



HEALTH, SAFETY AND WELLBEING GUIDELINES FOR NEW STAFF

SUPPORTING

YOU

WELCOME TO THE UNIVERSITY OF AUCKLAND

The University of Auckland is dedicated to ensuring the highest standards of health, safety and wellbeing for all staff, contractors and students.

Central to the University's Health and Safety Policy is the concept of shared responsibility, i.e. all staff have a responsibility for their own health and safety, and that of others who may be affected by their work and study.

This quick reference document is designed to provide you with the basic information you'll need about health, safety and wellbeing at the University. You'll find the full Health and Safety Policy and more detailed information on the University of Auckland website at:

www.auckland.ac.nz/hsw.

Please note that until you actually start work at the University and have been allocated a username, you will not be able to access the Staff Intranet.

If you have any concerns or queries, please speak to your line manager or contact the Health, Safety and Wellbeing Service, which provides information, guidance and support to all members of the University community:

Phone (09) 923 4896 or ext 84896

Email: hsw@auckland.ac.nz

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PERSONAL SAFETY AND SECURITY

The University's Security service is located at the City, Tamaki, Epsom and Grafton Campuses. Security officers are uniformed personnel, identified by their lapels and badges, who regularly patrol the campuses.

Their duties include:

- Security of grounds and buildings.
- Daytime patrols checking cleaning, maintenance and security issues.
- Evening "bedding down" patrols to ensure buildings are safe and secure prior to lock-up.
- Attendance to security alerts and access to control alarms.
- Escorting staff during hours of darkness from place of work to transport on campus; reasonable notice of this service is requested.
- Responding to any after-hours emergency problems.
- Investigating major security issues in liaison with police.
- Key and card control.

Security can be contacted on the following numbers:

For campus security: **ext 85000**

In an emergency: **ext 966**
or **0800-373-7550** (24 hours)

Security Tips

- If you leave your office unattended, always lock the door.
- Use well-lit walkways at night.
- Walk with a friend or stay with a crowd.
- Walk briskly and look confident.
- If someone follows you, go to a place where there are other people.
- Be prepared to scream loudly and get away if threatened.
- Know the location of the emergency telephones.
- When leaving, make sure office and security doors are locked.
- Don't leave bags or satchels unattended.
- Promptly report any crime, firstly to the Police, **Phone 1-111** and then to the Security Office, Phone **ext 966** or **0800 373 7550** (24 hours).
- Report all suspicious activity immediately either by phoning **ext 966** or **0800 373 7550** or, if you want to talk to us in person, call into the Security Office: building 409, 24 Symonds Street, Auckland City.



OFFICE AND GENERAL SAFETY



If you see a hazard, please inform your manager/supervisor.

General safety tips

- Ensure cabling cannot be stepped on, damaged, or tripped over.
- Ensure heaters are placed at least one metre from materials or furnishings.
- Clean up spills promptly.
- Store sharp objects in a drawer or with the point down.
- Paper cutters:
 - Keep blade closed when not in use.
 - Use a guard and keep fingers clear.
- Avoid wearing long or loose clothing or accessories around machinery with moving parts.
- Do not run on stairs. Keep to the side and use the handrail.
- Do not leave filing cabinets and drawers open.
- Open only one drawer of a filing cabinet at a time - two could topple the cabinet.

Step ladders

- Do not use the top of a ladder as a step.
- Wear rubber-soled flat footwear. Don't wear high heels when climbing a ladder.
- Ensure the ladder is fully open and the spreaders are locked.
- Place the ladder on a slip-free surface.
- Keep the area around the ladder free of debris.
- Do not use desks and chairs as substitutes for ladders.
- Never stand on swivel chairs.

Electrical

- Do not place extension leads near heaters and cookers.
- Do not connect a piggyback plug to the end of an extension lead to make it longer, as the pins will be live.
- Do not make up a long extension lead from a series of shorter ones.
- Never place extension leads under carpet or rugs as they may overheat and cause a fire.

Smoke-free University

The University is a smoke-free campus; please refrain from smoking within campus boundaries or in University vehicles.

COMPUTER SAFETY

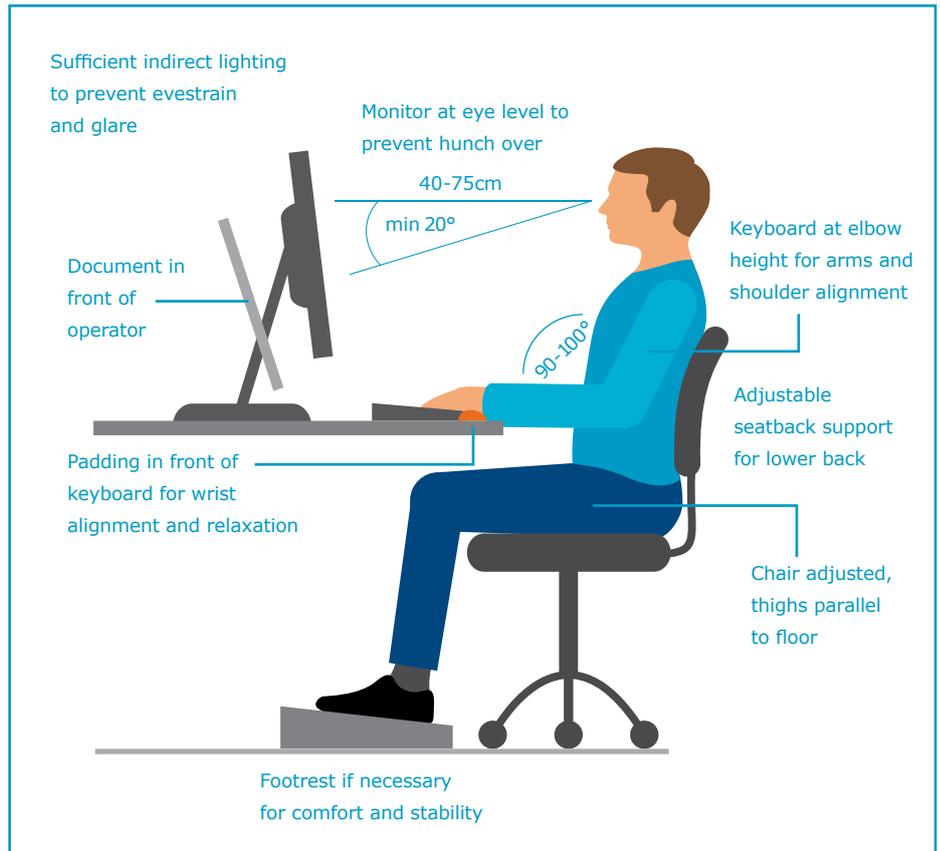
Most staff will use a computer on a daily basis in order to conduct their work. We typically spend many hours of work at our computer, whether it is a desktop or laptop. This can result in discomfort, pain and possibly injury to the operator.

There are a number of preventative steps that you can take to avoid this potential harm.

- If you experience discomfort, pain or injury, report your symptoms to your manager as soon as possible. Complete the accident report form, which you can download from the Staff Intranet:

Accident Reporting and Investigation Process.

- If you have had previous problems with discomfort or injury from former employment, please inform your manager so that steps can be taken to help you.
- Take regular breaks from the computer, use mini-pauses and stretches to help keep you comfortable. Keep hydrated with water.
- Learn how to adjust your chair and furniture so that you are comfortable and well-supported. Most office seating is fully adjustable and only requires moving certain levers to give you support and adjustability. Use a copyholder to place documentation on. This prevents you from bending forward to see paper work.
- If you find glare a problem, use blinds to prevent external glare and ask your manager if the light levels can be reduced. Also learn to adjust your monitor's brightness and contrast settings. If you need additional localised lighting to read printed matter, discuss the option of a desk lamp with your manager.



- If you are having difficulties reading the words or characters on your monitor, you may need an eye test. You may be eligible for an eye test and partial reimbursement of glasses via the University's **Eye Test policy**.
- A good source of information on workstation set up, exercises and troubleshooting if you are experiencing discomfort is www.habitatwork.co.nz
- Try to avoid using a laptop for long periods of time. Connect the laptop to a keyboard and mouse, so you can avoid a cramped posture that may cause discomfort. Use a laptop holder to position the computer at a good height for you. Take regular breaks; get out of your chair periodically and walk around.

EMERGENCY PROCEDURES

Emergency alert service

The University has introduced a centrally accessible Emergency Alert Service to provide rapid, accurate and widespread communication of important information about any current crisis/emergency through a range of channels: email, text messaging, social media, digital signage etc. For this service to operate efficiently, it is important to keep your contact details up to date. You can do this on the Staff Intranet (once you have access) at the by logging in to the Enterprise Person Registry (EPR).

Frequently asked questions and more information is available on the Staff Intranet.

Emergency procedures

Please familiarise yourself with the following procedures in case of emergency.

For life threatening or urgent emergency assistance:

(Fire, ambulance, police) phone 1-111

Provide the following information to the operator and do not hang up until all information is provided:

- Nature of emergency

- Location details (street address, nearest intersection or landmark)
- Contact number or extension

For internal University assistance contact Security:

- Phone **ext 966** or **0800 373 7550** (24 hours)
- **Campus emergency phones connecting directly to Security are located near entrances of most main buildings.**

Fire

- Raise the alarm by using the nearest and safest fire alarm call point.
- Close all doors near the fire area (if safe to do so).
- Quickly check that the entire floor is clear of other people (if safe to do so).
- Leave the building by following the nearest escape route indicated that is unaffected by fire.
- Ensure the Fire Service is notified: call 1-111 using a phone in a safe location.
- Report to the Fire Service or building warden on their arrival and advise them of any relevant information (fire/location etc).

- Do not re-enter the building until the Fire Service has given the all-clear to the building warden.

Note: Floor wardens wear a red jacket; building wardens wear a yellow jacket. Please follow their instructions.

Assistance register

If you need assistance to get out of the building e.g. you are unable to go down the stairs, please notify your manager or assigned fire warden. Your name can be entered into an assistance register for the building warden and Fire Service to refer to.

During an evacuation, do not use lifts under any circumstances. Locate yourself in a smoke-free stairwell or lobby in the safest part of the building. Ensure staff or wardens know your location or phone 111 from a mobile phone. The Fire Service will send crews to your location.

Gas leak

- Notify people within vicinity (verbally).
- Leave area and contact Emergency Services on 1 -111.
- Do not turn lights on or off.
- Notify Security on ext 966.
- Report to Emergency Services.

Bomb threat

- If receiving information from a caller, record as much detail as you can regarding the threat.
- If you suspect an unattended bag, parcel or letter may contain a harmful substance or improvised explosive device (IED), alert

Be familiar with your various fire exits. Know where the assembly areas are located.

Building address:

Building assembly point:

Building fire floor warden:



your manager and floor warden, and notify Security on 0800 373 7550 immediately; until they arrive, senior staff should coordinate clearing, cordoning off and controlling the area, keeping people at least 100 metres away from the suspicious item.

- Follow instructions of Police/Security.

Hazardous substance spillage

- Clear all people from the immediate area to a place of safety.
- If appropriate and safe to do so, activate the evacuation alarm and follow the normal procedure.
- Ensure nobody is allowed to enter the contaminated area without approval and the appropriate protective equipment.
- Notify Emergency Services (1-111) of the incident.
- Follow the instructions of Emergency Services and appropriate University staff.

Medical emergency

- If a medical emergency arises, call Emergency Services (1-111).
- If you have a health condition that may result in incapacity e.g. an allergic reaction, please inform your manager/supervisor.
- If you take any prescription medication, please check the side effects and consult with your doctor. It may be unsafe for you to drive or undertake other safety-critical activities as a result of drowsiness, dizziness or lack of concentration. Refrain from these tasks and discuss with your manager or supervisor.

Your nearest first aid kit is located at

Room:

First aider:

Building address:

Nearest medical centre location:

(Local Accident and Emergency medical centres are listed on page 6)

Note: For medical conditions or injuries that are life threatening, or if in doubt, phone 1-111 (from a University landline) or 111 from your mobile and request an ambulance.

Note: University Health Centres are not Accident and Emergency medical centres. Please contact them prior to attending or sending anyone to their centre.

More detailed information is on the University of Auckland website at www.auckland.ac.nz/hsw.

ACCIDENT AND MEDICAL CENTRES NEAREST TO UNIVERSITY CAMPUSES



City and Grafton Campuses

Quay Med A & M Clinic

68 Beach Road, Auckland, 1010

Phone: +64 9 919 2555

White Cross Healthcare Limited

202 Ponsonby Road, Ponsonby 1011

Phone: +64 9 376 5555

Auckland Hospital

Park Road, Grafton

City Med Medical Centre

Ground level, Quay West Building,

Cnr Albert St & Mills Lane, Auckland Central

Phone: +64 9 377 5525

One Health Accident and Medical Centre

122 Remuera Road Newmarket, Auckland

Phone: +64 9 522 2800

Epsom Campus

White Cross Healthcare St Lukes

52 St Lukes Road, Auckland

Phone: +64 9 815 3111

One Health Accident and Medical Centre

122 Remuera Road Newmarket, Auckland

Phone: +64 9 522 2800

Tamaki Campus

White Cross Accident Medical Clinic

110 Lunn Ave, Mt wellington, Auckland

Phone: +64 9 570 8899

One Health Accident and Medical Centre

122 Remuera Road Newmarket, Auckland

Phone: +64 9 522 2800

Ascot

Ground Floor, Ascot Hospital

90 Greenlane Road East, Greenlane, Auckland

Phone: +64 9 520 9555

ACCIDENT/INCIDENT REPORTING

If you suffer an incident or accident while at the University or undertaking an activity for the University, you need to inform your manager/supervisor as soon as possible after the event.

Accident/incident reporting procedure

1. Immediately seek first aid or medical treatment if required.
2. Immediately report the accident/incident to your manager.
3. Complete the University accident/incident form with your manager as soon as possible after the event. You can download this form from the Staff Intranet:
Accident Reporting and Investigation Process
4. Keep your manager informed and provide medical certificates if unfit to attend work.

More information is on the Staff Intranet at www.staff.auckland.ac.nz/hsw.

Cover for work-related injuries

As an Accredited Employer of the ACC Partnership Programme, the University of Auckland manages all work-related injury claims. This means the University takes on the role of the ACC.

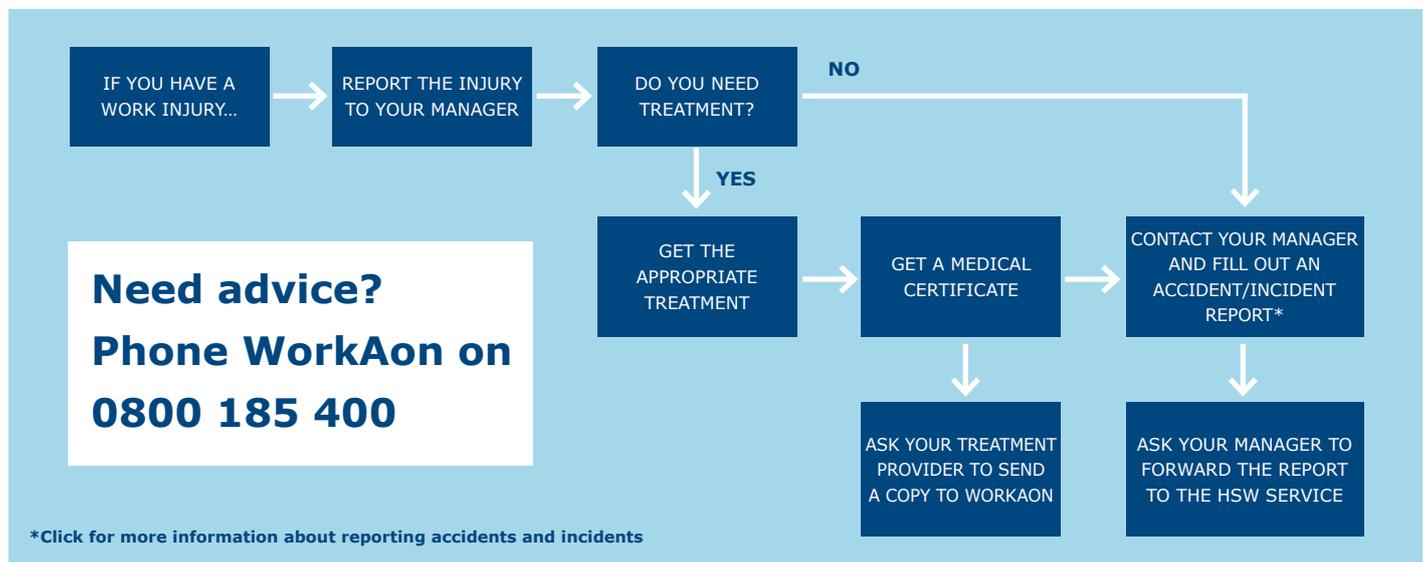
The University has contracted WorkAon, who coordinate all claims, liaising with the Health Safety and Wellbeing Service and the injured employee to ensure the right entitlements, medical advice and treatment are received, including rehabilitation of injured employees if required.

As an Accredited Employer, the University abides by the statutory requirements of the Accident Compensation Act 2001 with all aspects of injury claim management, as specified by ACC. Our goal is for the injured person to make a full recovery and be able to return to work.

The ACC Partnership Programme covers employees of the University of Auckland and UniServices, including casual or part-time staff who have suffered a work-related accident resulting in injury. It does not extend to students, visitors, independent self-employed contractors or "temp" staff who are employed by an agency. These cases are covered by ACC. It is important to note that non-work related accidents are covered by ACC and not the University of Auckland.

Note also that the Programme does not provide insurance for damaged or lost property resulting from a work-related accident.

What to do if you have an injury at work



WORK-RELATED INJURY CLAIMS

A work-related injury is one that happens to an employee while undertaking a work activity as part of their duties. Injuries, gradual process injuries and work-related disease infection are covered under ACC legislation (ACC legislation stipulates injury criteria that must be met in order to qualify for coverage).

Do I need treatment?

Treatment may vary from first aid to going to a doctor or going to an Accident and Emergency medical centre. You **do not** need prior permission from the University to seek **initial** treatment from an ACC-registered treatment provider as a result of a work-related accident. Specialist consultations, MRI/CT scans and surgery do require prior approval before having treatment. If you have been given a referral from a treatment provider, contact WorkAon as soon as possible on **0800 185 400**.

How do I make a claim?

When you visit the first treatment provider (doctor), you must complete an accident claim form (ACC 45). On this form you will need to record your employer's name as "University of Auckland"/"UniServices" and tell the treatment provider to send the claim form to WorkAon.

What am I entitled to?

When you are injured, WorkAon will advise you of your entitlements. If you are unsure, talk to a case manager. Some examples of entitlements are:

- Treatment provider costs e.g. \$32 doctor consultation, emergency transport for treatment and reimbursement of treatment-related costs such as travel.
- Home help.
- Earnings-related compensation.
- Vocational assistance to help you regain your capacity to work.

- Support for gaining your independence.
- Case management to achieve optimal recovery.

More information is on the Staff Intranet at www.staff.auckland.ac.nz/hsw > Injury management.

INDUCTION CHECKLIST



Checklist	Briefed / shown	Staff member initials / date	Supervisor initials / date
Emergency procedures			
Shown Fire Exits and assembly point			
Knows the fire evacuation procedure			
Shown location of first aid kit			
Knows the office first aider			
Informed of Security role			
Knows where to locate emergency contact numbers			
Informed of the location of nearest medical centres			
Other HSW information			
Briefed on general office safety			
Informed how to set up computer workstation			
Informed of the accident / incident reporting process			
Informed of the University injury claim process			
Received WorkAon injury claim card			
Informed of the University Smokefree Policy			
Knows how to access HSW info on Staff Intranet			
Shown the SODU training courses on the Staff Intranet			
Informed on protective clothing and equipment requirement for specific activities.			

More information is available on the University of Auckland website at. www.auckland.ac.nz/hsw.



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