

Application for proposed ENFORCEABLE UNDERTAKING

Part 11, Work Health and Safety Act 2012 (SA)

The commitments in this undertaking are offered to the Regulator by

M & S Mackie Pty Ltd

(the Company)

ACN 119 441 771

The information provided in this document is for the purpose of an undertaking given to the Regulator under Part 11 of the *Work Health and Safety Act 2012* (SA). This information will be managed within the requirements of the current State Government privacy regime.

The terms of an accepted enforceable undertaking are a matter of public record.

When an enforceable undertaking is accepted, notice of the decision to accept it and reasons for that decision will be published by the Regulator on the SafeWork SA website within 14 days of the date of the decision.

Enforceable undertakings will not be removed from the public register and will remain on the register after a company or individual has discharged all obligations of the undertaking.

COMMENCEMENT OF UNDERTAKING

This enforceable undertaking is given on the day and date that it is accepted and signed by the Regulator. The undertaking and its enforceable terms will commence to operate as a legally binding commitment on the part of the person from the date it is given.

SECTION 1: GENERAL INFORMATION

1.1 Details of the person proposing the undertaking

Nominated person: (Point of contact for SWSA communications)	Daniel Reiman
Street address:	751-753 Marion Road Ascot Park SA 5043
Postal address:	PO Box 1007 Pasadena SA 5042
Telephone:	08 8122 0843
Email address:	dan@msmackie.com.au
Legal structure:	Body Corporate
Type of business:	Construction
Commencement date:	As per the date the acceptance clause has been signed
Workers:	Full time: 14 Part time: 1 Casual: 0
Products and services:	Construction services, insurance repairs and property maintenance
Comments:	The Company is a small, family owned business, which provides trade services on a business-to-business basis, specifically to the insurance, strata, and aged care sectors.

1.2 Details of the alleged contravention

(If proceedings initiated - This should reflect the details of the Complaint and Summons, omitting personal details and reference to gender.)

The Regulator has alleged that on 17 September 2018 the Company committed an offence pursuant to section 32 of the *Work Health and Safety Act 2012* (SA) (the Act) in that it had the duty prescribed by section 19(1)(a) of the Act to ensure, so far as was reasonably practicable, the health and safety of workers engaged in its business or undertaking, and that it failed to comply with that duty thereby exposing an individual

to a risk of death or serious injury or illness. Additionally the Regulator has alleged that the Company was non-compliant with respect to regulations 213, 39, and 43.

1.3 Detail the events surrounding the alleged contravention

(Generally includes factual incident details and avoids blame or opinions)

The Company was engaged to undertake repair works to a residential property which had been damaged by fire. As part of the reparation works, the Company engaged a contractor to replace the roof frame of the property. On 17 September 2018, whilst replacing a section of a conventional roof frame to the heritage part of the property, an employee of the contractor (the worker) climbed up a ridge beam, whilst there were no controls in place to minimise the risk of a fall. The worker fell from a height of approximately 4 metres, sustaining serious injury.

1.4 Details of any enforcement notices issued that relate to the alleged contravention

Not Applicable (Tick if there were no notices issued by SWSA in relation to the contravention)

Date issued	Notice type	Notice number	Contravention or prohibited activity	Action taken in response to notice
19/09/2018	Prohibition Notice	307610	WHS Act Section 20(2)	Engage a competent person to review the working methods used to construct the new timber roof frame Provided the Regulator with evidence that an engineer was engaged.
19/09/2018	Prohibition Notice	307611	78 - Management of risk of fall	Review and where necessary revise the Safe Work Method Statement in relation to construction work that involves a risk of a person falling more than 3 metres. Implement adequate controls in accordance with the hierarchy of controls. The Company revised their Safe

Date issued	Notice type	Notice number	Contravention or prohibited activity	Action taken in response to notice
				Work Method Statement.
20/09/2018	Improvement Notice	308071	WHS Act Section 19(3)(f)	Preparation and Implementation of Safe Methodology of Works. Provided the Regulator with evidence of action taken.
20/09/2018	Improvement Notice	308073	WHS Act Section 19(3)(b) Work Health and Safety Regulations 2012 (SA) (Regulations) Regulation 213	Engaged a competent person to inspect the modular scaffold on site to ensure it was free from risks to health and safety. No further action was required because the competent person advised that the scaffolding was safe and the timber stacked on the scaffolding did not pose a risk to health and safety. Out of an abundance of caution, the Company removed the stacked timber nonetheless. Provided the Regulator with evidence of action taken.
20/09/2018	Improvement Notice	308074	Regulation 43	Ensured the Company's Emergency Plan complied with the Regulations and amended the induction paperwork to state where the Emergency Plan

Date issued	Notice type	Notice number	Contravention or prohibited activity	Action taken in response to notice
				was located on the builders sign at front fence of the site.
20/09/2018	Improvement Notice	308075	WHS Act Section 19(3)(f) Regulation 39	Ensured all workers the Company are given adequate safety information prior to commencing work on site. In particular, the Company created a site-specific induction, which included the above Safe Work Methodology and referenced the location of the Emergency Plan. The Company inducted all workers attending the site.
20/09/2018	Non Disturbance Notice	302081		Ensured the site was not disturbed and was secure from unauthorised access until the remedial actions required under the Improvement Notices had been completed.
25/09/2018	Non Disturbance Notice	302081		Ensured the site was not disturbed and was secure from unauthorised access until the remedial actions required under the Improvement Notices had been completed.

1.5 Detail the injury sustained or illness suffered by worker/s or other/s as a consequence of the alleged contravention detailed above

The Worker sustained a notifiable serious spinal injury requiring immediate treatment as an in-patient in a hospital.

1.6 Detail the employment status and the workers' compensation or other insurance status regarding the person who sustained injury or suffered illness as detailed in 1.5

The injured person is:

- an employee of the entity
- a self-employed person
- other - an employee of the contractor engaged by the Company.
- not applicable

Status: The worker is being supported by Return to Work SA and will not be returning to his pre-injury duties.

(This should reflect the status of any claims and level of recovery/return to work that is applicable)

1.7 Detail the support provided or proposed by the person to the injured person and/or family or other/s

The Company has attempted to make contact with the worker on several occasions since the incident without success. Given that the worker was not employed by the Company, the Company has only limited information about the worker. The Company has been advised by SafeWork SA that the worker does not feel the need to discuss the incident further and does not wish for the Company to contact him.

The Company has been in contact with the contractor by whom the worker was employed at the time of the incident to enquire about the steps taken to support the worker and to offer further support. The contractor has conveyed to the Company that the worker is still on WorkCover and that it is unlikely that he will return to the construction industry.

In discussions with the contractor, the Company has offered support in the evaluation and improvement of the contractor's work health and safety (WHS) systems. The contractor was receptive to the offer and will schedule a meeting in September 2020 to discuss how the Company can assist the contractor to improve their current systems.

1.8 Detail any current work, health and safety systems at the workplace

(Describe how health and safety risks are managed, including types of procedures or policies or standards)

The Company has the following systems to support their safety:

- member of Master Builders SA and utilises their expertise for training, support, and guidance;
- JSEasy software for the creation of safety documentation, such as policies, procedures, and Safe Work Method Statement (SWMS) for High Risk Construction Work;
- Engagement of external Safety Advisors for high-risk work to assist with hazard identification and the creation of relevant SWMS and risk controls;
- Engagement of Employsure for contractor on boarding and safety documentation, tools and support; and
- Utilisation of Ensureflow 3 software for contractor management workflows.

1.9 Detail the level of auditing currently undertaken on the work, health and safety systems referred to in term 1.8, including compliance audits and audit frequency

The Company was audited by a client in 2018 for its own self-insurance purposes relating to a particular site where the Company was undertaking works. The audit was undertaken by a private consultant who had been engaged by the client to assess the Company's safety systems. The opinion of the auditor in his findings was that the Company was complying with its obligations under the WHS Act. Following the incident, the Company has spent considerable time conducting an internal evaluation of the safety requirements and as part of this evaluation the Company engaged a third party consultant to assist specifically in mitigating the risks on High Risk construction works on a job by job basis.

1.10 Detail the consultation undertaken or proposed to be undertaken, in relation to this undertaking

(This should reflect any consultation in developing the undertaking e.g. workers, managers, safety committees, injured worker/s external consultants)

Prior to, and during, the preparation of this document, the Company facilitated a number of internal consultation meetings with its entire workforce, from managers through to workers and contractors, to discuss the business' position and future vision for safety. The Company also engaged external support from third party providers such as Master Builders SA, ATLAS Certification and Employsure to aid in the decision making process at the executive level. Consultation with the above stakeholders will continue for the duration of this undertaking.

1.11 Detail the rectifications to the workplace or work practices made as a result of the alleged contravention and the enforcement notices issued

(This should reflect measures taken to rectify the contravention, post incident)

Following the incident, the Company implemented a number of rectifications / corrective actions including but not limited to:

- Implementation of safe work methodology documents in accordance with WHS regulation 297, chapter 3 part 1 of the Act outlining foreseeable hazards and risk and a step by step method for undertaking construction work safely;
- Employment and training of two dedicated in-house safety officers through the Master Builders SA Safety Management course. The duties associated with these positions include undertaking daily safety monitoring, site task checks, and monitoring of SWMS for High Risk Construction Work;
- Engagement of Master Builders SA to provide bespoke SWMS Training Course for employees of the Company. The Company has identified key personnel to undergo a bespoke training course covering SWMS at Master Builders SA. The training will be recorded via Zoom and the recording will be made available to the Company to be incorporated into their safety systems for induction of new subcontractors;
- Engagement of JSEasy external consultant for the provision of safety advice, support and guidance, with a particular focus on managing risk of falls and High-Risk Construction Work;
- Engagement of external consultants at Employsure to provide specialist assistance in creating a WHS Corrective Action Plan and support in the areas of work health and safety and human resources in order to ensure that all workers of the Company understand their duties and responsibilities in the workplace with a particular focus on clear division between the take 5 system on everyday tasks and SWMS for High Risk Construction Work;
- Implementation of the JSEeasy system to assist in document creation and SWMS for High Risk Construction Work; and
- Undertaking site-specific inductions on construction sites that fall into the category of high risk or High Risk Construction Work. This induction occurs prior to entering the site and ensures regular safety checks and monitoring of SWMS and effective control of risk was and is being undertaken by the Company, workers, and contractors.

Total amount spent on rectifications \$ 52,547.64

SECTION 2: GENERAL TERMS

The person acknowledges and commits to the general terms set forth in the sub-terms below.

2.1 Acknowledgement that the Regulator alleges a contravention occurred as detailed in term 1.2

The Company acknowledges that the Regulator has alleged that the Company was non-compliant with respect to regulations 213, 39, and 43 and that it contravened sections 19 and 32 of the WHS Act, specified at clause 1.2 of this document as follows:

The Regulator has alleged that on 17 September 2018 the Company committed an offence pursuant to section 32 of the *Work Health and Safety Act 2012* (SA) (the Act) in that it had the duty prescribed by section 19(1)(a) of the Act to ensure, so far as was reasonably practicable, the health and safety of workers engaged in its business or undertaking, and that it failed to comply with that duty thereby exposing an individual to a risk of death or serious injury or illness.

2.2 Statement of regret that the alleged contravention occurred and the reasons the person considers this undertaking is a more appropriate response to the alleged contravention than a court imposed sanction.

(This should not include an admission of guilt)

The Company sincerely regrets that the incident on 17 September 2018 occurred and expresses its sympathy to the worker. The Company understands that the incident in question has had a wide ripple effect on many parties, including all those involved and their respective families.

The Company considers this undertaking is a more appropriate response to the alleged contravention than a court imposed sanction because the Company has emerged from this incident with a fresh perspective on safety and having implemented many measures to increase safety controls and safety awareness within its employee and contractor base. The Company has taken, and will continue to take, such steps as are reasonably practicable to ensure that such an incident or a similar incident does not occur again.

The Company is willing to share its story with the industry and wider community with the hope that the lessons learnt from this incident can be shared with others with a view to reducing the chances of such an incident happening again.

2.3 Statement of commitment that the behaviour, activities and other factors which caused or led to the alleged contravention has ceased and will not reoccur

The Company is committed to ongoing compliance with all its obligations under the Act. Since the incident the Company has taken a number of steps to ensure the health and safety of all persons in the workplace including:

- dedicated in house staff to manage WHS on a daily basis;
- creation of a WHS Corrective Action Plan to detail the changes required within the Company's employees and contractors;
- consistent monitoring of High Risk works and SWMS;
- a commitment to the implementation of a task driven take 5 system for low risk works;
- regular bulletins and industry updates to employees and contractors highlighting any current WHS concerns or industry campaigns;
- site specific task checks particularly on sites with High Risk works being undertaken to ensure adherence to effective SWMS and controls;
- further training for key employees, most notably in SWMS and High Risk construction Works;
- acceptance of the invitation from Master Builders SA to join the newly formed Safety Forum, created to evaluate and discuss safety at an industry level;
- a company pledge to actively continue evaluation and growth of its WHSMs and attention to safety in accordance with the Act; and
- a company desire to promote the use of SWMS for High Risk Construction Works in accordance with WHS regulations to the construction industry.[Click or tap here to enter text.](#)

2.4 Acknowledgment of the guidelines published by the Regulator for the acceptance of an undertaking

I have read and understood:

Guidelines for the acceptance of an enforceable undertaking

Version: 1 Dated: June 2018

2.5 Acknowledgement that this undertaking may be published and publicised

- 2.5.1 The Company acknowledges that the undertaking may be published on the SafeWork SA website and referenced in SafeWork SA material.
- 2.5.2 The Company acknowledges that the undertaking may be publicised in newspapers, media releases, and general marketing publications.

2.6 Statement of the person's ability to comply with the terms of this undertaking and meet the projected costs of the activities

- 2.6.1 The Company has the financial ability to comply with the terms of this undertaking and has provided evidence of this fact by way of letter from the Company's accountants with this undertaking to support this declaration.
- 2.6.2 In the event of impending liquidation or sale of the entity, the Company will advise SafeWork SA of the relevant circumstances and its capacity to comply with the outstanding terms of this undertaking within 14 days.

2.7 Statement regarding person's relationship with any corporations, officers, employees, contractors, proposed beneficiaries of donations or scholarship or other recipient of financial benefit contained in this undertaking

The Company confirms that there are no relationships with any corporations, officers, employees, contractors, proposed beneficiaries of donations or scholarships or other recipients of financial benefit contained in this undertaking.

2.8 Statement regarding Intellectual Property Licence

The Company grants SafeWork SA a permanent, irrevocable, royalty-free, world-wide, non-exclusive licence to use, reproduce, publish, distribute, electronically transmit, electronically distribute, adapt and modify any materials developed as a result of this undertaking.

2.9 Acknowledgement that the person may be required to provide a statutory declaration

SafeWork SA has requested a statutory declaration outlining details of any prior work health and safety convictions¹, subject to any local legal constraints such as spent conviction legislation, or findings of guilt under work health and safety legislation or work health and safety related legislation.

YES NO

The statutory declaration is attached (if applicable)

YES NO

2.10 Statement of commitment from the person to participate constructively in all compliance monitoring activities for this undertaking

- 2.10.1 It is acknowledged that the Regulator will conduct compliance monitoring to ensure compliance with the terms of this undertaking.

¹ Subject to any local legal constraints such as spent conviction legislation

- 2.10.2** Cooperation will be given to allow the Regulator's officers to assess compliance including giving access to relevant material (evidence of compliance).
- 2.10.3** It is acknowledged that the Regulator may initiate additional compliance inspections as considered necessary at the Regulator's expense.
- 2.10.4** Updates, together with supporting evidence of compliance with each of the enforceable terms of this undertaking, will be provided to the Regulator at six monthly intervals during the course of the undertaking.

2.11 A commitment by the person to perform activities that will ensure the ongoing effective management of risks to health and safety in the future conduct of its business or undertaking

(Detail the management strategies to be employed that will satisfy and demonstrate to officer/s of the person that this commitment is being met)

The Company is committed to discharging its obligations under the Act and this commitment is reinforced by:

- the rectifications referred to in clause 1.11 above; and
- the undertakings made within this document.

2.12 A commitment regarding linking the promotion of benefits by the person to this undertaking

(Activities that may promote or benefit the person need to link the activity/benefit to this undertaking)

- The Company is committed to promoting the benefits contained within this undertaking and to the undertaking itself.
- The Company will disseminate this information to the industry, community, employees and contractors to raise awareness of solid WHS management systems and in particular the management of High Risk Construction Works.

SECTION 3: ENFORCEABLE TERMS

The person acknowledges all activities set forth in the enforceable terms below must be auditable and include a date for completion and a minimum cost for each activity.

The person commits to performing the activities below diligently, competently and by the respective completion date.

3.1 A commitment to disseminate information about this undertaking to workers, and other relevant parties, and in the annual report (if applicable)

(This may include dissemination to work health and safety representatives and in the annual report, if applicable)

Dissemination will be achieved by doing the following:

The Company will create and share a bulletin to be sent to all current employees and contractors of the Company informing the workers of the executed enforceable undertaking, explaining the commitments of the Company and reinforcing the Company's commitment to ensuring the health and safety of all persons in the workplace from employees to contractors alike.

Master Builders SA has agreed to assist in disseminating the undertaking in both SA Builder magazine and on social media platforms such as Facebook, LinkedIn and Instagram to the industry and wider community.

Dissemination will occur in: October 2020 for SafeWork month.

3.2 Activities to be undertaken to promote the objects of the WHS Act that will deliver benefits for workers/others

Activities	Minimum cost	Timeframe
3.2.1 ISO Integrated Quality Management System Training through Master Builders SA for 2 x key employees which will cover the standards of SO:9001:2016, AS/NZS4801, ISO 45001:2018 and ISO 14001:2015 to assist with its implementation of systems to satisfy the ISO certification.	\$ 540	30 September 2020
3.2.2 Safety Hub – Training, Induction and on boarding platform	\$ 2,000	90 days from acceptance

3.2.3	Implement/customise take 5/SWMS system for staff and contractors to highlight the clear division between the low risk and high risk work and how to manage safety effectively in this manner.	\$ 5,000	90 days from acceptance
3.2.4	Employsure WHS management system providing the tools and resources to support its WHS corrective action plan.	\$ 17,857.92	12 month annual licence
3.2.5	ATLAS Certification ISO 45001 Audit and JAS-ANZ certification	\$ 4,345	To begin June 2021 or sooner if systems are ready
3.2.6	Bespoke SWMS training for Employees through Master Builders SA to be recorded and used on Safety Hub Training platform. Master Builders SA will also place this recording on its online student management system. (Module) for completion by Master Builders SA apprentices to assist the industry.	\$ 1,800	6 months from acceptance
3.2.7	Maintain consultation with relevant stakeholders throughout the course of this undertaking.		
3.2.8	Upgrading to the new version of Ensureflow 4, which includes a new safety component enabling the Company to handle day-to-day operations on the same platform at a job tracking level.		
3.2.9	Internal Safety Officers to implement the above WHS corrective action plan.	\$ 43,500	12 months from acceptance
Total minimum cost of benefits for workers/others		\$ 75,042.92	

3.3 Activities to be undertaken to promote the objects of the WHS Act that will deliver benefits for industry

Activities	Minimum cost	Timeframe
3.3.1	<p>The Company will produce a short video from the Director of the Company outlining the incident, what the Company have done since, highlight the importance of a sound SWMS system, and bring focus to High Risk works and regulations.</p> <p>This video will be available for Safework to use on their own media platforms.</p> <p>Master Builders SA will work closely with the Company to document the Company's story and experience; the video will be edited 1 minute and 30 minute streams for utilising in social media. How the Company, the longer version will be added to the current training materials for the SWMS Training Course delivered by Master Builders SA</p>	<p>\$ 2,500</p> <p>Master Builders SA would like to push this through in September 2020 and use in October 2020 safety month if time permits.</p> <p>This will also aid in dissemination of information.</p>
3.3.2	Master Builders SA Social Media campaign to bring awareness to SWMS, High-risk works and its efforts in this area.	\$ 1,000 90 days from acceptance
3.3.3	Master Builders SA has invited the Company Director to join the newly formed Safety Forum and participate in annual events to discuss safety within the industry. The Company accepts this invitation and looks forward to being a part of the forum.	\$ 0 Effective immediately
Total minimum cost of benefits for industry		\$ 3,500

3.4 Activities to be undertaken to promote the objects of the WHS Act that will deliver benefits for community

Activities	Minimum cost	Timeframe
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3.4.1	The Company will host a safety seminar for its current employees and contractors and the event will also be open to the wider community. The event will involve the Managing Director of the Company, as the Company as guest speakers from SafeWork SA and Master Builders SA, talking about the importance of safety in the workplace and highlight the benefits of its Take 5 and SWMS system and control of High Risk hazards.	\$3,000	June 2021
3.3.2	SA Builder Editorial outlining its commitment and progress in a safe work culture, Take 5 and SWMS systems and ISO 45001 certification. Editorial in SA Builder Magazine – Autumn Issue Master Builders SA currently produces its own magazine, 4 times a year with a readership in excessive of 8,000. MBASA will conduct an editorial feature on the incident and incorporate an article from SafeWorkSA on the High Risk Regulations whilst also promoting MBASA training courses.	Provided free by Master Builder SA	Within 90 days from acceptance
Total minimum cost of benefits for the community		\$ 3,000	

3.5 Agreement to pay the Regulator's costs

Agreement is given to paying the Regulator's costs associated with this undertaking, as itemised below, and it is acknowledged that payment is due 30 days after receipt of the Regulator's invoice:

Recoverable costs	Amount
Investigation, legal and administrative costs associated with the alleged contravention and proposed undertaking	\$ 0
Compliance monitoring costs	\$ 0

Publication costs	\$ 0
Total Amount	\$ 500.00

3.6 Minimum spend

- 3.6.1** The Company acknowledges the minimum spend for this undertaking will comprise of the:

(The amounts below should correspond with total amounts from terms 3.2–3.5 above)

Estimated total value of	Minimum spend
Benefits to workers/others	\$ 75,042.92
Benefits to industry	\$ 3,500.00
Benefits to community	\$ 3,000.00
Regulator costs	\$ 500.00
Estimated total minimum spend for the undertaking	\$ 91,467.92

- 3.6.2** The Company agrees to spend any residual amount arising from the total minimum spend value not being met. Agreement on how to spend this residual will be sought from the Regulator.

3.7 A commitment to establish and maintain (or maintain if a system already exists) a work, health and safety management system (WHSMS)

The Company is committed to maintaining a Work Health Safety Management System compliant with the Act. The Company will achieve this in part by gaining an ISO 45001 certification through JAS-ANZ, which enforces annual audits on the Company's Work Health Safety Management System to retain the certification.

3.8 A commitment to ensure the WHSMS is audited by third party auditors

The Company has engaged ATLAS Certification to provide external auditing on its systems with the goal of achieving a JAS-ANZ ISO 45001 certification in 2021.

As part of its commitment to obtaining an ISO 45001 certification the Company will further engage ATLAS Certification to undertake an annual audit to ensure the Company's compliance and retention of the JAS-ANZ ISO 45001 certification.

Details of the auditor's qualifications against the stated requirements will be provided with audit reports submitted to the Regulator.

3.9 A commitment to provide a copy of each finalised WHSMS audit report to the Regulator

- 3.9.1** It is acknowledged that audit reports received from the auditor will be sent to the Regulator within 30 days of the audit along with a letter certifying that the report has not been altered from the copy provided to the person by the auditor.
- 3.9.2** It is acknowledged that within 30 days of receipt of the auditor's written report, the Regulator will be advised of the intended action in addressing each of the report's recommendations.

3.10 A commitment to implement the recommendations from these audits (unless otherwise negotiated with the Regulator)

- 3.10.1** The recommendations resulting from the WHSMS audit will be fully implemented within six months of receiving the audit report, unless the Regulator offers a variation of the undertaking due to the actions being unreasonable.

SECTION 4: OFFER OF UNDERTAKING

As a duly authorised person of M & S Mackie Pty Ltd I offer this undertaking and commit M & S Mackie Pty Ltd to the terms herein.

Signed: _____
[Duly Authorised Person]

DANIEL REIMAN
[Print name]

Director
[Position]

Dated at 751-753 Marion Road, ASCOT PARK SA 5043 this 3rd day of September 2020

SECTION 5: ACCEPTANCE OF UNDERTAKING

I accept this undertaking as an enforceable undertaking under section 216 of the Work Health and Safety Act 2012 (SA).

Signed:

[Person]

MARTYN CAMPBELL
[Print name]

EXECUTIVE DIRECTOR
[Position]

Dated at SAFEWORK SA this 4th day of SEPTEMBER, 2020



1300 365 255



help.safework@sa.gov.au



safework.sa.gov.au



@safeworksa



safeworksa



Government of South Australia
SafeWork SA