JER-8000-MGT-PRO-0044 Psychosocial Hazards

(AS/NZS, ISO 45001:2018, Clause 8.1.2)

1. SCOPE

The procedure applies to all KGL Resources Workers and also takes into consideration risks that arrangements with suppliers and contractors may create.

2. PURPOSE OF DOCUMENT

The purpose of this procedure is to provide guidance and tools for the management of psychosocial hazards and risks in the workplace.

3. RELEVANT LEGAL & OTHER REQUIREMENTS

It is the responsibility of all personnel to comply with this procedure and seek guidance from the Project Director where clarification is required.

- Work Health and Safety Act 2011 (NT)
- Work Health and Safety Regulation 2011 (NT)'
- Code of Practice: Managing psychosocial hazards at work, Safe Work Australia (2022)

4. DEFINITIONS

Psychosocial hazards	Are aspects of work and situations that may cause a stress response which in turn can lead to psychosocial or physical harm. These stem from: • the way the tasks or job are designed, organised, managed and supervised • tasks or jobs where there are inherent psychosocial hazards and risks • the equipment, working environment or requirements to undertake duties in physically hazardous environments, and social factors at work, workplace relationships and social interactions.
Workers	Workers include employees, contractors, sub-contractors, volunteers and consultants who conduct work for KGL Resources.

5. RESPONSIBILITIES

Senior Leadership Team	1. Provide adequate resources to managers and workers to comply with this procedure. 2. Provide adequate training, resources and support to ensure the requirements of this procedure can be fulfilled. 3. Review and act on reported organisational risk management performance. 4. Understands their operation, knows what the common psychosocial hazards are in their organisation, and actively gathers their own information about the hazards in their organisation. 5. Checks that the approach to systematic work health and safety management has appropriate processes to manage known and emerging psychosocial hazards, is allocating enough resources to manage these, and has effective consultation, coordination and cooperation processes.
Safety Manager	1. Establishes and maintains hazard identification, risk management and training systems within the KGL Resources Safety Management System, including consultation with workers. 2. Assesses and reports on risk management performance to the Leadership Team. 3. Ensures this procedure is fit for purpose and meets all legislative requirements. 4. Ensures that this procedure is implemented and is regularly reviewed and monitored for ongoing effectiveness. 5. Supports managers and supervisors in the implementation and operation of this procedure. 6. Recommends change or improvement to this procedure as required. 7. Reviews and monitors psychosocial health risk assessments and psychosocial health hazard management by workers, managers and supervisors. 8. Support workers and managers in the implementation and operation of this Procedure.
Managers and Supervisors	Managers and supervisors are responsible for ensuring this procedure is implemented in their area and this may include ensuring that: a) all workers are aware of and understand this procedure; b) any risks arising from alcohol and drugs are addressed proactively to ensure the health and safety of workers; c) a psychosocial health risk assessment for work as required by, and in accordance with, this procedure, including consultation with workers, is undertaken. d) Workers are actively monitored for psychosocial health risks and ensure controls to minimise/mitigate psychosocial health impacts. e) work activities are periodically reviewed for new psychosocial health hazards f) workers are provided with appropriate training in relation to this procedure; and g) workers comply with this procedure.

Worker	Workers must: a) takes responsibility for their own work health and safety, e.g. follows the safe work systems and lets their supervisor or HSR know if they need additional support. b) behaves fairly and reasonably when working with others, e.g. are courteous and follows the organisation's policies and procedures including those to manage the risk of bullying and harassment. c) asks supervisors or experienced workers if not sure about something or how to do the work safely or well. d) promptly reports to their supervisor or HSR(s) if psychosocial hazards are present or if existing control measures seem inadequate (to enable the PCBU to take appropriate actions to minimise the risks and if required, make reasonable adjustments) and e) follows the organisation's psychosocial health and safety policies and procedures, and standards of behaviour.

6. GUIDING PRINCIPLES

When psychosocial hazards and risks at work are not effectively managed, this may increase the risk of work-related psychosocial and physical injuries, incidents and errors. Therefore, it may be helpful when assessing the risk of musculoskeletal and traumatic injury to consider the psychosocial hazards and risks and controls noted in the code.

Ensuring a systematic process to manage psychosocial hazards and risks will help KGL RESOURCES meet their WHS responsibilities. It will also decrease organisational disruptions and costs resulting from work-related harm and may improve WHS and broader organisational performance and productivity.

7. GENERAL REQUIREMENTS

Management of psychosocial health risks in the workplace is a shared responsibility between KGL Resources and its workers. KGL Resources manages psychosocial health through a risk management approach.

The psychosocial health risk management methodology set out below is a guide to assist workers in identifying and managing workplace fatigue through the following steps:

a) identifying the hazards that can contribute to psychosocial health;

b) assess the risks of these hazards;

c) implement and maintain risk control measures; and

d) review the effectiveness of the control measures.

Effective management of psychosocial health risk involves identifying, assessing, controlling and reviewing workplace, environmental and individual factors which contribute to psychosocial health, such as:

a) organisational context to work (e.g. economic pressures, type and size of the business, organisational structure and culture, environmental conditions, technologies, and business activities, products and services, supply chains and contractual arrangements, workers' skills and attributes and workplace relationships); and

b) context of the work (workload, worker's roles, responsibilities and activities required to deliver the product or service).

Hazard Identification

The purpose of identifying fatigue hazards is to determine psychosocial health risks in order for them to be eliminated or controlled as much as reasonably practicable through the use of effective risk controls.

Common psychosocial hazards:

Role overload (high workloads or job demands	Role underload (low workloads or job demands)
Exposure to traumatic events	Role conflict or lack of clarity
Low job control	Conflict or poor workplace relationships between workers and their supervisors and managers and co-workers
Poor support from supervisors and managers	Poor co-worker support
Workplace violence	Bullying
Harassment including sexual harassment	Inadequate reward and recognition
Hazardous physical environments	Remote or isolated work
Poor procedural justice	Poor organisational change consultation

Managing psychosocial hazards and risks may require decisions that may be perceived as causing stress and therefore a WHS risk. However, reasonable management action, when carried out lawfully and in a reasonable way, may be uncomfortable or distressing to some, but is a legitimate way for managers and supervisors to:

a) lead, direct and control how work is done

b) give feedback and manage performance, including around inappropriate or harmful workplace behaviours

c) deal with differences of opinion and disagreements, or/and

d) recruit, assign, transfer, implement disciplinary action or terminate employment.

Methods to identify hazards include:

- systematically collecting and reviewing available information and data
- observe and talk to workers about work activities.

Risk Assessment

A risk assessment will assist in determining:

- The seriousness of the risk
- Which workers are most at risk and affected
- If risks are organisational-wide or apply to specific groups of workers or work tasks
- What controls are current used, and their effectiveness
- The priority for action.

Risk Control Measures

Most effort should be on implementing control measures with target the psychosocial hazards identified and assessed. Specific controls may include:

a) Eliminate or minimise risk through good work design;

b) Develop and implement safe systems or work in consultation with workers and review wherever there are changes to the work activities to ensure they remain adequate.

c) Provide information, training, instruction or supervision including:

   i. Nature of work and task

   ii. Psychosocial hazards and risks

   iii. Required control measures

   iv. How to report and respond to problems or risks.

d) Reasonable adjustment for individual workers, such as design and management of work to accommodate the needs of an individual worker.

e) Controlling residual risks to check the quality of the controls in place.

f) Implement controls through the use of safe work procedures, information and training, schedule for maintaining and monitoring controls.

To manage risks associated with psychosocial hazards, managers or supervisors must consider the following.

Leadership and management commitment.

Leaders and managers must understand:

- The WHS obligations of KGL Resources, officers and workers
- The role of leaders and managers to assist in meeting those obligations
- Systematic WHS management, including psychosocial matters
- The business case for WHS, including managing psychosocial risks is a concern to the organisation

Consulting workers

Consultation should occur as early as possible on:

- New policies, procedures and systems of work
- Organisational restructures, new reporting arrangements and work locations
- Changes to tasks, duties and working arrangements, including rosters
- New technologies, plant, equipment and production processes
- The redesign of existing workplaces,

Environmental Conditions

- Avoid working during periods of extreme temperature or minimise exposure through job rotation
- Provide a cool area for rest break and ensure adequate hydration.

8. REVIEW AND REVISION OF CONTROL MEASURES

Risk controls must be reviewed on a regular basis to ensure their effectiveness and to ensure that new risks have not been introduced. A review is required:

a) when the control measure is not effective in controlling the risk;

b) before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control;

c) if a new hazard or risk is identified;

d) before significant organisational or workplace changes occur;

e) if the results of consultation indicate that a review is necessary; and

f) if a health and safety representative requests a review.

9. RESPONDING TO A REPORT OF A PSYCHOSOCIAL RISK OR INCIDENT

Managers and supervisors must create a positive organisational culture which actively supports early reporting and follow up, so psychosocial hazards and risks are managed before serious harm occurs.

Incidents or risks involving psychosocial hazards should be investigated in a fair, timely and balanced way. The comprehensiveness of the investigation will be proportional to the level of risk. Investigations, especially around allegations of serious misconduct or harmful workplace behaviours, should ensure that:

- Those involved are competent in investigation methodologies
- The process is conducted in a fair, objective and timely manager ensuring due process is followed.

10. INFORMATION, INSTRUCTION, TRAINING & SUPERVISION

Managers and supervisors must ensure that all workers who have received training and instruction on this procedure, including knowledge of KGL Resources consultative mechanisms for raising work health and safety matters. This procedure is also communicated during project inductions.

Managers and supervisors must ensure that workers are supervised by a competent person, especially if they are undergoing training or are unfamiliar with the working environment.

11. INCIDENT REPORTING AND INVESTIGATION

Any incidents arising from fatigue must be reported in accordance with the **KGL Resource Incident Management Procedure**.

12. BREACH OF THIS PROCEDURE

Workers must comply with this procedure at all times. KGL Resources takes breaches of this procedure very seriously.

If an employee is found to have breached this procedure, they may be subjected to disciplinary action in accordance with KGL Resources' disciplinary processes. Contractors of KGL Resources who are found to have breached this procedure may be the subject of action under their contract with KGL Resources.

13. CONSULTATION

This procedure has been developed and implemented in consultation and co-operation with KGL Resources' workers.

14. RELATED DOCUMENTATION

JER-8000-MGT-PRO-0006	Risk Management
JER-8000-MGT-PRO-0023	Incident Management
JER-8000-MGT-FRM-0011	Incident Report Form

15. MONITORING, EVALUATION AND REVIEW

VERIFICATION	
Monitoring	Compliance with this procedure will be monitored through training and regular audits.
Evaluation & Review	The risk rating is moderate, reviewed every 2-years. A review will be undertaken sooner if there are changes to legislation, standards and industry codes, or following an SMS review, changes as defined by WHS Regulators, or to ensure continual improvement.
Version Control	Version 1: May 2026

16. APPROVAL

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Project Director