



SOUTHERN PORTS

ALBANY BUNBURY ESPERANCE

Remote or Isolated Work and Journey Management Procedure

DOCUMENT CONTROL

Version	Description	Reviewed by	Approved by	Review Due	Issue Date
01	New document.	Organisational Development and HR Systems Manager	Organisational Development and HR Systems Manager		27/03/2020
02	Change from Covid-19 specific document to general remote working.	Tony Leeson	Tony Leeson	04/02/2022	10/02/2022
03	Review and update	Squad review: Port Health & Safety Teams, Port Environment Teams	Chief Operating Officer	05/04/2024	05/04/2024

AUDIT

This Procedure shall be reviewed or revised:

- where a Risk Assessment or Audit identifies a need to review
- legislative changes impacting this Procedure
- following a significant incident involving this Procedure
- at least every two years.

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1 INTRODUCTION

1.1 Purpose

Due to the inherent risks involved in working alone, particularly when it involves the use of plant or vehicles, there is a requirement for an appropriate and effective working alone procedure.

The purpose of this procedure is to ensure risks associated with working in isolation and remote locations have been identified and controlled, using approved risk mitigation strategies such as; risk assessment, job safety analysis, PPE and effective communication plans. High and extreme tasks shall not be attempted in isolation.

This Remote or Isolated Work and Journey Management Procedure also defines accepted practices, responsibilities and procedures for employees who Southern Ports authorises to work at home or in a designated remote work site.

It is not the purpose of this process to replicate the office workspace in the home of each employee, or to deal with each employee's individual case-by-case needs. Rather it is to establish a process for the majority of office staff and contractors who should be able to continue to work without having to be physically in the office.

1.2 Scope

In Scope	Out of Scope
<p>This procedure covers all situations where people are at an increased risk due to being either in a remote location, working in isolation or working from home.</p> <p>This Remote or Isolated Work and Journey Management Procedure applies to all Southern Ports workers.</p>	<p>Activities conducted by leaseholders on port land which are under the full control of the lessee.</p>

1.3 References

1.3.1 Legislation, Standards and Codes of Practice

Legislation, Standards and Codes of Practice referenced in this Procedure are shown in Table 1 below.

Table 1: Legislation, Standards and Codes of Practice

Reference	Title
Safe Work Australia	Model Code of Practice: Managing the Work Environment and Facilities Section 4.2 – Remote or Isolated work
Safe Work Australia	Model Code of Practice: Managing Psychosocial Hazards at Work
WA	Work Health and Safety (General) Regulations 2022
WA	Work Health and Safety Act 2022

1.3.2 Southern Ports Documents

Southern Ports documents referenced in this Procedure are shown in Table 2 below.

Table 2: Southern Ports Documents

Reference	Title
GOVE-1688532262-719	Home Office Self-Assessment Checklist
GOVE-1688532262-2361	Record Keeping Plan
	Taking Care of your mental health
D18/6208	Injury Management Procedure
D18/24902	Work Health and Safety Management Plan
D18/11692	Risk Management Framework
D18/6054	Drugs and Alcohol Management Procedure
D18/15665	Fatigue Management Procedure
D18/8700	Work Travel Procedure
D18/5147	Journey Management Plan Form

1.4 Definitions

Terms used in this Procedure are defined in Table 4 below.

Table 3: Definitions

Term	Definition
Accountability	The person designated to ensure that the assigned requirement is implemented. This person is held liable and answerable to the level of compliance against the stated requirement.
Authorised	Permission granted by the relevant project manager or nominee to carry out specific tasks.
Competent Person	A person having a combination of training, education, experience, acquired knowledge, and skills enabling them with the capability to perform specified tasks to a pre-determined quality which may be assessed against defined criteria.
Shall	Mandatory.
Should	Recommended but not mandatory.
Working Alone	Working in an area where normal means of contact with another individual are not generally available, so that the potential risk of any existing hazard(s) is increased to an extent where extra precautions need to be taken. This may involve working in an isolated area, on or off-site, either during or outside normal working hours. This includes an environment where direct eye contact or verbal communication with others is not possible due to infrastructure, physical distance or the nature of the work being undertaken.
Workplace and Worksite	Workplace and Worksite are defined as a place, whether in a vehicle, vessel, building or other structure where employees or self-employed persons work or are likely to be in the course of their work for Southern Ports.

2 REMOTE WORKING

2.1 General Terms

Southern Ports supports remote working as a way to promote a healthy work–life balance, and in some circumstances as a tool to assist in ensuring the health and wellbeing of our employees, their family, and their colleagues.

Remote work is normally conducted on an agreed roster between an employee and their *Manager* or *Supervisor*, alternating between working from their standard office location and the remote location.

This may involve:

- Working from home; and
- Hosting meetings remotely using video conferencing tools.
- The following principles will also apply:
 - Remote work will not change salary, compensation, leave or other benefit unless as part of a flexibility agreement between an employee and their Manager or Supervisor.
 - All employees must track their remote work time in the same way as they do office time.

2.2 Eligibility for Remote Working

To be considered for working remotely, the following criteria need to be met:

- the arrangements have been discussed and approved by the employee’s Manager or Supervisor;
- the employees’ job does not require physical presence at an office location;
- the employee has suitable equipment and a home office environment to facilitate working remotely; and
- the job can be performed at the remote worker’s designated location.

2.3 Summary of Remote Worker Responsibilities

The remote worker must:

Complete the [Home Office Self-Assessment Checklist](#) and attach a photograph of their workstation.

The checklist must be signed by the staff member and the relevant supervisor and given to the Human Resources Department for record keeping before remote working is permitted to commence.

- Discuss with their *Manager* or *Supervisor* any areas where their remote working location does not meet the standards described on the checklist and discuss any alternative measures that may be put into place to ensure the working environment is suitable as required (for example standing desk arrangements).
- Discuss with their *Manager* or *Supervisor* any changes to the remote working environment that may influence their ability to perform their work, and discuss alternative arrangements that may need to be entered into (such as daily leave / work time arrangement).
- Provide status updates in the format and at the level of frequency agreed with the *Manager*.

- Be available to customers and co-workers by telephone, email and any other agreed-upon communications mode within the hours agreed on with his or her manager — unless the remote worker is already scheduled for other activities.
- Respond to phone, voicemail and text messages within the time window agreed with their Manager or Supervisor.
- Attend all scheduled team or customer meetings by phone, or video conference, as required.
- Adhere to all Southern Ports policies and procedures including the [Code of Conduct and Ethics](#).
- By agreement, provide authorised Southern Ports staff or other approved parties with access to the home-based worksite where necessary for matters such as Work Health and Safety inspections, and retrieval of any Southern Ports supplied equipment.
- Take reasonable precautions necessary to secure Southern Ports equipment.

2.4 Summary of Manager and Supervisor Responsibilities

Managers and Supervisors must:

- Sign and approve the Home Office Checklist completed by the worker, and ensure that any areas that do not meet the standard are discussed and appropriate measures put in place to ensure a suitable working environment. These measures must be documented in the comments section of the checklist.
- Monitor the remote working arrangements to ensure that agreed work outcomes being delivered.
- Review and sign off on records of hours worked (timesheets) as required.
- Monitor and review the remote working arrangements on a regular basis.
- Schedule communication meetings including methods of communicating information and general contact touch points to staff who are working remotely.
- Supply equipment and tools required to perform the tasks required (does not include workstation furniture, additional services or costs).

2.5 Looking after Your Mental Health Whilst Working Remote Working

Working remotely can present new challenges and a need to adapt.

Southern Ports has released several guidelines to provide support to help ensure the health and wellbeing of you, your workmates, and your family.

Please continue to access these documents and resources whilst working from home; some of these documents can be found here:

- [Covid-19 Kids Resources](#)
- [Taking Care of your mental health](#)

If you would like to talk to the Southern Ports Employee Assistance Program while you are working remotely, the provider is contactable 24/7 on 1300 667 700, or here www.accesswellbeingservices.com.au.

2.6 Use of and Responsibility for Remote Work Equipment and Resources

There are several considerations for staff with what equipment they need to successfully perform their roles remotely.

Document Owner:	Group HSE Manager	Version No:	03	Issue Date:	05/04/2024
Approved by:	Chief Operating Officer	Review Due:	05/04/2026	CM Record No:	D20/3207
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2.7 Hardware

No further hardware will be issued for working remotely besides the initial equipment provided to office-based workers at the commencement of their employment.

All other equipment required to provide a safe and productive office environment is the responsibility of the employee.

If special equipment is required beyond that which is provided, employees should consult with their manager and an IT helpdesk request raised.

2.8 Networking and Data

Each employee will require a dependable connection to the Southern Ports network to successfully work remotely.

2.9 Technical Support Processes

You can utilise the Information Technology Support process via the Helpdesk while working remotely.

Please use [MyPort](#) to log tickets or email to it.helpdesk@southernports.com.au

3 WORKING ALONE OR IN ISOLATION IN THE WORKPLACE

3.1 Working Alone or in Isolation Approval

Workers must seek Manager Approval to work alone or in isolation, inclusive of in areas where other people normally are located but have gone home for example office locations and maintenance sheds.

On approval to work alone, a process for regular contact and confirmation of leaving place of work safely must be identified with a nominated contact for the worker to maintain contact with.

Risks when working alone include

- Becoming trapped in machinery / equipment / infrastructure
- Vehicle accident
- Other Medical Emergency
- Personnel may be exposed to violence or aggression associated with break-ins or interactions when leaving workplace while working alone.

3.2 Minimum Requirements

Minimum PPE for working in outdoor isolated or remote locations include:

- Brim fitted to hard hat
- Sunscreen
- Adequate supply of food and water, commensurate with environmental risk factors (including a minimum of 10lt of water per day, more for extreme weather conditions)
- Clothing appropriate to climatic conditions

Vehicles must be:

- Roadworthy - regularly serviced with maintenance inspections conducted
- Equipped with breakdown equipment; including two spare tyres

Journey Management Plan: must be completed for journey over 200kms detailing the following:

- Travel route
- Estimated time of arrival / return
- Passengers
- risk assessment for journey
- Scheduled call in time
- Communications system appropriate for the area of work:
- Mobile Phone
- Radio
- Satellite Phone (if risk assessment requires one)
- Extra batteries or alternative power sources
- First Aid Equipment

3.3 General Information

When working alone or in isolation in the workplace a risk assessment will be conducted. The working alone risk factors in this procedure can be used as a guide when assessing risk for people who work alone. Measures must be taken to reduce the exposure to risks associated with the working alone task.

Personnel who perform work in isolation must be provided with information and instruction, including for their tasks, this procedure and must be counselled on the dangers of dehydration and emergency procedure when working alone e.g. staying with the vehicle.

3.4 Assessment Factors

The factors below should be considered when assessing the risks to personnel who will be working alone. This list is not exhaustive and is to be used as a guide only.

Length of Time

- How long would the person need to be alone to finish the job?
- What is a reasonable length of time for the person to be alone?
- Do they need to be alone at all?
- Is it lawful for the person to be alone? e.g. confined space work.

Time of Day

There are increased risks at certain times of day:

- During low light periods – dawn and dusk.
- Hottest and coldest times of the day or night.
- In the early hours of the morning when the person is usually at their most tired.

Communication

- What form of communication is accessible?
- Is voice communication essential?
- Will the emergency communication system work properly in all situations?
- If vehicle based systems, what arrangements are available to cover the person whilst away from the vehicle?

Location of Work

- Is it remote work?
- What form of transport is used?
- Does the vehicle have emergency supplies, e.g. drinking water?
- What happens if a vehicle breaks down?
- Does the person work away from the vehicle for extended periods?
- What first aid equipment is available for immediate treatment? e.g. first aid kit
- If vehicle-based first aid only, what arrangements are available to cover the person whilst away from the vehicle?
- What level of training is required to use the first aid equipment?

Nature of the Work

- Is there adequate information and infrastructure for the person to work alone safely?
- What tools, machinery and equipment are likely to be used?
- Is there high risk activity? e.g. heights, electricity, hazardous equipment
- Is there confined space work?
- Is fatigue likely to increase risk? e.g. long hours of driving
- Is the person exposed to extremes of temperature?
- Is there risk of bites from local fauna? e.g. snakes, insects, reptiles
- Is there an effective system for checking that all personal protective equipment (PPE)/clothing and emergency equipment is packed and in good condition?
- Are there existing procedures for regular contact with the person working alone?

Competencies/Characteristics of the Person who is Working Alone

- Are there any factors relating to age or is there a pre-existing medical condition?
- What is the person's general behaviour and level of psychological maturity?
- Physically capable of completing all work activity alone?
- Is the person likely to make sound judgements about their own safety?
- Is the person likely to cope in stressful/unexpected situations?
- What is the person's level of work experience and training?
- What training has been conducted for remote locations? e.g. first aid, vehicle breakdowns, communication systems, relevant Safe Work Procedures (SWP's)?
- Is the person competent to drive on country roads and in off-road situations?

4 JOURNEY MANAGEMENT

Workers must follow the Southern Ports Work Travel, Fatigue Management and Drug and Alcohol Procedures for any travel. All workers who drive vehicles shall comply with the following general requirements;

- Drivers of vehicles supplied by Southern Ports, including rental vehicles, are responsible for the safe operation of the vehicle;
- All drivers must ensure they understand all travel procedures and requirements and follow WA Road Rules or the signed driving rules as applicable to the area of driving;
- All drivers must ensure they are fit for work and not suffering from fatigue
- Vehicle trip odometer must be set to zero prior to departure from starting point & departing from destination for return travel to assist in vehicle location identification in an emergency;

- All drivers and passengers of vehicles must comply with a BAC of .000 whilst using or being transported in a vehicle approved for company use. All occupants must be available at all times to drive a vehicle in an emergency situation;
- All drivers must ensure long distance trips include sufficient time for regular breaks;
- All drivers should share driving duties with passengers if they start to feel the onset of fatigue and if driving alone a rest break of 5 to 10 minutes should be taken every hour.

4.1 Journey Management Plan

A Journey Management Plan must be lodged for any road travel time in accordance with the Fatigue Management Procedure.

It is preferred that any road travel in excess of 350 kilometres in one direction is undertaken by 2 or more persons travelling in the same vehicle.

4.2 Licence and Certification

All employees who drive vehicles to / from or around Ports shall comply with the following requirements;

- Hold a current driver's licence;
- Be of the license class and type for the vehicle being driven and task being undertaken;
- Workers shall maintain a valid licence and shall advise their supervisor in writing whenever their licence expires and is not renewed, or is suspended, cancelled or a restriction in any way is imposed on the worker's driving;
- All personnel who drive company vehicles or any vehicles for work purposes to / from/ between Ports, must complete an accredited Defensive Driver Vehicle Training Course provided by an accredited training facility.

4.3 Vehicle Requirements

All field vehicles should be inspected prior to departure. Inspections should be documented and should include:

- the physical integrity of the vehicle
- first aid kit and emergency equipment
- vehicle recovery equipment
- communications and navigation equipment e.g. radio, GPS
- emergency provisions e.g. water, food, repair equipment.

4.4 Driving on Unsealed Roads

The conditions of unsealed roads can vary considerably depending on the time of year, recent rainfall, volume of traffic and the amount of time since the road was last graded.

Employees driving on unsealed roads must take into consideration;

- Their own personal driving skill level;
- Road conditions;
- Weather conditions
- Environmental conditions such as dust and fauna
- Always drive to conditions, i.e. wet, dry, windy, visibility, regardless of the sign posted speed limit

When driving on dusty roads, it is always important to be aware of the following;

- Only overtake when it is safe to do so and you have clear visibility;
- Travel at a safe distance of approx. 500m behind another vehicle when visibility or conditions are difficult;
- Slow down and stay as far left as safely practicable when a vehicle is approaching from the opposite direction or you are being overtaken;
- If there has been heavy or prolonged rainfall, check the roads are open and it is safe to commence your travel prior to organising your journey.

4.5 Vehicle Breakdown

In the event of a vehicle breakdown during your journey;

- Where possible, move the vehicle to the far side of the road, this may even mean on the right hand side of the road for example if a right hand tyre blow out has occurred. This will ensure you are not in the centre of the road changing a tyre and at an increased risk of being hit by another vehicle;
- Use your available options for contact and call for assistance;
- Flag down anyone passing by to render assistance if required;
- Stay calm;
- Keep your fluid intake up using your supply of fresh water
- Stay with the vehicle at all times. NEVER attempt to walk to help

5 COMMUNICATIONS

There must be a system for communication for regular reporting and in an emergency. There is a requirement for a procedure for regular contact and a 'no communications' plan – a plan if all communication means or efforts to contact the lone worker fail. Regular contact is systematic contact at pre-determined intervals whilst having consideration for the particular hazards involved.

5.1 Action on Loss of Communication

In the event that a call-in schedule is missed, allowing 30 minutes after call in schedule timeframe has lapsed, the nominated contact shall implement the following:

- Attempt contact via nominated means (phone / radio etc)
- Physical check of location

If contact cannot be established escalation, as per the emergency response plan, should be implemented. The period of time before the plan is activated will be determined after consideration of the following factors:

- the hazards involved in the work
- the remoteness of the work location
- the time it will take to get to the worker
- the location of the nearest medical facility.

The plan will include:

- a definition of the time period before the plan is to be activated
- who is authorised to activate the plan
- the method of activation and how this will be communicated to the relevant stakeholders

- who will respond to the activation and what they will do
- the resources to be used
- who is to be informed that the plan has been activated which includes outside agencies such as emergency services.

6 RECORD KEEPING, SECURITY AND CONFIDENTIALITY

All Southern Ports employees, contractors and consultants are responsible and accountable for making and keeping good records of their work-related activities.

To ensure that good record keeping practices are maintained whilst working remotely, all remote workers must:

- Adhere to Southern Ports security policies and [Record Keeping Plan](#).
- Use remote access Virtual Private Network capabilities to minimize the need for a different record keeping regime whilst working from home.
- Ensure that confidential and sensitive records are not removed from the organisation's premises unless absolutely essential.
- Ensure the correct approvals and authorisations are in place before any hard copy records are removed from the premises.
- Avoid storing records on USB, Flash drives or other portable media, or on C drives or personal laptops and so on unless absolutely essential. Information on these devices is NOT backed up by Southern Ports.
- Consider the security of all records at home, including those containing confidential and sensitive information.
- Ensure the privacy of all personal or sensitive information is protected no matter where you are located.
- Make sure that devices and records are stored in a safe place when not in use.
- Not use personal email accounts for work-related emails.
- Not dispose of any records (including devices on which records are stored) via household recycling or rubbish collections. Our office-based disposal services should be used.