



Department:  
Community Safety & Transport Management  
**North West Provincial Government**  
**REPUBLIC OF SOUTH AFRICA**

# **SAFETY, HEALTH, ENVIRONMENT, RISK & QUALITY MANAGEMENT POLICY**

**NORTHWEST PROVINCE:**  
**DEPARTMENT OF COMMUNITY SAFETY AND TRANSPORT MANAGEMENT**  
**HUMAN RESOURCES POLICY**

**POLICY NO.** : **HR 2016/005**  
**NAME OF POLICY** : **SAFETY, HEALTH, ENVIRONMENT RISK AND QUALITY MANAGEMENT POLICY**  
**EFFECTIVE ON** : **JUNE 2016**  
**DATE OF REVIEW** : **MAY 2019**

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## **PREAMBLE**

The North West Department of Community Safety and Transport Management recognizes that there is a need to create and maintain a healthy and safe work environment for its employees and clients coming into the office buildings to access services and to assess and control risks through the enforcement of the Occupational Health and Safety Act No. 85 of 1993 and other related legislations. Every effort will be made to involve all managers, supervisors and employees in the development and implementation of health and safety procedures and to comply with Occupational Health and Safety legislation.

## **1. PURPOSE AND OBJECTIVES**

**The purpose of this policy is to ensure:**

- (a) That the department has a healthy and safe environment that is safe for both employees and its clients.
- (b) That the department improves occupational health and safety by controlling health hazards in the workplace.
- (c) That the department manages risks and eliminates illness, disease and accidents.
- (d) That the department can identify and manage risks and improve the quality of services.

## **2. SCOPE OF APPLICATION**

The policy shall apply to all employees within the Northwest Department of Community Safety and Transport Management.

## **3. LEGISLATIVE FRAMEWORK**

- 3.1 The Constitution of the Republic of South Africa (Act No. 108 of 1996).
- 3.2 Public Service Act (Act No. 103 of 1994 as amended).
- 3.3 Public Service Regulations 2001(as amended in 2006).
- 3.4 Occupational Health and Safety Act (Act No.85 of 1993).
- 3.5 Compensation of Occupational Injuries and Diseases Act (Act No. 130 of 1993).
- 3.6 Basic Conditions of Employment Act (Act No. 75 of 1997)
- 3.7 Labour Relations Act (Act No. 66 of 1996).
- 3.8. Employee Health and Wellness Strategic Framework for the Public Service, November 2008.
- 3.9 National Health Care Act (Act No. 61 of 2003).
- 3.10 WHO Global Strategy on Occupational Health for All.
- 3.11 Promotion of Access to Information Act (Act No. 2 of 2000).
- 3.12 Government Immovable Asset Management Act 2007.

## **4. ABBREVIATIONS**

- 4.1 HOD;** means "Head of Department;"
- 4.2 OHSA;** "means Occupational Health and Safety Act;"
- 4.3 SHERQ;** "means Safety, Health, Environment, Risk and Quality Management;"
- 4.4 OHS;** "means Occupational Health and Safety;"

## 5. DEFINITIONS

- 5.1 Department;** "means the Department of Community Safety and Transport Management;"
- 5.2 Healthy;** "means free from illness or injury attributable to occupational causes (exposure);"
- 5.3 Employee;** "means subject to the provision of subsection (2) of the OHSA, any person who is employed by or works for an employer and who receives or is entitled to receive any remuneration or who works under the direction or supervision of the employer or any person;"
- 5.4 Employer;** "means, subject to the provisions of subsection (2) of the OHSA , any person who employs or provides work for any person and remunerates that person or expressly or tacitly undertakes to remunerates him;"
- 5.5 Official;** "means any person in the employ(permanently or temporarily, full time or part time);"
- 5.6 Information Officer;** "means refers to Head of the Department;"
- 5.7 Hazard;** "means a source of or exposure to danger;"
- 5.8 Risk;** "means anything that can cause fatality or death;"
- 5.9 Health and Safety Committee;** "means a committee established under section (19) of the OHSA;"
- 5.10 SHERQ Management Committee;** "means a Committee that initiates, develops, promotes, maintains and reviews measures to ensure the health and safety of employees in the Department. The employer shall in respect of each workplace where two or more health and safety representatives have been designated, establish one or more health and safety committees and they must be established as per section 19 of the Occupational Health and Safety Act No. 85 of 1993;"
- 5.11 Record;** "means any recorded information:
- a. Regardless of form or medium.
  - b. In the possession or under the control of the Department; and
  - c. Whether or not it was created by the Department.
- 5.12 Occupational Hygiene;** "means the discipline that anticipates, recognizes, evaluates and controls health hazards in the working environment with the objective of protecting worker health and well-being and safeguarding the employees and its clients;"

## 6. PRINCIPLES

### 6.1 The SHERQ Management policy framework is underpinned by the following principles.

- 6.1.1 Focus on all levels of employment.
- 6.1.2 Respond to the needs of designated groups such as women, youth, older persons, people with disabilities and people living with HIV and AIDS.
- 6.1.3 Healthy integration and embracing change.

6.1.4 Human dignity, autonomy, development and empowerment.

## **7. POLICY MEASURES**

The policy must be implemented in line with 3(three) major objectives: Health and Safety, Environmental Management and Quality and Risk Management.

### **7.1 HEALTH AND SAFETY**

The significance of this objective is to ensure a healthy and safe work environment.

#### **7.1.1 The following activities must be undertaken:**

- a. Provide and manage adequate and clean facilities.
- b. Identify and manage hazardous risks related to health and safety.
- c. Ensure employee participation in and responsibility for the safety, health and environment systems, and
- d. Establish a participative Forum to discuss and action health and safety matters.

### **7.2 ENVIRONMENTAL MANAGEMENT**

This objective is required to monitor the effectiveness of risk control measures and trigger corrective actions when required. The following activities must be undertaken:

- a. Align all designs and special facilities with the Department's image and culture.
- b. Compile a maintenance schedule for buildings, floors and structures in terms of Government Immovable Asset Management Act 2007.
- c. Provide sufficient lighting levels and visibility under all operating circumstances, and
- d. Provide adequate ventilation systems as determined by risk assessments.

### **7.3 QUALITY AND RISK MANAGEMENT**

This objective is required to identify and assess risks through a dynamic, formal, structured and holistic process to facilitate effective risk reduction plans and actions. The following activities must be undertaken:

- a. Identify and assess effective risk reduction plans and action.
- b. Establish workplace preparedness plans.
- c. Develop an emergency/evacuation plan for each office.
- d. Comply with International Organization for Standardization (ISO) to ensure a good Quality Management System (QMS), and
- e. Comply with Occupational Health Standards and Systems (OHSAS) to ensure the required environmental issues.

## **8. POLICY STATEMENT**

The Department is committed to provide measures and procedures through which a healthy, safe and supportive work environment can be created and maintained within the Department.

## **9. STATUTORY AUTHORIZATION**

- (a) The Constitution of the Republic of South Africa 1996 requires that everyone has the right to a safe environment.
- (b) The Public Service Regulations 2001, as amended in 2006, requires the Head of the Department to establish and maintain a safe and healthy work environment for employees of the department.
- (c) The Occupational Health and Safety Act, 1993 requires the employer, employees and their clients to take responsible care and maintain a working environment that is healthy, safe and free from hazards and risks.
- (d) The Occupational Health and Safety Act, 1993 requires the Head of the department to put measures in place/develop systems that will continuously maintain and reduce occupational health and safety hazards in the workplace.
- (e) The Basic Conditions of Employment Act prohibits employers from requiring or permitting a pregnant employee or an employee who is breast-feeding to perform work that is hazardous to the health of the employee or her child.
- (f) The Integrated Employee Health and Wellness Strategic Framework 1998 encourage implementation of the SHERQ system.

## **10. POLICY PROVISIONS, ROLES AND RESPONSIBILITIES**

### **10.1 ORGANISATIONAL ARRANGEMENTS**

10.1.1 To comply with the Occupational Health and Safety Act 1993, the Head of Department shall be accountable for the maintenance of the health and safety within the Department who may further delegate the responsibility to any person under his or her control.

#### **10.1.2 The employer, represented by Head of Department, has a duty in terms of the Act to provide amongst others, the following:**

- i. Information on safety rules.
- ii. Clear instructions on the importance of safety in the workplace.
- iii. Training.
- iv. Supervision.
- v. Ensuring compliance with the Act.

10.1.3 The Head of the Department or Delegate shall set up information and control systems so that the health and safety performance can be monitored and corrective action taken.

10.1.4 Immediate supervisors are in control of employees and shall keep a constant watch to reveal potentially unsafe practices or conditions.



## **11. ROLE PLAYERS FOR SAFETY, HEALTH, ENVIRONMENT AND QUALITY MANAGEMENT**

### **11.1 RESPONSIBILITIES OF EMPLOYER**

11.1.1 The Head of Department shall provide and maintain, as far as reasonably practicable, a working environment that is safe and without risk to the health of his/her employees.

**11.1.2 For the attainment of the responsibility in sub-section 11.1.1 above, the Head of Department, has a duty to provide, amongst others, the following:**

- a. To provide and maintain systems of work that are safe and without risks to health.
  - b. To clear instructions on the importance of safety in the workplace.
  - c. To take necessary steps to eliminate any hazard or potential hazard to the safety or health of employees before resorting to personal protective equipment.
  - d. To set up information and control systems so that the health and safety performance can be monitored and corrective action taken, and also to provide supervisors with requisite help, guidance and training.
  - e. To ensure that the requirements in terms of the Occupational Health and Safety Act are complied with by every person in his/her employment or on premises under the control where plant and machinery is used.
- 11.1.3 Appoint a designated Senior Manager to champion SHERQ Programmes in the workplace.
- 11.1.4 Establish an appropriate structure for management of SHERQ.

### **11.2 RESPONSIBILITIES OF THE SENIOR MANAGER RESPONSIBLE FOR SHERQ MANAGEMENT**

- 11.2.1 Develop capacity building programmes to promote competency development of practitioners.
- 11.2.2 Assist with SHERQ promotion at management level and mobilize management and stakeholder support.
- 11.2.3 Ensure financial planning and budgeting.
- 11.2.4 Establish a SHERQ Management Committee and consult with the committee with a view to initiating, developing, promoting, maintaining and reviewing measures to ensure the health and safety of employees at work.
- 11.2.5 Develop and implement a system for monitoring, evaluation and impact analysis.
- 11.2.6 Ensure commitment to continual improvement of the SHERQ system.

### **11.3 RESPONSIBILITIES ALL MANAGERS AND SUPERVISORS**

- 11.3.1 Coordinate the implementation of SHERQ projects and interventions.





- 11.3.2 Plan, monitor and manage SHERQ according to strategies, policies and budgetary guidelines.
- 11.3.3 Make provision for counseling to individual employees and to their immediate family members.
- 11.3.4 Identify personal development needs for individual employees.
- 11.3.5 Analyze and evaluate data and communicate information, statistics and results to various stakeholders and management.
- 11.3.6 Promote work-life balance for employees.

#### **11.4 RESPONSIBILITIES OF THE SHERQ MANAGEMENT COMMITTEE**

- 11.4.1 SHERQ Management Committee shall ensure that meetings are held at least once per quarter.
- 11.4.2 Make recommendations to the designated Senior Manager or, where the recommendations fail to resolve the matter, to an Inspector regarding any matter affecting the health or safety of persons at the workplace or any section thereof for which such committee has been established.
- 11.4.3 Discuss any incident at the workplace or section thereof in which or in consequence of which any person was injured, became ill or died and may in writing report on the on the incident to an inspector.
- 11.4.4 Ensure adherence to standards as set by legislations, regulations and the Department of Labour.
- 11.4.5 Involve organized labour in all circumstances that involve health and safety of employees.

#### **11.5 HEALTH AND SAFETY REPRESENTATIVES**

- 11.5.1 In terms of the Occupational Health and Safety Act of 1993, a representative shall be designated for every workplace consisting of twenty (20) or more workers. In the case of offices, there shall be at least one (1) Health and Safety representative for every hundred (100) employees. The Head of Department or Delegate shall designate in writing for 3 (three) years, Health and Safety Representatives for the Department of Community Safety and Transport Management after consultation with employees of the department.

##### **11.5.2 Health and Safety Representatives are expected to perform the following functions as set out in Section 18 of the Occupational Health and Safety Act.**

- a. Review the effectiveness of health and safety measures.
- b. Identify potential hazards and major incidents at the workplace.
- c. In collaboration with the designated Senior Manager, examine the causes of incidents at the workplace; investigate complaints by any employee relating to the employee's health and safety at work.
- d. Make representations to the designated senior manager on general matters affecting the health or safety of employees at the workplace.



- e. Inspect the workplace, including any article, substance, plant, machinery or health and safety equipment at the workplace with a view to improve the health and safety of employees, at such intervals as may be agreed upon with the Head of the Department.
- f. Participate in consultations with inspectors at the workplace and accompany inspectors on inspections at the workplace.
- g. In their capacity as health and safety representatives, must attend meetings of the SHERQ Management committee of which they are members in connection with any of the above functions.
- h. Act as focal point for the distribution of evidence-based and generic health and wellness information at the workplace.
- i. Take initiatives to implement awareness activities or communicate health and wellness information at the workplace.
- j. Act as a referral agent of employees to relevant internal or external health support programmes.
- k. Be involved with the identification of health risks at the workplace.
- l. Initiate and arrange staff training with regard to employee health and wellness.
- m. Ensure adherence to standards as set by legislations and the Department of Labour.
- n. Submit monthly reports of activities to SHERQ Management Committee.

## **11.6. EMERGENCY PREPAREDNESS TEAM**

- 11.6.1 Emergency preparedness team shall consist of First Aiders, Fire Marshalls and Evacuation team.
- 11.6.2 Evacuation team shall consist of Emergency Controller, Deputy Emergency Controller, Security Leader, Fire Team Leader, First Aid Leader and Evacuation Leader.

## **11.7 EMERGENCY PREPAREDNESS TEAM RESPONSIBILITIES**

- a. Control to ensure that all people are evacuated from the danger zone in case of emergency.
- b. Stay alert and monitor all aspects of the emergency plan.
- c. Ensure that the exact location of the unknown object is reported to the emergency controller.
- d. Ensure that first aid kits are taken to their posts.
- e. Ensure that the fire extinguishing agents like Hose reel and fire extinguishers are in a functional state.
- f. Ensure swift evacuation from any part of the building is possible.
- g. Have a list of contact numbers where families can be contacted.



## **11.8 EMPLOYEE'S RESPONSIBILITIES**

In terms of Section 14 of the Occupational Health and Safety Act of 1993, a duty is placed on employees whilst they are at work to reasonably care for their safety and health. It is therefore the duty of every employee to:

- i. Take reasonable care for their health and safety as well as that of other persons who may be affected by their actions, omissions or negligence.
- ii. Carry out any lawful instruction which the employer or authorized person prescribes with regard to health and safety.
- iii. Wear the prescribed safety clothing or use the prescribed safety equipment where it is required.
- iv. Report as soon as possible any unsafe or unhealthy situation which comes to their attention, to the Head of Department or to the health and safety representative for their workplace or section thereof.
- v. If involved in any incident which may affect their health or which has caused an injury to them, report such incident to their Head of the Department or to their health and safety representative as soon as possible.
- vi. Comply with standards as set by legislations, regulations and the Department of Labour.

## **11.9 ORGANISED LABOUR REPRESENTATIVES RESPONSIBILITIES**

- i. Represent employees in the workplace in issues pertaining to health and safety.
- ii. Ensure that the employer fulfills the mandates of Occupational Health and Safety Act and Regulations to optimize health and safety in the workplace.
- iii. Attend SHERQ Committee meetings.
- iv. Make representations to the employer on agreed issues affecting the health and safety of employees at the workplace.

## **12. HEALTH AND PROCEDURAL ARRANGEMENTS**

The Head of the Department or Delegate shall make provision within the Departmental policies for health and safety procedural arrangements, which shall include amongst others the following:

- i. Procedures for reporting accidents, illness and health and safety hazards.
- ii. Arrangements for monitoring and maintaining high standards of hygiene as regards potentially harmful substance.
- iii. Arrangements for training employees in safe working methods and in health and safety matters.
- iv. The maintenance of equipment and the provision of proper inspection and testing arrangements.
- v. General rules on safe working habits.
- vi. The provision of personal protective equipment and rules for its use.



- iv. The maintenance of equipment and the provision of proper inspection and testing arrangements.
- v. General rules on safe working habits.
- vi. The provision of personal protective equipment and rules for its use.
- vii. Good housekeeping requirements covering storage facilities and adequate space for machinery and plant.

### **13. EMPLOYER'S HEALTH AND SAFETY PROGRAMMES**

Occupational Health and Safety Programmes are aimed at protecting employees against hazards to health and safety. Possible causes of accidents must be identified and communicated to employees as well as introducing methods with which such hazards enrolled or eliminated.

#### **13.1 GUIDANCE (SAFE PLACE TO WORK)**

- a. Safety devices, such as fire extinguishers, shall be installed where required, and shall be maintained and tested on a regular basis.
- b. Buildings, structures, roads, paths should be maintained and kept in good conditions free of any defect likely to present hazards.
- c. Electrical plant and equipment should be tested for safety at regular intervals.
- d. Managers and or employees should order the equipment that will best minimize the accident rates or use equipment that minimize operator's fatigue, boredom and day-dreaming.
- e. Employees should be provided with protective clothing/equipment such as gloves, safety glasses or noise mufflers relevant to their environment.
- f. Employees should be induced to think safety, "that is, easily recognizable signs that proclaim safety slogans or even place articles regarding accident prevention in organizational news letters or bulletins.
- g. First Aid boxes must be provided and maintained for minor injuries or sickness. The contents thereof must meet the minimum requirements as prescribed in relevant acts and regulations from time to time.

### **14. MONITORING, EVALUATION AND REVIEW**

The Department's Human Resources Sub-Directorate and SHERQ division are responsible for communicating the provisions of this document within the department. All managers and supervisors are responsible for the implementation thereof.

### **15. POLICY AMMENDMENT**

This policy shall be amended as and when a need arises to ensure that it is aligned to prevailing legislation and market conditions.



**16. RELATED POLICIES**

Effective implementation of this policy requires that it be read together with other relevant Departmental policies.

**17. COMMENCEMENT OF THE POLICY**

This is a newly developed policy and it shall be implemented by the Department with effect from the date of approval and signature by the acting HOD.

**APPROVED**



**OAGENG MOSIANE (MR)  
ACTING HEAD OF DEPARTMENT**

SIGNED THIS DAY.....09.....OF.....JUNE.....2016.