
Safety, Security + Site Guidelines



Overview

Bupa Wellness is committed to ensuring the health, safety and well-being of our people. We encourage a proactive approach to health, safety and risk management and taking preventative measures to eliminate potential hazards, or reduce risks so far as practicable.

Scope

This guideline applies to all Bupa Wellness clients where the delivery of Bupa Wellness health services requires our people to perform duties in an unfamiliar work environment.

Purpose

The purpose of this guideline is to clearly state our commitment to health and safety at work and to provide a reference for our clients to ensure that safety, security and site requirements are met. Protecting the health and safety of our Bupa Wellness employees (including Bupa Wellness Corporate Health Nurses and 3rd party facilitators) is central to Bupa's purpose of longer, healthier, happier lives.

By clearly articulating our safety, security and site requirements, Bupa Wellness is committed to delivering a premium level of service to corporate clients and student markets, which complies with national health and safety requirements. We do this by:

- Identifying hazards and risks to health and safety associated with tasks and activities carried out on behalf of Bupa Wellness.
- Assessing the degree and level of risks arising from hazardous tasks or activities
- Ensuring appropriate and effective measures to control risks to health and safety are taken prior to commencing those works, and are maintained during the performance of those works.

Client Commitment

Prior to the service

- Ensure date/s and time/s scheduled do not coincide with other workplace office activities, meetings and room availability
- Book a private room for the facilitator to conduct appointments
- Ensure correct address details, including any building or signage landmarks
- Advise if onsite parking is available
 - If yes, ensure this has been arranged
 - If no, suggest best alternative
- Advise if any security gates, specific lift, access codes are required for access to the site

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- Advise of any OHS or site induction requirements
- Advise of any Personal Protective Equipment (PPE) requirements

Room Requirements

- Two chairs (at least one on wheels/adjustable)
- One sturdy desk/table inside the room (not a small coffee table)
- Private room no exposed windows (please cover any windows)
NB: First Aid Rooms are not advisable due to potential service disruption if room required for first aid incidents.
- Ventilation, heating, cooling and good lighting (if no natural light)
- The room needs to be accessible at least 30 minutes prior and post the service
- Minimum of one chair outside the room (waiting area)
- When more than one day of appointments are being performed, a room with a lockable door is preferable
- Audiometry services: the room needs to be in a quiet location (away from building works, tea room, or photocopier)

On the day

- Ensure a site contact available to meet/greet the facilitator and be accessible during the day of service
- If a flight/s of stairs must be navigated, provide assistance the facilitator carry equipment
- Explain all necessary OHS information and emergency procedures
- Orientate to the workplace
- Escort to the room, showing them where the restrooms/kitchenette are located

Bupa Wellness Commitment

Bupa Wellness health solutions are designed under the same level of excellence, commitment and customer focus that is the hallmark of Bupa's approach to health. We are also ISO accredited, so you can be confident in our quality offering.

Supporting documents and procedures

- Bupa Health and Safety Policy
- Bupa Safe Work Method Statements (SWMS)
 - Loading car and travel to/from site
 - Arrival at site
 - Set-up room
 - Screening participant (various tests)
 - Pack up
 - Correct lifting technique

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- Assessing physical environment for risks
- Exposure to blood and bodily fluids + needle stick management Procedure
- Infection Control Procedure
- Safe handling of sharps Procedure

Applicable Environmental, Health and Safety Legislation

WHS Act 2011, WHS Regulations 2011, Vic OH&S Act 2004, Vic OH&S Regulations 2007, WA OS&H Act 1984, WA OS&H Regulations 1996.