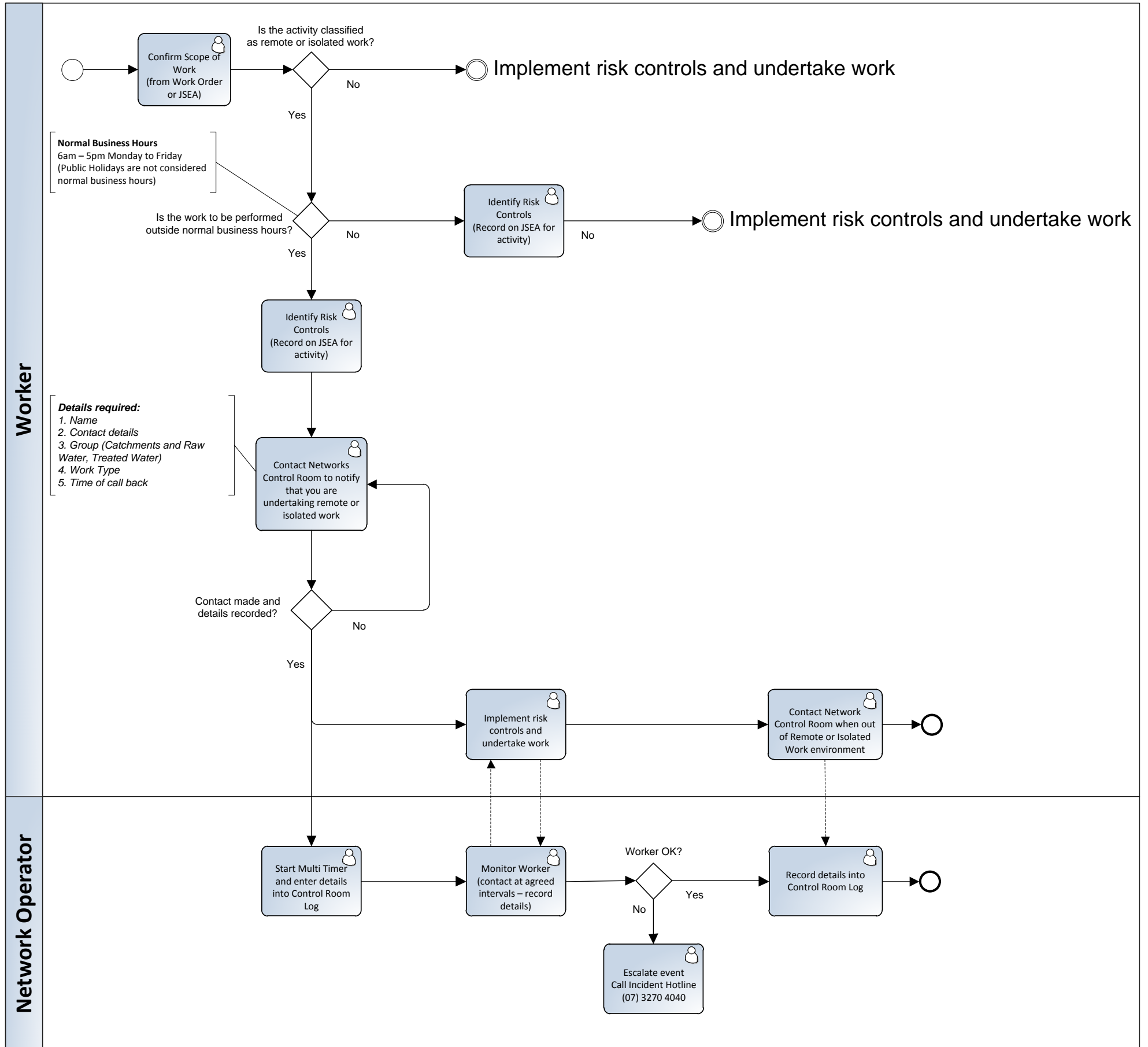
The following assessment tool is provided for managers and supervisors as an aid in determining appropriate report-back intervals, and should only be applied in the context of local remote or isolated worker situations and having regard for their remote or isolated workers' communications capacity to report back to an agreed point of contact.

### LONE WORKER MONITORING REPORT BACK TIME ASSESSMENT TOOL



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## Appendix C – Remote and isolated work flowchart



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