Elizabeth Sein

**A procedure for controlling risks**

1st step – to eliminate and identify hazards

2nd step – to rank the risk associated with the hazards

3rd step – to use control strategies to remove hazards

Hazard identification is ongoing and progressive so it requires a multi-tiered approach. Hierarchy provides a comprehensive control measures with preferred order of control to eliminate and reduce the risk.

**Hierarch of Risk Controls**

**Elimination** – removing the hazard from the workplace.

* Modifying workstation design
* Modifying work organisation with task analysis and job redesign
* Modifying work shifts
* Replacing faulty equipment

**Substitution** – substituting or replacing a hazard with a less hazardous one

* Replacing equipment
* Replacing workstations with better designed

**Isolation** – Isolating or separating a hazard from people involved in the work

* Locating fax machines in specifically a way from employees
* Ensuring noisy work areas such as printer and photocopiers are located away from employees

**Engineering controls**- if the hazard cannot be eliminated, substituted or isolated, an engineering control is the most preferred measure.

* Repairing and maintaining equipment
* Promptly repairing network faults
* Installing a caustic shock prevention devices in telephone sets
* Reducing background noise levels
* Providing more space between operators groups or installing acoustic barriers
* Adjusting lighting to reduce glare

**Administrative controls** include introducing work practices that reduce the risk such as implementing measures to ensure procedures, instruction and training are provided.

* Implementing acoustic incident report and action plans
* Implementing or improving customer contact and dispute resolution procedures
* Implementing job rotation

**Personal protective equipment** provides personal safety devices.

In some instances, a combination of control measures may be appropriate.

**Monitoring and Review of Control Measures**

Deciding and implementing a risk control measure is not the end of the risk management process. It is important to monitor and review control measures to ensure preventing exposure to hazards. Level of risks should be prioritised. The high risk hazards need more frequent assessment.

**Every organisation should:**

* have a planned program of inspections and maintenance
* undertake a review of work environment changes
* have a regular review of the process for hazard identification
* review risk assessment and risk control measure to ensure it is effective
* review maintenance and repair program

**Diagram of Hierarchy Controls**

**Elimination**

**Substitution**

**Administrative**

**Personal protective equipment**

**Engineering**