Preface

About the Electrical Safety Office

Our Vision
Prevention of death, injury and destruction of property caused by electricity.

Our Goals
People work and live safety around electricity.

Our Approach

- Use an evidence based approach to target services and interventions that focus on priorities and those most at risk.
- Be a visible, accessible, mobile and capable organisation that delivers effective and efficient services throughout Queensland.
- Partner and collaborate with industry, government, community and other stakeholders to identify problems and implement solutions.
- Apply internal governance and auditing processes to ensure our services are relevant, consistent, high quality and timely.
- Evaluate and continually review our interventions and services to maximise outcomes.
- Exemplify the public service values.

Focus of this document
This document sets the governance and monitoring arrangements of prescribed electricity entities and accredited auditors appointed under the Electrical Safety Act (ESA) 2002.
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1 Background
The number of deaths and injuries caused by electricity in Queensland is unacceptable. This was recognised by the Queensland Ombudsman’s Workplace Electrocutution Project (June 2005), Ministerial review of the Electrical Safety Office (July 2001) and the Electrical Safety Taskforce (April 2001) conducted into Queensland’s electrical safety.

The Taskforce identified the increasing difficulty for regulators to introduce a legislative framework that specifies the outcomes to be achieved in situations where the risks vary widely according to the working environment. This is particularly the case in large organisations with a diverse asset base to maintain, such as electricity entities.

The Electrical Safety Taskforce recommended the introduction of Safety Management Systems (SMS) for electricity entities; this was incorporated in the Electrical Safety Act 2002 (the Act) and the Electrical Safety Regulation 2013 (the Regulation).

The Office of Industrial Relations is the Regulator for the Act, Regulation and Electrical Safety Codes of Practice.

This document supersedes the ‘Guide to Safety Management Systems’.

2 Purpose
The purpose of this document is to provide an audit strategy that supports electricity entity Safety Management Systems and contributes to the ESO’s vision.

3 Scope
This document provides prescribed electricity entities, accredited auditors and other stakeholders, guidance for applying the legislative requirements under the Act and the Regulation for implementing and maintaining the SMS for their works.

While a SMS is mandatory for prescribed electricity entities, other entities and duty holders such as electrical contractors and generation entities are encouraged to adopt a SMS to manage their electrical risk.

4 Glossary of Terms
The meaning of words and phrases used in this document are defined in Appendix A: Meaning of terms.

5 Legislation
Legislative requirements for electricity entities within the scope of this document include, but is not limited to, the following:

- Duty of electricity entities, Electrical Safety Act 2002, s. 29
- SMS for electricity entities, Electrical Safety Act 2002, ss. 66-67
- SMS requirements, Electrical Safety Regulation 2013, Part 11, ss. 233-234
- Accredited auditors, Electrical Safety Act 2002, ss. 129-136B

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1 Electrical Safety Regulation 2013, s. 233
- Duty of the electricity entity, *Electrical Safety Act 2002*, s. 29
- Works of an electricity entity, *Electrical Safety Regulation 2013*, ss. 195-216
- Electrical safety code of practice, 2010 Works
- Electrical safety code of practice, 2013 Managing electrical risk in the workplace

Failing to comply with legislative requirements will result in enforcement action and may result in financial penalties.

The ESA defines duties of care for electrical safety; this includes (but is not limited to) duties of electricity entities, persons conducting business or undertaking (PSBU), installers of electrical equipment or electrical installation, officers, persons in control of electrical equipment, workers and other persons. Penalties apply to individuals and PCBUs who have an electrical duty and fail to comply with their duty or are reckless as to the risk to an individual of death or serious injury or illness.

If a worker dies as a result of carrying out work, senior officers in particular circumstances may be subject to criminal Industrial Manslaughter charges.

### 6 Responsibilities and Accountabilities

#### 6.1 Electrical Safety Office

The ESO, on behalf of the Office of Industrial Relations, administers the Act, Regulation and Electrical Safety Codes of Practice. With regards to prescribed entities this includes;

- Monitoring and enforcing compliance with electrical safety legislation.
- Providing advice and information on electrical safety to duty holders under the Act.
- Collecting, analysing and publishing statistics relating to electrical safety.
- Fostering positive relationships between duty holders, their workers and their representatives in relation to electrical safety.
- Promotion and support of electrical safety education and training.
- Regulatory oversight of prescribed electricity entities’ SMS and audits.
- Appointment and administration of accredited auditors.
- Conducting and defending proceedings under the Act before a court.
- Conduct forums for prescribed electricity entities and accredited auditors.

#### 6.2 Prescribed electricity entity

Relevant to this guide, prescribed electricity entities must ensure:

- Their works are electrically safe and are operated in a way that is electrically safe.
- A SMS is in place.
- They give effect to their SMS.
- The accredited auditor is involved in the planning of annual audits.
- The annual audit plan is submitted to the Regulator.
- Their SMS is audited annually by an accredited auditor.
- Accredited auditors (or nominee representatives) conduct no more than three consecutive annual SMS audits.

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3 *Electrical Safety Act 2002*, ss.48L-O ‘Industrial Manslaughter’
6.3 Accredited auditors

Accredited auditors must:

- Comply with the Regulator’s Conditions of Office (refer to Appendix G).
- Maintain currency of understanding and application.
- Ensure audit findings are objective, technically correct, assessed against legislative and other applicable requirements.
- Acquit themselves in accordance with the Code of Conduct of the Queensland Public Service.
- Ensure nominee representatives maintain their skills, knowledge and abilities to conduct audits.
- Ensure nominee representatives work jointly according to the instrument of appointment in each of their areas of expertise.

7 Accredited Auditor Administration and Conduct

7.1 Auditor Accreditation and Term of Office

Accredited auditors are appointed by the Regulator in accordance with the Act to conduct work in relation to their conditions of appointment.

Application forms for appointment as an accredited auditor (Form 14) are available on the ESO internet site. Forms should be completed fully utilising guidance material within the Form.

Persons who apply to become accredited auditors must demonstrate the necessary expertise/experience or training.

Assessment panels administered by the ESO determine the suitability of applicants. The panel may conduct an interview with applicants as part of the assessment process for initial applications.

The auditor’s accreditation is evidenced by a signed copy of the Instrument of Appointment.

A person’s term of office as an accredited auditor is 5 years, or a lesser period if approved by the Regulator and shown on the person’s Instrument of Appointment.

The list of current SMS accredited auditors is provided on the ESO website.

7.2 Auditor engagement and payment

The responsibility and cost of engaging accredited auditors’ rests with the prescribed electricity entity to be audited.

7.3 Auditor Conduct

Accredited auditors are to acquit themselves in accordance with the Code of Conduct for the

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4 Reference to a person as an accredited auditor includes reference to a company as well as an individual. Generally, accredited auditors are companies with the company’s nominee representative/s performing the audits.

5 Electrical Safety Regulation 2013, s. 237
Queensland Public Service (available on the Qld Government Website). Principles of the Code of Conduct are:

- Integrity and impartiality
  - Committing to the highest ethical standards
  - Manage all conflicts of interest
  - Demonstrate a high standard of workplace behaviour and personal conduct
- Promoting the public good
  - Commitment to excellence in service delivery
- Commitment to the system of government
  - Commitment to the role and responsibilities of a nominated accredited auditor
  - Maintain appropriate relationships with ESO
- Accountability and transparency
  - Ensure transparency in all relationships
  - Commit to innovation and continuous improvement
  - Ensure appropriate use and disclosure of official information

Consistent with the Code of Conduct, accredited auditors must ensure that prior to accepting a proposal to conduct an SMS audit with a prescribed electricity entity all conflicts of interest are recognised, documented and managed appropriately.

### 7.4 Auditor Understanding and Application

Accredited auditors are responsible for their understanding and application of the following areas:

- Audit principles, procedures and techniques: to enable the auditor to apply those appropriate to different audits and ensure that audits are conducted in a consistent and systematic manner.
- Ensuring expertise and capabilities to conduct audits are maintained to effectively assess and validate the entity’s safety management system.
- The “Three Lines of Defence” risk governance model (refer to Appendix B).
- Management systems and reference documents: to enable the auditor to comprehend the scope of the audit and apply audit criteria.
- Organisational situations: to enable the auditor to comprehend the organisation’s operational context.
- Applicable laws, regulations and other requirements relevant to the discipline: to enable the auditor to work within, and be aware of, the requirements that apply to the organisation being audited.

Accredited auditors are responsible to ensure that findings are evaluated against appropriate legislation, standards, codes and guidance material and the technical correctness of their findings. To ensure a consistent approach with conformance classifications refer to audit classifications within this document.

### 8 Safety Management Systems

#### 8.1 SMS focus

A SMS should improve safety performance by combining and integrating planning, goal setting, proactive risk management, consultation, implementation and review processes. This system sets, implements and increases benchmarks and standards for electrical safety.

A SMS is not simply the existence of forms, processes, policies or documents that describe various safety aspects of an organisation. It must give effect to, or exercise, the content of the
safety system in an on-going and managed way across an organisation that continually improves safety outcomes.

SMS must be developed in consultation with workers and their representatives of industrial organisations whose members are employees of the entity, and with principle or primary contractors for the entity.

8.2 AS 5577 Electricity network SMS

The AS 5577 provides guidance and nationally recognised requirements for the development of an electricity entity’s SMS.

It applies to electricity entities, which includes electricity distribution and transmission networks. It may also be applied to railway electricity networks.

The core of AS 5577 is ‘Formal Safety Assessments’ (Generic Hazard/Risk assessment). Utilising the hierarchy of control is vital for an effective SMS.

The ‘Formal Safety Assessments’ need to cover the entities’ activities relating to the following:

- Network planning.
- Site safety management.
- Network safety management.
- Network structural integrity.
- External interference management.
- Fault condition monitoring and response.
- Change of operating conditions and remaining asset life review.
- Substations operations and maintenance.
- Emergency response.

AS 5577 provides guidance for entities in the development of their SMS. The entities may decide to follow another management system if it provides an equivalent or higher standard than AS 5577.

8.3 Fundamental principles of AS 5577

The fundamental principles of AS 5577 include but are not limited to the following:

- The safety of the public and persons near or working on the network.
- The protection of property.
- Safety aspects arising from the protection of the environment, including protection from ignition of fires by the electrical network.
- Safety aspects arising from the loss of electrical supply.
- The safe design, construction, commissioning, operation, maintenance and decommissioning of its electrical network.
- The identification, recording, assessment and management of any hazards associated with the design, construction, commissioning, operation, maintenance and decommissioning of its electrical network.
9 SMS Audit Elements

SMS audit elements, recommended for the audit of electricity entity SMS are illustrated at Figure 1 and described below. SMS Audit Elements are based on AS 5577. Refer to Appendix C for a more detailed diagram of SMS audit elements.

Figure 1: SMS Audit Elements

9.1 Goals and Plans

Senior management commitment is required for safety to be effectively integrated into an organisation. A senior manager who makes, or participates in making, decisions that affect the whole, or substantial part, of the business or undertaking must exercise due diligence to ensure they comply with their duties under the Electrical Safety Act (ESA Section 38A). Senior management:

- Should effectively lead and foster an organisational commitment and culture towards safety which is supported by the SMS.
- Should ensure leadership is matched by safety objectives, performance criteria and the provision of the resources required to achieve them.
- Should link performance data and information with goals and plans.
- Should ensure plans are in place to ensure entity works are electrically safe and are operated in a way that is electrically safe throughout their lifetime.
- Should clearly define responsibility and accountability for safety outcomes.
- Must consult with employees and relevant contractors in the development of the SMS.

Prescribed electricity entities should report safety performance goals and performance available to the public and stakeholders; for example, in annual reports. For prescribed electricity entities this is consistent with objectives of corporatisation that sets out to improve economic performance and social accountability. This provides the general public and the
entity’s workforce with information about how an entity is managing the risks they may be exposed to by working, living or being near the entity’s works.

### 9.1.1 Auditor Guidance – SMS Goals and Plans

<table>
<thead>
<tr>
<th>Reference</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESA 29</td>
<td>The SMS covers the duty of an electricity entity</td>
</tr>
<tr>
<td>ESA 30 - 40</td>
<td>The SMS recognises accountabilities including the duty of officers</td>
</tr>
<tr>
<td>ESR 234 (2) (a)</td>
<td>A SMS must contain details of: the systems safety objectives</td>
</tr>
<tr>
<td>ESR 234 (2) (c)</td>
<td>A SMS must contain details of: performance criteria</td>
</tr>
</tbody>
</table>
| AS 5577. 4.2 Policy and Commitment | The Entity’s Safety Management System contains arrangements and commitment for the following:  
- SMS policy.  
- Planning.  
- Implementation.  
- Measurement and evaluation.  
- Management Review and change management. |
| AS 5577. 4.4.2 Implementation Resourcing | Resourcing requirements for safely managing the network throughout its assets life cycle stages have been identified:  
- Plant, equipment, tools.  
- Mains and apparatus.  
- Workers.  
- Development, implementation, monitoring and reviewing the safety management system.  
- To implement risk control.  
Identified resource requirements should also include consideration of:  
- Planned and unplanned operations.  
- Worker leave entitlements.  
- Worker training.  
- Worker rest/fatigue breaks. |
| AS 5577. 4.4.3 Management Structure | The entity shall have an established management structure appropriate to the size and complexity of the network.  
The management structure shall identify key positions and or personnel. |
| AS 5577. 4.4.4 Responsibilities, accountabilities and authorities | Responsibilities, accountabilities and authority levels of personnel and or contractors with respect to the design, construction, commissioning, maintenance and de-commissioning of the network will be documented within the safety management system or provide direction to where they can be located. For example, are job profiles and titles current and fit for purpose.  
Where contractors are involved, areas of accountability and responsibility are clarified with respect to the contractors.  
Personnel are identified and documented with the responsibility and authority to:  
- Approve policies and procedures.  
- Initiate action to, so far as reasonably practicable to:  
  - prevent safety issues arising from loss of supply; |
Safety Management System Audit and Governance Guide

<table>
<thead>
<tr>
<th>Transparency</th>
<th>Safety goals and performance in achieving safety goals are publicly reported via the entity’s annual report.</th>
</tr>
</thead>
</table>

9.2 Systems

A SMS must provide how safety obligations and goals are achieved in normal, abnormal and emergency situations throughout the life cycle of the works. SMS Systems, and their implementation, form the first line of defence in accordance with the “Three Lines of Defence” risk governance model. SMS should:

- Ensure competency is managed.
- Be developed through consultation with workers, their representatives and the entity’s contractors.
- Be clearly communicated throughout the organisation.
- Be subject to continuous improvement.
- Ensure all risks are proactively identified and treated using the hierarch of controls (further discussed below).
- Outline how risks are to be assessed and prioritised for control.
- Ensure safety related incidents are appropriately investigated and resulting recommendations completed.
- Be integrated into the organisation’s management system.
- Link strategic, management and operational components together to form an integrated systems management approach.
- Allow the allocation of accountabilities, responsibilities and resources from senior management through to all employees to enable decisions to be made on electrical safety matters.
- Ensure all systems are subject of periodic review and continual improvement.

Risks management systems must apply the hierarchy of controls. The level of analysis required in establishing the relevant costs and safety benefits depends on the severity of the consequences. Where the consequences could include fatalities, there should be an exhaustive search for alternatives. Appendix D provides more detail on Risks and the Hierarchy of Control.

SMS documentation should provide an overall ‘top down’ view of how the entity manages its electrical safety obligations by referencing the appropriate policies, procedures, standards and work practices. This can be thought of as a safety management framework that describes the relationships between documentation and daily operations.
## 9.2.2 Auditor Guidance – SMS Systems

<table>
<thead>
<tr>
<th>Reference</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESR 234 (2) (b)</td>
<td>A SMS must contain details of: systems and procedures for meeting systems safety objectives</td>
</tr>
<tr>
<td>ESA 66 (b)</td>
<td>A SMS must detail hazards and risks</td>
</tr>
<tr>
<td>AS 5577. 4.3.2</td>
<td>Entity has a methodology for hazard identification, hazard/risk assessment and control of hazards/risks, which:</td>
</tr>
<tr>
<td>Planning for safe operation</td>
<td>• Meets the requirements and principles of AS/NZS ISO 31000</td>
</tr>
<tr>
<td></td>
<td>• Meets the requirements of Appendix A Formal Safety Assessment within AS5577</td>
</tr>
<tr>
<td>Risk management process</td>
<td>Consider the following hazards that could cause an electrical related incident or safety related aspects of the loss of supply:</td>
</tr>
<tr>
<td></td>
<td>• Electrical work on or near network assets.</td>
</tr>
<tr>
<td></td>
<td>• Other activities that may involve electrical hazards, including work being carried out in the vicinity of electrical assets.</td>
</tr>
<tr>
<td></td>
<td>• Single and multiple failure modes, including knock-on effects as appropriate.</td>
</tr>
<tr>
<td></td>
<td>• The design of network assets and the condition and operating methodology for electricity assets.</td>
</tr>
<tr>
<td></td>
<td>• External and natural disasters.</td>
</tr>
<tr>
<td></td>
<td>• Intentional and unintentional human activities.</td>
</tr>
<tr>
<td>Risk management process</td>
<td>Consider activities related to the asset life cycle stages:</td>
</tr>
<tr>
<td></td>
<td>• Network planning (design, construction, commissioning, operation, maintenance and decommissioning).</td>
</tr>
<tr>
<td></td>
<td>• Site and network safety management incorporating (network structural integrity, external interference management, fault condition monitoring and response, change of operating conditions and remaining asset life review).</td>
</tr>
<tr>
<td></td>
<td>• Substation operations and maintenance.</td>
</tr>
<tr>
<td></td>
<td>• Low voltage neutral integrity.</td>
</tr>
<tr>
<td></td>
<td>• Emergency response.</td>
</tr>
<tr>
<td></td>
<td>• Methodology is kept up to date.</td>
</tr>
<tr>
<td>AS 5577. 4.3.3</td>
<td>Documented plans to prepare for operation of the network for foreseeable abnormal circumstances or during disruption to normal operations. These circumstances may include the following:</td>
</tr>
<tr>
<td>Planning and preparation for abnormal operations</td>
<td>• Operating connected to emergency power sources.</td>
</tr>
<tr>
<td></td>
<td>• Operating without normal supply assets such as powerlines or transformers.</td>
</tr>
<tr>
<td></td>
<td>• Operating at other than normal voltage levels.</td>
</tr>
<tr>
<td></td>
<td>• Operating under communication outages.</td>
</tr>
<tr>
<td></td>
<td>• Operating under changed conditions to avoid further damage to network.</td>
</tr>
<tr>
<td>AS 5577. 4.3.4</td>
<td>The entity applies published national or international technical standards and or industry or company codes used for the following:</td>
</tr>
<tr>
<td>Standard and codes</td>
<td>• The design and construction of existing network assets.</td>
</tr>
<tr>
<td></td>
<td>• The design and construction of new network assets.</td>
</tr>
<tr>
<td></td>
<td>• The commissioning, installation, operation, maintenance and decommissioning of network assets.</td>
</tr>
<tr>
<td>Standard</td>
<td>Description</td>
</tr>
<tr>
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</tbody>
</table>
| AS 5577. 4.4.1 Implementation General | The entity shall define how it will implement the safety management system. Examples could include but not limited to the following:  
- Work tasks/procedures can be linked back to formal risk assessment process.  
- Linkages exist between the formal risk assessment process, through controls that need to be implemented by employees carrying out their work tasks/procedures. |
| AS 5577. 4.4.5 Training and competency | The entity shall ensure that all persons involved with the design, construction, commissioning, operation, maintenance and decommissioning of the network are suitably competent and adequately trained to carry out their duties.  
This includes holding current licencing for the work being undertaken.  
The entity shall document, establish and maintain procedures for identifying, facilitating and/or providing the training needs of all staff working on the network assets. |
| AS 5577. 4.4.6.1 Consultation | The entity shall ensure processes are in place to identify relevant stakeholders both internal and external who have a relevant interest in the safety aspects of the design, construction, commissioning, operation, maintenance and decommissioning of the network.  
The entity shall ensure that consultation has been undertaken in accordance with requirements of the standard AS5577. |
| AS 5577. 4.4.6.2 Communication and reporting | The entity shall establish procedures for consultation, communication and reporting to identified stakeholders regarding the development, implementation and review of the safety management system.  
This includes all statutory reporting requirements imposed on the entity by the Regulator.  
Communication and reporting may include but not limited to the following:  
- Reporting of incidents and system failures.  
- Reporting on hazard identifications.  
- Network asset risks.  
- Reporting of hazard and risk assessments.  
- Reporting on preventative and corrective actions.  
- Safety alerts/notices. |
| AS 5577. 4.4.7 Emergency preparedness and response | The entity shall plan and prepare for emergency situations and events resulting from or occurring to their network assets; including external events that may affect the safe operation of the network.  
Emergency response processes are appropriately documented and implemented.  
Staff are trained in the emergency response processes. |
9.3 Conformance

The entity must establish an internal regime to ensure conformance with internal procedures, compliance with regulatory requirements, and to ensure effectiveness of their SMS. Conformance checks form a second line of defence in accordance with the “Three Lines of Defence” risk governance model.

Conformance should be genuine and not simply ‘tick and flick’ to meet a safety paperwork requirement.

Where systems and processes are onerous or cumbersome, workforce engagement will facilitate the feedback and necessary changes to make safe work the norm.

Contractor conformance with entity SMS requirements should be required through procurement systems and monitored by the entity.

9.3.1 Auditor Guidance – SMS Conformance

<table>
<thead>
<tr>
<th>Reference</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESA 67</td>
<td>A prescribed electricity entity must have, and must give effect to, a safety management system for the entity.</td>
</tr>
<tr>
<td>ESR 234 (2) (d)</td>
<td>A SMS must contain details of: ways of maintaining adherence to the performance criteria</td>
</tr>
<tr>
<td>AS 5577. 4.5.1 Monitoring and measurement</td>
<td>Contractors’ performance of electrical and other work for the entity complies with legislative requirements, codes of practice and standards.</td>
</tr>
</tbody>
</table>

9.4 Measurement

Measurement and recording of activities, incidents and outcomes are vital to the SMS feedback loop. Measurement should include:

- Progress against goals.
- Conformance levels.
- Progress of activities that contribute to the elimination or reduction of the effects of risks before an injury or incident occurs.
- Network operational, maintenance and reliability data which affects the safe operation of the electrical network.
- Incident/accident investigations.
- Serious electrical incidents.
- Dangerous electrical events.
- Dangerous incidents.
- Other network incidents; such as:
  - Network related shocks.
  - Manual re-close events after a lockout that, soon after re-closing, trip again.
  - Number of LV and HV switching sheets that have not been completed without incident.
  - Number of LV wires that have been found under statutory heights.
  - Events that have resulted in undue electrical risk as a consequence of exceeding the thermal capacity of electrical equipment.
### 9.4.1 Auditor Guidance – SMS Measurement

<table>
<thead>
<tr>
<th>Reference</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS 5577. 4.5.1 Monitoring and measurement</td>
<td>The entity will establish procedures for the measurement and evaluation of the performance of its safety management system. This will also include identifying, recording and analysis of the network operational, maintenance, and reliability data to identify trends in the networks operation and performance. This data should be used to identify emerging risks that could adversely impact on the safe operation of the network. Data collection, storage and analysis are undertaken appropriately.</td>
</tr>
</tbody>
</table>
| AS 5577. 4.5.2.1 Accident/incident investigation and reporting | The entity shall establish procedures for identifying, notifying, recording, investigating and reporting of accidents and incidents. These procedures should cover any event associated with the network that has the potential to cause any of the following:  
- Death or significant injury to their workers or members of the community.  
- Significant damage to property or the environment.  
- Significant impact on the safe operation of the network.  
Consideration could also be given to the following:  
- Procedures for managing the incident site have been adopted.  
- Procedures for notification and reporting of incidents have been adopted.  
- Incident severities have been classified.  
- Incidents are appropriately investigated.  
- Fit for purpose investigation techniques have been adopted which assist investigators to identify contributing factors at the system level and actions required to eliminate or minimise risks SFARP using the hierarchy of controls.  
- Investigators have received training in the above techniques.  
- Incidents and accidents involving contractors are investigated and reported to the Regulator. |
| AS 5577. 4.5.2.2 Corrective and preventive action | The entity shall establish procedures for determining, approving and implementing corrective and preventive actions.  
Note: corrective actions are taken to deal with an existing issue whilst preventive actions address potential issues.  
The hierarchy of controls is utilised when selecting the appropriate control measures (for example, elimination, substitution, isolation and or engineering controls been adopted rather than just administration controls) to effectively manage the identified hazard or risk.  
All agreed actions will be documented and their implementation monitored and confirmed.  
The corrective and/or preventive actions implemented must be reviewed for effectiveness and outcomes documented.  
When determining the implementation of corrective and or preventive actions the entity should also identify if the issue is local or systemic. |
| AS 5577. 4.5.3 Records | The entity shall implement relevant records management practises for the following:  
- Control of documents, legislation, standards, codes, guidelines and procedures for the safe design, construction, commissioning, operation, maintenance and decommissioning of the network. |
9.5 Evaluation

Evaluation is required to:

- Track safety performance against goals.
- Confirm systems and processes are effective.
- Determine relative performance levels.
- Determine if the safety outcome is being achieved.

Evaluation should include:

- Achievement of goals, systems safety objectives and performance criteria.
- Internal audits, which are the third line of defence in the “Three Lines of Defence” risk governance model.
- External audits (including, but not limited to, mandatory annual audits by an Accredited Auditor).
- Review of conformance monitoring results.
- Data analysis of SMS measures (as discussed above).
- Trend and statistical analysis.
- Benchmarking (against historical data and with external organisations).
- Incident evaluation.
- Progress in implementing risk controls.
- Enforcement history taken against the entity.
- Public feedback on safety concerns.
- Coronial (and other significant) inquiry recommendations.
- Regulator interaction and feedback.
- Incident learnings from other state entities.

The outputs of SMS evaluation should include:

- Feedback to senior management and the Board on goal and plan achievement.
- Requests for management board support where goals and plans not achieved.
- Safety goals progressively improved consistent with available technologies, innovations and best practice.
- Continuous improvement of systems and processes.
- Data for annual reporting
### 9.5.1 Auditor Guidance – SMS Evaluation

<table>
<thead>
<tr>
<th>Reference</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESA 67</td>
<td>A prescribed electricity entity must have, and must give effect to, a safety management system for the entity.</td>
</tr>
<tr>
<td>ESR 234 (4)</td>
<td>Annual audits by an Accredited Auditor</td>
</tr>
<tr>
<td>AS 5577. 4.5.4 System Audits</td>
<td>The entity shall establish procedures for planning and implementing audits to determine compliance with and effectiveness of the safety management system. Audits shall be performed by competent personnel who are independent of the section of the safety management system being audited. Audits shall cover arrangements for verifying the implementation and effectiveness of corrective and/or preventive actions identified during the audit process. The outcomes of the audit shall be subject to management review and feedback. System audits should also assess compliance with regulatory requirements and ensure the safety management system adequately addresses these issues.</td>
</tr>
<tr>
<td>AS 5577. 4.6.1 Management review</td>
<td>The entity should establish procedures for regular management review of the effectiveness and appropriateness of the safety management system. This should include the elements of the safety management system considered as high risk. The safety management system shall be reviewed at least every five years or if any changes need to be implemented to the system due to legislative changes, organisational structure change or operational experience. This would include emerging risks to the entities network.</td>
</tr>
</tbody>
</table>
| AS 5577. 4.6.2 Change management | The entity shall establish procedures for managing changes to the safety management system, procedures, network design, construction, operation maintenance and decommissioning. This shall be done in a controlled manner, reviewed, recorded and approved by the relevant person. Change shall be considered to have taken place if any event or newly identified hazard initiates an operational, technical or procedural change in the measures to:  
  - Promote public safety awareness of the network.  
  - Protect the network and associated components.  
  - Operate and maintain the network safely.  
  - Implement emergency response arrangement.  
  - Prevent or minimise loss of supply.  
  - Carry out required inspections.  
  - Ensure that plans and procedures continue to comply with the entities engineering and design standards.  
Communication and training of staff in allocation of responsibilities, accountabilities for identified actions and the impact of any changes is important to ensure an effective change management culture. Communication of changes to stakeholders must also be included in this change management process. |

### 9.6 Innovation

Innovation should be used by entities to help achieve step changes in safety. Safety innovation initiatives would generally involve the application of technologies or techniques which provide higher level risk controls (in accordance with the hierarchy of controls). Safety innovation initiatives may include:

- Research and development.
- Partnership with suppliers.
• Partnerships with academic institutions.
• Internal systems to encourage staff innovation.
• Awareness of industry related research and development.

9.6.1 Auditor Guidance – Innovation

<table>
<thead>
<tr>
<th>Reference</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Systems in place to encourage staff safety innovation</td>
</tr>
<tr>
<td></td>
<td>Systems in place to monitor relevant industry research and development</td>
</tr>
<tr>
<td></td>
<td>Systems are in place for the regular review of risks and review of controls against contemporary practices and available technologies.</td>
</tr>
</tbody>
</table>

10 Audits

10.1 Purpose of audits

The ESR requires each prescribed electricity entity to implement a SMS and provide a certificate from an accredited auditor to the Regulator. The certificate indicates that the prescribed entity’s SMS has been assessed and validated to ensure that the system and the outcomes of the system complies with relevant sections of the Act and the Regulation.

The role of the accredited auditor is to provide an independent (third party) audit that verifies that the SMS complies with Electrical Safety Act 2002, Part 5 and Electrical Safety Regulation 2013, Part 11.

10.2 Type of Audits

Only persons appointed by the Regulator as an SMS accredited auditor are authorised to certify a prescribed entity’s SMS.

Regulator audits

As part of a risk based approach to regulation and to develop consultative relationships the ESO will conduct periodic entity audits. These audits may be based upon industry incidents, current or emerging risks. Audits may include engagement with entity management and field workers.

Regulator audits align with the functions of the Regulator within Electrical Safety Act 2002, s.122.

SMS initial audit

The purpose of this audit is to ensure that when the SMS is first put into effect, the SMS has been assessed and validated against the Act and the Regulation. The certificate for the initial audit is a gazetted form by the Regulator (Form 28). The template is available on ESO website.

The accredited auditor will be required to verify and certify in the approved form:

• Whether the SMS document complies with the Act and the Regulation.
• Whether the entity gives effect to the SMS. For example, evidence of the entity’s internal audit plan to initiate implementation of the SMS.
**SMS modification audit**

The purpose of a modification compliance audit is to verify that modifications to the SMS align with the Act and the Regulation. The accredited auditor will be required to verify and certify, in the approved form, that modifications have been assessed and validated against the electrical safety legislation. The approved Form 28 (certificate) is a gazetted document. The template is available on ESO website.

A modification is any addition and/or alteration to the document which changes the characteristics described in *Electrical Safety Act 2002*, s.66 and/or *Electrical Safety Regulation 2013*, s.234.

- Document format changes or spelling corrections do not require a modification audit.
- Changes to risk management systems, processes or governance may justify a modification audit.

**SMS annual audit**

An annual SMS performance audit must be completed within 12 months of the issue of the certificate for the initial legislation compliance audit and for each subsequent year.

The purpose of an annual SMS performance audit is to verify:

- Continued legislation compliance of the SMS documentation.
- That the SMS is achieving its objectives.
- That the SMS is adhering to and maintaining the performance criteria.
- That the auditing system of the prescribed entity’s SMS is effective.
- That any modification compliance audits have been done when necessary.
- That the prescribed entity gives effect to the SMS.

The SMS annual audit is to include elements of: engagement of management; desktop reviews; implementation and effectiveness of systems in the field; and entity second/third lines of defence.

The accredited auditor must state in a certificate the current level of compliance of the prescribed electricity entity with its SMS. Unlike the certificate required for the initial/modification audit, this certificate for the annual performance audit is not a gazetted document. The performance audit certificate is produced by the accredited auditor.

**10.3 Planning for system audit**

The scope of the audits should be risk based and may utilise statistical information. Statistical information will assist in identifying common trends and focus on high risk areas. Audits will often lead to specific document trails being followed during the course of the audit. Auditors should follow a number of these trails to provide a more thorough examination of the activity being audited.

Audits should include the principles of AS 5577 as incorporated in the SMS Audit Elements described above (refer to Figure 1). This is to ensure confidence that all hazards have been identified and all reasonably practicable controls are in place to ensure the entity is giving effect to their SMS. If the entity elects not to use AS 5577 then the entity will need to demonstrate to the Regulator a system that is equivalent if not better than AS 5577.

The audit scope must include a review of previous audit findings and status of action plans to address these findings. Audit scope should also include but not be limited to the following:

- Legislative compliance with supporting measures.
• Emerging risks. These may include, for example: risks presented to electrical networks with increased renewable and storage technologies, risks arising from climate change, and risks from autonomous vehicles operating near entity assets.
• Issues raised by the Regulator.

The entity should include the accredited auditor in development of the annual audit plan content and timeframe.

As part of developing the audit plan the accredited auditor must engage with the ESO prior to the release of the draft audit plan and engagement of the accredited auditor.

Accredited auditors must ensure the requirements of *Electrical Safety Act 2002*, s.66 are achieved and should, as a minimum, use the SMS audit elements provided by this document.

The ESO may, after consideration of the draft audit plan, request further information to ensure the entity is giving effect to the SMS.⁶

The entity must provide the auditor with the completed final annual audit plan and the risk reduction plans in preparation for the annual audit.

### 10.4 Submitting the audit plan

Entities must submit the final audit plan⁷ to the Regulator. Plans should be submitted at least four weeks prior to the audit commencing.

### 10.5 Audit reports

Following the Regulator’s consideration of the annual audit plan or the certificate of an accredited auditor, a prescribed electricity entity may be required to provide further information to the Regulator about the SMS and how the entity is giving effect to the SMS.

The entity is to submit the final audit report, including the entity’s action plan to the ESO⁸ within two weeks of the entity receiving the report from the auditor.

The ESO requires the audit reports:

• Be comprehensive and address all audit criteria.
• Provide sufficient detail to allow the ESO and electricity entities understand the audit findings.
• Be clear and unambiguous.
• Be substantiated with objective evidence.
• Have outcomes focussed recommendations.
• Include an entity action plan to address the findings where required.
• Be free of errors.
• Allocate classifications to all findings as described below.

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⁶ *Electrical Safety Regulation 2013*, s. 234 4(d)
⁷ *Electrical Safety Regulation 2013*, s. 234 4(b)
⁸ *Electrical Safety Regulation 2013*, s. 234 4(d).
### 10.5.1 Classification and Reporting of Audit Findings

Accredited auditors undertake audits to ensure that the entity’s SMS is adequate to mitigate the electrical safety risks of a prescribed electrical entity operations and to protect employees and the community.

The following classifications must be adopted when reporting on audit findings to ensure a consistent approach with conformance classifications prior to issuing the Certificate of Compliance:

<table>
<thead>
<tr>
<th>Classification</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Major Non-Conformance** | Findings where an element of the system is lacking, has not been met, or where there is a lack of assurance of the entity giving effect to the SMS.  
Findings where inadequate systems or implementation failures (first line of defence in risk management) present a significant risk to people or property.  
Findings which show inadequate conformance management systems or internal audit (second and third lines of defence in risk management).  
A group of minor non-conformances in the same specific area may be elevated to a major non-conformance.  
Minor non-conformances raised in a previous audit that have not been properly addressed should be elevated to a major non-conformance. |
| **Minor Non-Conformance** | Findings where inadequate systems or implementation failures (first line of defence in risk management) present a minor risk to people or property.  
Findings relating to minor shortcomings with second and third layers of defence in risk management.  
A finding where there is an isolated (non-systemic) non-conformance of a SMS requirement despite assurance (lines of defence) being implemented. |
| **Observations**          | Observations identifying areas of compliance that are of some concern and may be at risk of becoming non-conformances.                                                                                      |
| **Opportunities for improvement** | Opportunities for improvement are areas that are compliant and may be enhanced or improved.                                                                                                                  |
| **Compliance**            | Findings where an element of the system is compliant at the time of audit.                                                                                                                                  |
## Appendices

### Appendix A: Meaning of terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consult</td>
<td>Has the same meaning as defined within the enterprise bargaining ESI Agreements T&amp;D, and means the timely exchange of relevant information and ideas in such a manner that the parties have the actual and genuine opportunity to influence the outcome.</td>
</tr>
<tr>
<td>Devise</td>
<td>To order or arrange; think out; plan; contrive; invent.</td>
</tr>
<tr>
<td>Electric line</td>
<td>A wire or conductor or associated equipment used for transmitting, transforming, or supplying electricity at a voltage greater than extra low voltage. However, an 'electric line' does not include: - a wire or conductor directly used in converting electricity into another form of energy; or - a wire or conductor within the internal structure of a building. Examples of things that are not electric lines: - a cord for connecting an air conditioning unit, computer, lamp, television or toaster to a supply of electricity; or - a power or lighting circuit within a building.</td>
</tr>
<tr>
<td>Electrical risk</td>
<td>In relation to a person, the risk to the person of death, shock or injury caused directly by electricity or originating from electricity in relation to property, the risk to the property of: - damage caused by a cathodic protection system; or - loss or damage caused directly by electricity or originating from electricity.</td>
</tr>
<tr>
<td>Electrical safety</td>
<td>Means for a person or property that they are electrically safe. For more information, see definitions for electrically safe, electrical risk, and free from electrical risk.</td>
</tr>
<tr>
<td>Electrically safe</td>
<td>Means: - for a person or property, that the person or property is free from electrical risk; and - for electrical equipment or an electrical installation, that all persons and property are free from electrical risk from the equipment or installation; - for the way electrical equipment, an electrical installation or the works of an electricity entity are operated or used, that all persons and property are free from electrical risk from the operation or use of the equipment, installation or works; - for the way electrical work is performed, that all persons are free from electrical risk from the performance of the work; - for the way a business or undertaking is conducted, that all persons are free from electrical risk from the conduct of the business or undertaking; and, - for the way electrical equipment or an electrical installation is installed or repaired, that all persons are free from electrical risk from the installing or repairing of the equipment or installation.</td>
</tr>
<tr>
<td>ENSMS</td>
<td>Electricity network safety management systems</td>
</tr>
<tr>
<td>Free from electrical risk</td>
<td>For a person or property, means that the electrical risk to the person or property is as low as reasonably achievable, in having regard to: - likelihood of harm; and - likely severity of harm.</td>
</tr>
<tr>
<td>Must</td>
<td>A mandatory requirement exists in the Act or Regulation</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td>Person</td>
<td>Includes a reference to a corporation as well as to an individual. (Acts Interpretation Act 1954 s. 32D).</td>
</tr>
<tr>
<td>Risk</td>
<td>The likelihood and consequence of injury or harm occurring.</td>
</tr>
<tr>
<td>Should</td>
<td>a requirement is not mandatory and is recommended</td>
</tr>
<tr>
<td>SFARP</td>
<td>So far as is reasonably practicable. This is the standard of risk treatment required by the ESA. For more guidance refer to the WorkSafe Australia interpretive guideline meaning of ‘reasonably practicable’ (available at <a href="http://www.safeworkaustralia.gov.au">www.safeworkaustralia.gov.au</a>)</td>
</tr>
<tr>
<td>SMS</td>
<td>Safety management system.</td>
</tr>
<tr>
<td>Worker</td>
<td>As defined in section 22 of the Act</td>
</tr>
<tr>
<td>Works</td>
<td>Of an electricity entity, means the electrical equipment, and electric line associated equipment, controlled or operated by the entity to generate, transform, transmit or supply electricity. Examples of works of an entity – an overhead distribution system of a distribution entity, including wires, transformers and switches.</td>
</tr>
</tbody>
</table>
Appendix B: Three Lines of Defence in Effective Risk Management


The first line of defence (functions that own and manage risks) is formed by managers and staff who are responsible for identifying and managing risk as part of their accountability for achieving objectives. Collectively, they should have the necessary knowledge, skills, information, and authority to operate the relevant policies and procedures of risk control. This requires an understanding of the company, its objectives, the environment in which it operates, and the risks it faces.

The second line of defence (functions that oversee or who specialise in compliance or the management of risk) provides the policies, frameworks, tools, techniques and support to enable risk and compliance to be managed in the first line, conducts monitoring to judge how effectively they are doing it, and helps ensure consistency of definitions and measurement of risk.

The third line of defence (functions that provide independent assurance) is provided by internal audit. Sitting outside the risk management processes of the first two lines of defence, its main roles are to ensure that the first two lines are operating effectively and advise how they could be improved. Tasked by, and reporting to the board / audit committee, it provides an evaluation, through a risk-based approach, on the effectiveness of governance, risk management, and internal control to the organisation’s governing body and senior management. It can also give assurance to sector regulators and external auditors that appropriate controls and processes are in place and are operating effectively.

Accredited Auditors are external auditors in accordance with this model.
Appendix C: SMS Audit Elements

Innovation
- Research
- Internal Systems
- Awareness of Industry related R&D

Goals and Plans
- Clearly defined
- Responsibilities
- Resourcing
- Reporting
- Transparency

Evaluation
- Effectiveness
- Against Best Practice
- Benchmarking (historical and external)
- Audit
- Incident Evaluation

Systems
- Legislative compliance
- Use of Standards
- Processes for Normal, Remediation and Abnormal Activities
  - Competency
  - Consultation and Communication
    - Emergency
    - Continuous Improvement
    - Risk management

Measurement
- Against Goals
- Conformance Levels

Conformance
- With Approved Systems
  - Ground truth
- Safety Behavior and Culture
- Procurement flow through to Contractors

Risk Management

Entity System Elements - Audit Items
Appendix D: Risks and the Hierarchy of Control

The entity can identify hazards/risks by reviewing their own data relating to the following:

- Identifying high risk areas within the entities network (e.g. energised working, apprentices, switching errors).
- Risks associated with the design, construction, operation and maintenance of the entities network.
- Risks associated with vegetation, bush fire mitigation, working close to the overhead network, Multiple Earth Neutral issues (MEN).
- Learnings from internal and external incidents, including other state authorities.
- Emerging risks associated with Active Networks, Cyber Security and Anti-islanding.

To ensure an effective Safety Management System it is imperative that the Entity adopts sound processes and procedures relating to hazard management and risk assessment.

The methodology used must comply with the principles of Electrical Safety Code of Practice, 2013 Managing electrical risk in the workplace.

When hazards have been identified and risks have been assessed, appropriate controls must be put into place with reference to the hierarchy of control.

The hierarchy of control must also be utilised for emerging risks and/or identified high risk areas identified by the entity. The entity must work through this hierarchy to select controls that effectively eliminates or reduces the risk so far as is reasonably practicable.

Hierarchy of control

<table>
<thead>
<tr>
<th>Elimination</th>
<th>Removal of the hazard altogether. For example: Remove or re-route the overhead or underground lines away from where construction, agricultural and/or farming work is being undertaken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Substitution</td>
<td>Substitute with a lower risk alternative. For example: Replace uninsulated overhead mains situated near construction, agricultural and/or farming work with XLPE/ABC covered insulating cables</td>
</tr>
<tr>
<td>Isolation</td>
<td>Separate the hazard from persons. For example: Install barriers or fencing to limit access to live conductors. Raise overhead conductors to a point where they cannot be reached by machinery or plant.</td>
</tr>
<tr>
<td>Engineering controls</td>
<td>Using engineering solutions to avoid risks being realised or mitigate consequences. For example: Use of Geo-fencing to prevent items of plant encroaching overhead line exclusion zones.</td>
</tr>
<tr>
<td><strong>Bare uninsulated overhead mains being covered with insulating tiger tails or insulating covers for the duration of the work being undertaken.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Administration controls / PPE</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Processes, warning signs, education, training and personal protective equipment. These are the least effective and least preferred controls.  
For example, educating the community of the hazards of overhead and underground network assets. Application of hazard flags on conductors. Use of safety observers. |

The Electrical Safety Code of Practice – Works, gives practical advice on how to manage risks associated with electricity entity works.
Appendix E: References

- Electrical Safety Act 2002
- Electrical Safety Regulation 2013
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Australian Standard AS 5577 Electricity Network Safety Management Systems
- Electricity Networks Audit Guideline (Independent Pricing and Regulatory Tribunal)
- AS/NZS ISO 31000 Risk Management Standard
- The Electrical Safety Codes of Practice
- Work Health and Safety Codes of Practice
- WorkSafe Australia interpretive guideline meaning of ‘Reasonably Practicable’
## Appendix F: Changes from previous version

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7 Dec 17</td>
<td>Consultation draft</td>
</tr>
<tr>
<td>2.0</td>
<td>7 Nov 18</td>
<td>Initial release</td>
</tr>
<tr>
<td>2.1</td>
<td>7 Feb 19</td>
<td>Minor editorial changes and reference to “Three Lines of Defence” risk governance model</td>
</tr>
</tbody>
</table>
Appendix G: SMS Conditions of Office

The Regulator has appointed you to act in the capacity of an accredited auditor of prescribed electricity entities’ safety management systems under Part 10 of the Electrical Safety Act 2002. You hold office on the basis that you comply with these conditions.

Conditions

1. The Department (Office of Industrial Relations) reserves the right to add or alter conditions of office.

2. Individuals who are accredited auditors must maintain their capabilities, skills, knowledge and abilities in relation to their work as an accredited auditor for the duration of their appointment.

3. A corporation which seeks appointment as an accredited auditor must nominate a director of the corporation as the nominee. The nominee of a corporation appointed as an accredited auditor will be responsible for the assessment and validation of the prescribed entity’s safety management system.

4. Corporations which are accredited auditors must maintain their capabilities, skills, knowledge and ensure the nominee representatives, associated with the assessment and validation of the safety management systems, maintain their skills, knowledge and abilities. This includes ensuring the nominee representatives work jointly according to the instrument of appointment in each of their areas of expertise.

5. Nominees are to ensure only nominee representatives identified in the instrument of appointment assess and validate a safety management system.

6. In circumstances where the accredited auditor is a corporation then the certificate submitted must be signed by the nominee or by the nominee representative under written delegation from the nominee to the nominee representative. A copy of the written delegation is to be provided to the Regulator.

7. An accredited auditor must advise the Regulator of any changes that may affect their ability to act in the capacity of an accredited auditor including changes to insurance and nominee representatives.

8. In the event that a nominee representative no longer participates (utilises their expertise) in the assessment and validation of a safety management system audit then the nominee is to suspend work as an accredited auditor. Work is suspended until such time as the nominee submits an application to the Regulator outlining the change and the skills, knowledge and ability of an alternative nominee representative, and the Regulator approves such changes.

9. Appropriate types and levels of insurance for the work to be performed must be maintained for the duration of appointment. All work conducted by the accredited auditor must be within the scope and level of the insurance held.

10. When an accredited auditor is required to state the level of compliance following a safety management system performance audit, the certificate must state the level of compliance in the following areas:
11. An accredited auditor must advise the Regulator of changes in work-related contact
details, including address, telephone or email contact details, within 14 days of the
change.

12. In accordance with section 132 of the Electrical Safety Act 2002, an accredited auditor
must produce their identity card on request when performing a function of an
accredited auditor.

13. The Regulator may suspend or revoke an accredited auditor’s appointment at any
time. A person whose interests are affected by this decision may apply for a review of
the decision or appeal the decision in accordance with Part 12 of the Electrical Safety
Act 2002.

to be an accredited auditor must return the person’s identity card to the Regulator
within 21 days of ceasing to be an accredited auditor.

15. When carrying out audit related functions accredited auditors are at all times subject
to the reasonable direction of the Regulator.

16. Accredited auditors must audit to the requirements of a safety management system
provided in Part 5 ss.66 - 67 of the Electrical Safety Act 2002 and Part 11 ss233 –
234 of the Electrical Safety Regulation 2013.

17. Accredited auditors, the nominee, and all personnel associated with the assessment
and validation of the safety management system are to treat all findings and reports
made during audit activities as confidential between the Department, the prescribed
electricity entity and the auditor.

18. Fees payable for audit services are a commercial transaction between the accredited
auditor and the prescribed entity and not a matter for the Department.

19. Obtaining work as an accredited auditor is subject to market forces associated with
the competitive market place. Accredited auditors are responsible for their own
marketing decisions.

20. Accredited auditors, the nominee, and nominee representatives associated with the
assessment and validation of the safety management system must not be directly
involved with the development, implementation or management of the system under
review. This condition does not limit the accredited auditor’s ability to provide
information on relevant legislation, standards or codes of practice.
21. Accredited auditors, the nominee, and nominee representatives associated with the assessment and validation of the safety management system must not be an employee of a prescribed electricity entity responsible for the implementation of a safety management system.

22. The accredited auditor must prepare and keep a copy of the audit report for at least five (5) years.

23. An accredited auditor may be subject to monitoring and review by the Regulator during the performance and/or following an audit to ensure compliance with accreditation terms and conditions.

24. The accredited auditor must give the Regulator (or delegate) of the Department any information which the Regulator (or delegate) reasonably requires regarding a safety management system audit performed by that auditor.

25. The accredited auditor must follow the ESO’s Safety Management System Audit and Governance Guide and include the elements from section 4 of Australian Standard 5577 Electricity Network Safety Management System within the audit scope.

26. Accredited auditors, the nominee, and nominee representatives associated with the assessment and validation of the safety management system must not audit the same prescribed electricity entity more than three (3) times in consecutive years. Although this can be relaxed if approval is granted by the Regulator.

27. All nominee representatives have an obligation to act professionally and abide by the Queensland Public Service (QPS) Code of Conduct. The Code of Conduct applies to a person such as an accredited auditor who works in a capacity for a Queensland public service agency the Electrical Safety Office. https://www.forgov.qld.gov.au/code-conduct-queensland-public-service

**Term of Office**

28. Unless otherwise revoked by the Regulator or there is a failure to meet a stated condition of office, the term of office is for three (3) years from the date of the signed instrument of appointment.
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