



Remote and Isolated Work Safety

OHS-PROC-127



This document applies to:

All Sites



Table of Contents

1.0	Purpose	3
2.0	Scope	3
3.0	Actions	3
4.0	Remote and Isolated Work.....	3
5.0	Safe System of Work Requirements	5
5.1	Risk Assessment.....	5
5.2	Emergency Response	5
6.0	Safe Work Practices.....	5
6.1	Communications	5
6.2	Monitoring Systems	6
6.3	National Response Centre (NRC)	6
6.4	Lone Worker and Buddy System	7
6.5	Equipment and Supplies	7
7.0	Training and Competence Requirements	8
8.0	Review, Consultation and Communication	8
9.0	References	9
10.0	Definitions	9
11.0	Revision History	10
12.0	Appendices.....	10
	Appendix A: Remote and Isolated Work Safety Document Flowchart.....	10
	Appendix B: Guidance on Remote and Isolated Work Management Process.....	11

1.0 Purpose

This Business Procedure describes Stanwell's minimum mandatory requirements for managing risks associated with undertaking remote or isolated work.

2.0 Scope

This Business Procedure applies throughout Stanwell and its subsidiaries, all its sites and all activities under Stanwell's control. It applies to all Stanwell employees and contractors, including visitors to Stanwell workplaces.

Note: Where remote work refers to the condition of employment refer to *Stanwell Business Procedure: Flexible Work Arrangements (PEO-PROC-09)*.

3.0 Actions

It must be ensured that:

- as far as reasonably practicable, the need to undertake remote or isolated work is eliminated, and where not reasonably practicable, minimised and managed effectively;
- all remote or isolated work has been planned and risk assessed to identify potential hazards and suitable risk control measures;
- reliable and accessible communication and monitoring processes, systems and/or equipment are available for workers undertaking remote or isolated work; and
- appropriate information and relevant training are provided to workers in the use of systems and equipment required to undertake remote and isolated work safely.

Deviations from the processes and expectations stated within this procedure must be consulted and risk assessed with the Health, Safety and Environmental Team(s).

4.0 Remote and Isolated Work

Remote or isolated work is that which is isolated from the assistance of other people because of the location, time or nature of the work being conducted. Assistance from other people includes rescue, medical assistance, and emergency services.

There is no minimum time a worker has to be on their own for them to be considered 'remote' or 'isolated', and a worker may be isolated even if other people are close by.

The determination and management of remote and isolated work will be dependent on individual and external risk factors, and the associated risk of the work being undertaken. Depending on the presence of these accompanying risk factors, remote or isolated work **may be considered** as being undertaken where or when a worker:

- physically works alone;
- works separately from others;
- works at home;
- works outside normal working hours;
- works shift work or night work;
- travels as part of work;
- travels long distances;
- works unsupervised;
- works in geographical isolation or carries out field work;
- works on a roster where resources or other personnel performing work is reduced, for example, on public holidays; or
- works in isolation with members of the public.

Each situation should be assessed according to its circumstances, considering specific factors that may present a risk to the worker. For further guidance in determining if work is remote or isolated, refer to Table 1 below.

Table 1. Considerations for Determining Remote and/or Isolated Work

Location
<i>Physical separation and difficult access to support:</i>
Work or travel in a location which is geographically remote
Worker location is unable to be known in a reasonable timeframe in the event of an emergency
Limited or difficult access to and for rescue, support, or emergency services
Limited or no other persons in the near vicinity, such as work outside of normal hours
Difficult terrain for access by rescue, support, or emergency services
Limited or no access to facilities, water, and electricity sources
Security systems or processes unavailable or present e.g. authorised areas, alarms, monitored CCTV or patrols
Time
<i>Isolated due to the timing of the work:</i>
Extended length of time required to work remotely or isolated
The time or day results in work being undertaken remotely or in isolation e.g. public holiday, outside of normal hours
Communication
<i>Compromised communication processes, systems, or devices:</i>
Limited or no cellular service for extended durations
Additional equipment required to enable effective communication processes
Emergency communication limited or not available in all situations
Where a worker is required to work away from a vehicle which facilitates the primary communication systems and there are no other forms of communication available
Where a worker is untrained or not provided information on the use and maintenance of communication equipment relied upon
Nature of Work
<i>Isolated from the required support for the nature of work being undertaken AND there is:</i>
A risk of violence or aggression from other persons or incidents such as bullying, harassment or discrimination e.g. clients, patients, or members of the public
Environmental factors which affect the safety of the worker: <ul style="list-style-type: none"> - exposure to extreme hot or cold environments - conditions which rapidly change e.g. storms, bushfire, or flooding - poisonous plants - animal interaction e.g. reptiles, insects, dogs
Increased fatigue risk which may impact decision-making e.g. extended travel, increased physical or psychological workload
High risk activities such as work at height or work with electricity
Lone or solitary work

5.0 Safe System of Work Requirements

5.1 Risk Assessment

It must be ensured, as far as reasonably practicable, that the need to undertake remote or isolated work is eliminated, and where not reasonably practicable, minimised and effectively managed. This includes the use of rosters, work coordination and work scheduling to eliminate or minimise the need for remote or isolated work.

Where remote or isolated work activities are required to be undertaken, the work is to be discussed and risk assessed via a documented process, such as a:

- Job Safety and Environmental Analysis (JSEA) – T-3818
- Safe Work Method Statement (SWMS) – T-3817
- Hazard Identification Risk Assessment (HIRA) via the Stanwell Safe Work System (ePAS)

Refer to *Stanwell Business Procedure: Hazard Management (OHS-PROC-33)* for further guidance.

Risks must be controlled through the application of the hierarchy of controls to achieve the highest level of protection that is reasonably practicable for the circumstances, including for:

- environmental conditions such as the climate and temperature of the location, or the terrain;
- wildlife interaction, including livestock, reptiles, and insects, for example anaphylaxis from a bee sting;
- personal security risk, for example workers interacting with other people who may create a risk of violence, aggression, or to physical safety;
- psychosocial risk of remote and isolated work both on its own, and in combination with other hazards, including, but not limited to sexual and gender-based harassment, violence and aggression, and poor environmental conditions; and
- access to facilities, supplies, rescue, medical assistance, and emergency services.

The direct leader of the worker(s) must be made aware of the remote and isolated work scope, location, and associated risk assessment.

For further requirements in managing the risks associated with journey management for work-related travel which may be considered isolated or remote, refer to *Stanwell Business Procedure: Journey Management and Motor Vehicle Safety (OHS-PROC-31)*.

5.2 Emergency Response

It must be ensured that emergency response processes are in place to respond to remote and isolated work incidents.

Specific requirements for emergency procedures and plans are to be detailed in site specific emergency response plans or an equivalent document.

6.0 Safe Work Practices

6.1 Communications

Workers required to work remotely or in isolation must be provided with appropriate means of communication to enable the worker to:

- initiate and maintain a check-in process; and
- initiate the need for help in the event of an emergency.

The communication arrangement for remote and isolated work will be dependent on the specific circumstances of each worker and situation. However, in all instances, it must be ensured communication processes and systems are available, reliable, and accessible.

Communication for remote and isolated work must ensure:

- the frequency and type of communication and/or check-in procedures are suitable for the nature of work as determined by a risk assessment (e.g. prior to break times);
- there is suitable communication coverage in the area in which the workers will conduct work, including during any travel the workers may undertake in a remote location;
- an alternative form of communication is provided if cellular service or ordinary communication will be unreliable or ineffective;
- suitable training and/or information are provided to workers in the use of communication equipment and systems; and
- communication equipment is regularly maintained and updated so it remains effective.

6.2 Monitoring Systems

Stanwell provides access to the below GPS location monitoring systems and equipment which can be utilised to monitor worker location and status during remote and isolated work, refer to Table 2 below.

Table 2. Monitoring Systems for Remote & Isolated Work

Monitoring System	Capability	Actions Required
<i>TraXu App</i>	An application that can be downloaded onto a device to enable check-in processes with the National Response Centre.	Download and use the TraXu App on a device.
Garmin Device, Satellite Device, Personal Locator Beacon or Equivalent	Device which enables communication and locating services using GPS/ Satellite	Dependent on the device selected.

Monitoring devices must be within reach at all times for the duration of remote or isolated work.

6.3 National Response Centre (NRC)

All remote or isolated work must be registered with the National Response Centre (NRC) prior to commencement of the work by either:

- using the *TraXu App*; or
- by completing the *Stanwell Form: Remote & Isolated Work Communication Plan (T-1609)* and contacting the NRC by phone call to 1800 952 100.

Where a remote or isolated work activity is required to commence from a location that does not have cellular service, NRC are to be notified of the work ahead of time via phone call from a landline. Note: A GPS device cannot be used to initially register the work with the NRC.

Remote and isolated work requires check-in with the NRC at pre-arranged points a minimum of every 2.5 hours, unless an alternative frequency has been determined by the associated risk assessment for the work. Check-in with the NRC can be completed via the *TraXu App*, phone call or GPS device. Note: where a GPS device is used, the **GPS device identification number must be provided to the NRC** (via TraXu or phone call) when registering the remote or isolated work activity.

In instances where a scheduled check-in is not completed, the NRC will attempt to contact the user within five (5) minutes; if unable to reach the user, the NRC will pursue and undertake pre-determined escalation procedures until contact is made with those completing the remote or isolated work activity. If using the *TraXu App*, the NRC is able to advise of the last known location using GPS location services.

In instances where communication is not possible for a designated check-in point (e.g. location without cellular service), efforts must be made to check-in earlier than the designated time or completed as soon as possible when safe to do so.

National Response Centre phone numbers:

- a) 1800 952 100 – for all outbound phone calls from an employee to the NRC
- b) 03 9411 2100 – for all inbound phone calls received from the NRC (cannot be used for return call to NRC)

Two Business Escalation Contacts must be provided when setting up a NRC profile and must hold the following roles:

- a) Business Escalation Contact 1: Person's Direct Leader
- b) Business Escalation Contact 2: Manager or Equivalent

Remote or isolated work must be confirmed as complete with the NRC via the *TraXu App* or by phone call; a GPS device cannot be used.

A singular activity can be registered with the NRC for multiple persons conducting the same work in the same location. The *TraXu App* allows *one* accompanying person to be added to the activity; the names of additional persons are to be added to the 'notes' for that activity.

6.4 Lone Worker and Buddy System

Lone workers are considered as those who work by themselves and/or work in the community with only limited support arrangements, which therefore expose them to risk by being isolated from usual support.

Stanwell does not encourage lone workers to undertake remote or isolated work. Where reasonably practicable, all remote and isolated work is to be undertaken using a 'buddy system' where two or more persons work together for mutual assistance and safety. Lone remote or isolated work also requires management via the 'Lone Worker' function of the National Response Centre/ *TraXu App*.

The risks associated with some activities are such, that the remote or isolated work activity cannot be conducted with only one person. These activities include, but are not limited to:

- confined space entry;
- work at height requiring the use of fall arrest or fall restraint equipment;
- work on water from a vessel or equivalent;
- working with public at identified elevated risk sites e.g. compliance activities, visiting private property, community events;
- live electrical work or high voltage electrical work;
- occupational diving;
- some aspects of firefighting activities;
- use or disposal of hazardous substances where there is a significant risk of injury or exposure to the hazardous substance following controls being implemented in accordance with the risk assessment developed for the work activity; and
- other tasks where more than one person is required to undertake the activity as determined by the requirements of the risk assessment associated with the remote or isolated work activity.

6.5 Equipment and Supplies

When planning remote or isolated work, consider the potential hazards and risks and determine if the following supplies, tools, and equipment should be utilised to ensure risks are effectively controlled to safely undertake the work:

- first aid equipment;
- access to potable water and food;
- appropriate rescue and recovery equipment;
- emergency contact numbers;

- torches and batteries; and
- supplies for the management/ treatment of pre-existing medical conditions e.g. EpiPen for allergic emergencies, or insulin for persons with type 1 diabetes.

7.0 Training and Competence Requirements

Stanwell Training Module: *HS320 - Journey Management and Remote/Isolated Work Awareness* is available from the Stanwell Learning Management System (LMS) and is expected to be completed by all employees prior to undertaking remote or isolated work.

The appropriate training and competency requirements must be provided for the relevant controls and emergency response processes required of remote or isolated work, for example:

- first aid training for those likely to undertake first aid;
- training and/or information to drivers required to engage four-wheel drive vehicle operation for offroad terrain;
- use of communication/monitoring technology such as the *TraXu App*, and satellite phones or Garmin devices;
- familiarisation with the remote or isolated work location (e.g. site induction) to demonstrate an understating of the hazards present for that site; and
- familiarisation with psychosocial hazards, and where to report psychosocial safety concerns. This includes awareness of other support available, for example the Stanwell Employee Assistance Program, *Bunyarra*.

8.0 Review, Consultation and Communication

Review:

This Document is required to be reviewed as a minimum every 5 years.

Consultation:

The review and update of this document will be done in consultation with personnel from the Health, Safety and Environment team, relevant management, and where required, additional stakeholders who undertake remote and isolated work.

Communication/Requirements after Update:

This Business Procedure will be communicated and available to sites on the Stanwell Intranet.

9.0 References

Source	Reference
Legislation	<ul style="list-style-type: none"> Queensland Work Health and Safety Regulation 2011, s48 Queensland Managing the work environment and facilities Code of Practice 2021 Queensland Managing the risk of psychosocial hazards at work Code of Practice 2022
Australian Standards	<ul style="list-style-type: none"> Nil
Business Procedures	<ul style="list-style-type: none"> Hazard Management – OHS-PROC-33 Emergency Response Framework – OHS-PROC-312 Journey Management and Motor Vehicle Safety – OHS-PROC-31 Flexible Work Arrangements - PEO-PROC-09
Stay Safe	<ul style="list-style-type: none"> Remote and Isolated Work Safety
Tools	<ul style="list-style-type: none"> Nil

10.0 Definitions

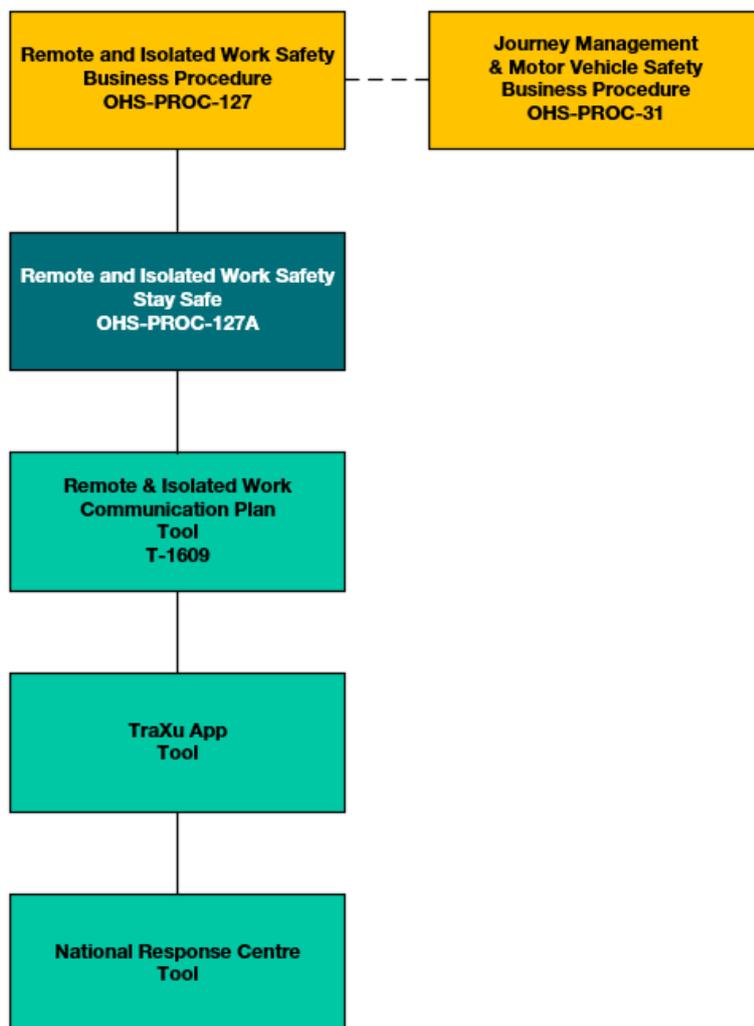
Term	Meaning
Assistance	Includes rescue, medical assistance, and the attendance of emergency service workers.
Buddy System	A cooperative practice of pairing two or more people together for mutual assistance and safety.
Isolated Work	Work where there are no or few other people in the vicinity, and access to the assistance of others, especially in an emergency, may be difficult because of location, time, or the nature of the work.
Lone Worker	Anyone carrying out work activities without direct support or supervision from supervisors or colleagues.
National Response Centre (NRC)	An Australian-based monitoring and response centre available to employees 24 hours, 7 days a week for remote and isolated work.
Remote Work	Work at locations where access to resources and communications is difficult and travel times may be lengthy.
TraXu App	A location-based safety application available for download on a device (e.g. mobile phone) which is monitored in real-time by a National Response Centre.
Workplace	<p>Any place where work is carried out for a business or undertaking, including any place where a worker goes, or is likely to be while at work, including:</p> <ul style="list-style-type: none"> - building or structure where work is performed; - place at a site where work is performed; - road or remote area where work is performed; - home office, hotel, remote community where work is performed; or - machine or equipment on which work is performed.

11.0 Revision History

Rev. No.	Rev. Date	Revision Description	Author	Endorse/Check	Approved By
0	14.08.2014	Document created to reflect corporate wide process	Jason Paull	Trevor Hooper	Ian Gilbar
1	23.06.2020	Scheduled review	Carl Rothman	Jason Paull	Kriss Ussher
2	31.10.2024	Elevated risk recognised within the changing scope of the business (new energy projects in remote and isolated locations). Further guidance on determination of remote and isolated work. Safe Work Practices updated with systems, processes, and devices. Training and Competence updated with relevant requirements.	Jayde Smith	Carl Rothman	Letitia Lucke

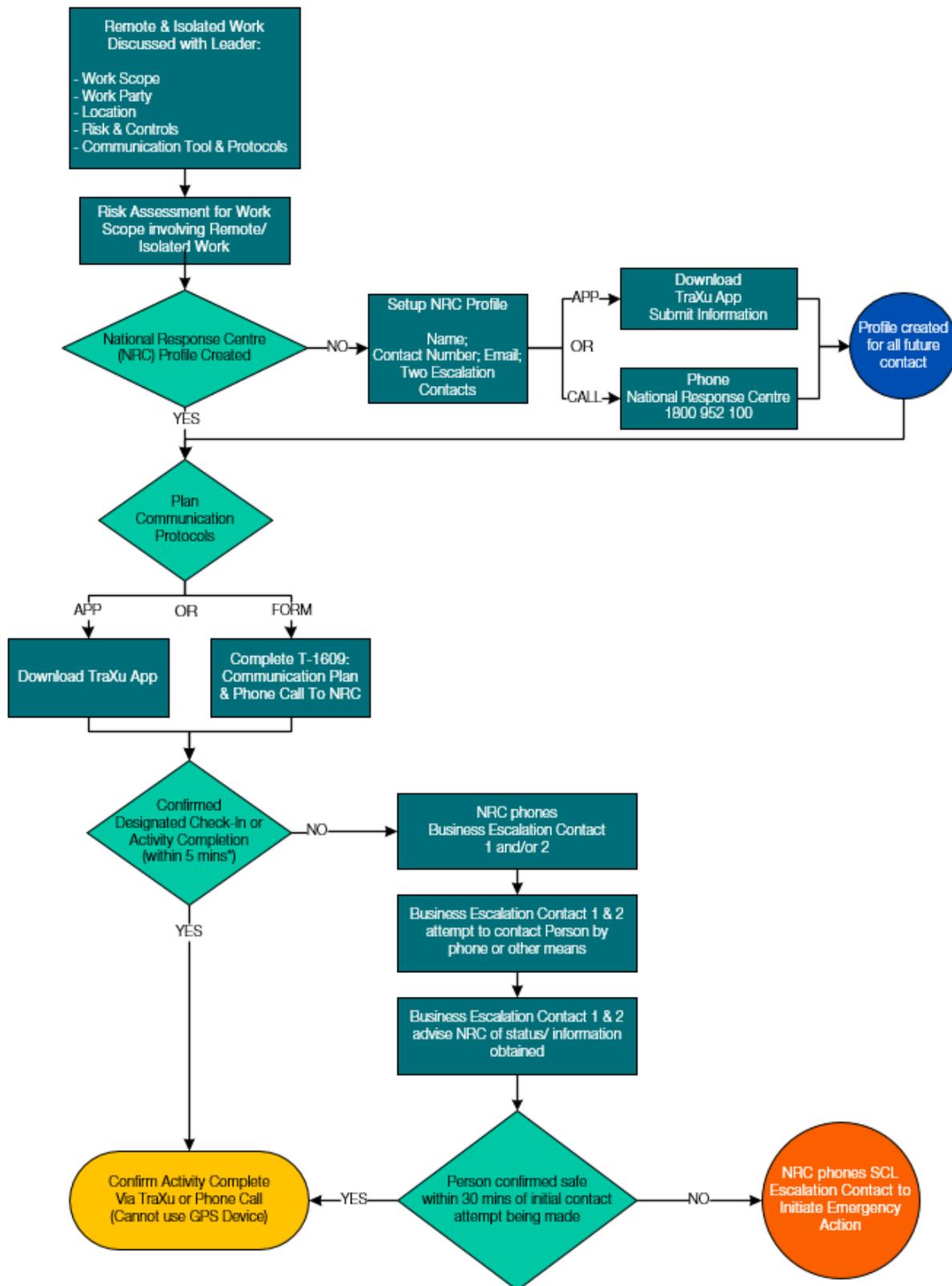
12.0 Appendices

Appendix A: Remote and Isolated Work Safety Document Flowchart



Source: Content Manager 24/90671

Appendix B: Guidance on Remote and Isolated Work Management Process



* NRC will attempt to make contact with the user within 5 minutes after a failed check-in or journey completion; if unable to reach the user after a period of 10 minutes, the NRC will escalate to the listed contacts on the user's profile. Escalation response timeframes by the NRC may also be influenced by other factors.

Source: Content Manager 24/109095