

# Health and Safety Policy

Function: Health and Safety

Business Activity: Governance

Approved on: 20 November 2025

Version No: 2.10

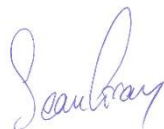
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Peke Waihanga Health & Safety Policy version 2.10 was endorsed by the Peke Waihanga Board at the meeting held on 15 October 2025.

CEO Signature:



Date: 20 November 2025

## 1. Purpose

- 1.1 Peke Waihanga provides a nationwide service including the provision, fitting and maintenance of prosthetics and orthotics and where manufacture, rehabilitation and coordination of care services are integrated. These services are provided through seven city-based Centres that also run Regional Clinics in other areas of the country.
- 1.2 The purpose of this policy is to ensure that Peke Waihanga's internal control and governance processes support the provision of a safe and healthy working environment and meet compliance obligations.

## 2. Scope

- 2.1 This policy applies to Peke Waihanga Board, management, staff, volunteers and all activities.

## 3. Health and Safety Statement

- 3.1 Peke Waihanga is committed to providing and maintaining a safe and healthy workplace for all staff, and to providing the support, information, training and supervision needed to achieve this.
- 3.2 Peke Waihanga complies with the Health and Safety at Work Act (2015) and all relevant health and safety legislation, standards and codes of practice and will ensure that all incidents are investigated and that they are accurately reported and recorded.
- 3.3 Peke Waihanga takes responsibility for health and safety procedures, however, employees need to be aware of their responsibilities and comply with this Health and Safety policy.
- 3.4 Peke Waihanga understands the Health and Safety at Work Act (2015) requires that they must take all 'reasonably practicable' steps to ensure the safety of their employees while they are at work. This includes any place where they will carry out work for Peke Waihanga.
- 3.5 Peke Waihanga is continuously reviewing its health and safety systems to further improve health and safety in the workplace and employee consultation and participation in this process is supported and encouraged.
- 3.6 Peke Waihanga endorses the Safety II/Safety Differently approach and recognises that:
  - Safety is not defined by the absence of accidents, but the presence of positives, such as people's capacities and competencies that make things go right. Hence, safety is present when as many things as possible go right.
  - Workers aren't the problem; workers are the problem-solvers.
  - Workers aren't constrained in creating safety, workers are asked what they need to do to work safely, reliably and productively.
  - Safety doesn't prevent bad things from happening. Safety ensures good things happen, while workers do work in complex and adaptable work environments.

## 4. Specific Responsibilities

### Responsibilities of Peke Waihanga

4.1 Peke Waihanga promotes and maintains a healthy and safe place to work to protect its employees, patients, volunteers, visitors, contractors and members of the public from injury and its property from accidental damage. To achieve this, Peke Waihanga will:

- Ensure all employees, visitors and contractors are inducted on site.
- Ensure Regional Managers, Team Leaders and National Office Managers are competent and accountable in health and safety and demonstrate a highly visible level of commitment.
- Provide a healthy and safe environment for both patients and employees.
- Provide Personal Protective Equipment to further protect from hazards (e.g. infection, hazardous substances and injury) with clear guidelines on when and how to use them.
- Maintain an information system to ensure employees are informed about and understand the risks from hazards they work with.
- Ensure machinery and equipment in the workplace is designed, made, set up, and maintained to be safe for employees and that neither they nor contractors are exposed to hazards during their work.
- Maintain an accident register and ensure all accidents and incidents are recorded.
- Maintain an accident and incident investigation system whereby all accidents and incidents are investigated, and any corrective actions taken. Employees are notified of the results of these investigations and the actions taken.
- Carry out regular workplace inspections to ensure the controls for specific hazards are in place and working.
- Provide adequate training, supervision and support for all staff.
- Implement emergency procedures in conjunction with local emergency services where necessary.
- Provide a workplace environment where employees are encouraged to discuss, notify and actively engage
- Provide all practical support to injured employees to facilitate their safe and early return to work.

### Responsibilities of Employees

4.2 The Health and Safety at Work Act (2015) gives specific responsibilities for employees' safety and health while at work. These responsibilities are reflected in this policy as such each employee needs to comply with the requirements of this policy to ensure they play their part in maintaining a safe and healthy workplace. This means while at work, the employees must:

- Take reasonable care for their own health and safety
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons

- Comply, as far as the employee is reasonably able to, with any reasonable instruction that is given by Peke Waihanga to allow Peke Waihanga to comply with the Health and Safety at Work Act (2015) or regulations i.e. follow correct procedures (including when using machinery and equipment).
- Co-operate with any reasonable policy or procedure of Peke Waihanga relating to health or safety at the workplace that has been notified by employees
- Be actively involved in the implementation of the workplace health and safety system.
- Wear protective clothing and equipment as and when required.
- Report all work related injuries and incidents promptly, accurately and within 24 hours.
- Report any pain or discomfort as soon as possible.
- Help new employees, trainees and visitors to the workplace understand the right safety procedures and why they exist.
- Inform management immediately of any health and safety concerns.
- Keep the workplace tidy to minimise the risk of any trips and falls.

## **Responsibilities of Volunteers**

### 4.3 Volunteers:

- Take reasonable care for their own and others' health and safety who might be affected by their acts or omissions.
- Comply with procedures and instructions given for their own and others' health and safety.
- Use health and safety devices and personal protective equipment correctly.
- Report any incidents or hazards that the employee is aware of.
- Take part in health and safety training.

## **Responsibilities of Health and Safety Representatives**

### 4.4 Employee Health and Safety Representatives:

- Engage, encourage and support employee participation in health and safety.
- Take part in health and safety committee meetings as the representative of their Centre.
- Take part in workplace inspections and accident investigations as required.
- Assist with communication regarding health and safety across the workplace.
- Assist Peke Waihanga by reviewing and improving health and safety policies and procedures.
- Assist in finding practical solutions to any health and safety issues that arise in Peke Waihanga.

#### 4.5 Peer Support Volunteer Health and Safety Representatives:

- Engage, encourage and support volunteer participation in health and safety.
- Take part in health and safety meetings as the representative of the Peer Support Volunteers.
- Take part in accident investigations as required.
- Assist with communication regarding health and safety with the volunteers.
- Assist Peke Waihanga by reviewing and improving Peer Support health and safety policies and procedures.
- Assist in finding practical solutions to any health and safety issues that arise with respect to volunteers.

### **Responsibilities of Regional Managers/Team Leaders**

#### 4.6 Regional manager and Team Leaders:

- Demonstrate leadership in health and safety and promote health and safety across the organisation's business.
- Ensure hazards and risks within the business are identified and managed.
- Ensure accurate reporting and recording of workplace incidents.
- Investigate any reported incidents to identify areas for improvement.
- Ensure staff receive training in the tasks they are required to undertake.
- Take part in health and safety meetings.
- Ensure that employee safety representatives have the time and resources to enable them to carry out their role.
- Support safe and early return to work for employees who are unable to perform their normal duties due to injury or illness.
- Ensure emergency, contractor management and visitor policies and procedures are followed in the business.

### **Responsibilities of Chief Executive**

#### 4.7 The Chief Executive:

- Provides leadership in health and safety and actively promotes a health and safety culture within the business.
- Monitors Peke Waihanga's health and safety risks across the business and ensures that these are being effectively managed.
- Ensures that adequate resources exist to deliver the health and safety management plan.
- Sets and monitors health and safety related key performance indicators for managers in the business.
- Maintains current knowledge of health and safety and industry requirements.

## Responsibilities of Board

### 4.8 The Board:

- Provides direction and oversight of health and safety management within Peke Waihanga.
- Monitors Peke Waihanga's health and safety performance.
- Ensures appropriate resources are available to provide a safe workplace.

## 5. Health and Safety Arrangements

### Accident and incident reporting

- 5.1 Peke Waihanga encourages a reporting culture where all workers participate in reporting accidents/incidents.
- 5.2 Every accident/incident that harms or could have harmed a person (i.e. near miss) must be reported into the accident/incident report system. Refer to [Accident Reporting and Investigation Procedure](#).

### Accident and incident investigations

- 5.3 Accurate records of all incidents are kept, and investigations identify incident causes with accountability for corrective and preventative actions. Refer to [Accident Reporting and Investigation Procedure](#).
- 5.4 Notifiable events must be reported to [WorkSafe](#).

### Business Continuity Plan

- 5.5 A Business Continuity Plan is provided which enables Peke Waihanga to respond to and recover from any unplanned business disruption. Refer to Business Continuity Plan.

### Child protection

- 5.6 Employees are expected to share the organisation's commitment to support and protect children and to report situations where they have concerns that a child is being, or is suspected of being, abused or neglected. Refer to [Child Protection Policy](#).

### Contractors

- 5.7 Contractors who work in Peke Waihanga centres are inducted. Refer to [Contractor Safety Management](#).
- 5.8 Wherever possible Peke Waihanga uses preferred contractors who have demonstrated safe work systems. For new contractors, Peke Waihanga includes health and safety as one of the criteria when selecting contractors.
- 5.9 Information is exchanged with contractors regarding hazards at Peke Waihanga and hazards the contractor may introduce (contractor safe work analysis).

## Electrical

- 5.10 All plugged in equipment and machinery is electrically tested and tagged every 12 months.

## Emergency procedures

- 5.11 Emergency procedures and a detailed Emergency Response Plan is made for each centre and National Office. Refer to [Emergency Response Procedure](#).
- 5.12 Emergency scenarios are tested in each centre each quarter.

## Employee engagement

- 5.13 Peke Waihanga collaborates and consults with employees on health and safety matters, and actively encourages participation in health and safety with a focus on continuous improvement and empowerment.
- 5.14 Two-way communication with employees regarding health and safety updates, changes and potential risks is encouraged and facilitated.
- 5.15 Peke Waihanga recognises and celebrates effective health and safety risk management in performance plans.

## Eye conservation

- 5.16 An employee who wears prescription glasses at work and is occasionally engaged on work in eye danger areas shall be supplied by Peke Waihanga, for the time engaged on such work, especially hardened neutral clip-on safety glasses to be worn over their normal glasses.
- 5.17 An employee who wears prescription glasses at work and is required to work constantly (or for most of the time) in eye danger areas will be fitted by an optometrist with a pair of especially hardened optically correct lenses fitted in a safety frame. A sum of up to \$450.00+ GST will be paid by Peke Waihanga. These glasses will become the property of the employee who shall be responsible for their safety. If new lenses are required to be supplied because of a change in prescription, Peke Waihanga will pay for the new lenses to be fitted into the existing safety frame. If the safety frame is damaged, Peke Waihanga will pay for a new safety frame.
- 5.18 Employees who are engaged on Visual Display Unit (VDU) duties for at least 50% of their normal working time and have been employed by Peke Waihanga for a minimum of 6 months shall be entitled to:
- a) An eye test at the Peke Waihanga' expense. If the test discloses that prescription glasses are required for the normal viewing distance of a VDU, or that an eyesight problem has been created or worsened by VDU work, then:
  - b) The cost of glasses up to the value of \$450.00 will be paid by Peke Waihanga. Such glasses shall become the property of the employee who shall be responsible for their care. If new lenses are required to be supplied because of change in prescription, Peke Waihanga will pay for the new lenses to be fitted into the existing frame. If the frame is damaged, Peke Waihanga will pay for a new frame.

- 5.19 Any person seeking payment by Peke Waihanga for an eye test or prescription lenses will seek prior approval by lodging an application with National Office through their manager. Refer to [Eye test and glasses application for payment form](#).
- 5.20 The application for prescription lenses must include an:
- a) Optometrist's certificate as to the need for the prescription and its relationship to work. Payment will be considered in light of the nature of the evidence provided by the optometrist, the period that has elapsed since the last payment (i.e. at least 24 months elapsed since the last payment), and any other relevant issues.
  - b) Invoices must be made out by the supplier to Peke Waihanga. Invoices made out to the employee will not be reimbursed by Peke Waihanga.

## Fire

- 5.21 All centres and National Office have trained fire wardens. Refer to [Emergency Response Procedure](#).
- 5.22 Fire extinguishers are tested every 12 months by an external contractor.
- 5.23 Trial evacuations are conducted every six months.

## Health and Safety Committee

- 5.24 The Peke Waihanga Health and Safety Committee:
- Sets health and safety objectives at the Health and Safety Committee AGM based on a risk-based approach that prioritises controls for significant hazards.
  - Oversees health and safety management and performance across all Peke Waihanga sites.
  - Continuously improves the Peke Waihanga safety management system.
  - Provides feedback on health and safety policies and procedures.
  - Monitors health and safety legislation, codes of practice and good practice guides to identify health and safety requirements relevant to Peke Waihanga.
  - Provides advice to Peke Waihanga in relation to health and safety matters, including new/modified equipment and processes.

Refer also to [The role of the Health and Safety Representatives and the Health and Safety Committee](#).

## Health and safety induction

- 5.25 Personnel are made aware of the Peke Waihanga health and safety standards, and they are fully inducted on procedures. Refer to [Induction and Health and Safety Training Procedures](#).
- 5.26 Board directors are inducted to understand the officers due diligence requirements outlined in the Health and Safety at Work Act (2015), the size and scope of Peke Waihanga operations and the hazards and risks created by the operations. The directors must also know what the health and safety critical risks and controls are in place to manage the critical risks. Refer to [Director Health and Safety Induction Checklist](#).

## Health and safety performance

5.27 Peke Waihanga's health and safety performance is monitored and reviewed by:

- Quarterly health and safety reports to the Board from National Office on health and safety performance (as per [Planning, Reviewing and Monitoring Health & Safety](#))
- The annual Peke Waihanga report including serious incidents, accidents/incidents, H&S centre inspections and H&S committee meetings.
- Quarterly H&S Committee meetings and AGM where the health and safety management system is reviewed.
- Independent health and safety review e.g. Safe+ on-site assessment.

Refer also to [The role of the Health and Safety Representatives and the Health and Safety Committee](#).

## Hazard identification and management

5.28 There is a reporting culture where all workers participate in identifying and reporting new hazards. Refer to [Method of Hazard Identification Poster](#) and [Hazard and Risk Management Procedure](#).

5.29 Workplace inspections are regularly conducted at a frequency appropriate for the risk. Refer to [Health and Safety Hazard and Risk Management Procedure](#).

5.30 Risk assessments are conducted for health and safety critical risks, general items e.g. change in business practice and machinery. Refer to [Hazard and Risk Management Procedure](#).

## Health monitoring

5.31 Peke Waihanga requires health monitoring including audiometry (hearing tests), spirometry (lung function tests) and skin checks for dermatitis for certain roles.

5.32 The organisation needs to monitor baseline and any new and ongoing personal health issues in relation to exposure to job related health hazards. Monitoring is to be conducted at the beginning of employment, annually, post critical event, accident, or incident (as required) and at the end of employment.

5.33 Health monitoring may confirm that current hazard identification and control measures are effective or prompt review and remedial action if any issues are detected.

5.34 Peke Waihanga pays for health monitoring costs for staff who require health monitoring. Voluntary health monitoring for staff members may also be offered and paid for by Peke Waihanga at its discretion. Refer to [Health Monitoring Procedure](#).

## Hazardous substances

5.35 The use and storage of hazardous substances is managed as per [Hazardous Substances and Exposure Procedure](#).

5.36 A Hazardous Substances and New Organisms (HSNO) register is maintained in each centre. [Emergency Response Procedure](#).

- 5.37 Material Safety Data Sheets (MSDS) for each hazardous substance are readily available to all employees.
- 5.38 Spill kits and guidelines for use are provided.
- 5.39 Peke Waihanga uses Local Exhaust Ventilation (LEV) systems in each centre to reduce the air contamination hazard associated with manufacturing. Refer to [Local Exhaust Ventilation \(LEV\) Procedure](#).
- 5.40 Peke Waihanga undertakes exposure monitoring to measure and evaluate workers exposures whilst carrying out their work activities. Refer to [Hazardous Substances and Exposure Procedure](#).

## Infection prevention and control

- 5.41 Peke Waihanga provides processes to identify the risk of infection and reduce its spread by:
- Regular and incidental cleaning regimes of facilities and the provision of suitable cleaning and disinfectant agents
  - Free vaccinations to employees
  - Guidelines on good hand hygiene
  - Provision and guidelines for blood spill kits
  - Waste disposal guidelines including for infectious waste as per Standard NZS 4304:2002: Management of Healthcare Waste
  - Requirement for employees to stay home when unwell
  - Requirement for employees and temporary staff to inform their manager if they have an infectious disease or are more likely than other employees to contract an infection (e.g. receiving immunosuppressant treatment)
  - Annual infection prevention and control training for all employees
  - Refer also to [Infection Control Plan](#) and [Vaccination Policy](#)

## Machinery

- 5.42 All employees that use machinery as part of their role undergo Safe Use of Machinery Training-Induction for each type of machine and Lockout/Tagout training. Refer to [Safe Use of Machinery Training Checklist - Template](#) and [Lockout/Tagout Procedure](#).
- 5.43 Safety Operating Procedure (SOP) posters are displayed next to each machine, highlighting PPE, key dangers, items to check before starting and steps to take when using the machine.
- 5.44 Machinery is assessed for health and safety risks prior to purchase and once installed. Risk assessments are reviewed every two years or at an appropriate interval as determined by the individual machinery risk assessment.

## Manual Handling

- 5.45 Peke Waihanga provides training for all employees on manual handling to enable them to work safely and reduce the potential for exposure to workplace hazards. Training is reviewed periodically as per the procedure. Refer to [Manual Handling Procedure](#).

## Medical

- 5.46 All centres and National Office have trained first-aiders and first aid supplies, including an AED. Refer to [Emergency Response Procedure](#).

## Personal Protective Equipment

- 5.47 Peke Waihanga provides PPE to all employees who require it for their role and instruct them in its use, limitations and maintenance.
- 5.48 All employees must wear or use the appropriate PPE provided, dependant on the nature of the task performed. Peke Waihanga takes the use of PPE very seriously and any instances of failing to wear or make proper use of safety equipment will be dealt with according to the Peke Waihanga Discipline and Misconduct Policy.
- 5.49 Peke Waihanga has a Respiratory Protection Programme to support employees who require respiratory protection for their role. Refer to [Personal Protective Equipment Procedure](#).

## Resources

- 5.50 Resources will be provided to support employees to achieve the health and safety objective outcomes required by the organisation and this policy.

## Security of visitors and public

- 5.51 Processes are in place to register patients and visitors on arrival at the centres and National Office.

## Staff home-based activities

- 5.52 Staff do not undertake high-risk activities at home for work purposes (for example, welding and 3D printing) for the following reasons:
- No Business Appetite: Peke Waihanga has no tolerance for the potential risks and liabilities associated with high-risk tasks being performed outside of a controlled environment.
  - Patient Safety: Working on items for patients requires stringent controls and oversight, which cannot be guaranteed in a home setting.
  - Health and Safety Requirements: Compliance with health and safety regulations is paramount. Ensuring a safe and healthy working environment at home is challenging and often unfeasible.
  - Quality Assurance: Maintaining high standards of quality is essential. The home environment lacks the necessary infrastructure and oversight to ensure consistent quality.
  - Equipment Maintenance: High-risk activities often require specialised equipment that needs regular maintenance and calibration, which is impractical to manage remotely.
  - Insurance Coverage: Insurance policies typically do not cover high-risk activities conducted outside of designated workspaces, leaving both the employee and the organisation vulnerable.
- 5.53 If welding is required, it should be outsourced. If a 3D printer is needed and affordable a business case should be prepared to purchase one. If it is expensive, the work should be outsourced.

## Stress, violence and mental health

- 5.54 Peke Waihangā will not tolerate verbal abuse, aggression or violence in the workplace by any employee, patient, support person, contractor or visitor. Any aggressive or violent behaviour must be immediately reported to the Regional Manager or Team Leader. Refer to [Managing Unacceptable Behaviour in the Workplace Policy](#).
- 5.55 Working practices and services that support employee health and wellbeing are encouraged and facilitated. This includes minimising wherever possible the detrimental impact of work-related stress and fatigue on all staff and their work; and to ensure that staff are appropriately supported in their workplace.
- 5.56 Peke Waihangā provides Employee Assistance Programme (EAP) free to all employees. Practical assistance is provided to employees when personal or work issues arise that may impact on their ability to do their job or affect their wellbeing. Refer to [Managing Unacceptable Behaviour in the Workplace Policy](#).
- 5.57 Flexible working arrangements are offered to help employees balance their work and family life. Refer to [Workplace Wellbeing Policy](#) and [Equal Employment Opportunities \(EEO\) Policy](#).

## Training

- 5.58 Peke Waihangā supports training programmes focused on improving safe and healthy work practices. Refer to [Induction and Health and Safety Training Procedures](#).

## Working alone

- 5.59 Procedures are in place to keep employees safe when they are working alone. Refer to [Working Alone in the Workplace Procedure](#).

## 6. Legal Compliance

- [Health and Safety at Work Act 2015](#)
- [Health and Safety at Work \(General Risk and Workplace Management\) Regulations 2016](#)
- [Health Information Privacy Code 2020](#)
- [Privacy Act 2020](#)
- [Public Records Act 2005](#)

## 7. Key Related Documents

- [Accident Reporting & Investigation Procedure](#)
- [Business Continuity Plan](#)
- [Child Protection Policy](#)
- [Contractor Safety Management Procedure](#)
- [Director Health and Safety Induction Checklist](#)

- [Emergency Response Procedure](#)
- [Equal Employment Opportunities \(EEO\) Policy](#)
- [Eye test and glasses application for payment form](#)
- [Hazard and Risk Management Procedure](#)
- [Hazardous Substances and Exposures Procedure](#)
- [Health and Safety Charter](#)
- [Health and Safety Induction and Health & Safety Training](#)
- [Health Monitoring Procedure](#)
- [Infection Control Plan](#)
- [Local Exhaust Ventilation \(LEV\) Testing Procedure](#)
- [Lockout/Tagout Procedure](#)
- [Managing Unacceptable Behaviour in the Workplace Policy](#)
- [Manual Handling Procedure](#)
- [Personal Protective Equipment Procedure](#)
- [Planning, Reviewing and Monitoring Health and Safety Procedure](#)
- [Safe Use of Machinery Training Checklist - Template](#)
- [The role of Health and Safety Representatives and the Health and Safety Committee](#)
- [Vaccination Policy](#)
- [Working Alone in the Workplace Procedure](#)
- [Workplace Wellbeing Policy](#)

Document development and approval			
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Interconnected processes and documents affected by this document?			

Version history		
Version No.	Version Date	Description of Change
2.10	November 2025	Annual Board endorsement
2.9	December 2024	Section added prohibiting high-risk work activities being carried out at home
2.8	September 2024	Reference to Peer Support Volunteer health and safety representatives, exposure monitoring and noise assessments, respirator fit testing and PAPR
2.7	March 2024	Inclusion of 6 month requirement for eye policy
2.6	July 2023	Inclusion of Eye Conservation Policy
2.5	June 2023	Reference to Local Exhaust Ventilation (LEV) Procedure
2.4	March 2023	Addition of health monitoring
2.3	December 2022	<ul style="list-style-type: none"> <li>Update to employee responsibilities.</li> <li>Reference to Hazardous Substances and Exposure Procedure</li> </ul>
2.2	September 2022	Addition of incident reporting within 24 hours
2.1	June 2022	Removal of reference to Monthly Workplace Inspection Checklist
2.0	September 2021	<ul style="list-style-type: none"> <li>Complete refresh</li> <li>Rebranding</li> </ul>
1.2	May 2018	Updated with new policies & links
1.1	January 2016	Rebranded
1.0	January 2016	New Policy

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Tikanga consultant	

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