

P008 : Request For Action

This DOCUMENT and any linked FORMS have been created to provide specific requirements under the Amalgamated Operating System. For additional information and guidance, please refer to the associated HELP pages

Aim/Justification

The Amalgamated Pest Control Group will ensure actions are taken to reduce or eliminate the potential risks associated with all activities undertaken by the organisation. This procedure describes the process for all APC members and approved subcontractors to raise issues or concerns, report events and incidents, hazards and put forward any ideas for improvement.

This procedure provides the APC Group with a systematic method for dealing with:

- Incident and Near Miss events
- Corrective Actions
- Preventative Actions
- Improvement Requests

Links

Procedures, forms, help pages and other documents relevant to this procedure are:

- V295 – Timber Pest Policies
- P272 - Emergency Response
- P255 - Complaints Handling
- P267 - Vehicle Inspection
- P503 - Technician Performance Appraisal
- P002 - Internal Audit
- P003 - Corrective Action
- P004 - Preventative Action
- P764 – Insurance Claims

Distribution

This procedure is used by:

- All APC Group members
- Approved external subcontractors

Key Personnel

Current WHS Manager: John Murray

Current Compliance Manager: Steve Endor

Definitions

WHS Classifications

MTI	Medically treated injuries A work related injury which results in the individual receiving treatment from a qualified medical practitioner which could not have been provided by a qualified first aider.
RWI	Restricted Work Injuries A work related injury which results in a qualified medical practitioner deeming the individual partially unfit for duty or fit for duties other than those normally undertaken by the individual receiving treatment.
LTI	Lost Time Injuries A work related injury or illness which results in the individual being deemed fully unfit for work for a period of an entire work shift any time after the day or shift on which the injury or illness occurred.
NLTI	No Lost Time Injuries Those occurrences which were not lost-time injuries (LTI) and for which first aid and/or medical treatment was administered.
Commute	Commuting Injuries All injuries that occurred during travel while not on duty or during a recess period. This would normally include travel between place of abode and workplace, travel to technical school for training associated with employment and travel to receive medical treatment for an injury sustained at work
Vehicle	Vehicle Incident A vehicle incident which incurs a cost of \$1000 or more.

Policy – Uses of the Request for Action System

Each RFA shall be classified as either

- **High Risk** or
- **Medium/Low Risk**

HIGH RISK CATEGORY - Classifications

- **Report to Zone Office AND Head Office**
- **Report within 24 Hours**
- **In all cases** of High Risk RFAs, the Head Office WHS Manager will ensure that reporting of notifiable incidents occurs to the relevant State or Territory.

1 WHS / Environmental Issues

1.1 Accident and Incident Reporting

All accidents, injuries, near misses involving any person and any health and safety issues.

In all cases, the Head Office WHS Manager will ensure that reporting of notifiable incidents occurs to the relevant State or Territory.

All RFAs must be **classified** according the **WHS Classifications** as set out in DEFINITIONS section.

1.1.1 Client Sites

In the case where a Client “Reportable Incident” or “Near Miss” occurs on a Client Site:

- The Head Office WHS Manager must be notified immediately so that an investigation can commence inside 24 hours of the incident or near miss occurring. It is expected that an investigation, under normal circumstances can be completed within 5 working days of the incident.
- The Head Office WHS Manager, the General Manager, or his delegate shall contact the Client immediately the incident has happened – with investigation pending.
- The Head Office WHS Manager, the General Manager, or his delegate shall sign off the investigation report.
- The appropriate Client Incident Report shall be used to report the incident/near miss.
- A copy of the investigation report must be forwarded to the Client ‘Incident Owner’.
- Details of the incident must be raised using the Online Request for Action (RFA) System on the Amalgamated Pest Control extranet site to ensure internal tracking and resolution of the incident/near miss.

1.2 Environmental Issues

All incidents that have or could lead to adverse environmental contamination (including uncontrolled releases of chemicals, regardless of the amount) shall be reported.

In all cases, the Head Office WHS Manager will ensure that reporting of notifiable incidents occurs to the relevant State or Territory.

1.3 Security Issues

All incidents that have or could lead to breaches of security (at either the Client site or an APC site) (including access to unauthorised areas, files etc) shall be reported.

2 Timber Pest Incidents / Complaints

All Timber Pest Incidents and complaints are to be recorded and reported on a **RFA** Form as per V295 Timber Pest Policies
(NO INSURANCE COVERAGE IS AVAILABLE IF THESE STEPS ARE NOT FOLLOWED)

3 Human Resources

All issues related to employee relations such as termination and unfair dismissal, rehabilitation and so forth to be reported to the Zone Office and to Head Office.

4 Insurance

Any other issue which will or is likely to lead to a claim on ANY of the company insurance policies including (but not limited to):

- Professional Indemnity
- Public Liability
- Motor Vehicle
- Accident/Sickness

5 Other Critical Issues

Any other issue which could cause damage to company reputation or damage in a non-financial way to the APC Group.

5.1 Client Complaints

Any complaint regarding the delivery of pest management services other than routine service calls. These complaints can escalate into a financial risk if not managed efficiently and in a timely manner.

OTHER CATEGORIES (Medium – Low Risk)

6 Equipment / Vehicle / Chemicals

All issues related the mechanical aspects of our service delivery. Any issue that could endanger the health and safety of any person or the environment must the reported in the HIGH RISK categories above.

7 Business / Admin

All issues related to the running of the business, including administrative procedures, security issues and so forth.

8 Customer Complaints

Client complaints (not just a normal service call) should be recorded and tracked. This category includes problem service calls and other complaints that can be handled at the Branch and/or Zone level before they escalate into a HIGH RISK Category

9 Ideas / Suggestions

All suggestions for improvement are to be raised and provided to the relevant person (which may include Area Managers, Zone Managers/Supervisors or Head Office).

10 Other

Other uses of the Request for Action include, but not limited to:

- Corrective actions arising from internal and external audits
- Corrective actions arising from the Vehicle Inspection process
- Corrective actions arising from the Equipment Inspection process
- Corrective actions arising from the Technician Performance Appraisals
- Tracking action items arising from meetings at all levels within the Amalgamated Pest Control Group
- Formally requesting that a certain action be performed
- And any other use where something is to be done by someone by some time.

Procedure - Request For Action

1.0 Requesting an Action / Reporting an Incident

For External Contractors

- The Incident/Request must be reported using the External Contractors Request For Action (RFA) web form found at:
<http://www.amalpest.com.au/commercial/contractors/>

For All APC Group Members

NOTE:

For detailed information on the operation of the Online RFA system see **H008-1 Request for Action System – User Guide**

- Any request for action must be made by submitting the details using the **Request for Action System** on the Amalgamated Pest Control Extranet site. All APC members have access to the RFA submission module located on the Members Login landing page.
- Members submitting an RFA online must be logged in to the APC Extranet using their own personal login – not that of another member.

2.0 Assignment of Responsibility - Investigation

- The Compliance Manager and WHS Manager shall be notified immediately whenever an RFA is raised in the APC Group.
- **Overall responsibility** for managing the investigation and subsequent corrective / preventative actions (**RFA Manager**) is as follows:
 - For all WHS related matters: The WHS Manager
 - For all other matters: The Compliance Manager
- For each regional area (Zone) the following persons are responsible for **managing the investigation** of each RFA in that region (Zone):
 - Zone Manager (Director)
 - Zone Supervisor
- For each branch territory the **Branch Manager** is responsible for tracking and participating in the investigation process.
- Upon receipt of the RFA, the **RFA Manager** or their delegate shall:
 - Classify the RFA appropriately.
 - Assign the Person Responsible for the next stage of the investigation. The person responsible shall be advised of this assignment.

3.0 Investigation Report

In all cases where an Investigation Report is required it should include:

- Name of Investigator
- Investigation Date
- Incident site details
- Summary of the incident
- APC Personnel involved (including their current licenses, insurances qualifications etc)
- Other persons involved
- Relevant documentation reviewed
- Records of interviews with APC Personnel, Property Owners, Occupants or other witnesses
- Other evidence gathered including photographs, video footage, samples for analysis, other paperwork etc.
- A summary of findings
- Recommendations for action

For WHS Classified Investigations the Report must include:

- The WHS Classifications as per the Definitions Section in this procedure (e.g. MTI, RWI, LTI, NLT, Commute, Vehicle)

4.0 Review of Investigation

- After the investigation process has concluded, the **RFA Manager** or their delegate will review the findings.
- Based on the Investigation Reports the RFA Manager or their delegate shall:
 - determine the corrective/preventative actions required
 - set deadlines as required

5.0 Assignment of Responsibility – Corrective / Preventative Action

- The RFA Manager shall
 - assign specific individuals to the determined corrective/preventative actions (the **Person Responsible**)
 - notify the **Person Responsible** appropriately
- These assignments shall be recorded in the RFA system.

6.0 Tracking RFA Progress

- All corrective/preventative action requests (RFAs) shall have an assigned deadline and reminder frequency
- If the current **Person Responsible** does not take action by the given deadline, the matter is escalated to their immediate manager and the **RFA Manager**.
- For each regional area the **Zone Manager** (Director) is responsible for keeping all outstanding corrective/preventative actions on track in their region.

7.0 RFA Review – Root Cause Analysis

- **Applicable RFAs:**
A Root Cause Analysis should be conducted for all RFAs that arise as a result of
 - an Incident
 - a Near Miss
 - any corrective action
- **Methodology:**
The **5 Whys methodology** should be used for the Root Cause Analysis. This involves asking a series of “Why” questions to drill down to the real cause of the problem.
- The Root Cause must be documented on the RFA system.
- If the analysis reveals an opportunity for preventative action to take place, a **new RFA for the preventative action** shall be raised in the RFA system and processed according to this procedure.
- The Root Cause information shall be reviewed by APC Senior Management on a periodic basis to establish trends and determine if further corrective action

8.0 Close out the Request.

- The RFA can be closed out after:
 - The matter has been resolved (with no further action expected to happen); and
 - The Root Cause Analysis has been conducted and outcomes recorded; and
 - Any resulting preventative actions have been raised as a new RFA

9.0 Management Review

- Management Reviews of RFA system information should be conducted quarterly to evaluate any trends on incidents and near miss information contained in the RFA system.
- The outcomes from management review may see the need for:
 - APC System changes
 - Further preventative actions

End of Procedure