

POLICY AND PROCEDURES MANUAL



MANAGEMENT OF WORK HEALTH AND SAFETY RISKS	
METHODS OF ACCESSING A TREE	11
CLIMBING A TREE	12
AERIAL RESCUE	14
TEMPORARY WORK PLATFORMS	15
ELEVATING WORK PLATFORMS (EWP)	16
INDUSTRIAL ROPE ACCESS SYSTEMS	19
CRANE ANCHORED INDUSTRIAL ROPE ACCESS SYSTEMS	20
WORKING IN A TREE	22
USE OF MOBILE CRANES	23
MANAGING THE RISKS OF FALLS	24
EMERGENCY RESCUE PROCEDURES	28
PRE-START CHECKLIST	29
GENERAL TOOLS AND EQUIPMENT	30
DRUG AND ALCOHOL POLICY	31
MOBILE PHONES	32
USING COMPANY VEHICLES	33
USING PRIVATE VEHICLES	34
INTERNET USE	35
E-MAIL USE	36
EQUAL EMPLOYMENT OPPORTUNITY POLICY	37
FIRE AND EMERGENCY EVACUATION POLICY	38
WORKPLACE FIRST AID	40
MANAGING RISKS OF HAZARDOUS CHEMICALS	49
INCIDENT REPORTING POLICY	52
ROBBERY, HOLD UP AND CASH MANAGEMENT POLICY	55
HAZARDOUS MANUAL TASKS	57
MANAGING NOISE AND PREVENTION OF HEARING LOSS	60
PREVENTING AND MANAGING FATIGUE	63
FATIGUE HAZARD CHECKLIST	65
USE OF COMPANY INFORMATION AND PRIVACY	66
USE OF PERSONNEL INFORMATION AND PRIVACY	68
REHABILITATION AND RETURN TO WORK	70
SMOKING POLICY	72
PERSONAL PROTECTIVE EQUIPMENT (PPE)	73
SOCIAL AND INFORMAL FUNCTIONS	75
WORKING AT HEIGHTS	76
SLIPS TRIPS AND FALLS IN THE WORKPLACE	80



SUN PROTECTION POLICY	83
HARASSMENT AND CONFLICT AT WORK	84
INDUCTION COMPLETION AKNOWLEDGEMENT	85



MANAGEMENT OF WORK HEALTH AND SAFETY RISKS

Here at Our Company, we value the safety and wellbeing of all personnel as the highest priority. All employees, contractors and visitors are required to follow the safety guidelines provided at all times in order to promote, maintain and improve a culture of safety for everyone involved at Our Company.

Every individual has a personal responsibility to ensure that all safety procedures are not only followed accordingly, but also to communicate with management to either eliminate risks entirely, or to look for ways to minimise risk so far as is reasonably practicable to improve the overall safety for everyone involved.

Definitions of key terms

Hazard means a situation or thing that has the potential to harm a person. Hazards at work may include noisy machinery, a moving forklift, chemicals, electricity, working at heights, a repetitive task, bullying and violence at the workplace.

Risk is the possibility that harm (death, injury or illness) might occur when exposed to a hazard.

Risk control means taking action to eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.

What is involved in managing risks?

Management commitment

Our Company is committed to an effective risk management strategy by investing the necessary time and resources to provide effective safety policies and procedures as well as the right equipment to enable all employees and contractors to complete the tasks effectively and safely. In order to provide a safe work place we will require the involvement and cooperation of all personnel to provide both input and feedback on a continual basis to correctly gauge the effectiveness of the safety procedures provided.

There are some practical things that you can do as an employee to identify risks while doing your job with Our Company. Strategies such as thinking through your job or task, consulting with team members or Supervisors and planning work procedures all assist in preventing potential injuries and/or incidents.



The risk management process involves four main steps which are:

- 1. **Identify Hazards** Find out what could cause harm
- 2. **Assess Risks** Understand the nature of the harm that could be caused, how serious, and the likelihood of it happening.
- **3. Control Risks** Implement the most effective control measures that are reasonably practicable.
- **4. Review Control Measures** Ensure the measures implemented are working effectively to eliminate or reduce the risk.



Figure 1: The Risk Management Process





References from the WHS Act

Section 47: The WHS Act requires consultation, so far as is reasonably practicable, with workers who carry out work who are (or are likely to be) directly affected by a work health and safety matter.

Section 48: If the workers are represented by a health and safety representative, the consultation must involve that representative.

Consultation with workers

Our Company is committed to the safety of our workers by continually consulting with each employee or contractor by giving our workers a reasonable opportunity to express views and taking these views into account before making decisions on health and safety matters.

Consultation with workers and their health and safety representatives will be required at each step of the risk management process. By drawing on the experience, knowledge and ideas of our workers, we are more likely to identify all hazards and choose effective control measures to help everyone involved at Our Company to experience a safe and productive work environment.

Here at Our Company we encourage all workers to report any hazards and health and safety problems immediately so that risks can be managed and/or eliminated before an incident or injury occurs.

Section 46: The WHS Act requires consultation, co-operation and co-ordination activities are conducted with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

From time to time Our Company may share responsibility for a health and safety matter with other business operators who are involved in the same job tasks, projects or activities at the same workplace. For example, we may engage on-hire workers as part of our workforce, and we also share a duty of care to these workers with the business that provides them. In these situations, we must discuss the hazards and risks associated with the work and what precautions will be taken with the on-hire firm, and it is the responsibility of all our personnel to co-operate accordingly.

Never assume that someone else is taking care of a health and safety matter. Find out who is responsible in a co-operative and co-ordinated way so that all risks are eliminated or minimised as far as reasonably practicable. Remember that you cannot transfer your responsibilities to another person. Everybody is responsible for safety, including you.



When should risk management be applied?

Managing work health and safety risks is an ongoing process at Our Company. Risk Management should be applied when any changes affect your work activities. Risk Management and Assessments should be applied for examples such as:

- Changing work practices, procedures or the work environment.
- Using equipment or new substances.
- New information about workplace risks becomes available.
- Responding to workplace incidents (even if they have caused no injury)

Identifying Hazards

Every worker of Our Company is responsible for identifying hazards in the workplace while conducting your job role which is why we are proactive in educating our workers on all aspects of work health and safety. Identifying Hazards involves finding things and situations that could potentially cause harm to people. Hazards generally arise from the following aspects of work and their interaction:

- physical work environments
- · equipment, materials and substances used
- work tasks and how they are performed
- work design and management

Some hazards can be part of the work process, such as mechanical hazards, noise or toxic properties of substances, while other hazards may result from equipment or machine failures and misuse, chemical spills and structural failures.

Also be aware that each piece of plant, substance or a work process may have many different hazards associated. Each of these hazards needs to be identified and eliminated if possible, or at the very least managed. For example, a production line may have dangerous moving parts, noise, manual task hazards and psychological hazards due to the pace of work.

Finding Hazards

Regular inspections at Our Company will be conducted to observe job tasks and to assess if any unsafe work practices exist, as well as the general state of housekeeping and cleanliness.

Things to look out for will include such things as the following:

- Does the work environment enable workers to carry out work without risks to health and safety? (For example, space for unobstructed movement, adequate ventilation and lighting)
- How suitable are the tools and equipment for the task and how well are they maintained?
- Have any changes occurred in the workplace which may affect health and safety?

As a valuable worker at Our Company we will also need you to be aware of any other risks or hazards. Be aware that hazards are not always obvious. Some hazards can affect health over a long period of time or may result in stress (such as bullying) or fatigue (such as shift work). Also think about hazards that you may bring into your workplace as new, used or hired goods.



As you daily conduct your daily tasks, you may spot straightforward problems and action should be taken on these immediately, for example cleaning up a spill. If you find a situation where there is immediate or significant danger to people, it is your responsibility as an individual to warn others in the immediate vicinity and then contact the appropriate person to deal with the matter effectively to eliminate or control the risk.

Risk Assessments

Here at Our Company risk assessments will be carried out. Risk assessments involve considering what could happen if someone is exposed to a hazard and the likelihood of it happening. Risk assessments help us determine how severe the risks are, whether or not the existing control measures are effective and what action should be taken to control the risk at what level of urgency.

A risk assessment can be undertaken with varying degrees of detail depending on the type of hazards or can be as simple as a discussion with our workers and details recorded.

A risk assessment will be carried out when:

- there is uncertainty about how a hazard may result in injury or illness
- the work activity involves a number of different hazards and there is a lack of understanding about how the hazards may interact with each other to produce new or greater risks
- changes at the workplace occur that may impact on the effectiveness of control measures

Be aware that risk assessments are mandatory under the WHS Regulations for high risk activities such as entry into confined spaces, and live electrical work. As an employee or contractor of Our Company, if you are ever unsure about a particular task or project, please check with your supervisor to confirm if the task you are performing is included in the list of high risk work.

Controlling Risks

As part of our risk management approach here at Our Company, we endeavour to do everything that is reasonably practicable to either eliminate or at the very least control the risks and minimise them to a workable manner as far as is reasonably practicable.

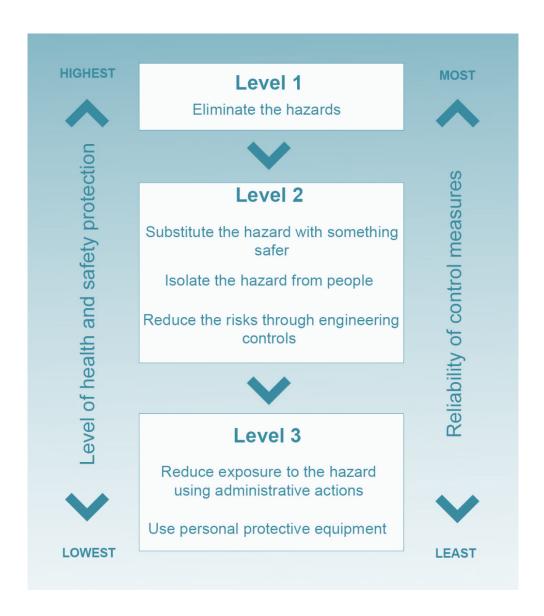
In deciding how to control risks we will consult with workers and representatives. Your experience as an employee or contractor with Our Company will be valuable in helping us choose appropriate control measures to ensure a safer workplace for everyone employed at Our Company.

Our Company management will consider various control options and choose the control that most effectively eliminates the hazard or minimises the risk in the appropriate circumstance. This may involve single control measures or a combination of controls together providing the highest level of protection that is reasonably practicable while prioritizing highest risk hazards first.



The hierarchy of risk control

Here at Our Company, we will ensure that the ways of controlling risks are ranked from the highest level of protection and reliability to the lowest as shown in Figure 2 below. This ranking is known as the hierarchy of risk control. The WHS Regulations requirements are to work through this hierarchy when managing risk under the WHS Regulations.





Implementing controls

The control measures that Our Company puts into operation may require changes to the way work is carried out due to new or modified equipment or processes, new or different chemicals or new personal protective equipment. In these situations, we will as far as reasonably practicable support the control measures with resources such as:

• Work procedures

Safe work procedures describing tasks, identifying hazards and documents how the task is to be performed to minimise the risks for our workers.

• Training, instruction and information

Training our workers in the work procedure to ensure demonstration of competency. Information and instruction will also be provided to others who enter the workplace, such as customers or visitors when deemed appropriate.

Supervision

The level of supervision will depend on the level of risk and the experience of the workers involved of each task. High levels of supervision may be necessary where inexperienced or new workers are expected to follow new procedures or carry out difficult and critical tasks.

Reviewing Controls

Our Company's safety control measures will be reviewed regularly to make sure they work as planned. There are certain situations where control measures must be reviewed under the WHS Regulations and, if necessary, revise them. A review is required:

- when the control measure is not effective in controlling the risk
- before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- if a new hazard or risk is identified
- if the results of consultation indicate that a review is necessary
- if a health and safety representative requests a review.

Record Keeping

As part of our safety approach, Our Company's safety control measures will be recorded for future reference in order to continually improve on our safety performance as a company, target training at key hazards, demonstrate accountability and provide a basis for preparing safe work procedures.

By combining your likelihood and consequence estimates you can rate the risk. There are many ways of rating risks of injury or illness, one of the most common ways is to use a government approved risk management form.

All records will be kept on file and will be accessible for any specific requirements. Please contact your supervisor if you require any specific information or tools.



METHODS OF ACCESSING A TREE

Here at Our Company, we aim to ensure the health and safety of all our personnel, and advise all workers and personnel to follow directions as provided by management when carrying out daily duties. If you have any doubts whatsoever about what should or should not be conducted while carrying out a task always be sure to consult your manager before proceeding.

There are a number of methods of accessing a tree include climbing the tree, using a temporary work platform, or the use of industrial rope access systems. Selecting the most appropriate methods will often depend on various factors including types of tree, the tree's integrity and the environment around the site.

The tree assessment, site environments, and associated risks should be used to help in determining the methods of accessing the tree that will help to minimise the risk and ensuring the health and safety of all personnel involved.

NOTE: Two or more different methods of accessing the tree should not be used at the same time unless the risks of doing so are not more than those present when one method only is used.

Each method of accessing the tree will require the workers to have training or qualifications relevant to the method of access, for example the relevant AQF Horticulture (Arboriculture)



Here at Our Company, we aim to ensure the health and safety of all our personnel, and advise all workers and personnel to follow directions as provided by management when carrying out daily duties. If you have any doubts whatsoever about what should or should not be conducted while carrying out a task always be sure to consult your manager before proceeding. All trees must be thoroughly inspected before beginning work to determine a safe climbing environment.

If upon deciding that climbing is the most appropriate method for the work undertaken, make sure that all climbers are appropriately competent, skilled and fit for the task. Also ensure that procedures followed by people on the ground will account for all aspects of safety which includes the potential need to conduct a tree rescue. Climbers must never work alone.

In general there should only be one climber in a tree at any one time. In the case of where two climbers are required, one should be senior and very experienced. There should be clear, concise communication between the climbers at all times to ensure each is aware of the other's movements while work is carried out.

Work should be carried out at approximately the same height in the tree and remain in clear sight of each other as much as is practicable. Climbers must never work directly above each other.

All climbers should/must also be able to recognise potential weakness in the tree caused by decay, damage or poor structure of the tree. Any climbers not specifically trained in utility work (working near power lines) should not be allowed to engage in work within exclusion zones adjacent to overhead power lines. Any information regarding applicable exclusion zones should be sought from the relevant utility entity in your area.

When carrying out climbing work the worker should:

- Only use an industrial fall arrest rated equipment compliant with AS/NZS 1891.4
 Industrial fall-arrest systems and devices—Selection, use and maintenance

 Check every part of and the entire length of climbing ropes, lanyards, harness and
- Check every part of and the entire length of climbing ropes, lanyards, harness and karabiners for any abrasions, cuts, excessive wear and correct function prior to each climb.
- Where Personal Protective Equipment has been identified by a risk assessment as being required to use in order to aid in the minimising of the risks, the worker must wear all Personal Protective Equipment in accordance with manufacturers' specifications, recommendations and within the identified control measures.
- Remove clothing or any other items that may help increase the risk of entanglement such as jewellery and always tie back long hair and secure before climbing.
- Always make sure a second experienced climber is available on site and is trained in first aid and tree rescue procedures.
- Make sure that a second set of climbing gear has been checked and is available for rescue use.
- Stay secured and attached to the tree at all times from a high, secure tie-in point with a secondary anchor point for security.
- When changing any anchor points, climbers should always transfer their weight to the new system before releasing the original anchor.
- Test any limbs for strength prior to weight bearing.
- Ensure all anchor points, equipment and people are clear of drop zones for debris.
- Keep the climbing system as firm as possible and re-route the rope as required to keep it clear of obstructions that could interfere with safe operations.
- Ensure smooth, controlled movement when travelling through the tree.
- Secure and make sure all tools and equipment are safe.



When conducting climbing work, it is essential that clear and concise communication be maintained:

- All climbers and ground crew must stay in constant communication both visually and audibly.

 Ground crews must maintain an exclusion zone throughout the duration of works.

 Any climbers and ground crew must monitor any exclusion zones.

 All work should cease if other personnel, vehicles, plant, machinery or animals enter

- the work area.



AERIAL RESCUE

- A minimum of two people must be present during all tree-climbing operations. One of the ground team should be available, competent and equipped to perform a tree rescue without delay.
- Ensure a designated and responsible person knows the daily work program and agree with them a suitable contact procedure. Where reasonably practicable use a two-way radio or mobile phone and a pre-arranged call-in system. This is particularly important for remote sites where a check on the operator's safety is important.
- When an injured climber needs rescuing, ensure all possible precautions are taken to safeguard other members of the work team and any others entering or approaching the worksite. If overhead cables are involved, do not approach the work area. Stop work, assess the situation and contact the relevant electrical authority.
- Ensure no unauthorised people are within the working area.
- The casualty's condition must be assessed. If necessary, call for the emergency services before starting the rescue, ensuring appropriate information is given regarding the location of the site and any particular access problems. Personal details about the casualty (names and any relevant medical history etc) as well as the approximate time of the accident, treatment given and any chemicals involved should also be provided.



TEMPORARY WORK PLATFORMS

Our Company aims to ensure that all personnel work in a safe and responsible manner at all times. It is for this reason that from time to time we may require specialised equipment in order to make the task more efficient and safe.

Temporary work platforms are designed for use as a working platform that prevents a worker from falling while working.

Temporary work platforms are never suitable for activities or tasks that require the worker to lean outside the structure of the platform and should never be used for the purpose of providing access into a tree unless the conditions set out in *AS 2550.10 Cranes, hoists and winches - Safe use - Mobile elevating work platforms* are met. Please refer to the codes above for further information.

Any Harness used by a worker on temporary work platforms should be a full body fall arrest type harness designed to arrest the fall of the worker if they fall out of the platform.

There are some issues to consider prior to using a temporary work platform which include:

- Accessibility to the site.
- Location and vicinity of any overhead power lines.
- Ground stability and level.
- The type of tree being accessed.
- The size of the branches to be felled.
- The height of the tree being worked on.



ELEVATING WORK PLATFORMS (EWP)

Our Company aims to ensure that all personnel work in a safe and responsible manner at all times. It is for this reason that from time to time we may require specialised equipment in order to make the task more efficient and safe.

Boom Type Elevating Work Platforms (EWPs) may include cherry pickers, boom lifts and travel towers. There are battery powered as well as internal combustion engine types. Some are designed for hard flat surfaces only, while others are designed to be operated on rough terrain. It is up to Our Company management to decide which equipment is best suited for the task. Never conduct any work or job task if you consider it to be unsafe. Always be sure to obtain approval from management before proceeding with the job task.

A scissor lift type EWP, because of its general structure has a greater risk of being struck and knocked over by falling timber than a boom type EWP does. Scissor lift type EWPs should not be used unless the risk of falling timber striking the unit can be eliminated entirely.

The safety considerations must include provisions:

- workers operating the platform are trained and instructed in safe operating procedures for the particular brand and type of equipment, as well as familiar and competent in the safe use of fall arrest equipment and emergency rescue procedures
- unless specifically designed for rough terrain, the platforms are to be used on a solid level surface only
- the surface area is checked to ensure that there are no penetrations, soft ground or obstructions which could cause uncontrolled movement or overturning of the platform
- when designed for rough terrain, the manufacturer's or supplier's instructions are consulted and followed for information on safe operation
- there is another person supervising the work, monitoring and enforcing any exclusion zones, and available to provide an emergency rescue
- persons working in travel towers, boom lifts or cherry pickers wear a properly anchored fall arrest harness, and
- workers are licensed when operating elevating work platforms.



SUSPENDED WORK BOX

Our Company aims to ensure that all personnel work in a safe and responsible manner at all times. It is for this reason that from time to time we may require specialised equipment in order to make the task more efficient and safe.

A work box is specifically designed to be supported by a crane to provide an elevated work area for personnel working from the box.

Where reasonably practicable, other working platforms, such as an elevating working platform, should be used as an alternative preferably than the work box. Before workboxes are selected as a means of access, a risk assessment should be undertaken and recorded demonstrating that the use of other means of access, such as elevating work platforms, are impractical.

Crane-lifted workboxes should meet the following criteria before use:

- Correctly tagged lifting slings must be supplied with the workbox and attached to the lifting points by means of hammerlocks or moused shackles.
- The factor of safety for each suspension sling must be at least eight for chains and 10 for wire rope.
- The SWL, tare mass and design registration number of the workbox must be marked on the workbox and adhered to.
- If the workbox is provided with a door, this should be inward opening only, self-closing and provided with a latch to prevent accidental opening.
- The sides of the workbox should be at least one metre high.
- The work box is specifically designed for the task and securely attached to the crane
- The workbox and all lifting attachments should be checked by a qualified, competent person before use.
- The work box is fitted with a suitable anchorage capable of withstanding the fall forces specified in AS/NZS 1891.4 *Industrial fall-arrest systems and devices—Selection, use and maintenance*. Workers must be attached to the anchorage by a lanyard and harness unless the workbox is fully enclosed.
- Designed in accordance with AS 1418.17 Cranes (including hoists and winches)
 —Design and construction of workboxes.

The following must occur to ensure the safety of persons in and out of a crane-lifted workbox:

- The work box is not suspended over persons.
- All persons in the workbox must wear full body fall-arrest harnesses at all times.
 Harnesses must be attached to designated fall-arrest anchorage points in the workbox or to the main sling ring above the workers' heads. Energy absorbers must be provided on the lanyards (see AS 1891: Industrial fall-arrest systems and devices for further information).
- Workers remain substantially within the work box while they are being lifted or suspended.
- An effective means of communication between any person in the work box and the operator is provided.
- The operator remains at the controls of the crane at all times.
- At least one person in the workbox must hold a dogger's licence or appropriate riggers license class to ensure correct directions are communicated to and from the crane operator.



When using a crane-lifted workbox the crane must meet the following criteria:

- The crane is to have a minimum SWL of 1000 kg at the maximum radius for the task to be performed.
- The crane is to have a minimum SWL of at least twice the total load of the workbox and its contents, at the maximum radius for the task to be performed.
- The crane is to be fitted with an upper hoist limit (anti-two block) that stops operation of the hoist, luff and telescope functions of the crane, or be designed so that two-blocking cannot damage any part of the crane or lifting gear.
 The crane's levers and foot pedals are to be fitted with a constant pressure system
- The crane's levers and foot pedals are to be fitted with a constant pressure system
 that stops the crane's motions when the operator removes pressure from the
 controls.
- The crane is stabilized at all times while the work box is used
- The crane has 'drive up' and 'drive-down' controls on both the hoisting and luffing motions and those controls are used. Declutching allowing free fall is to be locked out while a workbox is in use
- The crane is fitted with a safety hook and moused (lashed) accordingly
- If the crane is fitted with a free fall function it is locked out with a keyed lock-out.

For specifications relevant to the crane and the work boxes refer to AS 2550.1 *Cranes, Hoists and Winches—Safe Use—General Requirements,* and AS 1418.1, 1418.5 and 1418.17.



INDUSTRIAL ROPE ACCESS SYSTEMS

Our Company aims to ensure that all personnel work in a safe and responsible manner at all times. It is for this reason that from time to time we may require specialised equipment in order to make the task more efficient and safe.

Industrial rope access systems are to be used for gaining access to, and working at, a workface, usually by means of vertically suspended ropes. Although fall arrest components are used in the industrial rope access system, the main purpose of the system is to gain access to a work.

Other methods of accessing a work face should be considered (for example EWPs) before rope access systems, as a high level of skill is needed for their safe use.

Where it is necessary for industrial rope access systems to be used ensure that:

- persons using industrial rope access should utilise work methods and have competency qualifications consistent with the Australian Rope Access Association (ARAA) 'Industry Code for the Industrial Rope Access Method'
- operators are competent in the techniques required
- operators do not ever work alone, in case of required assistance emergencies
- industrial rope access systems are installed and only used in locations where it is possible to provide prompt assistance or rescues if needed all equipment must be checked regularly by a competent person
- prior to use, all anchorage points are checked by a competent person before attaching the rope access lines
- two points of attachment are used
- each rope has a separate anchorage point for further security and safety
- any personnel within three metres of an unguarded edge must be adequately secured
- all operators must wear a full body harness
- supervisors must be able to communicate clearly and concisely with workers
- to prevent accidental dropping of items, all tools of a suitable weight must be attached to the worker at all times; heavier items must be independently suspended.
- where necessary, appropriate personal protective equipment must be used, such as helmets, gloves, hearing protection, safety pants, goggles and masks, and
- barricades and signposts must be placed on all access areas below the working area and anchorage locations to exclude and alert the public and tradespeople.

Here at Our Company, we require all personnel to take seriously all safety matters and directions given by management. Industrial rope access systems require a high level of competency on the part of the worker and supervisors to ensure safe use. Workers, including supervisors, should undertake a competency based course of training relevant to the work to be undertaken before attempting to conduct tasks and operations.

When using any industrial rope access, the industrial rope access system should be anchored to a solid structure without movement. Where an appropriate solid structure is not available or reasonably practicable then the industrial rope access can be anchored to a mobile crane.

If required, further guidance and instructions on industrial rope access systems are available in the AS/NZS 4488 Industrial rope access systems series and the Australian Rope Access Association (ARAA) 'Industry Code for the Industrial Rope Access Method ' and the ARAA Code 'Permanent Anchors for Rope Access Use'.



CRANE ANCHORED INDUSTRIAL ROPE ACCESS SYSTEMS

Here at Our Company, we aim to ensure the health and safety of all our personnel, and advise all workers and personnel to follow directions as provided by management when carrying out daily duties. If you have any doubts whatsoever about what should or should not be conducted while carrying out a task always be sure to consult your manager before proceeding.

A person with management or control of the plant may suspend a person in a harness from a crane (a crane anchored industrial rope access system) for tree lopping if the following prescribed conditions are met:

- a risk assessment shows that suspending a person in a harness from a crane for tree lopping does not create a greater risk to health or safety than using plant specifically designed to lift a person or climbing a tree
- the tree lopping is carried out by a competent person using that harness
- a crane is used to put the competent person in the tree to fell it
- the crane has safety mechanisms that would prevent the competent person from inadvertently falling, and
- while attached to the crane, the competent person is in visual, audio or radio communication with the crane operator.

Reference to a *harness* means a work positioning harness that is designed and certified, in accordance with AS/NZS 1891, for the purpose of lifting a person into a tree.

All other methods of accessing a tree should be considered before using a crane anchored industrial rope access system, as a high level of skill is needed for their effective safe use.

Examples of where a crane anchored industrial rope access system may be an appropriate method of accessing the tree includes circumstances where:

- a worker could become fatigued from climbing, especially in northern or hot and humid environments
- the integrity of the tree makes accessing the tree by other methods dangerous, and
- the physical environment around the tree makes accessing the tree by other methods dangerous.

Where it is necessary to use a crane anchored industrial rope access system, ensure that:

- a written safe work method statement is prepared and reviewed before each lift
- a supervisor with a dogging licence is present on the ground and they maintain constant visual contact with the worker accessing the tree
- the worker accessing the tree has a dogging licence and is the primary person directing the work
- an effective means of communication (such as a secured 2 way radio and a backup system such as a whistle) between the worker, the supervisor and the operator is provided at all times
- the crane operator remains at the controls of the crane at all times, and
- in order to facilitate the safe retrieval of the crane hook without snagging, a crane anchored industrial rope access system is only to be used into areas of the tree where a direct vertical drop is readily available.



The industrial rope access system must be anchored to the crane so in ways that it doesn't interfere with the function of the crane, or damage-prevention or warning devices on the crane, including provisions that no part of the crane compromises any part of the industrial rope access system.

Workers must be anchored to the tree prior to commencing any cutting work. This must be done in suitable ways that ensure there is no risk of injury to the worker following attachment to the tree as well as prior to disengaging their anchor from the crane.

Prior to the worker disengaging the anchor to the crane, the crane should remain in place until the worker has attached to the tree by two independent anchor points and the worker has provided clear instruction that they have disengaged all attachments to the crane. This must be completed prior to the crane being moved.

If the worker is to be moved by the crane to another location then the worker must be attached to the anchor point prior to un-attaching themselves from the tree.

If the crane is being used for lifting or assisting in the cutting or removal of the tree or branches then:

- the lifting equipment (for example, chains or sling) used must not compromise any part of the industrial rope access system
- the crane must not take up or support any load while the worker is attached
- the crane should not be able to break any branches when a worker is in the tree
- the worker must not undertake any cutting work while they are attached to the crane, and
- follow the requirements provided in 'Use of mobile cranes for tree lopping' section.

An appropriate harness should be worn by the worker as provided in AS/NZS1891.1.

The ropes used should be rated and maintained to a breaking strength of at least 25KN and be dynamic synthetic rope with a minimum diameter of 11mm.

The karabiners used should be triple action self-locking rated and maintained to a breaking strength of at least 25KN.

Further guidance on correct selection and maintenance of harnesses and ancillary equipment is available in the AS/NZS 1891 *Industrial fall-arrest systems and devices* series.



When conducting work in a tree there is always the risk of a fall occurring. Here at Our Company we aim to ensure that:

- All personnel have received appropriate information, instruction with training and are competent in how to carry out the work being undertaken, for example the worker has a relevant AQF Horticulture (Arboriculture) qualification.
- Wherever possible, workers always have at least 2 points of attachment to the tree.
- When tree climbers are used, to ensure that relevant specific training and equipment is supplied for the task.
- Wherever possible, workers do not climb above their anchor points
- No free climbing of trees is ever allowed at any time. Workers must always be secured to the tree with appropriate arboriculture access/positioning equipment.
- An exclusion zone exists below the elevated work.
- A rescue process is in place and is supported by the necessary equipment. We also aim to ensure that workers are trained in the procedure and practice tree rescue regularly. This means that there should be at least one other person on site who is capable of climbing to be able to retrieve an injured climber at all times.
- Appropriate harness should be worn by the worker as provided in AS/NZS1891.1. Workers working in a tree should use a harness designed to restrain or prevent a
- Harnesses are maintained in accordance with manufacturer's instructions and are inspected daily by the operator/user prior to use and are regularly inspected by another qualified person to limit complacency.
- If pole straps or spurs/gaffs are being used that they are designed and correctly adjusted for use in the tree being climbed, and that they are properly maintained.

If chainsaws are being used when a worker is climbing a tree with Our Company, the following should be considered:

- The worker must have completed a relevant competency based training course in the safe use of chainsaws.
- Ensure the chainsaw has been properly serviced. The chainsaw should be easy to start and the chain should be stationary when the chainsaw is idling
- Stabilise the person's position in the tree before cutting.
- Wherever possible within the two metre fall zone, ensure that there is a second point of attachment.
- Wherever possible, always hold the chainsaw with both hands when in use.
- Wherever possible, operate the chainsaw only below shoulder level.
- Always apply the chain brake when leaving the saw running but not in use. The worker must secure and make safe all tools and equipment they are utilising prior to commencing any movement within the tree.

If the work allows for the free falling of cut timber then the method of work must consider and minimise the risks involved with hang-ups of cut timber, and ensure the required exclusion zone of two tree lengths is set and enforced. Ground staff should not enter the exclusion zone until the worker in the tree has stopped the work and advised that it is safe to enter.

If the work requires the controlled lowering of cut timber by means other than a crane, the workers establishing the system must have the relevant training and competency, for example the worker may require a riggers ticket equivalent to the work being performed. Always consult management if uncertain before proceeding.



Our Company aims to ensure that all personnel work in a safe and responsible manner at all times. It is for this reason that from time to time we may require specialised equipment in order to make the task more efficient and safe. The use of mobile cranes to position cut sections of the tree from the ground for removal from the work site can reduce the risks of musculoskeletal injuries to workers.

However, the use of a mobile crane should be considered to be a high risk activity due to the risk of the crane overturning or structural failure of the boom. In addition, it is difficult to eliminate shock loading that may be applied to the crane. It is essential for the safe use of a mobile crane that the correct mass of the cut timber is assessed and that it is known what direction the cut timber will move.

These issues should be correctly determined as it may cause the load radius to increase or apply a side loading to the boom. Safe crane operation requires that only vertical loads be applied to the hoist rope and the loads be applied gradually. This requirement is generally stated in crane manufacturer's instructions and should be adhered to.

Mobile cranes must not be used for tree lopping unless the following can be ensured:

- the crane operator remains at the controls of the crane at all times and does not perform the role of a dogger
- a dogger is present during all lifting activities
- a written safe work method statement (SWMS) is prepared and reviewed prior to each lift
- the arborist, crane operator and dogger consult prior to the work commencing so that the work is undertaken in a coordinated way and in accordance with the SWMS
- side loading will not be applied to the crane boom
- any loading to the crane is well within the crane's safe working load
- the crane will not be shock-loaded
- wind will not adversely affect the safe use of the crane
- only vertical loads will be applied to the hoist rope and crane hook
- at completion of the saw cut, the radius of the load will not increase or decrease
- an effective means of communication (such as a secured two-way radio and a backup system such as a whistle) between the worker, the supervisor and the operator is provided at all times

The tree arborist and crane operator are to participate in, and be satisfied with, the documented procedure and agree that it is safe and practicable to follow. The first lift performed for each tree should be conducted as a conservative test load to test that the work method is appropriate for the job before proceeding with the job task.

Use of a mobile crane in arboriculture or tree cutting work requires a high level of competency on the part of all workers to ensure the health and safety of workers and others and all workers should have received information, instruction, training relevant to the work to be undertaken. If a worker (including the crane operator) does not have experience in this type of work method they should be directly supervised by a worker who has experience relevant to the work. Arboriculture workers involved in securing loads to the crane must have a doggers licence and should have undertaken a competency based course of training relevant to the work such as a certificate III in Horticulture (Arboriculture).



MANAGING THE RISKS OF FALLS

Here at Our Company we are committed to the health, safety and wellbeing of all our personnel. There are a number of ways to control the risks of falls which should be taken into consideration. Some control measures are more effective than others, and the most effective solution to minimising the risk should always be used as a priority. Control measures can be ranked from the highest level of protection and reliability to the lowest.

When accessing a tree, the following hierarchy of control measures must be considered:

- carrying out the work on the ground
- using a fall prevention device
- using a work positioning system
- using a fall arrest system, and
- using administrative controls and other reasonably practicable steps.

Fall Prevention Devices

A fall prevention device is any equipment that is designed to prevent a fall for temporary work at heights, and once in place, does not require any further adjustment by workers using the device. These include scaffolding, elevating work platforms (EWPs), work boxes, and platforms supported by trestle ladders.

Work Positioning Systems

A work positioning system involves using equipment that enables a person or thing to be safely positioned and supported for the duration of the work being carried out, for example industrial rope access systems.

Work positioning systems require higher levels of operator competency and supervision than control measures which are higher on the hierarchy of control. Accordingly, they must only be used where it is not reasonably practicable to use a passive fall prevention device.

Fall Arrest Systems

A fall arrest system is equipment that is designed to stop a worker falling an uncontrolled distance.

Fall arrest systems rely on workers wearing and using them correctly, and therefore workers who will use such a system must be trained in its safe use. They should only be used where it is not reasonably practicable to use higher level control measures.

A person is required to also wear a fall arrest system with fall prevention devices such as a boom type EWP and work boxes.



Individual fall arrest systems consist of some or all of the following components:

- anchorages
- lifelines
- inertia reel
- lanyard that will not allow a person to fall more than two metres
- retractable lifelines
- rope grabs
- wire grabs
- rail system
- shock absorbers—both personal and industrial
- harness
- snap hooks (double or triple action to prevent rollout)
- karabiners (double or triple action to prevent rollout), and
- rescue equipment.

Anchorage Points

All anchorages should be tested and approved by a competent person before use. A basic visual inspection may not reveal the structural integrity of the anchor point, which is why all maintenance and checks should be carried out by a competent person.

Each anchorage point should be located so that a lanyard of the system can be attached to it before the person using the system moves into a position where the person could fall.

Each component of the system and its attachment to an anchorage must be inspected by a competent person:

- after it is installed but before it is used
- at regular intervals, and
- immediately after it has been used to arrest a fall.

Limit Free Fall Distance

Fall arrest systems which incorporate a lanyard should be installed in order for the maximum distance a person would free fall before the fall arrest system takes effect is two metres. There should be sufficient distance between the work surface and any surface below to enable the system, including the action of any shock absorber to fully deploy.

To work out whether there is enough distance available, the following should be taken into account before making settings and beginning work:

- the worker's height
- the height and position of the anchorage point
- the length of the lanyard
- any slack in the static line
- Any pendulum motion that may occur during the fall and obstructions that may be hit at any time during the swing
- any stretching of the lanyard or static line when extended by a fall, and
- the length of the energy absorber when extended by a fall.

Lanyards should **NOT** be used in conjunction with inertia reels as this can result in an excessive amount of free fall prior to the fall being arrested.



Using a Full Body Arrest Harnesses

A full body fall arrest harnesses should be worn. Waist-type belts should not be used as injuries can result when the wearer's fall is arrested. Harness connection points to the fall arrest line should be made at one of the harness manufacturer's designated fall arrest attachment points.

Maintain Minimum of Slack in Fall Arrest Line

There should be a minimum of slack in the fall arrest line between the user and the attachment. The anchorage point should be as high as the equipment permits. Never work above the anchor point, as this will increase the free fall distance in the event of a fall, resulting in higher forces on the body and greater likelihood of the arrest line snagging on obstructions

Ensure the Fall Arrest Line Cannot Fail Over an Edge

Fall arrest lines can seriously fail when they come in contact with an edge during a fall because the fall arrest loads are transferred to the line where it makes contact with the edge. In these circumstances the energy absorber may not get an opportunity to operate and instead the fall arrest line is cut. The edge over which the fall arrest line can fail does not have to appear to be "sharp" in order to cause damage. Systems must be implemented to ensure this type of failure does not occur – covering the edge prior to testing of the system over an edge is one way to help demonstrate the adequacy of the rope layout.

Use Inertia Reels Correctly

When considering the use of inertia reels, bear in mind that they might not be effective in certain situations. For example, if a worker falls down the inclined surface of a steeply pitched roof, the inertia reel line may keep extending from the reel and it may not lock.

Inertia reels should not be used as working supports by locking the system and allowing it to support the user during normal work. They are not designed for continuous support.

Vertical and self-retracting anchorage safety lines can be used as a risk control measure in connection with work performed from boatswains' chairs and ladders. Where such lines are used, only one person may be attached to any one line. The safety line should be independent of the boatswain's chair support rope.

Use Compatible Components

Fall arrest systems and safety harnesses should only be used with the individual manufacturer's components known to be compatible. The use of non-compatible components may lead to 'roll-out' with some hook/karabiner configurations, resulting in injury or death to the user. The hazard cannot always be avoided by using components produced by the same manufacturer under the one brand name. If it is unknown whether components of a fall arrest system are compatible, contact the manufacturer for further information.

Snap hooks should be of the double action type, requiring at least two consecutive deliberate actions to open. Snap hooks should not be connected to each other as this could prevent the safe operation of the snap hook (for example, roll-out may occur). Some double action hooks are susceptible to roll-out. Screw gate karabiners or hex nut connectors may sometimes be appropriate. Further guidance is provided in AS/NZS 1891 Industrial fall-arrest systems and devices.



Ensure Prompt Rescue in Event of a Fall

The rescue of a worker who is suspended in a full body harness must occur promptly to prevent suspension trauma.

Being Aware Of Hazards With Individual Fall Arrest Systems

If a person using an individual fall arrest system falls, the system may act as a pendulum, and in some situations the user may hit the ground or swing back to the building or structure.

"Swing down" can occur if the fall arrest line slides back along the perimeter edge of the roof until it is vertical. When this happens, the person may hit the ground, or the arrest line may break as a result of its contact with the edge of the roof. Measures to address 'swing down' include:

- Installation of guardrails
- placing the anchorage point at a right angle to the position of the line at the perimeter edge (for example, by using a mobile anchorage), and
- the installation of a second anchorage point and belay devices (intermediate anchorages).

Administrative Controls

If it is not reasonably practicable to use any of the above control measures, administrative controls may be considered such as 'no go' areas, procedures for working safely at height and using signs to warn people of a fall hazard.

The use of administrative controls are the least effective control measures because they rely on people's behaviour to reduce the risk of a fall occurring and require a high level of supervision.

In most circumstances it will be appropriate to use an administrative control (such as 'no go' areas) in combination with any of the above or other suitable control measures to minimise risk. Please speak to Our Company Management in order to effectively come up with the appropriate solution for the task or operation at hand.



EMERGENCY RESCUE PROCEDURES

Here at Our Company we value the safety and wellbeing of all personnel, which is why we are committed to ensuring that all workers are familiar with what actions to take should an emergency arise. There are many incidents and situations in tree work that could require emergency action, therefore it is vital that emergency procedures are developed and workers are trained appropriately. All crew members must be familiar with emergency procedures. Workers must know these procedures from day one. Everyone involved in tree rescue must have the appropriate training in all the tasks required.

Emergency Procedures

In developing emergency procedures for the specific task, the different types of emergency and rescue scenarios that might arise should be considered. Emergency procedures will also depend on the type of control measures that are used to address fall hazards, for example, suspension trauma can occur with the use of fall arrest systems.

When establishing emergency procedures, the following should be taken into account:

Relevant	Questions
considerations	
Location of the work area	Is the work at height being undertaken in a remote or isolated place? How accessible is it in an emergency and how far away is it from appropriate medical facilities? Can the rescue of a person after an arrested fall be provided immediately, without the need to rely on emergency services?
Communications	How can workers working at height communicate in an emergency?
Rescue equipment	What kinds of emergencies may arise? The provision of suitable rescue equipment will depend on the nature of the work and the control measures used, for example, an emergency rapid response kit with man-made fibre rope, according to AS/NZS 4142.3 Fibre ropes—Man-made fibre rope for static life rescue lines. Selected rescue equipment should be kept in close proximity to the work area so that it can be used immediately.
Capabilities of rescuers	Are rescuers properly trained, sufficiently fit to carry out their task and capable of using any equipment provided for rescue (e.g. breathing apparatus, lifelines and fire-fighting equipment)? Have emergency procedures been tested to demonstrate that they are effective?
First aid	Is appropriate first aid available for injuries associated with falls? Are trained first aiders available to make proper use of any necessary first aid equipment?
Local emergency services—if they are to be relied on for rescue	How will the local emergency services (e.g. ambulance) be notified of an incident?

The emergency procedures for falls should be incorporated into the emergency plan required for the workplace under the WHS Regulations.



The following checklists may be used to cover typical operations, personnel and equipment and will help ensure all safety and operational aspects of the job have been considered. They can also be amended to suit specific activities.

Checklist - Prior to Leaving the Yard

- Does the job only require ground work?
- · Does the job require climbing?
- Have climbers and crew been trained in emergency procedures?
- Does the job require an elevating work platform (EWP) or can an EWP be used instead of climbing?
- Does the job require specialist rigging gear?
- Have operators and crew been trained in emergency procedures?
- Do relevant authorities (e.g. power company, local government) need to be notified?
- Are relevant permits, certification and licences held and accounted for?
- Is the correct equipment and staff allocated to the job?
- Is all equipment in good working order and all checked prior to departure?
- Has the equipment and tools such as chainsaws been maintained to ensure it is safe for use?
- Are all staff fit for work?
- Are all staff trained and capable for the tasks allocated to them?

Checklist - At the Site, Prior to Commencing Work

Address of Site:

- All Hazards have been identified and assessed on-site.
- Weather conditions and the wind speed have been checked. Wind velocity is not above 10 km/hr
- Action plans have been discussed with all crew members in relation to hazards.
- Trees have been inspected for conditions or situations that could pose a risk.
- The path of the tree's fall, debris fall and all impact points have been assessed.
- Potential for damage to buildings, equipment and vehicles have been assessed and managed.
- Potential weather issues have been considered (wind, heat, cold, and rain) and discussed with crew.
- Equipment has been placed to minimise risk to crew and the public.



- Appropriate signage, manned or taped off areas (exclusion zones) are in place.
- Final gear check performed to ensure good working order.
- Emergency procedures have been evaluated in relation to the site and crew are trained.
- Communication to base and emergency services is available with adequate signal.

Work should not commence until all potential hazards and risks have been assessed and control measures have been implemented.

Name of person conducting Pre Start:	Signature:	Date:	
		1	1



GENERAL TOOLS AND EQUIPMENT

Everyone who works at Our Company is responsible for ensuring a safe work environment. If you notice or consider any workmate or contractor to be working in an unsafe method, it is also your responsibility to contact your Manager without delay and notify them of any details including the location and unsafe work methods used.

Use of Tools and Equipment

Incorrect and irresponsible use of tools and equipment is one of the main causes of injuries and fatalities in the workplace. Each day we aim to ensure that all workers return home healthy and whole to their families, which is why we have the following guidelines for the use of tools and equipment:

Only qualified and/or experienced personnel are to use the tools and equipment. Any personnel must first be trained by a competent person in the use of any tools or equipment. Do NOT use any tool or equipment if you are not qualified (formally and/or experientially) or unless under the instruction of an experienced operator.

All tools and equipment are to be used in a safe method and according to the manufacturer's recommendations. If you are unsure of how to use the tools or equipment appropriately, please see the instruction booklet that is provided with purchase on how to operate the tool or equipment in its appropriate use, or ask a trained and competent person to show you.

If you notice or consider any work practices or tools and equipment to be unsafe, please inform your Manager without delay including as much detail as possible so that adequate response and rectifications may be made to avoid any chance of an injury or incident in the future.

All tools and equipment must be handled carefully and responsibly. It is the responsibility of every individual to look after the tools provided and ensure they are handled and treated with care.

Damaged Tools and Equipment

Never use any tool or equipment that is faulty. Before operation, always inspect leads for electrical tools to ensure there are no frays, cuts and exposed wires. Never operate electric tools or equipment where there is the possibility of contact with water.

If you identify any faulty tools or equipment DO NOT operate or use it. Isolate and tag the equipment as unsafe and isolate the tools or equipment immediately. After tagging and isolating the tool or equipment be sure to notify your manager immediately and record the required information in the Equipment Repair History form located in the OHS Diary.

At all times work areas must be kept clean and tidy. This includes cleaning up any spills in the workplace without delay and floors must be kept clear of scrap material and equipment at all times to avoid any tripping or falls which may cause injury to yourself, and/or another individual.



Here at Our Company we aim to provide a pleasant atmosphere and a safe environment for our employees, contractors, clients and visitors.

According to the Queensland Traffic Act, it is a breach of the Act to drive whilst under the influence of liquor or drugs or with prescribed amounts of alcohol in the blood. Using drugs and alcohol while at work can affect your health and safety including putting your co-workers at risk. It is our policy that all personnel must notify their manager immediately if they have or suspect that they may have a blood alcohol level above 0.00ml/l or are under the influence of any drugs while in the workplace.

The effects that drugs and alcohol have can include poor physical and hand-eye coordination, impaired judgment as well as a decrease in alertness, concentration and vision, and decreased energy levels, resulting in tiredness. It is expected that you remain free from the influence of drugs and alcohol before commencement of work, for your time at work and including all breaks. This policy also applies to all contractors, shift workers and people working overtime. You must not drive a company vehicle or operate any machinery whatsoever if you may be above the 0.0ml blood alcohol level or while under the influence of drugs.

Prescribed Medication

Medication prescribed for you by your doctor may cause decreased mental or physical functioning of the body and drowsiness. For example anti-depressants, sleeping pills or blood pressure medication. If prescribed medication is required to be taken while at work, you must first of all notify your manager and supply a copy of a prescription and a letter from your doctor outlining the duties you are capable of performing.

Here at Our Company, we expect all personnel to take responsibility for their own actions, in which case we require everyone to notify their manager immediately if they are in breach of this policy so that safety measures can be taken to avoid the possibility of an incident. It is also your responsibility as a responsible individual to advise your Manager without delay if you suspect or know of any other person/s that may be in breach of this policy.



Here at Our Company we aim to provide our personnel with sufficient, up to date technology to aid in performing their duties as diligently as possible. Investing in technology can be expensive and we aim to make sure that all workers are provided with a company owned mobile phone. It is for this reason that we ask all personnel to ensure using our technology and equipment responsibly and with care.

Health Authorities worldwide have documented the effects of micro wave emissions. It is for this reason that we strongly recommend that you only use mobile phones when absolutely necessary. Always use a landline if it is available. When using your mobile phone avoid any extended phone conversations.

If when using your mobile phone you experience dizziness or a heated/burning ear, end the call immediately and report it to your manager. If any symptoms persist and you suspect the cause to be your mobile phone, consult the services of a specialist as soon as possible.

Company Phone Calls

The company provided mobile phones are predominantly for company use only. All personal phone calls must be paid by the individual who uses the mobile phone. Our Company will not be held responsible for costs incurred by personal use.

Care of Equipment

Any damages to equipment subject to carelessness or intentional damage will be repaired at the workers expense. In the case that the mobile phone cannot be repaired, the person in possession of the mobile phone agrees to replace the equipment to that of the same initial purchase value.

Phone Etiquette

It is expected that all personnel use the mobile phones provided with a tactful approach. Any phone calls, text messages, emails or any other form of communication that exhibit content in the nature of pornography, sexually explicit material, abusive, threatening, invasive or otherwise is strictly prohibited.

Additional Obligations

Never drive a vehicle while using a mobile phone. Please request a hands free kit from your Manager if you feel there is a requirement to be on the phone while driving. This includes text messaging, emailing and browsing the internet from your mobile phone.



Here at Our Company we aim to provide our staff with sufficient, up to date vehicles and equipment to aid our personnel in performing their duties as diligently and as professionally as possible. All workers are required to use Our Company vehicles and equipment responsibly.

We expect that any person/s provided with a company vehicle will be totally responsible and accountable for the use and condition of the vehicle. It is also expected that a vehicle inspection checklist should be used in accordance with commercial vehicle use legislation including the Traffic Act. You will find a form for the vehicle inspection checklist in the OHS Diary which will be located in each company vehicle.

When driving a company vehicle it is the responsibility of the worker to be familiar with and obey all applicable laws in your state. If you are not familiar with the traffic laws of your state, be sure to inform your manager in order to acquire the relevant information.

Driving Behaviour, Speeding & Fines

Always be courteous to other drivers. Remember that you are presenting the company image of Our Company while on the road. Your conduct on the road should also be professionally presented.

If in traffic and needing to be stationary or the vehicle stalls, becomes immobile or breaks down always be sure to use the hazard lights as to warn off any other vehicles in order to avoid an unnecessary accident. In the event of an accident, refer to the Incident Reporting Policy. Be sure to travel at a speed within the confines of the speed limit. Speeding in Our Company vehicles is strictly prohibited.

Tailgating has been responsible for many accidents. Under no circumstances whatsoever should you tailgate another driver. Where practical be sure to always remain at least 4 car lengths behind other vehicles. Always allow for sufficient room to respond safely should the car in front of you suddenly brake.

Any speeding fines incurred will be at the expense of the person driving the vehicle at the time of the incident. Never drive while talking on a mobile phone. Always ensure that the vehicle is in park and stationery when talking on a mobile phone. Road Rage will not be tolerated under any circumstances and will result in instant dismissal. You must also remain fully qualified to drive the vehicle.

Keep, maintain and use the vehicle that always meets and is in accordance with the manufacturer's warranty, including being serviced as per the manufacturer's recommendation and also ensure that the conditions of any insurance policy on the vehicle are observed.

You must not drive the company vehicle in a manner or at a time which would be a breach of laws including the law relating to blood alcohol content; and Our Company reserves the right to recover costs from you where the vehicle has sustained damage and was being used in such a manner that it is uninsured.



USING PRIVATE VEHICLES

Here at Our Company, we value the health & safety of all our employees, contractors, clients and visitors. It is for this reason that we require all personnel to be well informed in what procedures must be followed when using company and privately owned vehicles for work duties.

Approval

A private motor vehicle must not be used for the conducting of Company business without prior approval for the use of that vehicle. Applications for approval to use a private motor vehicle on Company business must be made in writing to the Manager and copies of the following documents must be provided:

- Current registration papers for the vehicle
- Current comprehensive insurance policy for the vehicle
- Current drivers licence
- Consent to such use of vehicle (if owner is not the worker)
- An undertaking to keep the vehicle in good repair

Where a vehicle is covered by a Third Party Policy only, approval will not be considered unless the application is accompanied with a written undertaking provided by the owner of the vehicle that the Company is not liable for any claims for compensation arising from any loss or damage to the vehicle whilst being used on Company business.

Where approval to use a private motor vehicle is granted in accordance with this Policy, it is a condition of that approval that the worker provides copies of all the above documents at the time of renewal to the respective registrations and policies.

Maintenance of Records

Applications for approval to use particular motor vehicles on Company business, together with authorisations for the use of the vehicle for particular purposes or on particular occasions, will form part of the workers personal file. The Vehicle Inspection Checklist is also located in the OHS Diary and must be completed on a regular basis to ensure the safety of your vehicle.

It is the responsibility of personnel to keep full maintenance of their vehicles up to date if being used for Company business. All maintenance records must be submitted to the manager and kept up to date.

Other Safety Matters

Personnel must follow all applicable Australian road laws. The company's drug & alcohol policies also apply to the use of private vehicles.





Here at Our Company we aim to provide our personnel with the best facilities possible. The internet can be a valuable tool for research and aiding you in gathering resources in order to perform your job role with greater ease and comfort. To ensure against the abuse and misuse of internet use, this policy applies to the use of internet services and your co-operation in using these facilities appropriately is required.

In order to use our internet facilities to provide you with better working conditions, you agree to treat these facilities in a responsible manner. Our Company may at any time monitor record and/or restrict internet access in order to maintain our standard of appropriate internet use.

It is the policy of OUR COMPANY that:

Internet access is only provided and allowed to personnel who will need to use the facility as an aid in order to perform their work efficiently and effectively. All information collected from use of the internet as a result of performing company business will remain the intellectual property of the company.

Searching through the internets' resources must only be performed for activities that directly relate to your job role and for matters that relate to the company's business.

Certain software applications can be harmful to computer hardware, especially if they are downloaded from uncertified sites, which is why downloading of any software is strictly prohibited. If for any reason you have to download any software it must be only for the company's business matters and the approval of your manager must be provided beforehand.

From time to time, joke emails, spam and other non-work related emails are sent from various resources and are received in a workers inbox. It is the individuals' responsibility who uses the email facility to ensure that emails are kept for company use and any emails which are of an unclean nature including sexually explicit, offensive, discriminatory or profane must not be displayed but are to be deleted immediately.

If you are aware of any other person/s who are abusing their privilege to use the internet facilities provided by the company is to notify and give as much details as possible about the incident to the Manager.

It is a privilege to be provided with these facilities and we ask that you treat these facilities responsibly and ethically. No illegal activities are also to be conducted on the company's internet facility.



Here at Our Company we aim to provide the best facilities possible. Email can be a valuable tool for research, efficient communication and aiding you to gather resources in order to perform your job role with greater ease and comfort. To ensure against the abuse and misuse of email, this policy also applies and your co-operation in using these facilities appropriately is required. The confidentiality, workplace harassment, and privacy policies also are applicable when using the company's email facility.

In order to use our email facilities to provide you with better working conditions, you agree to treat these facilities in a responsible manner. Our Company may at any time monitor record and/or restrict staff member's internet access in order to maintain our standard of appropriate internet use.

It is the policy of OUR COMPANY that:

Access to the company's email facilities is only provided and allowed to personnel who will need to use the facility as an aid in order to perform their work efficiently and effectively. All information collected and created from use of the provided email facility as a result of performing company business will remain the intellectual property of the company.

Please also be aware that other workers will be using the email facility also and the larger the attachments that are being sent, the longer it takes to clear the servers from completing the send. This can at times overload the server and can result in the server being jammed with delayed message deliveries. We ask that you be considerate of your colleagues when sending email messages by keeping the attachment size to a minimum.

Certain software applications can be harmful to computer hardware, especially if they are downloaded from uncertified sites, which is why downloading of any software through an email attachment is strictly prohibited. If for any reason you have to download any software it must be only for the company's business matters and the approval of your manager must be provided beforehand.

From time to time, joke emails, spam and other non-work related emails are sent from various resources and are received in a workers inbox. It is the individuals' responsibility who uses the email facility to ensure that emails are kept for company use and any emails which are of an unclean nature including sexually explicit, offensive, discriminatory or profane must not be displayed but are to be deleted immediately .

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It is a privilege to be provided with these facilities and we ask that you treat these facilities responsibly and ethically. No illegal activities are also to be conducted on the company's email facility.



EQUAL EMPLOYMENT OPPORTUNITY POLICY

Here at Our Company, we aim to provide a positive work environment for all personnel. Research has proven that people who enjoy their time at work and who have good relationships with their work colleagues are happier, healthier and more productive than in places where they feel uncomfortable, discriminated or harassed. Here at Our Company we are dedicated to an unbiased workplace and will follow the current legislation regarding Anti-Discrimination and Equal Employment.

Any type of harassment has no positive effects on people in the workplace and has been known to reduce team morale and can be destructive to a persons' emotional and physical health. Discrimination and harassment comes in many different forms which include intimidation, the giving of insults, humiliation or in more subtle forms it can come in sarcasm, belittlement and snide remarks. Our policy regarding equal employment is that we will not discriminate against anyone in our recruitment methods or in the provision of our products and services.

The way we perform our recruitment selection of successful applicants is always based on the employment advantages of selecting an applicant over another. All applicants who apply for a position with Our Company will be given an equal opportunity to apply, provided they meet the qualifications necessary for the position. The successful applicant will be someone who best meets the specific requirements of the position we are seeking to fill.

We will not discriminate against anyone on the basis of race, age, marital status, sex, health status, political preferences, affiliations, disability or any other reason. It is our policy that all personnel employed by Our Company will uphold the same values regarding equal employment.

Here at Our Company we pride ourselves in developing and fostering individuals that act responsibly and professionally. Please be aware that you may be held personally liable for any personal damages caused through discrimination and harassment.



FIRE AND EMERGENCY EVACUATION POLICY

Here at Our Company we aim to provide a safe workplace and environment for all personnel. In the unfortunate event of a fire or any other emergency requiring evacuation of the premises, the following procedures should be adhered to:

- ❖ STAY CALM, DO NOT PANIC In a state of panic, people tend think irrationally. Ensure to the best of your ability to stay calm in order to think clearly and rationally.
- STAY ALERT Beware and remove yourself from any immediate danger.
- Alert everyone within the vicinity immediately, then only if it is safe to do so, help and remove any person/s in any danger.
- ❖ Call the emergency number "000" or "112" from some mobile phones.
- Staff members who are properly trained in the use of fire extinguishers should use them to confine the fire only if it is safe to do so. If there are any risks in performing this, evacuate the building or area immediately.
- ❖ NEVER USE AN ELEVATOR If the building has elevators, do not use them to evacuate the building. Always take the stairs.
- After evacuating the building advance as quickly as possible to the evacuation assembly area provided, which should be located furthest away from the incident.
- ❖ A responsible person should be selected to make sure that everyone has been accounted for by conducting a role check while another responsible person maintains directions of everyone at the evacuation assembly point. Be sure to inform the emergency services with the details of what has occurred and of any people unaccounted for.
- Remain at the evacuated point until you are given permission by the authorised person to re-enter the area.



Method of Operation of Fire Fighting Equipment

Fire Extinguishers

- 1. Select appropriate extinguisher for type of fire.
- 2. Pull pin from squeeze handle.
- 3. Test extinguisher by squeezing handles briefly.
- 4. Approach fire aiming nozzle at base of fire.
- 5. Squeeze handles and operate extinguisher in a sweeping motion.

Hose Reels

- 1. Hose reels are used on fires involving wood, paper and textiles only, they are not to be used on live electrical appliances or flammable liquids.
- 2. To release the hose reel, turn the valve on this will charge the hose and release the nozzle (if fitted with a nozzle release lock).
- 3. The hose can then be pulled out to the fire, the nozzle operates like a garden hose in most cases by twisting the nozzle, and the nozzle can be adjusted to give a spray pattern or a straight jet.

Further Instructions

Once the incident has been dealt with, management must be sure to fill out an incident report for the company's records in case of further investigations by the Department of Industrial Relations or Workplace Health & Safety.

*Provide a building map of the business premises, ensuring to show all exits points and attach it beside the above procedures.

*Include photographs of your evacuation assembly points beside the map of the business premises.

For more information on employer specific obligations call your local Department of Fire & Rescue.



Our Company has the primary duty under the WHS Act to ensure, so far as is reasonably practicable, that all personnel are not exposed to health and safety risks arising from the performing of your duties.

All personnel have the responsibility of taking reasonable care for their own health and safety and must not adversely affect the health and safety of other personnel. Our Company personnel (and contractors) must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace, such as procedures for first aid and for reporting injuries and illnesses.

First Aid Consultation

Consultation involves sharing of information and giving our workers a reasonable opportunity to express views and then taking those views into account before making decisions on health and safety matters.

The WHS Act states: A business must consult, so far as is reasonably practicable, with workers who carry out work for the business or undertaking who are (or likely to be) directly affected by a work health and safety matter.

If the workers are represented by a health and safety representative, the consultation must involve that representative.

Our Company will consult and discuss with our workers when making decisions about what facilities are needed, including those required for administering first aid. Consultations will include:

- the number, location and contents of first aid kits and other equipment such as defibrillators
- the type of first aid facilities that may be needed
- · first aid procedures, and
- the number of trained first aiders on site

First Aid Equipment

Our Company management requests that you think of any risks that may be associated with your role with the company and provide any valuable feedback of the types of first aid equipment that could possibly be needed in the case of an incident or accident. Our Company management will also conduct risk assessments of the workplace to determine the types of accidents and incidents which could possibly occur and then add the items to our first aid kits which would treat such injuries.

First aid facilities will be located at convenient points and in areas where there is significant risk of an injury or illness occurring. First aid kits will also be supplied in all company vehicles for mobile workers. First aid equipment will be available in more than one location where:

- work is being carried out a long distance from emergency facilities
- small numbers of workers are dispersed over wide areas
- access to treatment is difficult, and/or there are multiple floor levels



A first aid kit should at the minimum include the following items.

Item	Standard Workplac e Kit	Small Workplac e Kit	
	Quantity		
Basic instructions for providing first aid	1	1	
Note book and pen	1	1	
Resuscitation face mask	1	-	
Resuscitation face mask or face shield	-	1	
Cardio-Pulmonary Resuscitation (CPR) flow chart	1	1	
Disposable gloves like low-protein, powder-free latex gloves, vinyl gloves or nitrile gloves. (NB: Latex–free gloves should be provided if any first aider is allergic to latex)	5 pairs	2 pairs	
Gauze Pieces 7.5cm x 7.5cm, sterile (5 pieces per pack)	5 packs	2 packs	
Saline (30mls)	5		
Saline (15mls)		4	
Wound cleaning swab (single 1% Cetrimide BP)	10	2	
Adhesive dressing strips (packet of 50)	1	1	
Splinter probes (disposable)	10	5	
Tweezers	1	1	
Antiseptic liquid, spray or swabs (single use packs)	1	1	
Non-adherent wound dressing/pad 5cm x 5cm (small)	6	3	
Non-adherent wound dressing/pad 7.5cm x 10cm (medium)	3	1	
Non-adherent wound dressing/pad 10cm x 10cm (large)	1	-	
Conforming cotton bandage, 5cm x 1.8m	3	1	
Conforming cotton bandage, 7.5cm x 1.8m	3	1	
Conforming cotton bandage, 10cm x 1.8m	1	-	
Scissors	1	1	
Alcohol swabs – single	10	4	
Non-stretch, hypoallergenic adhesive tape – 2.5cm wide roll	1	1	
Safety pins (packet of 12)	1	1	
BPC wound dressings No. 14, medium	1	1	
BPC wound dressings No. 15, large	1	-	
Plastic bags - clip seal (set of small, medium and large) (NB: these can be used for amputated body parts)	1	1	
Triangular bandage (calico or cotton minimum width 90cm)	2	1	
Emergency rescue blanket (for shock or hypothermia)	1		
Eye pad (single use)	4	2	
Access to 20 minutes of clean running water or (if this is not available) hydro gel (3.5gm sachets)	5	5	
Reusable/instant ice pack – (treatment of soft tissue injuries/stings).	1	-	

[■] If a risk at your workplace could be controlled with an item indicated with this symbol, you should provide the item in a first aid kit.



Record keeping & Confidentiality

A first aid recording system should be maintained at the workplace. A copy of the first aid record should accompany the ill or injured person if the person is transferred to a medical service or hospital. The original copy of the first aid records should be retained at the workplace and a copy should be given to the worker or be available on request. Personal information about the health of a worker is confidential including details of medical conditions, treatment provided and results of tests.

First aid signs

Our Company will have standardised first aid signs displaying where the first aid station is which will assist in easily locating first aid equipment and facilities.



Note: First aid signs may be constructed to suit individual requirements but should comply with AS 1319: 1994 - Safety Signs for the Occupational Environment.

Please see your manager to be shown where the First Aid points are located.

Trained first aiders

Our Company will ensure that an adequate number of workers are trained to administer first aid at the workplace or that workers have access to an adequate number of other people who have been trained to administer first aid.

T	he company	's	trained	l firs	t aic	officer	is:

Additional first aid officers: (Enter here or delete)

Note: Our Company first aiders are instructed not to exceed their training and expertise in first aid. Other personnel, including supervisors, are also instructed not to direct first aiders to exceed their first aid training and expertise.

Emergency Numbers

*	Ambulance, Fire or Police	Call - triple zero (000) or 112 from some mobile
	phones.	

Non Urgent Transport Call - 13 12 33 (after authorised by a medical practitioner)

Deaf Emergency Number Call - 106

❖ Poisons Information Centre Call - 13 11 26



Response to an Emergency or an Urgent Condition

There are a number of critical factors that need to be followed during an emergency. In any emergency, it is important to initially confirm that it is safe to approach a casualty and assess the situation for any life threatening hazards.

The first aid provider should do the following in the case of an emergency:

- 1. Assess the incident area and determine whether or not it is safe to approach the casualty.
- 2. Phone for help Call (000)
- 3. Assess the casualty for life threatening injuries This includes aiming to get a response from the casualty. Do not shake the person, instead use the touch and talk method which you should incorporate soft touching with loud talking. The touch and talk method will help you to determine the level of consciousness to the casualty.

Immediate Attention

There are a number of situations which will require immediate attention, they are:

Breathing - Check the persons breathing by gently tilting their head backward and looking into the mouth for foreign objects such as food, loose dentures and fluid. Unless the persons' airway is blocked by water, vomit, blood or any other fluids, checking the airway should be done while the casualty is on their back. If the airway is obstructed with any fluids however, place the injured person on their side and clear the airway from any obstruction as best as possible. If the casualty is breathing, the first aid provider should keep the casualty on their side while maintaining neck stability and then call (000) for assistance. Keep checking the airway and breathing regularly and look for other injuries while waiting for the ambulance paramedics to arrive.

Bleeding - When dealing with blood or other bodily fluids use the appropriate PPE at all times, including equipment such as gloves, overalls, aprons and glasses where contact may occur. Bleeding is considered severe when it is spurting or cannot be controlled. Such severe bleeding is life threatening and should be addressed as quickly as possible by applying firm, direct pressure to the injury using a sterile pad or clean cloth. DO NOT remove any penetrating objects if there are any lodged in the wound.

Apply a clean dressing directly over the wound and firmly secure it with a bandage if possible, ensuring the entire wound remains covered, then elevate the wounded part of the body and restrict any movement as much as possible. Keep the casualty calm to avoid going into shock while occasionally checking to make sure that the bandage is not restricting circulation.



Poisoning – In all cases of poisoning, call triple zero (000) and then seek advice from the Poisons Information Centre on 13 11 26 (Available 24hrs). If the casualty is unconscious, do not leave them alone if possible by asking someone else to seek help. Do not induce vomiting. Find out as much information as possible about what poison has been taken in order to advice the paramedics when they arrive.

Electrocution - NEVER try to cut leads or power lines. Do not go anywhere near a high tension power line. Electrical current can arc (jump) 1 inch per every 10,000 volts being carried. A person does not have to touch the source to sustain an injury. Always ensure the power source has been switched off before handling the casualty, then dial triple zero (000) for an ambulance. Commence any resuscitation if required. If the casualty is conscious, away from danger and has suffered burns as a result, cool the area by flushing with clean water. Be aware that excessive cooling can lead the casualty to becoming dangerously cold. Stabilise the casualty and wait for an ambulance to arrive.

Risks of Exposure

First aid personnel and workers may be at risk of exposure to infectious diseases or biological hazards if they receive:

- a skin penetrating injury such as a needle stick injury
- if blood or body substances come into contact with broken skin, open wounds, eyes or mouth
- contaminated first aid equipment or materials are used

Infectious diseases which may be transmitted by blood and some body substances include:

- hepatitis B
- hepatitis C
- human immunodeficiency virus (HIV), the virus that causes AIDS

Be sure to remove any risks of infection or exposure to biological hazards.

Standard precautions

Assume all blood body substances are infectious. Standard precautions include:

- good hygiene practices
- use of Personal protective equipment (PPE)
- correct handling and disposal of sharps and other infectious waste



There are a number of areas to take into consideration when administering first aid. They are:

Risk of infections

First aid personnel and workers may be at risk of exposure to infectious diseases or biological hazards if they receive:

- a <u>skin penetrating injury</u> such as a needle stick injury
- if blood or body substances come into contact with broken skin, open wounds, eyes or mouth
- contaminated first aid equipment or materials are used

Infectious diseases which may be transmitted by blood and some body substances include:

- hepatitis B
- hepatitis C
- human immunodeficiency virus (HIV), the virus that causes AIDS

All workplaces should undertake a review of their first aid practices to remove the risks of infection or exposure to biological hazards.

Standard precautions

Always assume that all blood body substances are infectious. Standard precautions include:

- good hygiene practices
- use of personal protective equipment (PPE)
- correct handling and disposal of sharps and other infectious waste.

Hygiene

Hands should be washed using soap and water:

- before and after contact with an ill or injured person
- when there is contact with blood or body substances or contaminated items
- when protective gloves are removed

When soap and water is not available, use an alcoholic chlorhexidine hand wash or equivalent.

Waterproof dressings should be available to allow first aid personnel to cover injuries. This reduces the risk of an injured person's blood or body substance coming into contact with the broken skin of the first aid person.



Management of blood or body substance spillage

Spills should be attended to immediately and protective gloves should be worn. Absorbent material such as paper towels should be used to absorb the bulk of the blood or body substance. These contaminated materials should be disposed of in a sealed, leak-proof waste bag.

A spills kit should be available where there is a risk of blood or body substance spills. A 'spills kit' should contain:

- PVC household rubber or disposable latex gloves
- cleaning agents
- disposable absorbent material
- a leak-proof bag

Cleaning the area when finished

When finished, the area should be cleaned with warm water and detergent and then disinfected. Mops and buckets should be rinsed with warm water and detergent and stored dry. Reusable gloves and other protective clothing should be removed and disinfected after cleaning the contaminated area and equipment.

Cleaning, disinfecting and sterilising

- Single use disposable sterile items like disposable splinter forceps, should be used to reduce the risk of cross infection. When disposable items are used for first aid they should not be reused.
- Non-disposable items need careful handling and should be processed after each use.
 The method of processing depends on the purpose for which the equipment is to be used.
- If first aid equipment has contact only with intact skin, such as bandage shears, then it requires cleaning.
- Cleaning removes soil and reduces the number of germs from the surface.
- If the equipment becomes contaminated with blood such as used kidney dishes and liquid containers, or has contact with intact mucous membranes, such as a thermometer in the mouth, then the equipment needs cleaning and disinfecting.
- Disinfecting inactivates bacteria, viruses and fungi, but not necessarily bacterial spores.
- When reusable equipment such as reusable splinter forceps come into contact with wounds or are used to penetrate the skin, they should be cleaned and sterilised immediately.
- Sterilising completely destroys all germs. The only practical means of achieving sterilisation, in the first aid setting, is by using an autoclave.
- Thorough cleaning of all items should start as soon as possible after use. Protective
 gloves should be worn during cleaning and care should be taken to avoid eye
 splashes.



Waste management

Contaminated waste should be placed in a leak-proof bag or container and sealed. The bag or container should not be overfilled. All waste should be handled with care to avoid contact with blood or body substances. Gloves should be worn when handling waste bags and containers. Waste bags, appropriate for the type of waste, should be used when large amounts of waste are generated. Waste disposal practices must comply with state or local government requirements.

Laundry and storage of equipment

- Soiled linen should be identified and kept separate from clean linen.
- PVC latex or household rubber gloves and protective clothing should be worn when handling soiled linen.
- Soiled linen should be washed immediately in hot water with detergent.
- Heavily soiled items should be placed in a leak-proof bag and closed and soaked in bleach where possible.

All first aid items and equipment should be stored to maintain an appropriate state of cleanliness and sterility. All items and dry, sterile, packaged instruments should be stored in a clean, dry environment.

Sharps

Sharps are a major cause of accidents involving potential exposure to biological hazards which can pose a risk of transmission for Hepatitis B, C and HIV viruses. Sharps include hypodermic needles, syringes (with or without the attached needle), scalpel blades, suture needles and lancets.

The following practices should be followed:

- if there is a risk of finding discarded sharps, tongs or a similar item should be available to pick up the sharp items safely
- sharps should be disposed of in a puncture proof container
- sharps containers should be located as close as possible to the area where sharps are used
- dispose of sharps containers in accordance with local government requirements

Immunisation

If you will be regularly exposed to bodily substances, consider enrolling in an immunisation program. Medical advice should be sought in this matter. For instance, a Hepatitis B immunisation program should be assessed for first aid personnel who are at risk of regular exposure to blood or body substances.



Personal protective equipment (PPE)

Personal protective equipment (PPE) should be used to protect first aid personnel and ill or injured persons from risks of exposure to infections. PPE should comply with the relevant Australian standards.

PPE includes but is not limited to:

- protective gloves such as disposable PVC, latex gloves or heavy duty gloves where there is a risk of exposure to sharp objects or when cleaning blood or body substance spills
- protective clothing such as disposable non-porous overalls or plastic aprons
- eye protection such as goggles and safety glasses
- safety footwear to protect feet from sharp objects
- resuscitation mask to reduce the risk of exposure to blood and body substances

Skin penetrating injuries (SPI)

Management of skin penetrating injuries (SPI) and other blood or body substance exposures:

- encourage the wound to bleed by gently squeezing
- wash the area with cold running water and soap if available
- apply an antiseptic if available then cover the wound with a band aid or dressing

When a person has exposure to blood or body substances

- wash away the blood or body substance with soap and water. If water is not available, then use a 60-90% alcohol-based hand rinse or foam
- if the eyes are contaminated, rinse eyes while open with tap water or saline solution
- if blood gets into the mouth, spit it out and then repeatedly rinse with water

If exposed to blood or body substances the person should be referred for medical assessment as soon as possible. The doctor can then assess the degree of exposure and arrange blood tests and immunisation where appropriate. Access to professional counseling should also be available if needed.

Records of blood or body substance exposure should be documented and kept on file. Records of exposure and treatment should be kept confidential.



MANAGING RISKS OF HAZARDOUS CHEMICALS

Here at Our Company we highly value the health and wellbeing of our personnel which is why we have adopted a strict policy when it comes to the use of hazardous chemicals. Exposure and contact to hazardous chemicals could result in an array of health effects including but not limited to skin irritations, occupational asthma, allergic reactions, chemical burns and cancers. Various hazardous chemicals also have the potential to cause fatalities.

Before handling any hazardous chemicals at the workplace, be sure to conduct a Risk Assessment and follow all directions on the Safety Data Sheet provided. Our Company has an obligation to our workers as a business to:

- manage risks to health and safety associated with using, handling, generating and storing of hazardous chemicals at a workplace as well as review and if necessary revise control measures
- obtain the current Safety Data Sheet (SDS) from the manufacturer, importer or supplier
 of the chemical when or before it is first supplied for use at the workplace, or as soon as
 practicable after the hazardous chemical is first supplied but before the hazardous
 chemical is used at the workplace
- ensure the SDS is readily accessible to a worker who is involved in using, handling or storing the hazardous chemical at the workplace and an emergency service worker, or anyone else, who is likely to be exposed to the hazardous chemical at the workplace
- ensure that a hazardous chemical is correctly labelled in accordance with the GHS and it complies with Part 3 of Schedule 9 of the WHS Regulations
- identify any risk of a physical or chemical reaction in relation to a hazardous chemical used, handled, generated or stored
- ensure that, when storing flammable or combustible materials at the workplace, they are kept at the lowest practicable quantity
- if there is a possibility of fire or explosion in a hazardous area being caused by an ignition source, ensure that the ignition source is not introduced into the area
- ensure that the workplace is provided with fire protection, fire fighting equipment and emergency equipment that is designed and built for the types of hazardous chemicals used, handled and stored at the workplace, and the conditions under which they are used, handled, generated or stored
- prepare an emergency plan if the quantity of a class of hazardous chemical used, handled, stored or generated at a workplace exceeds the manifest quantity for that hazardous chemical, including providing a copy of the emergency plan to primary emergency services organisation
- ensure that no-one at the workplace is exposed to a substance or mixture in an airborne concentration that exceeds the exposure standard for the substance or mixture
- ensure a spill containment system is provided wherever the hazardous chemical is used, handled, generated or stored
- provide any supervision to a worker that is necessary to protect the worker from risks
 arising from the work at the workplace if the worker uses, handles, generates or stores a
 hazardous chemical or operates, tests, maintains, repairs, or decommissions a storage
 or handling system for a hazardous chemical



Labels and Safety Data Sheets (SDS)

Most hazard information on chemicals will be available from the label and the SDS. However, some product labels do not contain all hazard information—for example: where the label is too small to fit all relevant hazard information, or when hazardous chemicals that are dangerous goods are labelled to meet transport requirements.

Always read the label in conjunction with the SDS to make sure all chemical hazards are identified. If you don't have a safety data sheet for a hazardous chemical, please see your manager or supervisor. If an SDS hasn't been supplied, one must be obtained from the supplier of the chemical before the chemical is used at Our Company.

The WHS Regulations require suppliers to supply a current SDS for the product on the first supply. The WHS Regulations also require the person conducting a business or undertaking to obtain the current SDS from the supplier.

The SDS will provide you with information relevant to the safe use, handling, generation and storage of the chemical. It contains information on the identity of the product and any hazardous ingredients, potential health effects, toxicological properties, physical hazards, safe handling and storage, emergency procedures, and disposal requirements specific to the chemical.

Unlabelled containers

If you find a container that does not have a label or incorrectly labelled, contact your manager immediately. Note: Action must be taken to correctly label the container in accordance with the Code of Practice: Labelling of Workplace Hazardous Chemicals.

If the contents of the container are unknown, this must be clearly marked on the container, for example, 'Caution - do not use: unknown substance'. Such containers must be stored in isolation until its contents can be identified and, if hazardous, the container is appropriately labelled. If the contents cannot be identified, they should be disposed of in accordance with relevant waste management requirements while taking into consideration the applicable environmental laws in your area.

Chemicals with exposure standards

Once you have identified all the chemicals and substances at your workplace, you must determine whether any have a workplace exposure standard. Chemicals with workplace exposure standards are listed in the Safe Work Australia publication, Workplace Exposure Standards for Airborne Contaminants which is available from the Safe Work Australia website. These exposure standards are also available from the Hazardous Substances Information System, which can also be accessed from the Safe Work Australia website.



Hazardous chemical register

The WHS Regulations require that a register of hazardous chemicals at the workplace be prepared and kept up to date. The register must also be readily accessible to workers involved in using, handling or storing hazardous chemicals and to anyone else who is likely to be affected by a hazardous chemical at the workplace. The register must include a list of hazardous chemicals used, handled or stored at the workplace and must contain the current SDS for each hazardous chemical listed.

Our Company will provide a Hazardous Chemical Register and will be updated as new hazardous chemicals are introduced to the workplace or when the use of a particular hazardous chemical is discontinued.

Note: A manifest for hazardous chemicals is also required under the WHS Regulations where threshold quantities are exceeded. See the codes of practice for further details if Our Company uses high volumes of hazardous chemicals.

Chemicals requiring health monitoring

Businesses must ensure that health monitoring is provided to a worker carrying out work for the business or undertaking if the worker is carrying out ongoing work using, handling, generating or storing a hazardous chemical and:

- there is significant risk to the worker's health because of exposure to a hazardous chemical referred to in Schedule 14 of the WHS Regulations, or
- there is a significant risk to the worker's health if the worker is exposed to a hazardous chemical that is not referred to in Schedule 14 and valid techniques are available to detect the effect on the worker's health.

Results of health monitoring that indicate that a worker is experiencing adverse health effects or signs of exposure to a hazardous chemical means Our Company will review and revise existing control measures to manage the risks to workers as far as reasonably practicable.

Handling Hazardous Chemicals

- Make sure you have had the appropriate training to use or handle the substance
- Follow the Safety Data Sheet (SDS) and risk assessment for safe handling and personal protective equipment (PPE) to be used
- Prevent contact of chemicals with food or personal goods. Follow your training and Safety Data Sheet if exposure or contact to hazardous substances occurs
- If transporting the substance, follow the transportation recommendations of the Safety Data Sheet (SDS)
- Always follow directions of the SDS, labels and risk assessments when storing, disposing



Here at Our Company we aim to provide a safe and productive environment for all of our personnel, clients and visitors. Certain incidents have the potential of occurring in any workplace. Wherever people working exist, there is almost always a certain element of risk.

Work Health and Safety Incident Notifications

If an injury, illness or dangerous incident has occurred in the workplace, report it to your manager as soon as practicable, as there are certain legal obligations Our Company will have to comply with under the Work Health and Safety Act.

Notifiable Incidents

The Work Health and Safety Act 2011 and the Safety in Recreational Water Activities Act 2011 set out what sort of incidents are notifiable. An incident is notifiable if it arises out of the workplace and results in the death, serious injury or serious illness of a person or involves a dangerous incident.

Serious Injuries or Illness

The Work Health and Safety Act 2011 and the Safety in Recreational Water Activities Act 2011 set out that a serious injury or illness of a person is:

- an injury or illness requiring the person to have:
- immediate treatment as an in-patient in a hospital
- immediate treatment for:
- the amputation of any part of his or her body
- a serious head injury
- a serious eye injury
- a serious burn
- the separation of his or her skin from an underlying tissue (such as de-gloving or scalping)
- a spinal injury
- the loss of a bodily function
- serious lacerations; or
- medical treatment within 48 hours of exposure to a substance
- that involves providing treatment or care to a person that involves contact with human blood or body substances.

There are a number of other incidents which are reportable under the Act. Please contact your manager if you are unsure about a particular incident who will contact the relevant government body in such cases.



Dangerous Incidents

A dangerous incident is an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel.

Continuation of Work Where Incidents Occur

Our Company must ensure, so far as is reasonably practicable, that the site where the incident occurred is not disturbed, unless it is for a prescribed reason, until an inspector arrives at the site. The site includes any plant, substance, structure or thing associated with the notifiable incident.

A prescribed reason to disturb an incident site is action only to:

- to assist an injured person
- to remove a deceased person
- that is essential to make the site safe or to minimise the risk of a further notifiable incident
- that is associated with a police investigation
- for which an inspector has given permission directions and permission that a scene may be disturbed may be given in person or by a telephone call from a local government authority.

It is Our Company policy that a site must not be disturbed by any personnel until clear permission is given by management. If you see or suspect any personnel to be disturbing an incident scene at Our Company, please report it to your manager immediately.

Record Keeping of the Incidents

Our Company must keep a record of each notifiable incident for at least five (5) years from the date notified to the local government body. All files will be recorded and kept in a confidential file accessible only to Our Company Management.



Recording and Investigating Non-Notifiable Incidents

A non-notifiable incident is one that does not result in a person suffering from a serious bodily injury or death and is not a dangerous event. While Our Company does not have to notify a local government body about non-notifiable incidents, it is important to record and investigate all incidents including 'near misses' so action can be taken to prevent similar incidents occurring in the future, and to aid in our risk management approach.

Recording a Non-Notifiable Incident

Our Company records must be made within three days of management becoming aware of the incident. The records will be kept confidential and for one year after the date record was made.

According to the WHS Act, If the incident is a work caused illness, or work injury, the following persons must make a record:

- if it happened to a worker the worker's employer
- if it happened to an employer the employer
- if it happened to a self-employed person the self-employed person
- if it happened at a construction workplace the principal contractor

If the incident is a dangerous event, the following persons must make a record of it:

- if it happened at a workplace the employer or self-employed person
- if it happened at a construction workplace the principal contractor

Investigating an Incident

All Our Company personnel should be educated and familiar on the principles of investigating incidents in the workplace in order to help management establish an effective Risk Management approach to the workplace.

Ways to investigate an incident include collecting information and establishing facts about the incident, asking questions like: who was involved, what happened, where and how it happened and why the incident was caused.

One of the keys to avoiding any future occurrences of the same nature is to isolate the contributory factors, for example, what are the underlying causes of the incident?

Next, determine how to fix the problem.

Note: Investigations should make recommendations based on the underlying causes.

Finally, fix the problem and involve the right people to implement recommendations and corrective actions.



ROBBERY, HOLD UP AND CASH MANAGEMENT POLICY

Here at Our Company, we value the health & safety of all our staff, clients and visitors. It is for this reason that we require all staff to be well informed in what procedures must be followed, should a robbery occur. The priority over everything else is to survive a robbery or violent incident in the workplace.

Priority: Survive a Robbery

- 1. **Follow instructions** do exactly what the offender says (no more, no less)
- 2. Stay calm and quiet
- 3. Avoid eye contact
- 4. Do not make sudden movements
- 5. **Remain inside the workplace -** do not chase the offender
- 6. **Show your hands** if you must move, keep your hands where the offender can see them. Advise the offender what you are doing before you move
- 7. Do not attack the offender
- 8. **Take mental notes** if it is safe to do so, note as much as you can about the offender (e.g. height, hair and eye colour, physical condition, special marks or tattoos)

Priority: After a Robbery

After a robbery or violent incident, follow these steps:

Persons in Charge:

- 1. Call for prompt medical help for injured victims
- 2. Raise the alarm when it is safe to do so
- 3. Close the premises
- 4. Notify the employer (if not on site)
- 5. Prepare an incident report

Employer's Procedure:

- 1. Notify the police (if not already called)
- 2. Arrange counseling for victims to deal with post-traumatic stress (symptoms include increased heart rate, insomnia, muscle tension, hypersensitivity, fear of returning to work, depression, grief, guilt and anxiety)
- 3. Notify Workplace Health and Safety Queensland if the incident results in serious injury or illness
- 4. Contact WorkCover and be sure to comply with WorkCover's notification requirements

Cash Management Procedures

Security conscious cash management procedures aim to make cash less visible and less accessible during handling, storage and transfer.



Risk Factors

- Careless or reckless behaviour when handling cash
- Excess money stored in the cash drawer
- Regular cash transfer routine (which can be observed by a potential offender)
- A safe that is visible to customers
- A money bag that is visible as it is carried to the bank

Suggested Measures

- Train staff in cash management procedures, what to do if people behave suspiciously and how to react during a robbery
- Use an audible device that indicates when the cash drawer is opened
- Open the cash drawer only when a customer is paying for merchandise, and close it before merchandise is packaged
- Where possible, lock the cash drawer and remove the key when it is not in use
- Ensure that the cash drawer is empty when the workplace is unattended
- Transfer excess money frequently but randomly from the cash drawer to a locked safe. Do this during a low risk time and in a way that is not obvious to customers
- Lock the safe at all times when it is not in use, and locate it in a place that is not
 obvious to customers
- Regularly change the combination to the safe and have a limited number of keys
- Install a safe with time delay locks or two key opening systems
- Count cash in a secure room
- Encourage cashless purchasing such as credit cards and EFTPOS
- Display a sign advertising the security measures in place or advising that cash is not kept on the premises
- Use a professional cash collection service to transfer cash
- Assign the banking to more than one person and rotate the task. Ensure that other staff have an estimated time of return so that an alarm can be raised if necessary
- Use a bank close to the workplace (to avoid taking public transport) and deposit money several times a day
- Do not advertise the fact that you are going to the bank with cash (eg. carrying a marked money bag or wearing a workplace uniform). If walking to the bank, keep to busy rather than deserted streets
- If driving to the bank, keep the car doors locked at all times, vary the route regularly and do not leave the vehicle en route
- If ordering a taxi to go to the bank, ask the operator to advise the number of the assigned taxi



Our Company management values the health and wellbeing of all personnel and we are dedicated to finding ways to reduce musculoskeletal disorders by reducing the risks associated with manual tasks as much as possible. Manual tasks are those workplace activities requiring the use of force exerted by a person to manually handle, lift, carry etc.

Manual tasks may cover a wide variety of activities including stacking shelves right through to data entry and can contribute to injuries affecting all parts of the body, particularly the back, shoulder and wrist. These are commonly called musculoskeletal disorders and account for more than half of the cost of workers compensation claims including the number of days lost from work and personnel absences over six months. As a company we are committed and responsible for preventing work related injuries or disorders caused by manual tasks.

Understanding what injuries may occur and the causes of them will go a long way in helping all personnel to avoid such needless injuries. Always follow the hierarchy of controls found in risk management when reducing the risks with manual handling.

Musculoskeletal Disorders (MSD)

A musculoskeletal disorder, as defined in the WHS Regulations, means an injury to, or a disease of, the musculoskeletal system, whether occurring suddenly or over time. It does not include an injury caused by crushing, entrapment (such as fractures and dislocations) or cutting resulting from the mechanical operation of plant.

MSDs may include conditions such as:

- sprains and strains of muscles, ligaments and tendons
- back injuries, including damage to the muscles, tendons, ligaments, spinal discs, nerves, joints and bones
- joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knee, ankle, hands and feet
- nerve injuries or compression (e.g. carpal tunnel syndrome)
- muscular and vascular disorders as a result of hand-arm vibration
- soft tissue hernias, and
- chronic pain.

MSDs mainly happen in two ways:

- gradual wear and tear to joints, ligaments, muscles and inter-vertebral discs caused by repeated or continuous use of the same body parts, including static body positions
- sudden damage caused by strenuous activity, or unexpected movements such as when loads being handled move or change position suddenly.

Injuries can also occur due to a combination of these mechanisms, for example, body tissue which has been weakened by cumulative damage may be vulnerable to sudden injury by lower forces.



Hazardous Manual Tasks

A hazardous manual task, as defined in the WHS Regulations, means a task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing involving any, or a combination, of the following:

- repetitive or sustained force
- high or sudden force
- repetitive movement
- sustained or awkward posture
- exposure to vibration.

These factors (known as characteristics of a hazardous manual task) directly stress the body and can lead to injury.

The task involves a risk of MSD if you have answered 'yes' to any of the following:

- The task involves repetitive or sustained postures, movements or forces, and it involves long duration.
- The task involves high force or sudden force.
- The task involves vibration

A task may involve more than one risk factor. Where a number of risk factors are present and interact within a task, the risk of MSD increases significantly.

Working Heights

- Tasks with high visual demands should be performed above elbow height and work surfaces may need to be tilted, for example, tasks involving delicate or precise functions.
- Tasks where the hands make a narrow range of movements and can rest on the work surface should be performed at, or just above, elbow height. A sloping surface may reduce the amount of neck flexion required to perform desk-based tasks, such as drafting.
- Light precise tasks or tasks involving the use of a keyboard should be performed at just below elbow height.
- Tasks incorporating a range of arm movements using the shoulder should be performed at between hip and shoulder height, for example, taking items from a stack and placing them on a conveyor.
- Tasks requiring considerable muscular effort or use of the body for leverage, for example, drilling at a workbench, should be performed at hip height and no higher.

Where possible, place items used in manual tasks so they are:

- in front of the worker and between waist and shoulder height, close to the midline of workers and orientated towards the worker
- on the worker's preferred side
- positioned within comfortable reaching distance, and positioned avoiding double handling.



Working Positions

Do not remain in a seated, standing or otherwise static posture for prolonged periods without varying the postures and movements.

For seated tasks, seating should have the following features:

- adjustable seat height and angle
- a contoured backrest with a lumbar curve except those where the backrest would interfere with the actions to be performed
- a swivel action to prevent the worker from twisting to reach workstation components
- rounded seat edges
- a five point base with casters to allow movement on carpet, and gliders fitted to the base for low resistance flooring, where access to work items located beyond normal reach is required, and
- a footrest or foot ring fitted on drafting or higher chairs to support the feet.

Workers carrying out standing tasks should be provided with:

- a chair, stool or support so that the worker can alternate between sitting and standing
- a footrest (large enough for the whole foot) to allow the worker to stand with either foot raised, and
- where possible, suitable floor covering to cushion concrete and other hard floors.

Lifting Guide

- Keep your back straight while keeping the load as close to the body as possible.
- Grip the object firmly and use careful manoeuvring and avoid any sudden movements.
- Use a mechanical lifting device if possible (e.g. Trolley, Lifting Jack).
- If you are unsure if you can carry the load alone, ask for assistance.
- If the load is required to be carried over a long distance, take breaks frequently if necessary.
- DO NOT lift with the back fully bent or twist or bend sideways.
- DO NOT lift after prolonged periods with the back bent.
- DO NOT lift after a prolonged period of whole body vibration as in driving a vehicle.
- DO NOT lift loads alone that are unevenly balanced with weight distribution.
- DO NOT lift loads which are loose or unstable with the contents likely to shift.

Reducing Risks and Injuries

- Ensure personnel are trained in correct lifting methods and provide mechanical lifting devices (Trolleys, Lifting Jacks etc)
- Adjust the workplace environment, such as whether slopes or stairs have to be negotiated when carrying loads, or whether access ways are clutter free. For more information see Hazardous Manual Tasks Code of Practice.



MANAGING NOISE AND PREVENTION OF HEARING LOSS

Here at Our Company, we're committed to the safety and wellbeing of all personnel. Hearing loss and ear damage is a common issue in the workplace which can greatly affect the quality of living for individuals who have been unfortunately exposed to loud noise at work.

Meanings of Key Terms

Decibels (dB) are the units for measuring sound levels. Exposure standards for noise as defined in the WHS Regulations are 85 dB(A) or a peak of 140 dB(C). Noise can either cause gradual hearing loss over a period of time or be so loud that it causes immediate hearing loss.

Basically, personnel should not be exposed to 85 dB of noise for longer than eight hours continuously, as determined in accordance with AS/NZS 1269.1. Take into account both the noise level and the length of time the person is exposed to the noise for a more accurate assessment. For example: Loud, sudden noises such as gun shots or hammering are usually above 140 dB(C) and may cause immediate damage to hearing.

First, eliminate the risks so far as is reasonably practicable, and if that is not possible, minimise the risks so far as is reasonably practicable.

Table 1 below indicates the length of time a person without hearing PPE can be exposed before the standard is exceeded.

Table 1: Equivalent Noise Exposures		
Noise Level dB(A)	Exposure Time	
80	16 hours1	
82	12hours2	
85	8 hours	
88	4 hours	
91	2 hours	
94	1 hour	
97	30 minutes	
100	15 minutes	
103	7.5 minutes	
106	3.8 minutes	
109	1.9 minutes	
112	57 seconds	
115	28.8 seconds	
118	14.4 seconds	
121	7.2 seconds	
124	3.6 seconds	
127	1.8 seconds	
130	0.9 seconds	

Therefore, workplace noise should be kept lower than the exposure standard for noise if reasonably practicable.



How to find noise hazards

It doesn't take specialist skills to identify sources of hazardous noise, but Our Company must undertake the process in consultation with our workers and their health and safety representatives. As a basic guide, if you need to raise your voice to communicate with another worker about one metre away, the noise is likely to be hazardous to hearing.

A checklist below is provided to aid in determining sources of hazardous noise.

Typical sound level in dB	Sound source
140	Jet engine at 30m
130	Rivet hammer (pain can be felt at this threshold)
120	Rock drill
110	Chain saw
100	Sheet-metal workshop
90	Lawn-mower
85	Front-end loader
80	Kerbside Heavy traffic
80	Lathe
70	Loud conversation
60	Normal conversation
40	Quiet radio music
30	Whispering
0	Hearing threshold

Noise Assessments

Unless Our Company can reduce the exposures to below the standard immediately, we will assess the risks by carrying out a noise assessment. A noise assessment will be done by a competent person in accordance with the procedures in AS/NZS 1269.1 Measurement and assessment of noise emission and exposure. For more information on how to manage the risks at the workplace associated with noise see the codes of practice: Managing Noise and Preventing Hearing Loss at Work.

Personal Protective Equipment (PPE)

Ear Plugs and Ear Muffs

• Ear protection must comply with AS1270

Where there are noise levels exceeding 85dBA ear protection must be used. Deciding on which ear protection should be used in each situation needs to be determined by a qualified person. Never share ear protection with other staff members due to the risk of infection.

The next page contains a hazard identification checklist to aid in the process of identifying noise as a hazard.



Hazard Identification Questions 'Yes' to any of the below indicates the need to carry out a noise assessment if exposures to noise cannot be immediately controlled.	Yes	No
1. Is a raised voice needed to communicate with someone about one metre away?		
2. Do your workers notice a reduction in hearing over the course of the day? (This may only become noticeable after work, for example, needing to turn up the radio on the way home)		
3. Are your workers using noisy powered tools or machinery?		
4. Are there noises due to impacts (such as hammering, pneumatic impact tools) or explosive sources (such as explosive powered tools, detonators)?		
5. Are personal hearing protectors used for some work?		
6. Do your workers complain that there is too much noise or that they can't clearly hear instructions or warning signals?		
7. Do your workers experience ringing in the ears or a noise sounding different in each ear?		
8. Do any long-term workers appear to be hard of hearing?		
9. Have there been any workers' compensation claims for noise-induced hearing loss?		
 10. Does any equipment have manufacturer's information (including labels) indicating noise levels equal or greater than any of the following: (a) 80 dB(A) LAeq,T (T= time period over which noise is measured)? (b) 130 dB(C) peak noise level? (c) 88 dB(A) sound power level? 		
11. Do the results of audiometry tests indicate that past or present workers have hearing loss?		
13. Are any workers exposed to noise and ototoxins in the workplace?		
14. Are any workers exposed to noise and hand-arm vibration?		



PREVENTING AND MANAGING FATIGUE

Here at OUR COMPANY we highly value the emotional health and wellbeing of our personnel. We understand that sometimes workloads can increase due to the demands that are placed on our business by the industry. This is why we have developed a risk management approach to Stress and Fatigue.

What is Fatigue?

Fatigue is an acute, ongoing state of tiredness that leads to mental or physical exhaustion and prevents people from functioning within normal boundaries. It is more than feeling tired and drowsy, it is a physical condition that can occur when a person's physical or mental limits are reached.

Fatigue can occur as a result of various factors that may be work-related, lifestyle-related or a combination of both. Work-related factors may include:

- working time
- scheduling and planning (for example, roster patterns, length and timing of shifts)
- inadequate rest breaks
- lengthy periods of time being awake
- insufficient recovery time between shifts
- payment incentives that may lead to working longer shifts
- environmental conditions (for example, climate, light, noise, workstation design)
- type of work being undertaken (for example, physically or mentally demanding work)
- work demands placed on the person (for example, timeframes, deadlines, intensity)
- the organisation's culture, and
- the person's role within the organisation.

Lifestyle-factors can include:

- inadequate or poor quality of sleep due to sleep disorders (for example, sleep apnoea)
- social life
- family responsibilities
- other employment
- travel time (may be considered work time in some cases), and
- health and wellbeing (for example, nutrition and diet, exercise, pain, illness).



How to tell if someone is fatigued

A person can display the following signs which could mean they are fatigued:

- continual headaches and/or dizziness
- wandering or disconnected thoughts, daydreaming, lack of concentration
- constant yawning, a drowsy relaxed feeling or falling asleep at work
- moodiness, such as irritability
- short term memory problems
- low motivation
- hallucinations and/or blurred vision or difficulty keeping eyes open
- impaired decision-making, judgment increased errors
- slowed reflexes and responses
- reduced immune system function
- extended sleep during days off work
- falling asleep for less than a second to a few seconds, and being unaware they have done so (otherwise known as micro-sleeps), and
- drifting in and out of traffic lanes or missing gear changes and turn offs when driving.

Policy

Our Company is committed to identifying the causes of Stress and Fatigue by putting into place systems that help minimise the amount of stress and fatigue imposed on our personnel. By far the most effective way to minimise and deal with Stress and Fatigue is through awareness. We are dedicated to ensuring that clear channels of communication are open between all management and workers and will review our systems to ensure that sufficient breaks, effective productivity systems and task variety is provided to aid in the reduction of Occupational Stress and Fatigue.

It is also Our Company policy that if you notice either yourself, or a fellow worker who is showing signs of fatigue, to report it to your manager immediately so that necessary steps can be taken to ensure that all personnel remain fresh and alert as possible. Safety in the workplace is everyone's responsibility and by keeping an eye out for your fellow workers you will be working towards ensuring that everyone has the privilege of a safe working environment.

Tips for reducing Stress and Fatigue

Relaxation is a useful tool, either used on its own or combined with other exercises. You will be amazed by how quickly the tension you experience will be minimised.

We can reduce the amount of stress and fatigue we experience each day simply by organizing our time effectively. Allow plenty of time to get all of the things on your list done.

We often cope better with our problems and stresses in life simply by having someone to talk to. This may be as simple as talking to your best friend, or a professional therapist. Here at Our Company, we encourage personnel to seek professional assistance if needed and fully support any endeavour to effectively deal with stress and fatigue.



This checklist can be completed by a range of parties including OHS managers, managers, supervisors, and health and safety representatives. If the answer is yes to any of the questions in the shaded areas, or yes to three or more of the questions in the non-shaded areas, you should assess fatigue risks and implement control measures. Personnel should read through this checklist and notify management with feedback if they feel any of the below relate to their tasks also.

Mental and physical work demands	
Does anyone undertake work for long periods that is physically demanding? (for example, tasks that are especially tiring and/or repetitive such as bricklaying, typing, process work, moving bags of cement, felling trees)	Yes/No
Does anyone undertake work for long periods that is mentally demanding? (for example, work that requires vigilance, work that requires continuous concentration and minimal stimulation, work performed under pressure, work to tight deadlines, emergency call outs, interacting/dealing with the public)	Yes/No
Work scheduling and planning	
Does anyone consistently work or travel between midnight and 6am?	Yes/No
Does the work scheduled prevent full time workers having at least one day off per week?	Yes/No
Does the schedule make it difficult for workers to consistently have at least two consecutive nights sleep per week?	Yes/No
Do work practices include on-call work, call-backs and/or sleepovers?	Yes/No
Does the schedule differ from the hours actually worked?	Yes/No
Does the work schedule include rotating shifts?	Yes/No
Does anyone have to travel more than one hour to get to their job?	Yes/No
Does anyone work in excess of 12 hours regularly? This would include any overtime worked.	Yes/No
Does anyone have less than 10 hours between each shift? (for example, split shifts, quick shift changeovers)	Yes/No
Is work performed at low body clock times (between 2 am and 6 am)?	Yes/No
Environmental conditions	
Is work carried out in harsh or uncomfortable conditions? (for example, hot, humid, cold temperatures)	Yes/No
Does anyone work with plant or machinery that vibrates?	Yes/No
Is anyone exposed to hazardous chemicals?	Yes/No
Is anyone consistently exposed to loud noise?	Yes/No



USE OF COMPANY INFORMATION AND PRIVACY

In line with the Information Privacy Act 2009, Our Company operates according to strict policy guidelines, which covers the privacy of your personal details and business practices. Our Company complies with the eleven National Privacy Principles contained within the act. Which are:

- Collect personal information in a manner that is fair, lawful and non-intrusive
- Only use or disclose information for the primary purpose for which it was collected
- Ensure personal information is accurate, complete and up-to-date
- Protect personal information from misuse and loss, and from unauthorised access, modification or disclosure
- Have a policy document outlining your information handling practices and make this available to anyone who requests it
- Give an individual access to their personal information you hold when requested to do so
- Inform an individual, upon request of the type of information you hold about them when requested to do so
- Only adopt, use or disclose a Commonwealth Government identifier if particular circumstances apply that would allow you to do so
- Give people the option to transact with you anonymously whenever it is lawful and practical to do so
- Only transfer personal information to a recipient in a foreign country if the information will have appropriate protection
- Do not collect sensitive information unless the individual has consented; the collection is required by law; or in other special circumstances

In line with the act, this privacy policy discloses how Our Company manages information you provide us.

Collection of Personal Information

Our Company needs to collect personal information for the purposes of performing business transactions with you. This information will only be collected with your knowledge and consent, and includes your business name, ABN, business address, and contact information and any service-specific information including technical and business specifications.

Use and Disclosure

Your personal information is only used for the purpose it was collected. This allows us to provide our services to you. If you decide to cease dealing with Our Company you can request your private information to be deleted. At times your personal information may also be used to conduct credit checks with credit reporting agencies if you decide to purchase any Our Company services. You can at any time decide to terminate any further communications. No information collected at Our Company is transferred or sold to third parties for the use of promotional marketing.

Accuracy of Information

You can contact us to view and amend any of the information we store about you upon request. Our Company also requires accurate information from you in order to provide you with the best of our services.



Protection of Information

All of our personnel as well as any contractors that deal with Our Company who are exposed to your personal information are required to have a non-disclosure agreement. All sensitive information, such as credit card details and Commonwealth Government Identifiers, are stored on a computer system with limited staff access. This computer system is inaccessible from the internet and no sensitive information is stored on servers accessible from the internet. All confidential information relating to any services we provide is stored behind industry-standard firewalls to protect from unauthorised access. You can request that we do not use the internet to transmit or store this information. Any sensitive information on hardcopy is stored in lockable filing cabinets, and is destroyed when no longer useful.

Access to Information

You may at any time request copies of the information we hold about you. We will gladly provide you with all the information we have collected from you. However, we may charge an administration fee to provide you with this information if it involves over one hour preparing.

Use of Commonwealth Government Identifiers

Our Company uses ABNs for all businesses that we provide our products and services. This information is used to conduct legitimate business checks on your organisation. This information will be stored offline and inaccessible from the internet.

Anonymity

Our Company cannot provide services anonymously as we require identifiable information to deliver all the services we provide. However we can provide pre-sales information such as quotations and analysis anonymously. Please specify this when you make initial contact. Personally-identifiable information is only collected with your consent, or when you send us information such as a letter or an email.

Transfer of Information

Our Company will occasionally transfer information to third parties for the purposes of providing our services to you. This sometimes occurs automatically, as we rely on third parties to provide some of our technical services such as credit card processing. All businesses we conduct business with must have a privacy policy that protects your personal information according to the Privacy Act 1988, or have a non-disclosure agreement in place to ensure your information is adequately protected. Our Company will not transfer information to a recipient in a foreign country if the information will not have appropriate protection.

Consent

Our Company does not collect any of your personal information without your consent. Before we commence trading with you we will require you to provide personal information to us. Your consent is given by signing and returning any service agreement forms or proposals. If you do not wish for us to hold any personal information, please let us know.

Further Information

If you have any further questions about our Privacy Policy, please do not hesitate to contact Our Company's Privacy Officer.



USE OF PERSONNEL INFORMATION AND PRIVACY

In line with the Information Privacy Act 2009, Our Company operates according to strict policy guidelines, which covers the privacy of your personal details and business practices. Our Company complies with the eleven National Privacy Principles contained within the act. Which are:

- Collect personal information in a manner that is fair, lawful and non-intrusive
- Only use or disclose information for the primary purpose for which it was collected
- Ensure personal information is accurate, complete and up-to-date
- Protect personal information from misuse and loss, and from unauthorised access, modification or disclosure
- Have a policy document outlining your information handling practices and make this available to anyone who requests it
- Give an individual access to their personal information you hold when requested to do so
- Inform an individual, upon request of the type of information you hold about them when requested to do so
- Only adopt, use or disclose a Commonwealth Government identifier if particular circumstances apply that would allow you to do so
- Give people the option to transact with you anonymously whenever it is lawful and practical to do so
- Only transfer personal information to a recipient in a foreign country if the information will have appropriate protection
- Do not collect sensitive information unless the individual has consented; the collection is required by law; or in other special circumstances

In line with the act, this privacy policy discloses how Our Company manages information you provide us.

Collection of Your Personal Information

Our Company needs to collect personal information for the purposes of conducting employment applications and interviews with you. Throughout the stages of an interview and in the commencement of your employment with us, there will be certain personal details we will need to collect from you in order to continue your employment with us. You are under no obligation to provide these details, however a lack of required information may make it difficult for us to assess your employment aptitude.

This information will only be collected from you directly, and if we need to source information from a third party such as a previous employer, we will only do so with your knowledge and consent. The information we collect includes information such as your Name, Address, Date of Birth, Employment History, Medical History, Allergies or Medical Conditions, Bank Details for Payments etc including any other information such as Medical Contacts in the case that you fall ill while at work. We will collect only information that is relevant to the job you are applying for and we will also collect information from previous employers to aid in the assessment of your suitability to the job.



No information collected at Our Company is transferred or sold to third parties for the use of promotional marketing.

Accuracy and Amendments of Your Personal Information

You can ask to amend any of the information we store about you upon request. Our Company also requires accurate information from you in order to provide you with the best of our care while being employed with us.

Protection of Your Personal Information

All of our Management Personnel who are required to be exposed to your personal information are required to sign a non-disclosure agreement. All sensitive information, such as bank account details, are stored on a computer system with limited staff access. This computer system is inaccessible from the internet and no sensitive information is stored on servers accessible from the internet. All confidential information is stored behind industry-standard firewalls to protect from unauthorised access. You can request that we do not use the internet to transmit or store this information. Any sensitive information on hardcopy is stored in lockable filing cabinets, and is destroyed when no longer useful.

Access to Your Personal Information

You may at any time request copies of the information we hold about you. We will gladly provide you with all the information we have collected from you.

Transfer of Your Personal Information

Our Company will occasionally transfer information to third parties for the purposes of providing better employment benefits to you. Third parties such as relevant Government Bodies, Banking Institutions and Insurance Agencies etc may from time to time be provided with certain personal details about you.

Your Consent

Our Company does not collect any of your personal information without your consent. Before you commence employment with us you will be required you to provide personal information to us. Your consent is given by signing and returning any agreements and forms containing your personal information

Further Information on Our Commitments to Privacy

If you have any further questions about our Privacy Policy, please do not hesitate to contact Our Company's Privacy Officer.



REHABILITATION AND RETURN TO WORK

Here at Our Company, we aim to continually foster an environment which protects, encourages and supports all personnel. Although we aim to keep a safe workplace, unfortunately accidents can sometimes occur. Injuries sustained to a person can not only affect the individuals' physical health but can also sometimes be damaging to their emotional health resulting in lack of confidence, a sense of helplessness and inaptitude.

We are dedicated to supporting all personnel of Our Company by providing suitable treatment to ensure they are restored back to their job role with full health if the unfortunate event of an injury does occur.

Rehabilitation Objectives:

- To return the worker to their pre-injury duties and full health as soon as reasonably practicable.
- If it is not feasible to return the worker to their pre-injury duties then to provide suitable duties for the worker either temporarily or permanently if practicable.
- Develop a return to work plan that is consistent with the injured workers needs and medical examination certificate.
- Employ the services of a Return to Work Coordinator to aid in the progress and development of the return to work plan including a suitable duties program.
- Maintain confidentiality of the injured workers details and personal information.

Rehabilitation Phase:

A Rehabilitation and Return to Work Coordinator will be employed to make early communication with the injured worker to assess the need for rehabilitation and to notify the relevant parties. The Coordinator will oversee the coordination of the injured workers return to work including developing a suitable duties program in consultation with the employer and the injured worker.

The Coordinator will also ensure that the suitable duties program is consistent with the Doctors' Current Medical Examination Certificate or Report. The Coordinator will liaise with all parties including the insurer and indicating as early as possible, if there is a need for the insurer to intervene.



Return to Work Plan:

A Return to Work Plan will be developed in conjunction and consistent with the injured workers needs and will also be consistent with the Medical Examination Certificate supplied by the approved Doctor, while also being developed in consultation with the injured worker and other relevant parties.

The Return to Work Plan will contain the following matters:

- Clear and appropriate objectives with ways of achieving
- the objectives:
- Details of rehabilitation required to meet the objectives;
- the time frames for rehabilitation;
- Review mechanisms and dates for review;
- progress to date;
- If it is practicable to provide the worker with suitable duties, a suitable duties program.

Suitable Duties Program

A Suitable Duties Program will also be developed in consultation with the injured worker undertaking rehabilitation.

Notes:

- The employer must develop the program in consultation with the worker.
- The program and any amendments to the program must be consistent with the current medical certificate or report for the worker's injury.
- The program must document what are suitable duties for the worker.
- Suitable duties assigned to a worker must be meaningful and have regard to the objective of the worker's rehabilitation.
- The employer must give the insurer a copy of the suitable duties program.
- The employer must review a worker's suitable duties on a regular basis and progressively upgrade the program consistent with the worker's recovery.

Approval from the Doctor for the Return to Work Program and the Rehabilitation plan will be obtained and documented first before commencement of any activities. The Return to Work Program and the Rehabilitation Plan will be based and structured on the examining doctors' report.

A confidential file will be kept with all relevant documentation, correspondence and accounts and consent from the injured worker must be obtained in order to gather and release related information.



Here at Our Company we value the health of the personnel we employ. This is why we have a policy which upholds a smoke free work environment. We ask that all personnel who smoke to be considerate to fellow employees who do not smoke by ensuring that all smoking is done away from the building or working environments.

Personnel must not smoke within 4 metres of the entrance of a building.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

At Our Company we are dedicated to ensuring a safe working environment for all who come into contact with Our Company. PPE includes everything from protective footwear, gloves, hearing and eye protection to head & face protection, high visibility apparel, respiratory equipment and much more. Depending on the risks associated with your type of task will be the determining factor on which PPE you should use.

It is a requirement of the **Work Health and Safety Act 2012** that risks must be assessed and then control measures must be implemented and reviewed to prevent or minimise exposure to dangerous risks and/or hazards.

Personal protective equipment (PPE) and administrative controls are lowest on the hierarchy of control measures. PPE does not control the hazard at the source and should not be relied on as the main control measure unless it is a temporary or interim measure, or when options higher on the list of controls have been exhausted. PPE can be used effectively in conjunction with other control measures to manage exposure to a risk.

The effectiveness of PPE as a control measure is limited as it can be uncomfortable to wear, making work tasks difficult which could ultimately create other risks to a workers' safety.

Training for the use of PPE

All workers exposed to workplace risk will need to be trained in safe work practices. The training will consist of educating personnel on the correct way to use any personal protective equipment required to be worn. Where items of personal protective equipment are to be worn by non-workers at a workplace, sufficient instruction will be provided to ensure these items of equipment are correctly used.

If you are not sure which PPE is needed for the job you are undertaking, please contact your manager who will then supply the appropriate advice and equipment.

Make sure that:

- You use personal protective equipment (PPE) in accordance with the manufacturers' instructions.
- The supplied PPE fits correctly.
- You have been instructed and trained in how to use it by an experienced person.
- Appropriate signs are displayed in your workplace, communicating what to where in the relevant locations.

Storage of Personal Protective Equipment will be kept in a clean, safe location and will be kept free from interference and damage whilst ensuring that all PPE is easily accessible when needed. All Personal Protective Equipment will be checked regularly, as specified by the manufacturer or supplier, to determine that they are in a serviceable condition, both during storage and in use.



Personal Protective Equipment will be maintained in a condition that ensures its continued effective operation. Any PPE that requires maintenance will be repaired if practical and any damaged or defective personal protective equipment will be discarded. It will be your responsibility to ensure that the PPE issued to you is thoroughly inspected and kept in good condition. Never use PPE that is defective and be sure to request a replacement for any PPE if it is no longer safe and in working condition.

Specific Personal Protective Equipment (PPE)

<u>Safety Goggles &/or Facial Shields</u> - All eye protection must conform to AS1336, AS1337 and AS1338.

Use: Eyes must be adequately protected where possible contact/exposure to hazards exists. Potential eye hazards include but are not limited to dust, chemicals, foreign objects, radiation, saw dust and various other sources.

Ear Plugs and Ear Muffs - Ear protection must comply with AS1270

Use: Where there are noise levels exceeding 85dBA ear protection must be used. Deciding on which ear protection should be used in each situation needs to be determined by a qualified person. Never share ear protection with other staff members due to the risk of infection.

Respiratory Protection - The type of respiratory protection used is to be decided upon by your manager and must conform to AS1715 and 1716

Use: Respiratory protection is to be utilized where specified in the Safety Data Sheet or where there is a potential exposure to biological or atmospheric hazards. Respiratory protection must not be shared amongst staff due to the risk of respiratory infection.

Gloves - Hand protection must conform to AS2161 and AS2225

Gloves are required to be worn where there is any risk of injury to the hands. The style of glove necessary will depend on the job task and is to be determined by your manager.

Steel Cap Boots - Footwear must conform to AS2210

Steel Cap Boots must be worn where there is likelihood for foot injuries.

Safety Helmets - Safety helmets must conform to AS1800, AS1801 and AS1698

Use: Are required to be worn in nominated areas or where there is a danger hazard from falling objects. Safety helmets are to be replaced every 2 years from the issue date, which should be printed on the inside of the helmet or even earlier if damaged.

Safety Harnesses or Lifelines - are to be worn while working at heights.

<u>High Visibility Clothing</u> - High visibility clothing is to be worn if staff members are working near plant & machinery, heavy traffic areas or where you need to be highly visible to oncoming traffic.



SOCIAL AND INFORMAL FUNCTIONS

Here at Our Company we are continually striving to improve our conduct and level of service in order to uphold the reputation we have in the community.

Our Company has a number of policies relating to upright conduct in the workplace. These policies outline the appropriate conduct when communicating with other individuals. In particular the Workplace Harassment and Conflict Management Policy, the Drug and Alcohol Policy and the Equal Employment Policy explain the required standard of etiquette regarding general conduct in regards to drugs and alcohol, discrimination and harassment.

There may be times while employed with Our Company that we request your presence at certain social gatherings where important clients and potential clients may attend. It is at these gatherings that we would expect you to act as a responsible individual and treat these contacts with the utmost respect as this is paramount to our success and upholding a good reputation as a company.

We would ask you to consider it a privilege to attend these gatherings. It is also to your benefit by attending these functions as it gives you an opportunity to meet and build relationships with important people. We also ask and expect you to follow the guidelines and rules that the function venue has put into place in regards to smoking.

We thank you in advance for making every social gathering a positive, enjoyable and successful experience for not only Our Company, but also our clients and prospective clients.

Be sure to review the Workplace Harassment and Conflict Management Policy, Equal Employment Policy and Drug and Alcohol Policy before attending these events. If there is any conduct that you are not sure would be appropriate then please speak to your Manager who will clarify any doubts or uncertainties.

This policy also applies to anywhere you are representing Our Company and we trust that you will be dependable ambassadors for the company.



From time to time Our Company may require work to be conducted at certain heights for specific tasks. Working at heights can pose a number of risks, so it is therefore a requirement to carry out a risk assessment using the risk management guidelines and follow the steps in minimising the risks associated with the task before proceeding.

Risks must be managed if a person could fall less than 3 metres (housing construction), 2 metres (other construction) or if work is on a roof pitch not more than 26. Examples of hazards that may present a risk from a fall include:

- Vertical reinforcing steel, the edge of rubbish skips, a picket fence, or a stack of bricks below workers.
- Unsheeted floor bearers and joists 2 metres below workers.
- Work on a brittle roof.

Factors such as the type of activity being carried out should be taken into consideration to establish the degree of risk and control measures used to manage risks must comply with regulatory requirements. Relevant people carrying out work above these heights or on a roof pitch more than 26 must:

- Prevent a fall; or
- If prevention is not possible, arrest the fall and prevent or minimise the risk of death or injury from the arrest of the fall.

The controls could include **edge protection systems** around elevated work areas and must:

- Be erected and used in accordance with the instructions of the manufacturer, supplier, engineer or competent person.
- Be designed to withstand a force which may reasonably be expected to fall against it.
- Be at least 900 mm high.

A **fall protection cover** placed over holes and openings must be able to withstand the impact of a fall onto it of any person who may reasonably be expected to fall onto it and be securely fixed in place to prevent it being moved or removed accidentally.

A travel restraint system is a personal fall prevention device and must:

- Not allow a free fall either from an edge or through the work surface.
- Be installed by a competent person and be inspected by a competent person at least every six months (a written record of the inspection must be obtained).
- Have an anchorage point with a capacity to withstand any load that could be exerted on it in its normal operation.
- Only be used by a person who has been trained in the safe and correct use of the system.
- Not be used if a component of the system shows evidence of wear or weakness to an extent that may affect the system's safety.



A **fall arrest system** consisting of harnesses or ladder belts attached by lanyards to a suitable anchor point must have each anchorage point:

- Designed by an engineer and inspected and approved by a competent person before it is first used.
- With a capacity of 12 kN, if only 1 person is using the anchorage point and the person could have a limited free fall.
- With a capacity of 15 kN, if only 1 person is using the anchorage point and the person could have a free fall.
- With a capacity of 21 kN, if 2 people are using the anchorage point.
- Have each anchorage point located so that the person using the system can attach a lanyard without the risk of falling.
- Limit the force applied to a person by a fall to not more than 6 kN by the use of a personal energy absorber.
- Be installed and maintained in accordance with the instructions of the manufacturer, supplier, engineer or competent person.

You must have sufficient free fall distance taking into consideration:

- The person's height
- The height and position of the anchorage point
- The length of the lanyard
- Any slack in the static line
- Any stretching of the lanyard or static line when extended by a fall
- The length of the energy absorber when extended by a fall
- Any other relevant factor
- Have no part of the system come into contact with anything that could affect the safe use of the system
- Only be used by a person trained in the safe and correct use of the system
- Have written safe rescue procedures
- Not to be used if a component of the system shows evidence of wear or weakness to an extent that may affect the system's safety
- Be inspected by a competent person at least every 6 months (a written record of the inspection must be obtained)
- Not be used after a fall unless its manufacturer or a competent person has inspected
 it and decided that it is fit for safe use
- Not be used by a person working alone.



Ladders & Trestles

Supervisors and all employees (includes contractors) must prevent or minimise risks from using a ladder. Single or extension ladders may only be used to:

- Gain access.
- Carry out permitted work where the material or equipment being carried does not restrict movement or cause loss of balance; the trunk of the body remains centered on the ladder; and equipment can be used with one hand (unless a control to prevent a fall is used).

A person using a ladder for access or permitted work must either:

- Have three points of substantial contact with the ladder or a stable object, for example, standing on the ladder with two feet while holding a fascia board or timber stud.
- Prevent falls with a control measure, for example, a pole strap.
- Use a fall-arrest harness system (not attached to the ladder).

The ladder must have a load rating of not less than 120kg and be:

- Secured against movement at or near its top or bottom, for example, by tying or clamping.
- Manufactured for industrial use.
- Used only for the designed purpose.
- Not more than 6.1 metres for a single ladder.
- Not more than 9.2 metres for an extension ladder used for electrical work or 7.5 metres for other work.
- On a firm and stable surface.
- Erected at an angle between 70° and 80°.
- Extended at least 1 metre above a surface being accessed.

Our Company must prevent or minimise risks from working on a platform supported by a trestle ladder. Platforms used on trestle ladders below 3 metres for housing construction or 2 metres for other construction must be:

- 450 mm wide, or
- 225 mm wide if it is light work.

Examples of light work include:

- Painting.
- Installing a roof gutter, air-conditioning duct, metal fascia or lighting.
- Placing pine roof trusses in position.
- Performing inspections or tests.
- Installing an electrical connection.

(Examples: Fixing plaster board sheeting to an internal stairwell void, fixing cladding to a gable end of a roof or using a medium or heavy duty angle grinder or circular saw are not considered light work).



For work on a trestle ladder at 3 metres or more for housing construction or 2 metres or more for other construction:

- The trestle ladder must have edge protection.
- Each trestle ladder must be secured to prevent it moving, for example, tying the ladder to a sturdy wall or bracing it to the ground.
- The platform must have an unobstructed surface width of 450mm.
- Not be higher than 5 metres.

A person erecting or dismantling scaffolding 3 metres or more in housing construction or 2 metres or more in other construction must:

- Be prevented from falling.
- Use a fall arrest harness system, or
- Immediately install platforms, edge protection and a means of access as each level is erected and retain a full deck of platform until the platforms are transferred.



SLIPS TRIPS AND FALLS IN THE WORKPLACE

Research shows that each year more than 13,000 workers in Queensland alone suffer an injury as a result of a slip, trip or fall costing businesses more than 256,000 lost work days and over \$60 million in Workers' Compensation payments.

In addition to workers' compensation costs, there are financial, physical and emotional costs for the injured workers and their families. A workplace injury often affects injured workers' well-being by restricting their usual home and leisure activities.

This policy aims to provide you with a basic understanding of what causes a slip or trip and Our Company's commitment to reduce the risk as much as possible to stop these incidents occurring.

Consequences of Slips, Trips and Falls

Slips, trips and falls can happen in any workplace. They can occur at the entry of a building, within the building and even as you walk outside the building.

More serious slips or trips together with the resulting falls may result in:

- Sprains or strains.
- Broken bones when trying to break the fall.
- A back injury due to the sudden and forceful impact during a fall.
- Burns if it occurs near hot surfaces or if the person is handling hot fluids.
- Cuts if it occurs near sharp objects.

Causes of Slips, Trips and Falls

There are various factors that contribute to the risk of slips and trips. Slips usually occur when there is a loss of grip between the shoe and the floor. This commonly occurs when there is a contaminant between the shoe and the floor. Trips occur when a person's foot hits a low obstacle in the person's path, causing a loss of balance. Often, the obstacle is not easily visible or noticed. The following factors can contribute to the risk of slips and trips. It is usually a combination of these factors that create the risk of a slip or trip.

Contaminants

Contaminants can be considered as anything that ends up on a floor. Contaminants can be wet such as water, oil or grease, or dry such as dust, metal shavings, plastic bags or off-cuts. Preventing floor contaminants is one of the best things you can do to prevent slips, which is why Our Company has adopted a "Clean Work Area" policy to ensure proper housecleaning.

Floor surfaces

Floor surfaces require sufficient grip to prevent slipping, especially in areas which may become wet or contaminated. The greater the thickness or viscosity of the contaminants, the greater the slip resistance of the flooring required to protect against slipping. Be sure to watch your step and be aware of any potentially slippery surfaces.



Cleaning

Cleaning affects every workplace and everyone in the workplace. Besides regular cleaning programs, everyone has a role keeping the work area clear and taking responsibility for their own spills. Floors need to be cleaned properly to ensure that:

- Contaminants are effectively removed.
- A build-up of cleaning product residue is avoided.
- The floor does not become too slippery.
- Floors maintain slip resistant properties (of non-slip flooring).

Prompt attention to spills is also important in order to prevent slips.

Obstacles and other trip hazards

Trips most often occur because of uneven flooring or cluttered walkways with low obstacles which are not easily visible or noticed. Common examples of low obstacles include trailing cables, uneven edges to flooring, gratings or covers, loose mats or carpet tiles and changes of floor surface level.

Trips can be prevented by:

- Good housekeeping practices.
- Ensuring the floor surface is in good order such as being free from holes, uneven surfaces, curled up linoleum or carpet edges.
- Avoiding any changes in floor surface level, or if this is not possible, highlighting these changes.
- Providing adequate storage facilities.

Environment, including lighting

Poor lighting and distractions such as unfamiliar or unexpected loud noises, or extreme environmental conditions, such as extreme cold or heat, can impact a person noticing slip or

trip hazards in their path. Adequate light levels without glare or shadowing is required to highlight potential slip or trip hazards. Other distractions, like those mentioned, should be minimised as much as possible.

People and activity

Work activities, the way the work is organised and attitudes to safety can affect the worker's ability to see or think about where they are going. For example, people hurrying, carrying large objects, pushing high trolleys or talking on a mobile phone could contribute to the cause of a slip or trip.

Workers need to be able to maintain their balance when performing tasks and be able to recover if they slip or trip. For example, when handling loads, workers should have full view of where they need to travel and should also have a free hand to hold onto a rail when walking down steps.



Consideration should be given to:

- Individuals physical attributes such as vision, balance and agility.
- The work being carried out and how it is organised.
- Who will be walking through the area, including the public.

Footwear

Footwear plays an important role in reducing the risk of slips, trips and falls. Footwear should be:

- Suitable for the type of work and work environment.
- Comfortable with an adequate non-slip sole and appropriate tread pattern.
- Checked regularly to ensure treads are not worn away or clogged with contaminants.

How to manage slips, trips and falls risks

The simplest way of preventing slips, trips and falls injuries in your workplace is to develop a risk management plan which identifies, assesses, controls and monitors safety hazards and risks.

As part of your assessment you should also consider:

- How many people are exposed.
- The consequences of the slip or trip a slip or trip with or without a fall can be more serious if it occurs near hot, sharp or moving objects, or at a height, such as near stairs.
- How often the situation occurs.

Fix the problem

Look at the assessed risks and decide what needs to be done to eliminate or reduce the risks and how quickly these measures need to be implemented.



Here at Our Company, we are proactive about making sure our workers are "Sun Smart" when it comes to working outdoors. Personal Protective Equipment (PPE) should always be worn while working outdoors, especially if working in direct sunlight.

Specific PPE for working in the sun

- Protect your skin by applying a broad spectrum, water resistant SUNSCREEN with an SPF of 30+, 20 minutes before working outdoors or working in direct sunlight.
- Wear a hat with a broad brim (7.5-8cm) or a flap at the back in order to shade both the face and back of the neck.
- If wearing a safety helmet, make sure there is a brim attached.
- When purchasing clothing for working outdoors, always choose garments that have the label "UV Protection Factor"
- A loose-fitting, long-sleeved, collared shirt made from woven, rather than knitted, fabrics. It is also advised to wear a dark, close weave fabric (a dark colour gives better protection than a light colour or white)
- Wear loose trousers to allow for good ventilation.
- Wear sunglasses with side protection, or safety glasses designed to minimise UV radiation exposure to the eyes. Sunglasses should comply with AS 1067:2003 and Safety Glasses should comply with AS1337 and AS1338

Steps to minimise the risk of excessive sun exposure and heat exhaustion

- Always wear PPE (sunscreen, sunglasses and suitable clothing), take precautions and set limits during summer's highest risk time between 10am and 3pm.
- Reorganise work schedules so that outdoor tasks are done early in the mornings or later in the afternoons.
- Rotate or job-share tasks that involve direct exposure to the sun.
- Implement 'sun smart' policies such as a written policy that directs workers to drive with their vehicle windows up between 10am and 2pm.
- Plan your work around the movement of the sun. For instance, perform outdoor tasks on the western and northern side of a building in the mornings, and perform tasks on the eastern and southern sides of an afternoon.
- Where possible, do not work in an environment heated by several sources.
- Use trees, buildings and structures such as awnings or tarps to shade the work area and/or rest areas.
- Insulate plant and machinery to reduce radiant that heat emits.
- Where possible, fit a shade to plant and machinery (such as mowers, tractors, small earthmovers, etc). Do not remove shade attachments that are provided on plant or machinery.
- Provide laminated windscreens and tinted side windows to vehicles.
- Where possible, mechanise physically demanding tasks.
- Take rest or meal breaks in shady areas often.
- Drink plenty of cool water to prevent dehydration and heat exhaustion.
- Keep an eye on fellow workers for heat exhaustion.
- If you are on medications such as sedatives, tranquillisers, antidepressants, amphetamines, or medication affecting blood pressure, always follow a doctor's advice before working in hot conditions.



HARASSMENT AND CONFLICT AT WORK

Here at Our Company, we are dedicated to a pleasant and productive work environment.

Workplace harassment is where the behaviour or communication is repeated, unwelcome and unsolicited and the person being harassed considers the behaviour or communication to be offensive, intimidating, humiliating or threatening. This type of behaviour in our workplace is unacceptable and the person who instigates this type of behaviour will be subject to disciplinary action.

Resolving an issue at the workplace

If a complaint of workplace harassment is raised, how it is responded to can greatly influence how and when the issue is resolved. Generally, complaints at Our Company can be resolved either informally or formally.

Before deciding on how to resolve a complaint you should:

- Clearly define your concerns and desired outcome.
- Assess the advantages and disadvantages of the informal versus formal process.
- Consider the complexity of the situation (a formal option may need careful consideration if the situation is very complex).
- Be aware of support mechanisms available, for example counseling etc.
- Acknowledge the consequences of making malicious, frivolous or vexatious complaints (complaints that are deliberately harmful, spiteful, trivial or unworthy of serious attention or resources).

It is recommended to Our Company personnel, that an independent third party (e.g. human resource manager, supervisor or workplace health and safety representative) be present to help validate experiences and aid in making a well-informed decision regarding the most appropriate resolution options if such a claim is made.

If you feel at any time you are being harassed, we encourage you to speak directly with the person/s demonstrating the harassing behaviours and address the situation in a sincere, respectful manner. If after you have confronted the person instigating the harassment and it still continues, report the incident with specific details to your manager.

If your manager or supervisor is the instigator of the harassment, we encourage you to approach management one level up who will take the appropriate action to end the behaviour with as little disruption to the workplace as possible.

If your management is the instigator of the harassment and there is no one level up manager to approach, report the situation to an Industrial Relations Inspector, who will deal with the situation appropriately.

Please always consider treating your fellow staff members in a respectful and polite manner as we are all part of one team, and healthy relationships in the workplace helps make work more fun, enjoyable and fulfilling. We trust that you will be a positive contributor to our team and the overall morale of our workplace.



INDUCTION COMPLETION AKNOWLEDGEMENT

endeavours to provide a safe, positive and productive working environment and I understand that my responsibility in contributing to this environment is by following the policies and procedures outlined in the Our Company Policy Manual.	
I understand what I have read and agree to follow the policies and procedures in the Our Company Policy Manual and have raised any questions or concerns that required explanation or clarification with Management. I am aware that any infringement of these company policies and procedures will be subject to disciplinary action if required.	
SIGNATURE OF DECLARATION	
Signature:	Date:
Full Name:	Date:
Witness Name:	Date:
Witnesses Signature:	Date: