

**ZEBRA PLUMBING**
WATER | DRAINAGE | GAS

Health and Safety Management Plan

WATER | DRAINAGE | GAS

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Governing Legislation	Occupational Health and Safety Act 2004 (Vic) OHS Regulations 2017 (Vic) Plumbing Regulations 2018 (Vic) Gas Safety Act 1997 (Vic)
Regulator	WorkSafe Victoria Energy Safe Victoria (gas and electrical safety)
Scope	All Zebra Plumbing operations — water, drainage and gas plumbing services across residential and commercial environments in Victoria

1. Purpose and Scope

This Health and Safety Management Plan (HSMP) is the principal implementation document of Zebra Plumbing's Work Health and Safety Management System (SMS). It describes how Zebra Plumbing identifies, assesses and controls occupational health and safety risks across all operations, and how the Director's safety commitments (set out in ZBR-WHS-POL-001) are translated into day-to-day practice.

The HSMP applies to:

- All permanent employees of Zebra Plumbing
- All subcontractors, labour hire workers and apprentices engaged by Zebra Plumbing
- All operations conducted by or on behalf of Zebra Plumbing — residential service and maintenance, commercial plumbing, drainage works, gas fitting and appliance installation
- All sites, vehicles and premises from which Zebra Plumbing operates

This plan is the reference point for supervisors managing day-to-day WHS compliance and for the Director conducting management reviews. It must be read alongside the full suite of ZBR SMS documents listed in ZBR-WHS-REG-002.

2. Legislative and Regulatory Framework

Zebra Plumbing operates under a layered legislative framework. All personnel must understand the laws that govern their work and the consequences of non-compliance.

2.1 Principal legislation

Legislation	Regulator	Relevance to Zebra Plumbing
Occupational Health and Safety Act 2004 (Vic)	WorkSafe Victoria	Primary OHS duty of care — employer obligations, worker obligations, inspector powers, enforceable undertakings and prosecutions
Occupational Health and Safety Regulations 2017 (Vic)	WorkSafe Victoria	Specific requirements for hazardous work — manual handling, confined spaces, plant, hazardous substances, high risk work licences, SWMS for high-risk construction work
Plumbing Regulations 2018 (Vic)	VBA / Energy Safe Vic	Plumbing licence requirements — all plumbing, drainage, gas fitting, roofing, mechanical, fire protection classes. Compliance certificates mandatory for regulated work.
Gas Safety Act 1997 (Vic)	Energy Safe Victoria	Gas installation safety, Type A appliance work licensing, gas safety certificates, reporting obligations for gas incidents and escapes
Electricity Safety Act 1998 (Vic)	Energy Safe Victoria	Electrical safety at work — relevant where Zebra Plumbing work interfaces with electrical systems (hot water units, heated towel rails, electric boosters)
Workers Compensation Act 1958 (Vic) / Workplace Injury Rehabilitation and Compensation Act 2013 (Vic)	WorkSafe Victoria	Workers compensation insurance obligations, injury management, return to work planning, employer duties under the WIRC Act
Environment Protection Act 2017 (Vic)	EPA Victoria	General environmental duty — spill prevention and response, waste management, chemical storage obligations relevant to plumbing site operations
Building Act 1993 (Vic) / Building Regulations 2018 (Vic)	VBA	Building permits, building regulations compliance — relevant to any structural work connected to plumbing installations

2.2 Codes of Practice and Standards

Zebra Plumbing's operations are further governed by the following WorkSafe Victoria Codes of Practice and Australian Standards. Compliance with an applicable Code of Practice is taken as evidence of what is reasonably practicable under the OHS Act.

Code / Standard	Relevance
WorkSafe Vic CoP: Prevention of Falls in General Construction	Roof access, ladder use, working on elevated structures — directly applicable to plumbing on residential and commercial roofs
WorkSafe Vic CoP: Hazardous Manual Handling	Pipe handling, heavy equipment, repetitive bending/reaching — highest volume injury type in plumbing operations
WorkSafe Vic CoP: Confined Spaces	Pit entry, crawl space access, underground drainage — specific requirements for confined space entry permits and rescue plans
WorkSafe Vic CoP: Hazardous Substances	Adhesives, flux, solvents, drain chemicals — SDS requirements, exposure controls, storage obligations
WorkSafe Vic CoP: Plant	Registered plant, EWP's, pressure equipment — inspection, registration and operator competency obligations
WorkSafe Vic CoP: First Aid in the Workplace	First aid kit requirements, trained first aider obligations, remote or isolated work provisions
WorkSafe Vic CoP: Noise	Power tools, drilling, grinding — noise monitoring and hearing protection obligations above 85 dB(A)
AS/NZS 3500 — Plumbing and Drainage	The primary technical standard for all plumbing and drainage work — compliance is a licence condition under the Plumbing Regulations
AS/NZS 5601 — Gas Installations	The primary technical standard for all gas installation and gasfitting work in Victoria
AS/NZS 3000 — Wiring Rules	Relevant where Zebra Plumbing work interfaces with electrical systems — hot water, gas boosters, heated systems
AS 1851 — Fire Protection Systems Maintenance	Relevant if Zebra Plumbing performs maintenance on fire protection systems in commercial properties

3. Roles and Responsibilities

Clear accountability is the foundation of an effective WHS management system. The following describes the WHS responsibilities for each role in Zebra Plumbing's structure.

3.1 Director

- Has ultimate accountability for WHS performance across all Zebra Plumbing operations
- Owns and maintains the WHS SMS — all documents in ZBR-WHS-REG-002
- Signs, endorses and reviews all WHS policies on a two-year cycle
- Ensures adequate resources — financial, human and time — are allocated to WHS
- Conducts or delegates the annual WHS management review
- Receives notification of all notifiable incidents immediately
- Sets the safety culture tone — visible commitment to WHS is a director-level obligation under the OHS Act 2004 (Vic)
- Ensures Zebra Plumbing maintains current WorkSafe Victoria workers compensation insurance
- Ensures plumbing and gas fitting licence currency for all registered workConducts or coordinates all worker inductions (ZBR-WHS-PLN-001)
- Maintains ZBR-WHS-REG-003 (Training and Competency Register) — monitors licence and ticket expiries
- Maintains ZBR-WHS-REG-004 and REG-005 (Plant and Test and Tag registers)
- Investigates all incidents and near misses — leads completion of ZBR-WHS-FRM-005

- Conducts monthly WHS self-assessment (ZBR-WHS-FRM-008)
- Acts as Return to Work Coordinator for injured workers under the WIRC Act 2013 (Vic)
- Manages WorkSafe Victoria workers compensation claims
- Coordinates and tracks all corrective actions in ZBR-WHS-REG-007
- Maintains ZBR-WHS-REG-006 (Hazardous Substances Register) — ensures current SDS held for all substances
- Ensures Energy Safe Victoria notifications are made for reportable gas and electrical incidents

3.3 Supervisors / Leading Hands

- Responsible for WHS compliance at point of work — the most critical role in the system
- Conduct pre-start meetings and toolbox talks — complete ZBR-WHS-FRM-004 for each
- Verify every worker's competency before assigning tasks — no unlicensed work
- Prepare or oversee preparation of SWMS before all high-risk work (ZBR-WHS-TMP-001)
- Conduct site safety inspections using ZBR-WHS-FRM-006 — minimum weekly on active sites
- Enforce fitness for work — do not allow an impaired worker to start or continue
- Respond to all hazard reports and near misses — action ZBR-WHS-FRM-002 entries
- Be the first point of contact for any incident — notify the Director / WHS Manager immediately
- Enforce correct PPE use — do not tolerate non-compliance
- Ensure subcontractors on site comply with Zebra Plumbing's WHS requirements

3.4 Workers (including subcontractors and apprentices)

- Complete company induction before commencing any work (ZBR-WHS-PLN-001)
- Present fit for work at every shift — self-declare any impairment before starting
- Hold and maintain all required licences, tickets and authorisations for the work assigned
- Read, understand and sign SWMS before commencing high-risk work
- Report all hazards, near misses and incidents — use ZBR-WHS-FRM-002 and ZBR-WHS-FRM-003
- Wear and maintain PPE as required — inspect before every use
- Participate in consultation — attend toolbox talks, contribute to risk assessments
- Exercise right to stop unsafe work — notify supervisor and document the reason
- Comply with all lawful WHS instructions and applicable Core Requirements

4. Hazard Identification and Risk Management

Hazard identification and risk assessment is the engine of Zebra Plumbing's WHS system. Every activity must be assessed against risk before work commences, and controls must be in place and verified before work starts.

4.1 Risk assessment process

Zebra Plumbing uses a five-step risk management process consistent with the WorkSafe Victoria approach:

1. Identify the hazards — what could cause harm in this task or environment?
2. Assess the risks — what is the likelihood and consequence if that harm occurs?
3. Control the risks — apply the hierarchy of controls to reduce risk to as low as reasonably practicable (ALARP)
4. Implement the controls — put them in place before work starts, not during
5. Review and monitor — check that controls are working and adjust if conditions change

4.2 Risk rating matrix

Zebra Plumbing uses the following risk matrix for all formal risk assessments and SWMS:

Likelihood \ Consequence	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	Medium	High	Critical	Critical	Critical
Likely	Low	Medium	High	Critical	Critical
Possible	Low	Medium	Medium	High	Critical
Unlikely	Low	Low	Medium	High	High
Rare	Low	Low	Low	Medium	High

Rating	Action Required	Response
Critical	Stop work	Do not proceed. Escalate to Director immediately. Implement additional controls before any work recommences.
High	Senior approval required	Supervisor and WHS Manager must approve controls before work commences. Monitor continuously.
Medium	Manage and monitor	Additional controls implemented. Supervisor reviews prior to and during work.
Low	Routine management	Standard controls and procedures apply. Record in risk register.

4.3 Hierarchy of controls

All risk controls must follow the hierarchy below. Higher-order controls must be exhausted before lower-order controls are adopted. PPE alone is never an acceptable primary control for a significant risk.

Level	Control Type	Examples in Plumbing Operations
1	Elimination	Remove the need to work at height by using longer tools; eliminate a confined space entry by using a CCTV drain camera; choose products with lower hazardous substance concentrations
2	Substitution	Replace a solvent-based adhesive with a water-based alternative; substitute a manual pipe threading process with a powered machine that reduces manual handling forces
3	Isolation	Barricade open excavations from the public; isolate a gas supply before commencing work on gas fittings; lock out water supply before working on hot water systems
4	Engineering controls	Pipe rollers and trolleys to reduce manual handling; non-return valves to eliminate back-pressure risk; ventilation fans in confined spaces; EWP instead of ladder for sustained height work
5	Administrative controls	SWMS, pre-start briefings, toolbox talks, safe work procedures, task rotation, buddy system for lone workers, supervisor checks, training and competency requirements
6	PPE	Safety boots, gloves, eye protection, hearing protection, respiratory protection — always used as a supplement to higher-order controls, never as a substitute

4.4 SWMS requirements for high-risk construction work

The OHS Regulations 2017 (Vic) require a Safe Work Method Statement (SWMS) to be prepared before commencing any high-risk construction work (HRCW). The following table lists the HRCW categories most relevant to Zebra Plumbing's operations:

HRCW Category	OHS Reg Reference	Common Zebra Plumbing Examples
Risk of a person falling more than 2 metres	Reg 5.1.3	Roof work — solar hot water installations, skylights, roof drain access; working from EWPs

Excavation deeper than 1.5 metres	Reg 5.1.3	Deep drainage installation, sewer repair, stormwater works — trench collapse risk
Work near pressurised gas mains or services	Reg 5.1.3	All gas fitting work — Type A appliance installation, gas line installation and repair
Work near live electrical parts	Reg 5.1.3	Hot water unit installation and connection, electric booster work, hydronic heating
Confined spaces	Reg 5.1.3	Pit entry, under-floor crawl space access, drain inspection in enclosed structures
Demolition of an element load-bearing or structural	Reg 5.1.3	Removal of fixtures, cutting through structural elements for pipe penetrations
Tilt-up or precast concrete work	Reg 5.1.3	Rare — applies if working in environments where such work is occurring concurrently

KEY REQUIREMENT

A SWMS must be prepared using ZBR-WHS-TMP-001 by a competent person, reviewed with all workers before work commences, and kept on site during the work. Workers must sign on to the SWMS before starting.

5. Zebra Plumbing — Risk Profile and Key Hazard Controls

The following section describes the highest-risk hazard categories specific to plumbing, drainage and gas fitting operations in Victoria, and the minimum controls Zebra Plumbing maintains for each. These controls are the baseline — SWMS for specific tasks may require additional controls based on site-specific conditions.

5.1 Working at height

Plumbing work frequently involves elevated working — roof-mounted solar hot water, rooftop drain access, working above ceiling spaces, and use of elevated work platforms. Falls from height are among the leading causes of fatalities in Victoria's construction and trade sector.

Control	Zebra Plumbing Minimum Standard
SWMS	Mandatory for all work at height where a fall could cause injury — no exceptions
Fall prevention — primary	Guardrails, scaffolding or EWP with harness preferred over ladders for sustained height work
Ladders	Inspected before use; 1:4 ratio; secured top and bottom; extend 1m above landing; never used one-handed or to carry heavy materials; maximum 5m working height
EWP (Elevated Work Platform)	Operator must hold EWP certificate; pre-start inspection required; harness and lanyard worn at all times; outriggers deployed on level ground; never move platform with person elevated
Roof work	Harness and static line required if working within 2m of unguarded edge; roof condition assessed before access; never access roof alone; client property protected
Fragile surfaces	Fibrous cement, corrugated iron, plastic skylights — never stand on. Use crawl boards across roof trusses.
Falling objects	Tool lanyards where working above others; exclusion zone below elevated work; never throw tools or materials from height

Refer to: ZBR-WHS-CORE-001 (Working at Height), ZBR-WHS-TMP-001 (SWMS Template), WorkSafe Vic CoP Prevention of Falls in General Construction.

5.2 Gas safety — gas fitting and appliance work

Gas fitting is a licensed, high-risk activity regulated under the Gas Safety Act 1997 (Vic) and the Plumbing Regulations 2018 (Vic). Uncontrolled gas escapes, explosion and carbon monoxide poisoning are the primary hazards. Energy Safe Victoria (ESV) is the regulator.

Control	Zebra Plumbing Minimum Standard
Licensing	All gas fitting work must be performed by a plumber with a current gas fitting licence (Type A). Apprentices must work under direct supervision of the licensed gasfitter. Licence checked in ZBR-WHS-REG-003.
Gas isolation — before work	Isolate gas supply at the nearest isolation point before any disconnection or connection. Test isolation with gas detector. Tag isolation point.
Gas leak testing	Pressure test all new and modified gas installations before commissioning. Use leak detection solution or electronic detector — never a naked flame.
Gas escape response	Evacuate, eliminate ignition sources, do not operate switches. Call Australian Gas Networks (AGN): 1800 427 427. Notify supervisor. Call 000 if injury.
Compliance certificates	A Certificate of Compliance must be issued for all regulated gas fitting work. Copy provided to client and copy retained. Record in job file.
Carbon monoxide (CO) risk	Test for CO where combustion appliances are involved. Never commission a flued appliance without verifying flue integrity. CO detector recommended for enclosed spaces.
ESV notifiable incidents	Gas escapes, explosions, CO poisoning incidents must be reported to Energy Safe Victoria (1800 652 563) and WorkSafe Victoria (13 23 60) as applicable.

Refer to: Gas Safety Act 1997 (Vic), Plumbing Regulations 2018 (Vic), AS/NZS 5601 (Gas Installations), Energy Safe Victoria guidance.

5.3 Excavation and trenching — drainage works

Drainage installation and repair frequently requires open excavation. Trench collapse is a leading cause of fatalities in the plumbing and civil sectors. All excavation deeper than 1.5m constitutes HRCW under the OHS Regulations.

Control	Zebra Plumbing Minimum Standard
Underground services	Dial Before You Dig (1100) mandatory before any excavation. Pothole to confirm services. Hand-expose within 300mm of identified services.
Trench stability	Assess soil type before excavating. Battering, benching or shoring required for excavations >1.5m. Consult a geotechnical engineer for unstable or waterlogged ground.
Exclusion zones	Physical barriers minimum 1m from trench edge. No person within collapse zone unless trench is shored or battered. No machinery within safe distance without assessment.
Ingress and egress	Safe means of entry and exit required for all excavations — ladder, steps or ramp. Never jump in or out.
Water management	De-water before entry. Monitor for ingress during work. Pump on site for excavations in wet conditions.
Public protection	All open excavations must be barricaded and signed at end of shift — no open trench left unsecured. Lights required where public access could occur after dark.

Refer to: ZBR-WHS-TMP-001 (SWMS), WorkSafe Vic guidance on excavation, Dial Before You Dig.

5.4 Hazardous substances

Plumbing work involves regular use of hazardous substances — PVC cement and primer, copper flux, drain cleaning chemicals, thread sealants, expanding foam, gas detection fluid and fuel. All are subject to ZBR-WHS-CORE-002 and the WorkSafe Vic CoP on Hazardous Substances.

Substance	Primary Hazard	Key Controls
PVC cement / primer (MEK, THF-based)	Flammable, inhalation	Ventilation — never use in confined space without forced ventilation. No ignition sources. Nitrile gloves, safety glasses. SDS in REG-006.
Copper flux / soldering flux	Skin/eye irritant, fume inhalation	Gloves and eye protection. Ventilate during soldering. Wash hands before eating. Do not inhale solder fumes.
Drain cleaning chemicals (caustic / acid-based)	Corrosive, severe skin/eye burns	Chemical-resistant gloves, face shield (not just glasses), apron. Never mix acid and caustic cleaners — violent reaction. Eye wash accessible.
LPG / natural gas	Flammable, explosion, asphyxiation	No ignition sources during gas work. Gas detector before entry to enclosed areas with gas services. Ventilate confined spaces. Emergency procedure posted.
Thread sealant / PTFE tape compounds	Low hazard — skin irritant	Gloves recommended. Dispose of waste correctly.
Diesel / petrol for plant	Flammable, inhalation	No smoking during refuelling. Approved containers only. Spill kit available. Do not store in unventilated van lockers.
Expanding foam (polyurethane)	Respiratory irritant, skin sensitiser	P2 respirator, gloves, goggles. Do not use near open flame. Adequate ventilation.

All substances used by Zebra Plumbing must be listed in ZBR-WHS-REG-006 with current SDS attached. SDS must be accessible on site — carried in the work vehicle.

5.5 Manual handling

Manual handling injuries — strains, sprains, musculoskeletal disorders — are the most frequent injury type across the plumbing industry. The nature of plumbing work creates constant exposure: heavy pipe sections, water heaters, confined awkward positions, overhead work, and repetitive tasks across a full working day.

Hazardous Manual Handling Activity	Controls
Heavy pipe (100mm+ PVC, cast iron, copper)	Pipe rollers and trolleys. Two-person lift for lengths >2m. Plan the route before lifting. Pipe stands for holding position during fitting.
Storage / electric hot water units (>30kg)	Mechanical lift or two-person lift mandatory. Use appliance trolley. Plan installation sequence to minimise lifts. Harness available if lifted to height.
Confined space / under-floor work	Minimise time in awkward posture. Rotate workers. Use long-handled tools where possible. Exit and stretch regularly on prolonged tasks.
Overhead work (above shoulder height)	Use scaffolding, step platform or EWP — avoid sustained overhead reach from ladder. Rotate tasks to limit continuous overhead time.
Repetitive hand-intensive tasks (torquing, threading)	Power tools preferred where accessible. Rotate tasks. Rest breaks required. Report cumulative pain early — do not push through.

Refer to: ZBR-WHS-CORE-005 (Manual Handling), WorkSafe Vic CoP Hazardous Manual Handling.

5.6 Confined spaces

Plumbing work regularly involves entry to or work near confined spaces — under-floor areas, pits, crawl spaces, drain chambers, ceiling cavities, and plant rooms. The OHS Regulations 2017 (Vic) require a confined space permit before entry to any space that meets the definition.

Requirement	Zebra Plumbing Standard
Confined space identification	Assess any enclosed or partially enclosed space before entry — does it meet the OHS Reg definition? If in doubt, treat as confined space.
Confined space permit	A confined space entry permit is required before entry. Permit includes: atmospheric test results, hazard assessment, emergency rescue plan, standby person assignment.
Atmospheric testing	Test oxygen, flammable gas, and toxic gas before entry and continuously during occupation. Calibrated gas detector required. Oxygen must be 19.5%–23.5%.
Standby person	A trained standby person must remain outside the confined space at all times during occupied entry. Must not enter to assist without appropriate equipment.
Rescue plan	A documented rescue plan must be prepared before entry. Rescue equipment on site. Standby person trained in the rescue procedure.
Ventilation	Forced ventilation required before and during entry where atmosphere risk exists. Do not use oxygen to ventilate — use fresh air only.

Refer to: WorkSafe Vic CoP Confined Spaces, OHS Regulations 2017 (Vic) Part 5.1.

5.7 Electrical safety interfaces

While Zebra Plumbing does not perform licensed electrical work, plumbing operations regularly interface with electrical systems — hot water units, hydronic heating, heat pumps, electric boosters, storm water pump systems and solar installations. These interfaces create real electrocution risk if not managed.

Scenario	Control
Hot water unit installation / replacement	Isolate electrical supply at the circuit breaker before connecting or disconnecting any electrical component. Tag isolation point. Do not assume isolation — test.
Working in areas with electrical cabling	Identify cabling routes before cutting or drilling. Use cable/pipe detector. Never cut into a wall, floor or ceiling without scanning.
Wet areas / water near electrical	Ensure power is isolated before introducing water near electrical components. RCD protection required on all site power leads. Do not use extension leads in standing water.
Notifiable electrical incidents	Any electrical incident (shock, arcing, fire, damage to infrastructure) must be reported to Energy Safe Victoria (1800 652 563) and WorkSafe Victoria (13 23 60).
Solar / PV system work	Isolate at inverter and array isolator. PV panels remain live in daylight even when switched off at inverter — cover panels or work at dawn. Electrical connection by licensed electrician only.

5.8 Working in occupied premises

The majority of Zebra Plumbing's work occurs in occupied homes and businesses. This creates unique hazards — members of the public, children, clients, pets, and confined work areas in domestic settings — that are not present on dedicated construction sites.

Hazard	Control
Children and members of public	Barricade work areas. Never allow children into work area. Secure tools and chemicals when unattended — especially sharp tools and hazardous substances.
Slip/trip hazards in client properties	Drop sheets on floors during work. Clean up water immediately. Secure hoses and cables in transit areas. Restore areas to safe condition before leaving.
Asbestos (older properties)	Properties built pre-1990 may contain asbestos in pipe lagging, floor tiles, eaves, and wall sheeting. Do not drill, cut or disturb any suspect material — stop work and notify supervisor. Asbestos must be assessed by a licensed assessor.
Lead pipe / lead solder (pre-1970s properties)	Lead pipe and solder are common in older Victorian properties. Do not cut or heat without assessment. Wash hands before eating. Advise client if lead is identified.

Legionella risk — hot water systems	Hot water systems below 60°C create Legionella risk. Set thermostats in accordance with AS/NZS 3500.4. Advise clients of temperature settings on commissioning.
Property protection	Protect client property — drop sheets, covers, clean footwear or overshoes in carpeted areas. Report any accidental damage immediately to supervisor.

6. Training, Competency and Licensing

Plumbing in Victoria is a licensed trade. No person may perform regulated plumbing, drainage or gasfitting work unless they hold the appropriate licence issued by the Victorian Building Authority (VBA), or are a registered apprentice working under the direct supervision of a licensed plumber. This is a legislative requirement, not a preference.

6.1 Minimum licence and competency requirements

Licence / Ticket	Issuing Body	When required
Plumbing licence — general plumbing	Victorian Building Authority (VBA)	All regulated water, drainage, roofing and sanitary plumbing work
Plumbing licence — gas fitting	Victorian Building Authority (VBA)	All Type A gas appliance work — installation, commissioning, repair of gas systems
Plumbing licence — mechanical services	Victorian Building Authority (VBA)	Hydronic heating, HVAC interface, mechanical plumbing systems
Construction Induction (White Card)	RTO / WorkSafe Vic	Mandatory for all work at construction sites in Victoria
High Risk Work Licence — EWP (WP or WO class)	WorkSafe Victoria	Required to operate any elevated work platform
High Risk Work Licence — Forklift (LF class)	WorkSafe Victoria	Required if forklift is used for any plant or material handling
Confined space entry training (unit RIIWHS202E or equivalent)	RTO	Required for any worker who enters a confined space
First aid certificate (HLTAID011 or equivalent)	RTO	At least one current first aider per crew / work party
Asbestos awareness training	RTO	Required for all workers likely to encounter asbestos in older Victorian properties

6.2 Training delivery and records

- All new workers must complete the Zebra Plumbing company induction (ZBR-WHS-PLN-001) before commencing work
- Training attendance is recorded on ZBR-WHS-FRM-001 and entered into ZBR-WHS-REG-003 within 24 hours of delivery
- Licence expiry dates are monitored monthly — ZBR-WHS-REG-003 is the control document
- Workers must notify their supervisor immediately if any licence, ticket or authorisation is suspended or expires
- Apprentices must work under the direct supervision of their nominated supervising tradesperson at all times
- Toolbox talks are delivered at the start of each week at minimum — ZBR-WHS-FRM-004 completed for each

7. Incident Reporting, Investigation and Notification

Every incident, injury, near miss, dangerous occurrence and property damage event must be reported without exception. Zebra Plumbing's incident management process covers five stages: immediate response, notification, reporting, investigation, and corrective action.

7.1 Immediate response

- Stop the activity — make the area safe
- Call 000 if there is a serious injury, fire or life-threatening situation

- Provide first aid — only within your competence; do not delay calling 000
- Preserve the incident scene — do not disturb unless necessary to prevent further harm
- Notify the supervisor and Director / WHS Manager immediately by phone
- Complete ZBR-WHS-FRM-003 (Incident / Injury Notification Form) within the shift

7.2 Notifiable incidents — Victorian requirements

Under the OHS Act 2004 (Vic), Zebra Plumbing must immediately notify WorkSafe Victoria of a notifiable incident. Notification must be by the fastest available means (phone: 13 23 60) and a written report submitted within 5 days.

Notifiable Incident Type	Description
Death	The death of any person arising from a work-related incident — employee, contractor, client, bystander
Serious injury or illness	Fracture (excluding finger/toe), amputation, serious head injury, serious eye injury, serious burns, spinal injury, loss of consciousness, hospitalisation for 24+ hours, disfigurement
Dangerous occurrence	Uncontrolled explosion, fire, collapse of a structure, uncontrolled escape of gas or hazardous substance, electric shock or incident with potential for death or serious injury

CRITICAL

For all notifiable incidents: do not disturb the scene without WorkSafe Victoria's agreement — except to make it safe, assist an injured person, or comply with a court order. Failure to preserve a scene is an offence under the OHS Act 2004 (Vic).

7.3 Gas and electrical notifiable incidents

In addition to WorkSafe Victoria obligations, Zebra Plumbing must notify Energy Safe Victoria (ESV) for gas and electrical incidents:

- Gas safety incidents — uncontrolled gas escape, explosion, fire, or death/serious injury involving gas: ESV 1800 652 563
- Electrical safety incidents — electric shock causing injury, electrical fire, or unsafe electrical installation: ESV 1800 652 563
- ESV notifications are additional to and independent of WorkSafe Victoria notification — both may be required for the same incident

7.4 Investigation

All incidents causing injury, significant near misses, and dangerous occurrences must be formally investigated using ZBR-WHS-FRM-005 (Incident Investigation Form). The investigation must:

- Establish the sequence of events — what happened and in what order
- Identify the immediate cause — the direct cause of the incident
- Identify contributing causes — the conditions or systemic factors that allowed it to happen
- Identify root cause — the underlying failure in the system, process or culture
- Generate corrective actions — assign responsibility, due dates and verify completion

Investigation findings and corrective actions are entered into ZBR-WHS-REG-007 (Incident and Corrective Actions Register) and reviewed at the monthly WHS self-assessment.

7.5 Return to Work

Zebra Plumbing is committed to the rehabilitation and return to work of all injured workers under the Workplace Injury Rehabilitation and Compensation Act 2013 (Vic). The Director acts as Return-to-Work Coordinator. On notification of an injury:

- Contact the injured worker within 24 hours — express support and initiate the injury management process
- Obtain a WorkSafe Certificate of Capacity from the treating medical practitioner
- Develop a suitable duties plan with the worker, treating doctor and WorkSafe insurer

- Maintain meaningful and suitable employment during recovery wherever reasonably practicable
- Review and update the return-to-work plan at each medical review

8. Consultation, Participation and Representation

The OHS Act 2004 (Vic) places a mandatory obligation on employers to consult with employees — and, where relevant, their representatives — on WHS matters that affect them. Consultation is not optional and is not satisfied by communication alone. Workers must be given the opportunity to contribute and have their views taken into account before decisions are made.

8.1 When consultation is required

- When identifying or assessing hazards or risks in the workplace
- When making decisions about controls — before implementing, not after
- When making decisions about adequacy of facilities
- When changing work that may affect OHS — new equipment, new procedures, new sites
- When proposing changes to the SMS itself

8.2 How Zebra Plumbing consults

Mechanism	Frequency	Document
Toolbox talks	Every week (minimum)	ZBR-WHS-FRM-004 (Toolbox Record)
SWMS preparation — worker review and sign-on	Before each HRCW task	ZBR-WHS-TMP-001 (SWMS Template)
Hazard report review and feedback	Within 5 business days	ZBR-WHS-FRM-002; ZBR-WHS-REG-007
Monthly WHS self-assessment — results shared	Monthly	ZBR-WHS-FRM-008
Annual management review	Annually	Review meeting minutes — filed in SMS library
Direct access to Director / WHS Manager	At any time	No form required — open door policy

8.3 Health and Safety Representatives (HSR)

Under the OHS Act 2004 (Vic), workers have the right to elect a Health and Safety Representative. If workers request an HSR election, Zebra Plumbing must facilitate the election process. An elected HSR has specific powers under the OHS Act including the right to issue a Provisional Improvement Notice (PIN) and the right to direct cessation of unsafe work. Zebra Plumbing recognises and supports the role of any elected HSR.

9. Plant, Equipment and Vehicles

All plant and equipment used in Zebra Plumbing operations must be registered, inspected, maintained and operated in accordance with the OHS Regulations 2017 (Vic) and ZBR-WHS-CORE-004.

9.1 Plant register and registration

- All plant is recorded in ZBR-WHS-REG-004 (Plant and Equipment Register)
- Registrable plant (EWPs, pressure vessels, boilers) must maintain current registration with WorkSafe Victoria
- Registration expiry dates are monitored in ZBR-WHS-REG-004 — minimum 30-day advance notice of expiry
- Plant must not be operated if registration has lapsed

9.2 Pre-start inspections

- A pre-start inspection is required before every use of any plant, powered equipment or vehicle
- Defects identified at pre-start must be reported to the supervisor — defective plant must be tagged out of service
- Pre-start inspection records are retained with the plant or vehicle logbook

9.3 Test and tag — electrical equipment

- All portable electrical equipment is recorded in ZBR-WHS-REG-005 (Testing and Tagging Register)
- Testing frequency is in accordance with AS/NZS 3760 — construction environments require testing every 3 months for leads and RCDs, 6 months for other portable equipment
- Equipment without a current test and tag must be removed from service immediately
- RCDs must be tested by trip test before every use on construction sites

9.4 Vehicles

- All Zebra Plumbing vehicles must have current registration and compulsory third-party insurance
- Drivers must hold a current Victorian driver's licence appropriate to the vehicle
- No mobile phone use while driving — hands-free does not eliminate crash risk and is strongly discouraged
- Vehicles must not be driven if the driver is impaired by fatigue, alcohol, drugs or medication
- Hazardous substances in vehicles to be secured and stored in accordance with Dangerous Goods Act 1985 (Vic)

10. Subcontractor and Labour Hire Management

Zebra Plumbing retains OHS responsibilities for all subcontractors and labour hire workers it engages, for the duration of their engagement. The OHS Act 2004 (Vic) does not allow WHS duties to be contracted away.

10.1 Before engagement

- Verify that the subcontractor holds all required VBA licences for the work being contracted
- Confirm current workers compensation insurance coverage
- Confirm current public liability insurance (minimum \$10 million)
- Obtain a copy of the subcontractor's SWMS for the work scope, or confirm they will operate under Zebra Plumbing's SWMS

10.2 At mobilisation

- All subcontractors and labour hire workers must complete Zebra Plumbing's company induction before commencing work — ZBR-WHS-PLN-001
- Induction records entered into ZBR-WHS-REG-003
- Subcontractors must operate in accordance with Zebra Plumbing's WHS requirements while on Zebra Plumbing engagements

10.3 During works

- Supervisor includes subcontractors in pre-start meetings and toolbox talks
- Subcontractor compliance with SWMS and PPE requirements is monitored — the supervisor has authority to stop a subcontractor's work for non-compliance
- Incidents involving subcontractors are managed under Zebra Plumbing's incident management process

11. Monitoring, Audit and Management Review

The SMS must be actively monitored to be effective. Monitoring generates the evidence base for continuous improvement and for demonstrating compliance to WorkSafe Victoria or any other regulator.

11.1 Ongoing monitoring activities

Activity	Frequency	Responsible	Record
Toolbox talk	Every Week	Supervisor	ZBR-WHS-FRM-004
Site safety inspection	Weekly (active sites)	Supervisor	ZBR-WHS-FRM-006
Safety observation	Weekly	Supervisor	ZBR-WHS-FRM-007

Register review (competency, plant, test/tag)	Monthly	Director	ZBR-WHS-REG-003, 004, 005
Monthly WHS self-assessment	Monthly	WHS Manager / Director	ZBR-WHS-FRM-008
Incident trend analysis	Monthly	WHS Manager / Director	ZBR-WHS-REG-007
Corrective action review	Monthly	WHS Manager / Director	ZBR-WHS-REG-007
Risk register review	Quarterly	Director	ZBR-WHS-REG-001
Document register audit	Quarterly	Director	ZBR-WHS-REG-002
Annual WHS management review	Annually	Director	Management review minutes
Policy and CORE document review	Every 2 years	Director / WHS Manager	All POL and CORE documents updated in REG-002

11.2 Annual management review

The Director must conduct a formal WHS Management Review at least annually. The review must consider:

- The results of WHS monitoring, inspections and audits for the period
- Incident statistics — LTIs, medical treatments, near misses, hazard reports
- Status of corrective actions from incidents and previous review
- Changes to legislation, regulations or codes of practice since the last review
- Consultation outcomes — worker input from the period
- The effectiveness of training and competency management
- Performance against any WHS objectives set for the period
- Resources needed to maintain and improve the SMS

Outputs of the management review — decisions, actions and objectives — must be documented and communicated to workers. Action items are tracked in ZBR-WHS-REG-007.

12. Document Control and SMS Administration

All ZBR SMS documents are controlled documents. ZBR-WHS-REG-002 (Document Register) is the master control list — it is the source of truth for current document revision status.

12.1 Document control rules

- Only the WHS Manager / Director may issue, revise or withdraw controlled SMS documents
- All documents must carry a document number, title, revision and date — these must match ZBR-WHS-REG-002
- Superseded documents must be removed from circulation and marked 'Superseded' before archiving
- Printed copies are uncontrolled — always confirm currency against ZBR-WHS-REG-002 before using a printed copy
- Changes that affect legislative compliance, worker safety or document scope trigger an immediate revision — do not wait for the scheduled review cycle

12.2 Full SMS document suite

The following table is the controlled summary of all current ZBR SMS documents. The master is ZBR-WHS-REG-002.

Doc Number	Title	Type	Rev
ZBR-WHS-POL-001	Work Health and Safety Policy	Policy	A
ZBR-WHS-POL-002	Injury Management and Return to Work Policy	Policy	A
ZBR-WHS-POL-003	Environmental and Sustainability Policy	Policy	A

ZBR-WHS-POL-004	Mental Health and Well-Being Policy	Policy	A
ZBR-WHS-POL-005	Fitness for Work Policy	Policy	A
ZBR-WHS-PLN-001	Health and Safety Management Plan (HSMP) — this document	Plan	A
ZBR-WHS-CORE-001	Working at Height	Core Req.	A
ZBR-WHS-CORE-002	Hazardous Substances	Core Req.	A
ZBR-WHS-CORE-003	Competency, Training and Awareness	Core Req.	A
ZBR-WHS-CORE-004	Plant and Equipment	Core Req.	A
ZBR-WHS-CORE-005	Manual Handling	Core Req.	A
ZBR-WHS-FRM-001	Training Attendance Form	Form	A
ZBR-WHS-FRM-002	Hazard / Near Miss Report Form	Form	A
ZBR-WHS-FRM-003	Incident / Injury Notification Form	Form	A
ZBR-WHS-FRM-004	Toolbox Record	Form	A
ZBR-WHS-FRM-005	Incident Investigation Form	Form	A
ZBR-WHS-FRM-006	WHS Site Inspection Checklist	Form	A
ZBR-WHS-FRM-007	Safety Observation Form	Form	A
ZBR-WHS-FRM-008	Monthly WHS Self-Assessment	Form	A
ZBR-WHS-REG-001	ZBR Risk Register	Register	A
ZBR-WHS-REG-002	ZBR WHS Document Register	Register	A
ZBR-WHS-REG-003	Training and Competency Register	Register	A
ZBR-WHS-REG-004	Plant (including Vehicles) and Equipment Register	Register	A
ZBR-WHS-REG-005	Testing and Tagging Register	Register	A
ZBR-WHS-REG-006	Hazardous Substances Register	Register	A
ZBR-WHS-REG-007	Incident and Corrective Actions Register	Register	A
ZBR-WHS-TMP-001	SWMS / JHA Template	Template	A

Director Endorsement

ZBR-WHS-PLN-001 | This plan is a controlled document requiring Director sign-off

I, as Director of Zebra Plumbing, endorse this Health and Safety Management Plan as the principal implementation document of our WHS Management System. I am committed to providing the resources, leadership and culture required to implement this plan effectively across all Zebra Plumbing operations.

This plan will be reviewed annually and updated whenever there is a material change to legislation, our operations, or our risk profile. All workers are required to comply with the requirements set out in this plan and the associated SMS documents referenced within it.

Director name	Byron Slabbert
Position	Director, Zebra Plumbing
Date	1 July 2026
Signature	
Document retention: This signed endorsement page must be retained for the life of the document plus 7 years. All superseded versions must be archived with their sign-off pages intact.	

