



The following Service Level Expectations (SLE) will be used for 2023:

Number	OHS- EHSS- DISMAC Service Areas		No of SLEs
1	Legislated Mandatory Training	1.1 – 1.5	5
2	Legislated Mandatory Services	2.1 – 2.6	6
3	Risk Management	3.1 – 3.10	10
4	Disaster Management – DISMAC Operations	4.1 – 4.5	5
5	Sustainability	5.1 – 5.5	5
6	General & Administration	6.1 – 6.6	6
7	Health & Wellness	7.1 – 7.2	2
Total			39

Number	OHS- EHSS- DISMAC Service Areas	OHS Officer & OHS Assistant	EHSS & OHS Assistant	OHS Manager
1	Legislated Mandatory Training	3	1	1
2	Legislated Mandatory Services	4	1	1
3	Risk Management	6	2	2
4	Disaster Management – DISMAC	1	-	3
5	Sustainability	-	5	-
6	General & Administration	3	3	1
7	Health & Wellness	1	-	1
Total		18	12	9





These SLE are to ensure that USP provides an adequate level of training to its workforce, and contractors as part of its duty of care to non-workers as well

1.0 LEGISLATED MANDATORY TRAINING					
Service	Service Scope	Service Provision	Service Level Expectations (Expected Response Time)	Minimum Service Level (Maximum Response Time)	Responsible
1.1 Staff OHS / EHSS / DISMAC Induction Training	All New Staff	Access to Induction Video and the Induction Checklist	Day Employee Begins Work	Within the First Week of Beginning Work	Staff View and Sign off On Checklist, Supervisor Co-Sign to Confirm Induction, OHS Assistant to Action the Job Card.
	Contract Renewal Staff		Output: • USP OHS Induction Checklist and Closed Job Card.		
1.2 OHS / EHSS / DISMAC Training and Update of Training Material (Training of Nominated Staff)	All Campuses	Additional, Targeted Safety Training for Special Responsibility Staff Positions, Positions With Elevated Risk Profiles, and or Special Duty of Care Requirements (Student Welfare) (First Year Coordinators, Assistance Lecturers and Tutors, Lab Technicians, Estates Staff, Security Staff, Help Desk Services, Students Services, Halls Of Residence Staff, Sports Staff, Disability Resources Staff, Health and Wellness Staff, Catering Staff (Kitchens and Restaurants)	Annually	Every 2 Years	Mandatory Training for All Staff in the Identified Areas of Work. OHS Officer Will Identify list of Positions to Undertake the Mandatory Training, Update the Training Register, Notify Supervisors of Training Gaps
			Output: • OHS Accredited Certification, First Aid, Fire Wardens, Work at Heights, Hot Works, etc.		
1.3 OHS / EHSS / DISMAC Refresher Training All Staff	All Campuses	All Staff - Expression of Interest to Seek as Many Trained Staff as Possible.	As Required	1 Year	OHS - EHSS Officer and Assistant (Refer to SOP USP Staff Refresher Training)
1.4 Induction of Contractor	All Campuses	Contractors Prior to Commencement of Works on Campus Will Undergo Induction by USP Delegated Officer or Project Manager	1 st Day Works Begins	1 st Week Works Begins	Nominated Contract Supervisor, Project Manager
			Output: • Induction Completion Certificate		
1.5 Audit of Contractor Safety Inductions (Usually at Kick off Meeting)	All Campuses	Verify Contractor Safety Audit Documentation	Target 50% of Works on Campus Audited for Compliance	20% of Works on Campus Need to be Audited for Compliance	OHS / EHSS Officer
			Output: • Induction Completion Certificates in Place and Signed off for Previous or Ongoing Projects		



These SLE are to ensure that key legislated services are carried out and complied to as per the requirements stipulated in these laws.

2.0 LEGISLATED MANDATORY SERVICES

Service	Service Scope	Service Provision	Service Level Expectations (Expected Response Time)	Minimum Service Level (Maximum Response Time)	Responsible
2.1 Supporting Campus and Workplace OHS Committees and Consultation With Workers OHS Reps	All Campuses	Support Election of OHS & W Reps and Conduct of OHS & W Committee Meetings With Due Process Stipulated in National Health and Safety Legislations Example: Fiji HASAW Act 1996	Quarterly	Per Semester	OHS & W Committee Chairperson Will be Responsible. OHS Officer Will Audit Quarterly (Refer to SOP USP OHS Reps and Committee Meetings)
			Output: <ul style="list-style-type: none"> Minutes of OHS Committee Meetings OHS Reps Election Reports 		
2.2 OHS workplace Compliance & Certification	All Campuses	Support Campus Directors and OHS Chairpersons to Obtain Annual OHS Workplace Certificates and Letters of Compliance for their Campuses from Local Government Authorities Example: Fiji HASAW Act 1996	Annually (Before 28 th February)	Annually (Before 31 st March)	OHS Officer (Refer to SOP USP OHS Workplace Certification)
			Output: <ul style="list-style-type: none"> Letters of OHS Compliance or Certificates of Compliance (Inc. Fire and Electrical Compliance) 		
2.3 Hazardous Chemical Compliance Certification	Fiji Campuses Only (Local requirement)	Support SAGEONS & Campuses Obtain Hazardous Chemical Certification for their Campuses from MOL-OHS / Local Authorities	Annually (Before 31 st March)	Annually (Before 31 st March)	EHSS Officer & Assistant (Refer to SOP for Hazardous Chemical Compliance)
			Output: <ul style="list-style-type: none"> Letter of Compliance and Updated MSDS Register 		
2.4 OHS – EHSS Incident, Accident Recording and Reporting	All Campuses	Ensure all OHS – EHSS Incidents are Recorded and Reported in a Timely Manner to Relevant USP Staff and External Authorities, where required to include ACCF, Police, Ministry of Labour, Fire, Forensics, Environment	As soon as possible	Within 5 Cs	Staff or Supervisor Will Report as Required for the OHS & E Committees Assessment. OHS Officer / EHSS Officer Make Available the Necessary Forms and Provides Assistance as Required
			Output: <ul style="list-style-type: none"> USP Incident Reports and Logs Fire Reports Police Reports Medical Report 		
2.5 Responding to OHS –EHSS incidents and Accidents as required under local legislation Example Fiji HASAW Act 1996	All Campuses	Ensure OHS Concerns and Incidents are Responded to Appropriately and in a Timely Manner on Campus.	As soon as possible	Within 1 Working Day	OHS / EHSS Officer Will Report on Weekly Events
			Output: <ul style="list-style-type: none"> Response Report Job Cards Raised NFA Report 		
2.6 Investigating OHS / EHSS incidents and Accidents as required under local legislation Example Fiji HASAW Act 1996	All Campuses	Interview staff to assemble facts of the Incident/Accident for the of the Local OHS Committees Deliberation and Recommendations to Avoid or Mitigate Future Incidents	Within 3 Working Days of Incident / Accident	Within 5 Working Days of Incident/ Accident	OHS / EHSS Officer Will report on Weekly Investigations
			Output: <ul style="list-style-type: none"> Accident Investigation Report 		



These Service Level Expectations are to ensure that OHS and EHSS risks are managed proactively and in a timely manner by the team and their relevant risk owners.

3.0 RISK MANAGEMENT					
Service	Service Scope	Service Provision	Service Level Expectations (Expected Response Time)	Minimum Service Level (Maximum Response Time)	Responsible
3.1 Self-Inspections Critical Areas and Reporting	All Campuses	Coordinate and Consolidate Inspection Reports of Critical Areas by Designated Staff • List of Critical Spaces and Delegated Staff Checklist • Pre-Semester Self Inspections/ Readiness Check	One Month Prior to Semester Start Output: • Inspection Report • Job Cards Raised • Safety Improvement Notices	By the Start of Semester.	Campus Directors, Section Heads, OHS Committee Chairs OHS Officer Compliance and Report These per Semester
3.2 Safe Work Permits	All Campuses	Check all Issuance and Reporting of Work at Heights, Hot Works, Confined Spaces Permits by Clerk of Works, Project Managers, E&I Coordinators	Check of Permits issued by responsible persons Output: • Safety Improvement Notices • Stop Works Orders	Monthly	Clerk of works, Contracts Supervisor and Project Manager Will Carry it Out Daily. OHS Officer Will Sight Fortnightly.
3.3 Safe Work Permits Audits	All Campuses	Audit the Work Safe Permit Compliance of campuses - Work at Heights, Hot Works, Confined Spaces Permits by Clerk of works, Project Managers, E&I Coordinators	Random Inspections of Documentation and or Work Sites Targeting a Minimum of 50% Campus Works Output: • Safety Improvement Notices • Stop Works Orders	Weekly Issuance and Reporting	OHS / EHSS Officer to Spot Audit Minimum Number of Works and Report Compliance Rates Monthly
3.4 OHS Committee Random Spot Checks and Inspections to Verify Compliance (Elevated Risk Space - Labs, Toilet Facilities, First aid Kits etc.)	All Campuses	Conduct Random Spot Checks to: • Critical Spaces • Worksites Issued Safety Works Permits • Event Venues • Fire Safety	Per Semester Output: • Updated Workplace Hazard Risk Register	Annual	The OHS & W Chairperson. OHS Officer & Assistant Will Verify Spot Check Documentation
3.5 Campus DISMAC Committee Meeting	All Campuses	Conduct Meetings to Discuss Hazard and Risks and Mitigation Measures (Cyclone Season, Floods, Civil Unrest, Pandemic, Campus Hazards etc.)	Biannual Output: Meeting Minutes and Updated Hazard Risk Register	Yearly	Campus Directors, Section Heads OHS Manager Will Verify

3.0 RISK MANAGEMENT

Service	Service Scope	Service Provision	Service Level Expectations (Expected Response Time)	Minimum Service Level (Maximum Response Time)	Responsible
3.6 Safety Improvement Notices (SINs) & Stop Work Order (SWORD) Issuance, Reporting and Escalation	All Campuses	Coordinate Issuance of SINs to In-Compliant Departments and Reporting Issued SINs to HODs and SMT <ul style="list-style-type: none"> • Safety Improvement Notice • Safety Improvement Notice Register • SMT Report 	As Required	N/A	OHS & W Committee Chairperson OHS Manager Will Verify and Escalate SIN Notices
			Output: • SIN Notice Report Updated USP Hazard Risk Register		
3.7 Student OHS Support as per USP SP 2022 - 2024	Laulala Campus Emalus Samoa	Meet with Student Associations Reps	Biannually	Annually	OHS Meeting With Student Bodies
		Meet First Year Student Coordinators & Buddies	Output: Meeting Minutes, Referral of Issues to OHS Committee, Heads of Sections or Raising of Job Cards as Required.		
		Meet Student Residential Assistants			
3.8 Staff Union OHS support	Laulala Campus Emalus Samoa	Meet Staff Union Reps	Biannually	Annually	Union President OHS Manager
		Meet Staff from Schools	Output: Meeting Minutes, Referral of Issues to OHS Committee, Heads of Sections or Raising of Job Cards as Required.		
		Meet Staff Support Services			
3.9 OHS Vetting of Designs documentation	All Campuses	Vet CAD Designs for OHS Compliance <ul style="list-style-type: none"> • Job Card to be Raised by Design Team 	1 Working Day (Small)	2 Working Days (Small)	OHS Manager
			3 Working Days (Medium)	5 Working Day (Medium)	
			5 Working Days (Large)	7 Working Days (Large)	
			Output: • Design OHS Register		
3.10 Health and Wellness Programs for Workers	All Campuses	Establish and Meet with Workplace Health and Wellness Committees	Semester	Annually	OHS & W Committee Chairperson
		Implement Health and Wellness Activity for Staff of Different Workplaces	Semester	Annually	OHS Manager



These Service Level Expectation are to ensure that key DISMAC activities are implemented by designated actors in a timely and efficient manner.

4.0 DISASTER MANAGEMENT - DISMAC OPERATIONS					
Service	Service Scope	Service Provision	Service Level Expectations (Expected Response Time)	Minimum Service Level (Maximum Response Time)	Responsible
4.1 Fire Drills Coordination	All Campuses	Support Campus Directors and Heads of Departments Complete Live Fire Drills of their Campuses and Buildings with Local Fire Authorities	One Per Every 6 Months	6 Months	OHS & W Committee Chairperson OHS Officer Will Verify Records Biannually <i>(Refer to SOP for USP Fire Drills)</i>
			Output: Fire Drill Report by Local Fire Authority		
4.2 Tsunami Drills Coordination	All Campuses	Ensure Each Campus has own DISMAC Team, EOC, Equipment and Procedures	One per Every Year	One Per Every Year	OHS & W Committee Chairperson OHS Officer Will Verify Records Annually <i>(Refer to SOP for USP Tsunami Drill)</i>
	All Campuses	Ensure DISMAC Operation Advisories, Brochures, Posters Are Sent in Timely Manner	One Annual Review Per Campus	One Review Per Campus, Every 2 Years	
4.3 USP DISMAC and Operations Advisories	All Campuses	Ensure Each Campus has own DISMAC Team, EOC, Equipment and Procedures	One Annual Review Per Campus	One Review Per Campus, Every 2 Years	Campus Director OHS Manager
		Ensure DISMAC Operation Advisories, Brochures, Posters are Sent in Timely Manner	As soon as DISMAC Event Happens	Within 1 Working Day of DISMAC Event	
4.4 USP DISMAC Meetings	All Campuses	Support Campus Directors and USP DISMAC Chair to Convene DISMAC Meetings & Coordinate Response Operations as Per USP DISMAC Term of Reference and DISMAC Plans	As soon as practical as per the SOP for the Disaster Event.	Target 1 Working Day of DISMAC Event	Campus Director OHS Manager
			Output: USP DISMAC Meeting Minutes		
4.5 DISMAC Reports	All Campuses	Submit DISMAC Reports to SMT as Directed by Chair USP DISMAC As and When Required. To also Include Budget Reports	Within 3 Working Days of Being Notified	Within 5 Working Days of Being Notified	Campus Director OHS Manager
			Output: USP DISMAC Paper to SMT		



The Service Level Expectation listed here is to ensure that sustainability activities within campuses, are implemented in a timely manner and to meet sustainability indicators stipulated within UI Green Metric program, of which USP is a member of.

5.0 SUSTAINABILITY					
Service	Service Scope	Service Provision	Service Level Expectations (Expected Response Time)	Minimum Service Level (Maximum Response Time)	Responsible
5.1 Recycled Waste Collection and Reporting	Laucala Samoa Emalus	Coordinate Recycled Waste Collection campuses	Fortnightly	Monthly	E&I Coordinator EHSS Officer <i>(Refer to SOP for USP Recycled Waste Collection & Reporting)</i>
		Collate and Publish Collected Recycled Waste Data	Monthly	Quarterly	
5.2 Spot Checks Sustainability Activities on Campus and Reporting	All Campuses	Spot Inspection Critical Sustainability Activities and issue Report. <ul style="list-style-type: none"> List Critical Sustainability Spaces Checklist Inspection Sustainability Spaces Persons Responsible Sustainability Critical Spaces 	Monthly	Quarterly	E&I Coordinator EHSS Officer / SAP Officer <i>(Refer to SOP USP Sustainability Critical Spaces)</i>
5.3 Create and Consult Sustainability Work Groups and Collate Reports	All Campuses	<ul style="list-style-type: none"> Create and Meet with Sustainability Work Groups and Collate Reports Recycled Waste Power Water Carbon Footprint 	Biannually	Annually	E&I Coordinator EHSS Officer
5.4 Implement Sustainability Activity for Workplace or Campus	All Campuses	Implement Sustainability Activity for workplace or campus Tree Planting, Power or Water Conservation, Waste Recycling Survey	Quarterly	Semester	E&I Coordinator EHSS Officer
5.5 Submission Data for UI Green Metric Survey	All Campuses	Collate and Submit Sustainability Data for UI Green Metric	September this will be Collated March, July and Sept from Stakeholders	October	E & I Coordinator EHSS Officer to Work With Asset Officer