Coffs Harbour Regional Landcare

Health and Safety Manual

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Health and Safety Policy Statement

The Organisation and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to its success. As such we have a primary duty of care to ensure the health and safety of all persons at the workplace. We aim to continuously improve health and safety in the workplace through effective management systems, consultation and increased health and safety awareness of management and workers.

Through the participative and cooperative efforts of management and workers, we are committed to:

- providing a safe environment for all workers and visitors to our workplace
- providing and maintaining buildings, facilities, equipment and plant in safe working condition
- supporting the on-going training and assessment of workers
- developing, implementing and monitoring safe work practices, including the safe use, handling and storage of plant, structures and substances
- continuously improving the standards of workplace health and safety
- managing risks in the workplace
- providing information, training, instruction and supervision sufficient for workers to understand how to undertake their work safely and without risks to others at the workplace.

The focus of the Organisation's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the Organisation.

Name: Barry Powells

Job Title: President

on behalf of: Coffs Harbour Regional Landcare

Policy Date: 24 September 2024

Review Date: 24 September 2026

Injury Management and Return to Work Policy Statement

The Organisation is committed to the prevention of illness and injury to its workers by providing a healthy and safe working environment. The purpose of this policy is to support our injury management and return to work program which provides a framework for a coordinated and integrated approach to workplace injury and illness. The Organisation recognises that management and workers have a social and economic interest in the promotion of a safe return to work for its workers.

Across all of the Organisation's operations, we develop, implement, and maintain effective Workplace Injury Management procedures that are compliant with our legislative requirements. This is achieved by:

- ensuring that the Organisation develops and implements a return to work program in consultation with workers;
- ensuring that contact is made with the injured worker as soon as practicable after the injury;
- ensuring that returning to work as soon as possible is the normal expectation, with an injury management plan created where required;
- ensuring that participation in a return to work program does not disadvantage workers in any way;
- providing access to accredited rehabilitation providers, where required, to ensure the provision of quality rehabilitation services. A worker may however choose their own rehabilitation provider;
- consulting with workers and their representatives regarding the rehabilitation program;
- cooperating with any onsite reporting and rehabilitation requirements;
- appointing a workplace based return to work coordinator or recovery at work coordinator, where required.

Name: Barry Powells

Job Title: President

on behalf of: Coffs Harbour Regional Landcare

Policy Date: 24 September 2024

Review Date: 24 September 2026

Health and Safety Consultation Statement

The Organisation is committed to protecting the health and safety of all its workers, as injury and illness is needless, costly and preventable.

The Organisation will consult with workers regarding the implementation of practices and systems that will ensure the health and safety of workers. Worker involvement at all levels is essential for ensuring a healthy and safe workplace.

As agreed with workers, the Organisation's health and safety consultation arrangements fall into the generic category of 'Agreed Arrangements'.

The primary medium for consultation is direct dialogue between management and workers. Consultation at this level is fundamental to the successful management of health and safety risks.

Consultation on health and safety issues must be meaningful and effective and will allow each worker to contribute to decisions that may affect their health and safety at work.

The consultation policy will be supported by an issues resolution procedure to ensure that all workers are given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions for the Organisation.

The Organisation will support any requests made from a worker and/or workers who carry out work for the Organisation, to facilitate the election for one or more health and safety representatives or a health and safety committee. The request will be further supported by the determination of an appropriate work group or work groups through negotiation and agreement with workers who would be members of a proposed work group.

The consultation arrangements at the Organisation will be monitored and reviewed as the need arises to ensure they continue to be meaningful, effective and meet the needs of the Organisation and its workers.

Name: Barry Powells

Job Title: President

on behalf of: Coffs Harbour Regional Landcare

Policy Date: 24 September 2024

Review Date: 24 September 2026

Introduction

Health and safety in the workplace

Coffs Harbour Regional Landcare (the Organisation) will do everything reasonably practicable to ensure that workers can undertake their work in a healthy and safe manner. We all play a crucial role in achieving a workplace that is free of injury and illness. The Organisation will work towards achieving this goal by providing workers with the necessary resources.

Purpose of the Health and Safety Manual

The purpose of this Health and Safety Manual is to establish the minimum standards and guidelines that are reasonably practicable for the sector and the business to help manage the hazards and risks in the workplace.

These standards will provide greater consistency, certainty and clarity across the Organisation to make it easier to understand health and safety duties and responsibilities and maximise compliance with health and safety laws. It is up to the Organisation to ensure that these laws are met, and the work is carried out as safely as is reasonably practicable.

The Health and Safety Manual is supported by a Health and Safety Handbook and a number of forms to further assist in managing health and safety in the workplace.

Health and Safety Responsibilities

Introduction

Every person in the workplace, whether an owner, employer, supervisor, contractor or worker has a role to play in ensuring the workplace is safe and free of risks.

The Organisation's health and safety system is designed to ensure the health and safety of every person at work. However, its success is dependent upon every person understanding and implementing their general duties and their overall responsibilities.

The aim of the Organisation is to ensure a positive health and safety culture where health and safety is valued as a way that we do business.

Organisation responsibilities

The Organisation has a duty to ensure, so far as is reasonably practicable, the health and safety at work of all its workers.

We are responsible for:

- providing and maintaining its workplaces and the working environment in a healthy and safe condition and providing safe systems of work
- identifying all reasonably foreseeable hazards in the workplace, which may include undertaking inspections, audits, monitoring, measuring or applicable testing and/or examinations
- eliminating the risks related to an identified hazard in the workplace, or controlling the risk to as low as is reasonably practicable using the hierarchy of control measures
- monitoring, maintaining and reviewing all risk control measures and revising as necessary
- ensuring that the safe use, handling, and storage of plant, structures and substances
- providing sufficient information (in such other languages as appropriate), training, instruction or supervision necessary to maintain a healthy and safe workplace and to allow workers to undertake the work safely and without risk to themselves or others at work
- providing, supporting and promoting effective consultation with workers in a manner agreed to by the workers, regarding health and safety matters
- providing and maintaining adequate facilities for the welfare of workers
- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.
- maintain information and records relating to the health and safety of workers of the Organisation.

Officer responsibilities

Officers of the Organisation must exercise due diligence to ensure that the Organisation meets its health and safety duties or obligations. This includes:

- ensuring that the workers and other persons are protected against harm
- ensuring that the Organisation has suitable safe work systems in place.

Officers of the Organisation must take reasonable steps to ensure that:

- their knowledge of health and safety is current, and they are aware of the health and safety hazards and risks associated with the workplace
- the Organisation has sufficient resources to manage the health and safety risks
- the health and safety resources are made available and being used
- the Organisation has an appropriate reporting process for the reporting of incidents, hazards, risks and other health and safety issues at the workplace
- all resources and processes are implemented and regularly reviewed.

Manager/supervisor responsibilities

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health
- implementing safe systems of work by ensuring that safe products and systems are used
- maintaining the workplace, plant and substances
- implementing the required and appropriate information, training, instruction or supervision of workers
- ensuring that workers do not undertake any work in which they have not received the appropriate training or instruction or do not have the appropriate skills or experience to undertake the work safely and without risk to themselves or others at work
- ensuring that workers do not undertake any work in which they do not have the required qualifications or authorisations to do so
- identifying and controlling hazards in the workplace
- ensuring that the agreed health and safety consultation mechanisms are adhered to
- ensuring that all relevant health and safety laws are complied with
- using the resources provided for health and safety
- ensuring that workplace rules, procedures, systems of work and health and safety controls are maintained and regularly reviewed
- ensuring that all relevant health and safety inspections or audits are undertaken as scheduled and that all findings and recommendations are suitably actioned
- promoting health and safety in the workplace
- maintaining consultative mechanisms.

Worker responsibilities

Workers are responsible for:

- not undertaking any work required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to themselves or others at work
- taking reasonable care for the health and safety of themselves and others who may be affected by their actions or omissions in the workplace
- cooperating with management to ensure that all health and safety obligations are complied with
- cooperating with any reasonable health and safety policy, procedure or instruction given by the Organisation that has been notified to workers
- not intentionally or recklessly interfering with or misuse anything provided at the workplace that could cause harm
- ensuring that all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (PPE)
- reporting any incidents or injuries sustained while working and seeking appropriate first aid when required
- advising management as soon as practicable of any symptoms that may lead to adverse health issues arising from work activities or of any health issue, or of any health issue or condition that may be adversely affected by work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- not using any plant or equipment that has not been deemed safe to use
- rectifying minor health and safety issues where authorised and safe to do so
- cooperating with any health and safety initiative, review or inspection
- actively participating in the development and review of procedures designed to eliminate or minimise work related risks

- actively participating in any return to work or recovery at work program
- ensuring that any plant or equipment that may be issued to them or used by them has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring that they are not under the influence of alcohol, drugs or medication of any kind, where doing so could adversely affect their ability to perform their duties safely or efficiently or be in breach of the Organisation's workplace policies
- ensuring that they present to the workplace fit for duty and do not undertake any task or work activity for which they are not fit to do or where their health, safety or welfare may be compromised by undertaking such a task or activity.

Incident and Injury Reporting

Introduction

Whilst the Organisation aims to prevent any incident or injury from occurring in the workplace, the reporting of incidents, injuries and near hits or misses is essential for the identification of hazards in the workplace and in the overall success of our risk management strategies.

In addition, dependent upon the nature of an incident or injury, there may also be a legal obligation to report this to the health and safety regulatory body and other statutory agencies.

This policy is designed to ensure the Organisation meets its responsibilities under health and safety legislation. Nothing in the policy, either stated or implied, is intended to compromise or mitigate our responsibilities to meet requirements under other legislative frameworks, such as public health requirements.

Organisation responsibilities

Where an incident is reported to be serious or dangerous enough to require notification to the health and safety regulator, the Organisation is committed to ensuring that the relevant health and safety regulator is notified as soon as it is made aware of the incident. In addition to making the scene of an incident safe and attending to any injured parties, the Organisation will ensure that the scene remains undisturbed until released by the health and safety regulator or advised accordingly.

Where a worker sustains a work-related injury or illness, the Organisation's emergency procedures will be initiated to ensure the most efficient and effective treatment is provided, including engaging with emergency services where required. The provision of effective first aid or medical treatment of an injured worker will remain the Organisation's highest priority.

The Organisation will provide and maintain a record of all incidents classified as notifiable for a period of not less than five years from the date of notification and a workplace register of injuries to ensure that the details of any workplace injury or illness are recorded.

Reporting requirements

All incidents resulting in or with the potential for injury or property damage will be reported.

Internal reporting procedures

Minor injuries which require no treatment, or basic first aid treatment only, will be recorded on the **Register of Injuries**.

An incident, injury, illness or near miss that requires (or has the potential to require) medical treatment will be reported on the **Hazard and Incident Report Form** or electronically on **BrightSafe**. This will be done as soon as possible following the event by the affected worker (or delegate).

Incidents and injuries that are reported to management will be promptly reviewed by appropriate management. Management will discuss the incident with relevant workers and decide on any suitable outcome using the risk management process to eliminate or reduce the probability of reoccurrence.

External reporting requirements

Where the incident is reported as a notifiable incident, the Organisation will notify the relevant health and safety regulator as soon as possible after becoming aware of the incident. The Organisation will secure and not disturb or interfere with the incident area until formally released by the health and safety regulator with the exception of making the area safe and attending to any injured person as permissible under health and safety legislation.

Where required by the health and safety regulator, notice in writing shall be provided within 48 hours of the requirement being made.

A notifiable incident is:

- an incident involving the death of a person
- an incident involving
- a serious injury or illness of a person
- an incident otherwise considered a dangerous incident.

A serious *injury or illness* of a person means 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 their body
  - a serious head injury
  - a serious eye injury
  - a serious burn
  - the separation of skin from an underlying tissue (such as degloving or scalping)
  - a spinal injury
  - the loss of a bodily function
  - serious lacerations
- medical treatment by a medical practitioner within 48 hours of exposure to a substance
- and includes any other injury or illness prescribed by the regulations.

For the purpose of this policy, a serious illness also includes any contracted infection that can reliably be attributed to work and where work is deemed to be a significant contributing factor.

It also includes infections contracted through work related activities:

- involving the treatment or care to a person
- involving contact with human blood or body substances
- involving the handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products

A serious illness also includes the contraction of the following zoonotic diseases through work related activities:

- Q fever
- Anthrax
- Leptospirosis
- Brucellosis
- Hendra virus
- Avian influenza
- Psittacosis.

A *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to health and 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 applicable health and safety 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
- any other event prescribed by the regulations but does not include an incident of a prescribed kind.

In addition, the Organisation will notify its workers' compensation insurer within the statutory timeframes of the State/Territory of any injury or illness that has the potential to result in a claim.

In addition to the health and safety regulator and to obtain appropriate medical treatment for the injured person, the following will be contacted wherever the incident has led to a significant injury or has resulted in a fatality:

- directors or other management as soon as possible following the event and not more than 24 hours after the event
- return to work coordinator and workers' compensation claims officer
- workers' compensation insurer
- the Police, where there has been a fatality
- trauma debriefing service
- group insurance manager (if a contractor or member of the public is injured or private property damage is sustained)
- next of kin (either the worker's manager or supervisor will communicate this information).

Where a worker sustains a work-related injury or illness and subsequently passes away at a later date, the health and safety regulator will be notified immediately.

Worker responsibilities

Where any workplace incident, injury or illness or near miss occurs, management must be notified as soon as possible, and a **Hazard and Incident Report Form** must be completed or electronically on **BrightSafe**. This should be completed by the injured person, where possible or by their immediate supervisor or manager.

Details of any workplace injury or illness that requires first aid treatment must be recorded on the **Register of Injuries**. This form should be completed and authorised by the first aid attendant.

Should a worker sustain a workplace injury or illness, they are required to:

- undergo any first aid and/or medical treatment deemed necessary
- cooperate as far as possible with any incident reporting requirements and/or incident processes
- seek ongoing medical treatment as required and ensure that management are made aware of such treatment for the purpose of maintaining appropriate records
- ensure that a fitness to work and/or a capacity to work certificate is provided to management before returning to work.

Injury Management and Return to Work

Introduction

The Organisation is committed to the return to work of workers suffering a workplace related injury or illness.

As part of this commitment, it will:

- prevent workplace injury and illness by providing a safe and healthy working environment
- participate in the development of an injury management plan where required and ensure that injury management commences as soon as possible after a worker is injured
- support injured workers and ensure that early return to work is a normal expectation
- provide suitable duties for injured workers as soon as possible
- ensure that injured workers (and anyone representing them) are aware of their rights and responsibilities and the responsibility to provide accurate information about the injury and its cause
- consult with workers and, where applicable, unions to ensure that the return to work program operates as smoothly as possible
- maintain the confidentiality of records relating to injured workers
- not dismiss a worker as a result of a work related injury for the period defined under the State/Territory's workers' compensation legislation.

Procedures

To support the above, the Organisation has established the below procedures:

Notification of injuries

All injuries must be notified to management as soon as practicable.

All minor injuries will be recorded on the **Register of Injuries.**

All injuries requiring medical treatment must be notified to management as soon as practicable using the **Hazard and Incident Report Form** or electronically on **BrightSafe**.

The Organisation's workers' compensation insurer will be notified of any injuries that may require compensation within the statutory timeframes of the State/Territory.

Recovery

All injured workers will receive appropriate first aid or medical treatment as soon as possible.

Injured workers will be permitted to nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning their return to work.

Return to work

A suitable person will be arranged to explain the return to work process to injured workers.

The injured worker will be offered the assistance of an accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties or cannot do so without changes to the workplace or work practices.

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Suitable duties

An individual return to work plan will be developed when injured workers are, according to medical advice, capable of returning to work.

Injured workers will be provided with suitable duties that are consistent with medical advice and are meaningful, productive and appropriate to the worker's physical and psychological condition.

Depending on the individual circumstances of injured workers, suitable duties may be at the same workplace or a different workplace, the same job with modified duties or a different job and may involve modified hours of work.

Non-work-related injury

Where the Organisation can accommodate a worker with a non-work-related injury, it will make every endeavour to do so. A return to work plan will be developed, in consultation with the worker and their treating practitioner, when modified duties can be provided.

Dispute resolution

If disagreements about the return to work program or suitable duties arise, the Organisation will work with injured workers and their representatives to try to resolve the issue.

If all parties are unable to resolve the dispute, the Organisation will seek to involve the workers' compensation insurer, an accredited rehabilitation provider, the treating doctor or an injury management consultant.

Consultation

Introduction

Worker engagement and participation is a legal requirement and an essential part of managing health and safety in the workplace. It is most effective when it includes communication, active participation and cooperation between everyone at work to help ensure that workplace hazards and risks are identified, assessed and controlled.

Strong worker engagement, participation and representation leads to healthier and safer work. They are also good for business performance and productivity as they help inform better decisions.

The arrangements for worker engagement and participation will facilitate drawing upon everyone's knowledge and understanding of the workplace and the work involved to achieve positive health and safety outcomes. This may include representation of workers by representatives being involved in the process as required or requested, or less formal means, such as team meetings or toolbox talks.

Organisation responsibilities

The Organisation will ensure that appropriate worker engagement is undertaken when:

- identifying hazards and assessing risks arising from the work carried out or to be carried out
- making decisions about how to eliminate or minimise identified hazards and risks
- making decisions about the adequacy of facilities for the welfare of workers
- changes are proposed that may affect the health and safety of workers, and
- there are proposed changes to key health and safety policies and procedures, including those relating to consultation, issue resolution, the monitoring of the health of workers, conditions in the workplace, and the provision of information and training for workers.

To ensure that the Organisation has meaningful engagement processes in place, worker engagement will be undertaken in a way which:

- ensures that relevant information about matters is shared with workers in a timely manner
- gives workers a reasonable opportunity to raise and express their views on health and safety issues, and
- gives workers an opportunity to contribute to any health and safety decision-making processes which are undertaken by the Organisation.

Consultation procedures

The following consultation procedures have been agreed to with workers as the most effective and efficient means of consultation regarding health and safety matters and issues.

Staff/Team meetings

The Organisation recognises the involvement of workers as essential in identifying potential hazards that can be eliminated, or minimised, before injuries occur. To facilitate this, the Organisation will make health and safety an agenda item at regular staff meetings.

Staff meetings will be used to:

- notify and remind workers of health and safety policies and procedures
- provide a forum for workers to have their say about health and safety issues
- provide relevant information and training

- maintain awareness of health and safety.

Where required, specific health and safety issues will be raised, incidents reviewed, procedures developed and communicated, and health and safety alerts discussed.

Meetings will be used to induct workers into new or amended health and safety procedures and 'sign off' their understanding of the controls provided for the specific work in which they will be involved.

If a worker is absent from a meeting, the worker will be provided with any relevant information and training upon their return to work.

Team toolbox meetings and communication

To assist in the identification and control of hazards, the Organisation will conduct toolbox meetings at regular intervals and on an 'as needed' basis.

Toolbox meetings will be conducted to help supervisors manage safety, to provide a forum for workers to have their say about safety issues and to help ensure safety awareness is maintained. Where required, specific safety issues will be raised, accidents reviewed, safety procedures developed and presented for evaluation and familiarisation, and safety alerts discussed.

Toolbox meetings will also be used to induct workers into and 'sign off' their understanding of the controls provided in safety procedures for the specific work which they will be involved.

All toolbox meetings will be recorded on the **Toolbox Talk form** and signed off by participants. Where corrective actions are identified, these will be followed up and signed off by the nominated person.

Health and safety representatives

The Business will ensure that a health and safety representative (HSR) is elected if an election or HSR is requested by a worker. An election will be held within 2 months of any request being received.

The worker(s) who is successful in the election process will be given the resources, support and training required for that worker to fulfil their duties as an HSR. Where the HSR raises any concerns or identifies any health and safety issues, the Business will proactively consult with the HSR in order to resolve the issue at hand.

Health and safety committee

If an HSR, or five or more workers, requests that the Business implements a health and safety committee, the Business will consider whether a committee should be established. When making the decision as to whether a committee will be established the Business will consider whether or not it is currently meeting its consultation obligations. If current obligations are already being met the decision may be made to decline the request for a health and safety committee.

Regardless of the decision which is made around whether a request is approved or declined, the Business will ensure that a response is given to the HSR or workers within a reasonable period of time, but no later than 2 months after the request is received.

Noticeboards

A health and safety noticeboard will be positioned in a conspicuous place in the workplace.

The noticeboard will display the following:

- the Organisation's **Health and Safety Policy**
- copies of the Organisation's **Hazard and Incident Report Form**
- a list of designated first aid personnel and their contact details
- a list of emergency wardens

In addition, minutes of the most recent health and safety meeting minutes should be displayed on the noticeboard. Where a noticeboard is not practical, an online communication system will be employed.

Online Communications

The Organisation will ensure that its online communication system has the capacity and capability to include all workers and allows them the opportunity to identify and report potential hazards, raise any Health and Safety concerns and report any Health and Safety incidents. Where required, specific health and safety issues will be raised, incidents and accidents reviewed, procedure developed and communicated, and health and safety alerts discussed.

The system will be fully supported by regular notifications that will also be used to:

- notify and remind workers of health and safety policies and procedures;
- provide a forum for workers to have their say about health and safety issues; and
- maintain awareness of health and safety; and
- reinforce health and safety matters.

Cessation of unsafe work

The Organisation recognises the workplace rights of workers and powers and functions of HSR and is committed to ensuring that workers are not victimised for exercising their rights under health and safety laws.

Where a worker has a reasonable concern about a serious risk to their health or safety from an immediate or imminent exposure to a workplace hazard, the worker has a right to cease or refuse to carry out work that would expose them to that hazard.

In addition, a HSR who has undertaken the prescribed training may direct a worker in their work group to cease work:

- if the consultation process or attempts to resolve the issue with the Organisation were unsuccessful or
- where it was not reasonable to consult before giving the direction to cease work because the risk was so serious (e.g. an immediate or imminent risk to life or limb).

The Organisation must be advised whenever decisions are made to cease work, and consultation must take place between all relevant parties in accordance with the Organisation's **Health and Safety Issue/s Resolution policy**.

The Organisation acknowledges the rights of all parties to request the health and safety regulator to intervene and resolve any outstanding issues.

The Organisation is committed to ensuring that they maintain the continuity of work for workers, which may include redirecting workers to suitable alternative work at their current workplace or at another location until they can resume normal duties.

Worker Responsibilities

Workers have a duty to actively participate in consultation forums to help ensure ongoing improvement in the management of health and safety at the workplace.

Such participation will include:

- ensuring that they are aware of the agreed consultation arrangements in place at work
- actively participating in the reviews of the Organisation's consultation arrangements
- actively participating in reviews and the development of safe procedures
- raising any health and safety issues
- actively participating in the reviews of incidents
- signing off attendance at consultation forums
- ensuring that minutes or records of consultation are maintained and remain available for all other workers.

Health and Safety Issue Resolution

Introduction

The Organisation acknowledges that health and safety issues may arise from time to time anywhere within the Organisation. However, it is the Organisation's objective to resolve the issue at the source or where the original issue is raised.

Where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issue resolution process will ensure that the matter is resolved in a fair and equitable manner.

When a health and safety issue arise, the parties must make reasonable efforts to achieve an effective, timely and final resolution of the issue.

Any party to the issue may inform the other party of the issue as it may relate to:

- work carried out at the workplace and/or
- the conduct of the Organisation.

When informing any other party of an issue, there must be a defined issue to resolve, and the nature and scope of the issue must be identified. All parties involved in the issue must make reasonable efforts to come to an effective, timely and final solution of the matter.

In resolving the issue, either party to the issue may be represented by a nominated person, such as a representative from an industrial union or an employee association who may enter the workplace, if necessary to attend discussions designed to resolve the issue.

This policy is supported by the Organisation's **Consultation policy**, its consultation statement and procedures confirming that the Organisation is committed to consulting with workers to help protect their health and safety.

Organisation responsibilities

The Organisation will consult with workers regarding the development of a defined procedure to resolve health and safety issues at the workplace and will ensure that:

- all workers have sufficient knowledge and understanding of the issue resolution procedures
- all issues raised are addressed in a timely and effective manner.

Where issues are raised by other parties within the Organisation that have not been resolved at the local level, the Organisation will agree to meet or communicate with all parties to the issue in a genuine attempt to resolve the issue, taking into account:

- the overall risk to workers or other parties to the issue
- the number and location of workers and other parties affected by the issue
- the measures or controls required to resolve the risk
- the person responsible for implementing the resolution measures or controls.

The Organisation will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and understanding of the issue resolution process and has the appropriate level of seniority in the decision-making process.

Supervisor/manager responsibilities

When presented with a health and safety issue, the supervisor/manager will consult with the affected individual and/or other workers. Where an issue cannot be resolved at the localised level, the matter will be escalated to the next level of management.

Worker responsibilities

Workers are encouraged to resolve minor health and safety issues at the source of the issue, where they are authorised, and it is safe to do so.

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor/manager of the area concerned. Every endeavour should be made to resolve health and safety matters at the departmental level before referring them to the next level within the Organisation.

Issue resolution outcomes

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded to allow the Organisation to identify potential future risks and endeavour to prevent a recurrence.

Where the issue is resolved and any party to the issue requests, details of the issue and the resolution will be set out in a written agreement.

Where a written agreement is prepared:

- all parties to the issue must be satisfied that it accurately reflects the resolution and
- the agreement will be provided to all people involved with the issue and/or their representative if requested.

Where an issue remains unresolved following all reasonable efforts being made to resolve it, following genuine consultation and communication within a reasonable time, any party to the issue can request the health and safety regulator to appoint an inspector to assist in resolving the issue. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue and the inspector's decision will be taken as a resolution to the issue.

Risk Management

Introduction

Risk management is the key process in ensuring a safe and healthy workplace. In health and safety terms, risk management is the process of identifying situations which have the potential to cause harm to people or property. Once hazards in the workplace have been identified and the risks assessed, priorities can be set to determine what action is to be taken to eliminate or control the risk of injury and illness to workers.

The Organisation has a duty to undertake risk management activities to ensure the health and safety of its workers, visitors and others in the workplace. The Organisation will ensure, so far as is reasonably practicable, that the workplace is free from hazards that could cause injury or illness to workers or damage to plant and equipment.

The control of a risk takes a variety of forms depending on the nature of the hazard and must be based on the hierarchy of control measures emphasising the elimination of the hazard at its source.

As an underpinning principle of safe systems of work, all policies, procedures and supporting documents developed and implemented by the Organisation will be implemented and reviewed in accordance with this policy.

Organisation responsibilities

The Organisation will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury or illness records
- assess the risk related to the hazard in terms of its potential to do harm (i.e. likelihood and consequence)
- identify and implement control measures to eliminate or minimise/reduce the risks
- monitor, maintain, review and as necessary revise the effectiveness of the control measures.

Where necessary, the Organisation will implement a safe work procedure to ensure the risk of the hazard causing harm is controlled.

The risk management process

The risk management process consists of four well-defined steps.

Step 1: *Identifying* - Identifying the problem that could cause harm, this is known as hazard identification.

Step 2: *Assessing* - Determining how serious a problem it is, based on the likelihood of an incident occurring and the consequence and potential severity, this is known as risk assessment.

Step 3: *Controlling* - Deciding what needs to be done to solve the problem, this is known as risk elimination or control.

Step 4: *Monitoring and reviewing* - This involves reviewing the actions taken to determine the effectiveness of the implemented control measures.

Hazard identification

Hazard identification aims to determine what hazards exist (or could foreseeably exist), so that control measures can be implemented to address the hazard before it causes any harm.

Hazard identification activities will include:

- conducting workplace inspections to identify hazards
- regularly observing work area and discussions with workers
- identifying and assessing hazards on an ongoing basis
- assessing products and services prior to purchasing to identify potential risks
- undertaking incident and injury investigations and reviewing past incident and accidents data
- talking to workers performing the task to find out what they consider as safety issues
- reviewing any information already available, for example safety data sheets, manufacturer's specifications and instructions and safe work procedure to see what hazards have already been identified and how these are controlled
- thinking creatively about what could happen if something went wrong.

Identified hazards will be recorded on a **Hazard and Incident Report Form** or electronically on **BrightSafe**, which will be used in conjunction with the monitoring and review of identified hazards and implemented controls.

Risk assessment

Once a hazard has been identified and recorded, the Organisation, in consultation with workers, will conduct a risk assessment using the **Risk Assessment Form** or on **BrightSafe** to determine how likely it is that someone may be harmed by the hazard and how serious the injury or illness could be.

The risk assessment will provide the Organisation knowledge to make informed decisions about controlling risks in the workplace. In doing so, the Organisation will consider:

- the effectiveness of existing control measures in controlling all types of harm
- how work is actually undertaken
- situations that may occur infrequently or would be considered abnormal
- any harm that may be caused during maintenance and cleaning
- any harm that may be caused during breakdowns of plant or equipment or failures of health and safety control measures.

To estimate the severity or degree of harm that could result from each hazard the Organisation will consider all factors that may impact upon the severity of the injury or illness, such as:

- the type of harm that may be caused
- the factors that may influence the severity of harm that occurs
- the number of persons exposed to the hazard or activities undertaken by the Organisation that may cause harm
- potential emergency situations that may occur.

If a hazard is obvious and the risk of injury or illness is high, action will be taken immediately to control the risk, even if only as an interim measure. Where a control is implemented as an interim measure, a thorough risk assessment will be conducted to decide on more permanent control measures.

When assessing the risk of injury or illness the following information regarding the hazard will be reviewed where relevant:

- any hazard information supplied with a product or substance, such as safety data sheets

- workers experience with similar hazards or from incident/injury data
- guidance materials available from government health and safety bodies/regulators in relation to particular hazards, processes or work tasks
- industry codes of practice
- relevant Australian Standards
- the working environment, including the layout and condition of the premises and equipment and the materials used in the workplace
- the capability, skill, experience and age of people ordinarily undertaking the work
- the training, supervision and work procedures being used
- any reasonably foreseeable changes in the working conditions and environment.

Once the above information has been considered, an initial risk ranking can be applied to the hazard and recorded to enable the Organisation to set priorities for control measures. The likelihood that a hazard will cause harm, and the potential consequence or severity of the harm will influence decisions about the control measures required.

As such. the risk ranking matrix will be used to help provide a priority list for control actions.

The Organisation will rate the likelihood of a hazard causing harm as one of the following:

- almost certain – expected to occur in most circumstances
- likely – has occurred before and will probably occur in most circumstances
- possible – might occur occasionally and could happen
- unlikely – could possibly happen at some time
- rare – is practically impossible but may happen in exceptional circumstances.

The Organisation will rate the seriousness/consequence of the injury or illness that the hazard can cause as one of the following:

- severe – extensive damage to property or fatality
- major – major damage to property or hospitalisation with potential to result in permanent impairment
- moderate – moderate damage to property or multiple injuries and person unable to resume normal duties in the short-medium term
- minor – minor damage to property or first aid treatment or precautionary medical attention only and person likely to immediately resume normal duties
- marginal – no injury or minor first aid treatment only or consequences that can be dealt with by routine operations.

In consultation with the relevant workers, the Organisation will confirm the risk rating and the control measures to be implemented, and actions will be recorded using the **Risk Assessment Form** or on **BrightSafe**.

Hazard elimination or risk control

Once the hazards in the workplace have been identified and assessed, priorities will be set determining what action is to be taken to eliminate or control the hazard. Control of risk takes a variety of forms depending on the nature of the hazard and will be based on the hierarchy of control measures emphasising the elimination of the hazard at its source, or if this is not reasonably practicable, then minimising or reducing the risks to the worker or other. The hierarchy of control measures will be applied when determining control measures for each identified hazard in the workplace.

Where a hazard is identified, the Organisation will use the below hierarchy to determine the most effective and appropriate control measure:

- **Level 1** controls provide the highest level of health and safety protection and are the most reliable in preventing harm. They involve eliminating the hazard from the workplace, for example, removing trip hazards on the floor
- **Level 2** controls provide a medium level of health and safety protection and will only be used if a Level 1 control is not reasonably practicable. Level 2 controls may involve:

- substituting (either wholly or partly) the hazard from the workplace with something that presents a lesser risk. For example, substituting a non-toxic, organic cleaner for a toxic cleaner
- isolating the hazard so that no person is exposed to it. For example, blocking access to an area of the workplace deemed hazardous
- implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, using a mechanical device to move heavy loads instead of handling it manually
- **Level 3** controls provide the lowest level of health and safety protection and will only be used if a Level 1 or Level 2 control is not reasonably practicable. These controls will be used in conjunction with a Level 2 control to minimise or reduce the risk to an acceptable level. This may involve:
  - implementing administrative controls to reduce the exposure of workers to the remaining risk. For example, training everyone to work safely, writing a safe procedure, rotating the work or managing the time workers are exposed to the risk
  - providing PPE in conjunction with other Level 2 and Level 3 controls. For example, gloves when cleaning

Agreed control measures should not introduce any new hazards or risks to the workplace. The implemented controls are recorded on the **Risk Assessment Form** or electronically on **BrightSafe**. Periodic review of control measures must be undertaken to determine their effectiveness.

Any risks which have not been eliminated and/or still require a control measure, should be updated on a **Risk Register**, which will be used to assist in the monitoring and review process.

Management of the Organisation will ensure that controls are being appropriately and consistently applied throughout the workplace.

Monitor and review

The risk management process requires regular monitoring and review to ensure that the actions taken are effective and the control measures implemented are appropriate. The review may include reviewing related policies, procedures, risk assessments and control measures and will be undertaken whenever:

- the control measure is not effective in controlling the risk
- 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, for example a new process or procedure
- a new hazard or risk is identified
- the results of consultation indicate that a review is necessary
- a review has been requested
- there is an incident in a related area of work.

Worker responsibilities

The overall success of our risk management program is very much dependent upon the active participation of workers who will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them.

These views will be valued and taken into consideration by those making decisions. To this end, in addition to their overall health and safety responsibilities, workers are responsible for:

- identifying any hazards that could present a risk to the health and safety of themselves, their colleagues or others and where it is safe to do so, immediately take steps to prevent the hazard from posing a health or safety risk
- reporting any hazards to management that they may identify
- actively participating in the risk management program, including workplace inspections, risk assessments and the development and review of controls and procedures designed

to eliminate or minimise work related risks
- actively participating in the defined consultation and issue resolution forums to help to continuously improve our management and control of workplace risks.

Job Safety Analysis

Introduction

This procedure relates to the template for a site Job Safety Analysis (JSA) and provides guidance on the use of this assessment.

Why do a JSA?

This is a procedure that allows normal safety procedures to be integrated into a "job" – a specific work assignment. In a JSA each step of the job is considered to identify potential hazards and to recommend the safest way to complete the job.

Generally, these are undertaken at temporary worksites or in circumstances that may differ from normal work routines. Whilst a Safe Work Method Statement (SWMS) or safety procedure may already exist it is not always possible to foresee every possible hazard and a JSA assesses the conditions and circumstances on the day. For example, you may have a procedure for working at heights, but at a worksite still need to assess whether there are high winds or overhead power lines.

A JSA may also identify a new hazard and indicate that a formal risk assessment will be undertaken. Likewise, a risk assessment and SWMS or safety procedure may need updating as the result of one of these JSAs.

When do you do a JSA?

A JSA will be used for:

• non-routine tasks or new tasks
• tasks which have not previously been covered by a risk assessment
• a task that has not had a safety procedure written for it
• when something has changed since the procedure or SWMS was written e.g.
  environmental factors,
• or high hazard tasks.

When the need for a JSA is identified the Manager/Team Leader must ensure a team approach is adopted wherever possible to ensure the best outcome.

The process can use the knowledge, skills and experience of the work team members, the Manager/Team Leader and if deemed necessary, other specialist roles such as safety and engineering personnel.

Four basic steps

There are four basic steps involved in the development of a JSA. These steps are as follows:

• select the job to be analysed
• break the job down into a sequence of steps
• identify potential hazards,
• and identify control measures.

How do you conduct a JSA?

Conduct a JSA by following the steps below:

• identify the hazards for each job step
• list in detail all hazards and using the risk matrix give each a risk a rating

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- identify controls to minimise the risk from each hazard and then decide on a new risk rating
- have all workers undertaking the job sign the JSA to show they have read and understood it
- implement the control actions
- maintain a copy of the JSA at the work location to allow workers new to the job to read it and sign it before they commence work
- comply with and reference the JSA at all times. If changes are required these are to be made in consultation with all members of the work group, and
- record any further actions required on the JSA.

Copies of completed JSA's will be kept for future reference and to share with other teams or work groups as appropriate

Completed JSA's will be reviewed:

- on a regular basis
- after any changes in the work process
- when any changes are introduced to the site, e.g. new plant or equipment introduced • following an incident or accident, and/or
- to identify if a risk assessment is needed or changes should be made to existing SWMS or safety procedures.

Further considerations

The job steps need enough detail to enable a person not performing the task to understand the JSA.

- The number of job steps should not exceed 10 – more than 10 may indicate more than one task is being covered by the JSA. If there are multiple tasks (with multiple steps in each) serious consideration should be given to breaking the task down and developing a JSA for each major part of the job.
- The hazard identification process will identify all hazards associated with each job step where possible the hazards should be described in a short phrase.
- For every hazard identified at least one control must be listed applying the "hierarchy of controls". Specific information about the controls must be detailed. A control such as "wear PPE'" is not acceptable. A statement such as "wear P1 disposable dust mask" that provides concise information is acceptable.
- Where a job carries over a number of shifts, all workers should resign the JSA for each successive shift.

The benefits of completing a JSA

Observing workers doing a job does not rely on memory of the job and prompts recognition of hazards (for new or infrequently performed jobs observation alone may not be enough).

- Experienced workers and supervisors can do their analysis through discussion – this brings together a wide range of experience and more ready acceptance of the new procedure.
- If there are any health and safety representatives, safety committee members or safety officers it is an easy way to involve them in the analysis.
- The job knowledge of the workers involved is increased.
- The process may identify previously unknown hazards and increase job knowledge for those involved.

Health and Safety Information, Training and Instruction

Introduction

The Organisation will provide the necessary health and safety information, training and instruction to ensure that work can be performed in a healthy and safe manner in the workplace.

Training will focus on the hazards and risks associated with the work, along with the control measures required to ensure the health and safety of the workers.

The Organisation will ensure that no worker will commence work where they may be exposed to a hazard or hazards without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

Organisation responsibilities

The Organisation's commitment to health and safety training is communicated through the **Health and Safety Policy**.

Health and safety training is conducted to ensure that:

- appropriate health and safety information, instruction, training and supervision is provided to all workers
- all workers have completed the applicable construction induction training and hold the appropriate authorisation to undertake the work at hand
- health and safety competencies for all workers are identified and reviewed and the appropriate training provided
- all workers possess any authority, licence, qualification or authorisation required to undertake the work required and keep them available for inspection when requested
- health and safety competencies of other persons, including contractors, labour hire workers, volunteers and visitors are assessed prior to engagement
- workers receive training in the health and safety requirements appropriate to their position and tasks (including retraining where necessary).

The training will be provided in a way that is easily understood by any worker or other person to whom it is provided. Records of training conducted will be retained by the Organisation.

Health and safety training provided

The Organisation will provide the following:

- health and safety inductions for all workers
- first aid training for nominated first aid attendants
- emergency evacuation training, including any appointed fire wardens
- training on health and safety obligations for officers
- risk management training for workers
- skill training for plant and equipment as well as substances.

A record of training will be kept using the **Skills Matrix and Training Register**, detailing when a worker was trained, and if required, when the skill expires, and retraining is required. For example, cardiopulmonary resuscitation (**CPR)** refresher training is required every year, and first aid training is required every three years.

Workers undertaking work on behalf of the Organisation at a site not under the control of the Organisation will be required to comply with any and all site-specific training that may be required, including inductions and emergency response procedures.

Worker responsibilities

In relation to health and safety training conducted or endorsed by the Organisation, workers will:

- ensure that they have undertaken the appropriate health and safety instruction, and training required to work in a safe manner, including their induction and emergency preparedness training
- not commence any construction work unless they hold a current and applicable construction induction training card and have also completed a site induction, as required
- ensure that they are aware of the risks related to construction work have been deemed competent to undertake work at hand in a safe manner through appropriate health and safety training
- participate in all ongoing training or competency assessments that are designed to ensure they gain or maintain competencies required to undertake work for the Organisation in a safe manner
- ensure the Organisation is provided with copies of licences, authorisations, approvals and/or qualifications required to undertake work for the Organisation
- ensure that they maintain and keep up to date any required licence, authorisation, approval and/or qualification required to undertake work for the Organisation and that they advise the Organisation if their status in relation to holding such licence, authorisation, approval and/or qualification changes.

First Aid

Introduction

First aid in the workplace is the initial health care of sick or injured persons at work. The Organisation is committed to ensuring that a first aid service is available and accessible to provide immediate and effective first aid to workers or others who have been injured or become ill at our workplace and/or work site.

The overall objective of the first aid service may reduce the severity of the injury or illness and the design of the service will be based upon a risk management approach.

First aid kits

First aid kits provided at workplaces and work sites under our management or control will:

- be constructed of a material that will protect the contents from dust, moisture and contamination
- be clearly and legibly identifiable either with the words FIRST AID displayed on the outside or with a safety information sign complying with *AS/NZS 1319-1994: Safety Signs for the Occupational Environment*, which generally includes a white cross on a green background
- contain nothing except first aid equipment and resources in appropriate quantities
- be in an accessible location for workers when needed
- be audited on a regular basis and contents replenished as required
- be kept clean.

The first aid kit will include:

- an inventory of the first aid equipment and resources which the kit is required to contain
- a notebook and pen for the purposes of recording information regarding treatment and usage
- cardiopulmonary resuscitation (**CPR**) flow chart
- a **Register of Injuries form**, or instructions on where to obtain the form.

Additional First Aid Equipment and Facilities

The Organisation will consider the need for first aid facilities and additional first aid equipment via a risk assessment approach and in consultation with workers.

First aid facilities and additional first aid equipment may include:

- automated external defibrillators (**AEDs**), particularly if there is a risk of electrocution or where there are large numbers of members of the public. AEDs should be located in an area clearly visible, accessible, not exposed to extreme temperatures and maintained according to the manufacturer's specifications
- an asthma-relieving inhaler and a spacer to treat asthma attacks and epinephrine auto-injector for the treatment of anaphylaxis or severe allergies
- a first aid room if a risk assessment indicates it would be difficult to administer first aid unless a first aid room is provided
- portable or fixed eye wash stations where there is a risk of hazardous chemicals or infectious substances causing eye injuries
- portable or fixed drench shower facilities where there is a risk of hazardous chemicals or infectious substances causing injuries to a substantial part of the face or body, or where there is a risk of serious burns to a large area of the face or body.

Any emergency eye wash and shower facilities that are provided in the workplace will be used and maintained in accordance with *AS 4775–2007: Emergency Eyewash and Shower Equipment.*

First aid personnel

A trained first aider will be appointed to be in charge of the first aid kit and will be readily available to render first aid when necessary.

A notice will be displayed in a prominent position near the first aid kit clearly showing:

- the name and telephone number (if applicable) of the appointed first aiders
- the place where each first aider is normally located in the workplace.

Generally, the Organisation will designate at least one first aider for every 50 workers engaged in a low-risk workplace.

However, where higher risk activities are, or may be undertaken, the Organisation will designate at least one first aider for every 25 workers engaged in the workplace, and at least one first aider for every 10 workers for remote workplaces.

Register of injuries

The Organisation will provide and maintain a workplace **Register of Injuries**. Management will ensure the details of any workplace injury or illness are recorded on this register.

The register will:

- be kept in a readily accessible area of the workplace
- be made available for inspection when requested by an authorised inspector
- be maintained in accordance with the State/Territory's Health Records and other relevant legislation.

Incident response

The Organisation will take all steps necessary to provide emergency rescue and medical help to workers suffering a workplace related injury or illness.

Where an injury or illness requires immediate urgent attention, an ambulance will be called. When calling an ambulance, clear concise information will be relayed identifying the worker's location and severity of the injury or illness.

Where the injury or illness requires the worker to leave the workplace for medical treatment, management will accompany the affected worker to provide all appropriate assistance. Where management are unavailable, another worker will accompany the affected worker, especially if there are concerns about the worker's ability to travel.

Management will take any actions that will prevent or minimise the risk of further incidents, injury or property damage. For example, the incident site or equipment involved will be secured to render the site safe.

Infection control

First aiders are at risk of coming into contact with blood or body substances or fluids that may transfer infections to the first aider or other people they treat. Therefore, the Organisation will ensure that there are preventative procedures in place, including the consideration of appropriate immunisation against vaccine-preventable diseases, to protect first aiders and others from a risk of infection.

The Organisation will ensure that first aiders understand and implement developed preventative procedures to reduce the risk of disease transmission in the workplace. Additional infection control measures may be required in specific circumstances, such as during a pandemic.

In administering first aid in the workplace, such infection control procedures include:

- performing proper hand hygiene before and after administering first aid and after contact with respiratory secretions and infectious waste
- using appropriate PPE whenever exposure to blood or body substances or fluids is likely or where moist surfaces occur
- washing with soap and water any part of the body that comes in contact with blood or body substances or fluids immediately after exposure and flushing eyes and mouth with clean water
- cleaning up spilt blood or body substances or fluids and clean surfaces with disinfectant
- implementing safe disposal of sharps if using them during first aid and safely disposing of items that are soiled with blood or body substances or fluids
- thorough cleaning of all reusable first aid items as soon as practicable after use.

These control measures are designed to support the **Infection Control policy** contained within this Health and Safety Manual. Therefore, the Organisation may require additional controls to be implemented.

First aid information

The information and instruction relating to first aid will be part of workers' induction and any changes to first aid arrangements will be communicated to the workers, for example in the location of first aid equipment and/or facilities.

Working Environment

Introduction

The general work environment is broad and includes the physical structures, such as the floors and other surfaces, work layout and design, indoor air quality, lighting, general welfare facilities and the work health and safety processes and information or control systems.

Consideration of the general working environment is most effective at the initial design stage of a workplace but should nonetheless be considered and assessed in relation to the control of the associated risks.

A well-designed workplace can prevent work related deaths, injuries and illnesses and enhances health and wellbeing. It also aids in the morale and productivity of the Organisation.

Identifying hazards of the work environment

Hazards within the work environment can be varied and may include mechanical, physical, chemical and electrical hazards as well as psychological hazards where psychosocial risks exist.

General risks found in a work environment may include:

- risks related to the overall working environment, such as the layout, lighting, floor and other surfaces as well as access and egress of the workplace
- overall air quality across the workplace, including smaller spaces, such as meeting rooms
- adequacy of lighting for the range tasks being undertaken
- exposure to extremes of heat or cold
- the need for supplementary lighting for cognitive tasks.

Hazards can be clearly identified through regular inspections, preferably using a checklist to ensure a consistent approach, reviewing health and safety records, such as incident reports, first aid treatments or previous workers' compensation claims.

Assessing risks associated with the work environment

The typical injuries or illnesses that may result from the working environment can usually be assessed by assessing the overall exposure to the hazard. That is, how long and how often a worker may be exposed to the hazard.

This can be achieved by:

- examining work rosters
- consulting with the workers
- observing the work and tasks being undertaken
- identifying the areas where workers may be exposed to a hazard.

Controlling risks associated with the work environment

Acknowledging that the general work environment can impact upon the overall health and safety of workers, the Organisation will, as far as reasonably practicable, ensure that the range of measures for controlling the risk will be in accordance with the hierarchy of control measures.

Elimination

Redesigning the workplace to remove the risks altogether is the most effective method of risk control. For example, the need to redesign the layout of the workplace to eliminate cramped working conditions.

Substitution

Materials, equipment or processes can be replaced with less hazardous ones. For example, incandescent or fluorescent lighting can be replaced with LED lighting that gives greater output and is more efficient.

Engineering

Engineering controls may involve the provision of mechanical aids, barriers, guarding, ventilation or insulation to prevent workers from being exposed to a hazard. For example, the ventilation system can be redesigned to give a better balance of air throughout the workplace.

Administrative

Administrative controls may involve establishing policies, procedures and work practices designed to reduce a worker's exposure to a risk of the hazard. It may also relate to the provision of specific training and supervisory practices.

Personal protective equipment

Protective equipment and/or protective clothing is considered the lowest form of risk control and should only be used whenever higher order controls have not completely eliminated the hazard and a residual risk remains. For example, protective equipment may be used or worn to perform the work or undertake a task, such as wearing gloves when using cleaning products.

Specific control measures should be designed to address the risk and suit the Organisation. In designing control measures to address the risks related to the working environment, the Organisation will, as far as is reasonably practicable, ensure that:

- workers are consulted about the adequacy and potential changes of facilities and monitoring conditions at the workplace, such as access, cleaning and maintenance of the facilities
- the overall work layout will be designed to allow safe access and egress, including in times of an emergency
- all workers have sufficient area and space to undertake their work in a safe manner
- the floors, working areas and work surfaces are designed, installed and maintained appropriately
- overall lighting levels are sufficient for the tasks being undertaken, including safe evacuation in an emergency
- indoor air quality is such that it is not considered a health and safety risk and there is sufficient ventilation for the nature, size and scope of the business
- suitable heating and cooling is provided to enable workers to work in a comfortable environment
- adequate seating is provided and maintained, taking into account:
  - the design of the seating with consideration to the nature of the work performed and the layout of the workstation

- the construction, stability and comfortability of the seating and its suitable size and height for the worker
- if practicable, ensuring that the seating has a backrest or is otherwise designed to provide back support
- there is sufficient and adequate facilities available to workers, including toilets, drinking water, hand washing and eating facilities as well as secured personal storage
- all welfare facilities are suitable for the size, scope and nature of the business, in working order and are clean and accessible to workers
- any work being undertaken near or in the vicinity of essential services (such as gas, electricity or water) does not give rise to a health and safety risk at the workplace.

Emergency Procedures

Introduction

Emergencies may arise at any time. They can develop from a number of causes including fire, floods, chemical spills, machinery or mechanical failures, gas leaks, bomb threats, structural faults and civil disturbance. Any of these may threaten the safety of workers.

As such, the Organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers.

Nothing in this policy, either stated or implied, is intended to conflict with local Government obligations in relation to emergency planning or any other specific requirements placed upon the Organisation by emergency services.

Emergency plans and procedures

The emergency plan will be documented to set out how the Organisation will respond to all identified emergency situations.

The emergency plan will include details such as:

- emergency situations that are applicable to the Organisation and its workers and others at the workplace
- command and control structures, including effective communication with all people at the workplace and to notify emergency service organisations at the earliest opportunity where necessary
- nearest medical facilities and first aid provisions
- emergency contact list
- description of adequate emergency equipment
- procedures for when the relevant emergency services may not respond or be able to deal with the emergency (if applicable)
- provision for testing of emergency procedures, including frequency of testing
- information training and instruction provisions.

Where an emergency does arise, the emergency personnel will be responsible for taking control of the situation and ensuring all workers are evacuated from the workplace in accordance with the workplace emergency procedures. Emergency evacuation exercises will be conducted at least annually to test emergency procedures.

All workers will be required to participate in the emergency evacuation exercises. The Organisation will provide the necessary information, instruction and training in relation to the emergency plan prior to participating in the exercises and refreshed on a regular basis. Any training and instruction provided to workers will be recorded in the Skills Matrix and Training Register.

The site will arrange for emergency services to participate in the tests where practicable. The exercises will be observed, and the outcomes reviewed, to determine the effectiveness of the procedures in place.

The emergency procedures will be communicated to all workers and visitors as part of the induction process. A copy of the emergency plan is available to emergency services and local councils on request.

The emergency procedure, or a summary of, will be readily accessible by workers or displayed in a prominent location within the workplace.

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Medical emergency

In the event a medical emergency arises, and someone requires emergency medical attention, the following procedure will be adopted:

- the situation will be assessed to ensure personnel safety help will be summoned from others in the immediate vicinity, or a nominated first aid personnel. The affected worker will not be
- left unless it is unavoidable
- the alarm will be raised, and emergency services contacted. Clear instructions will be provided to emergency services on:
  - the location of the person and directions to the workplace
  - the details of casualty (type of injury, age and condition of the person)
  - the time of injury or illness.

Bomb threat

In the event a bomb threat is received, the following procedure will be adopted:

- the worker receiving the bomb threat by telephone should not hang up, but should stay on the phone and take notes of the conversation using the **Phone/Bomb Threat Checklist**
- the caller should be kept on the line for as long as possible, and asked to repeat the information provided and for additional information about the threat
- where possible, someone else should listen in to the call
- management, and any site security/management, should be contacted to evaluate whether an emergency evacuation is required.

If an evacuation is ordered in response to a bomb threat:

- where evacuation procedures people within the workplace will be initiated
- if possible, all workers should quickly check their work area for any unusual objects and mark these with a sheet of paper without touching the object
- all workers not involved in the evacuation of people within the workplace should leave the building as instructed
- the location of any unusual objects must be reported to the fire warden, security or attending emergency services.

Fire

In the event a worker discovers a fire, the following procedure will be adopted:

- the worker should assess the situation and the safety of anyone in the immediate vicinity
- the worker should immediately call for help or operate the nearest fire alarm and have someone advise the nominated emergency coordinator or fire warden
- where it is safe to do so, the worker should attempt to put out the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame
- if it is not safe to do so, the fire increases in size, or the extinguisher runs out, the worker should evacuate to the nearest evacuation assembly point.

In the event a fire alarm is sounded, the following procedure will be adopted:

- warden/management will contact emergency services
- evacuation procedures for people within the workplace will be initiated
- all workers not involved in evacuation of people within the workplace should leave the building or site immediately via the nearest emergency exit to the nearest evacuation assembly point
- any missing worker will be reported to a fire warden or emergency services.

Fire exits will be kept clear from obstruction at all times. Fire extinguishers will be located in conspicuous, readily accessible locations in the workplace. A clearance of 1,000mm must be maintained around each fire extinguisher. Signage that complies with *AS 2444-2001 Portable Fire Extinguishers and Fire Blankets* will be displayed. All workers must know their evacuation route and assembly point in case of a fire.

Workers should remain calm and should not run, panic or take belongings with them when evacuating. The building will not be re-entered until it has been cleared as safe to do so by the emergency coordinator or fire warden or emergency services.

Plant, equipment or structure failure

The failure of plant or equipment that may require an emergency response will generally result from poor maintenance of the plant, undetected defects within the plant or inappropriate use or operation of the plant. It can also include electrical faults which could result in electrical shocks.

In the event of a plant, equipment or structural failure that requires an emergency response, the following procedure will be adopted:

- if it is safe to do so assess the incident to ensure the safety of anyone in the immediate vicinity
- if plant or equipment is powered, ensure power is isolated to prevent inadvertent start up
- ensure first aid or medical assistance is rendered to any person injured as a result of the incident (if it is safe to do so, particularly when someone has received an electric shock)
- contact emergency services if necessary
- ensure management and emergency response team are notified
- ensure general emergency response procedure is commenced and followed if required
- where necessary workers will leave the area immediately via the nearest emergency exit to the nearest evacuation assembly point
- ensure area is isolated and barricaded off, if possible, to prevent further injury.

Chemical spill

Appropriate emergency/clean up equipment is to be made available and maintained prior to a chemical spill occurring.

Specific advice on how to manage a chemical spill is contained within the product's Safety Data Sheet (**SDS**). Workers must have access to and be familiar with each product's SDS so that appropriate health and safety control measures are implemented.

In the event of a minor chemical spill or leak, the following procedure will be adopted:

- the chemical will be cleaned up in accordance with the product's SDS, including the requirement to wear certain PPE
- if the spilt chemical is a flammable liquid, ensure that ignition sources are eliminated
- the spill or leak will be contained to prevent the chemical from spreading. This may be achieved with spill containment equipment or by placing a small leaking container into a larger container to contain the leak
- if required, isolate the area where the chemical has been spilt to control access
- clean the spill immediately
- dispose of waste in accordance with local regulations and do not mix substances in the general waste bin because they might react
- notify management and in certain situations, there may be a requirement to notify the health and safety regulator.

Remote or isolated work emergency

Where workers undertake work in a remote or isolated location and there is an emergency, the following procedure will be adopted:

- determine physical location by urban street reference, rural address number, geographical feature and/or GPS coordinates (where available)
- confirm location using GPS mapping software, and obtain/confirm location coordinates for emergency services (if possible)
- contact the appropriate emergency service or breakdown service to respond to the last known location of the worker
- establish who will be responsible to coordinate the recovery of workers and assets
- draft a log of events, maintain contact with workers requiring assistance, and relay instructions for the emergency response
- maintain contact with affected workers until emergency services or breakdown services reach their location.

Motor vehicle accident

If workers are involved in a motor vehicle accident in the course of their duties, the following procedures should be followed by workers:

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary)
- seek first aid if they are injured or render assistance to any injured person if it is safe to do so
- set up a warning system for any approaching vehicles to prevent the risk of further accidents (this could be turning on hazard lights if possible)
- exchange insurance details with involved parties, record the registration details of the vehicles involved, as well as the name and licence details of the driver/s
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property
- give their name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

Workers must notify management of any accidents occurring in the course of their duties as soon as practicable including details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions they have taken. Workers must complete a **Hazard and Incident Report Form** or electronically on **BrightSafe** and follow the procedures in accordance with the **Incident and Injury Reporting policy** in their Health and Safety Handbook.

The Organisation must be informed of all accidents involving company vehicles no matter how minor as soon as possible. In addition, in the case of an incident involving injury to another person, workers are responsible for notifying the Police of the occurrence within the required timeframe.

Environmental incident

In the event an environmental incident occurs, the following procedure will be adopted:

- immediately implement control or containment measures if safe to do so
- request medical aid where worker exposure warrants health intervention
- notify the relevant Government agency responsible for the environment, such as the Environment Protection Authority (**EPA**) and any other relevant agencies
- where remediation is required, engage an accredited waste management company to clean up the site

- establish and maintain an accurate record of incident notifications, communication and actions
- complete appropriate health assessments of workers exposed to contaminants, seek advice from health authorities on requirements for medical intervention.

Bushfires

Although the Organisation would normally receive sufficient notice to enable evacuation of the site, if necessary, there may still be occasions when access to other areas might be restricted or cut off.

Where required or where recommended by emergency services, the Organisation will develop a bush fire emergency plan that is commensurate with the level of risk, the size of the workplace and the nature of our work. The plan will include procedures for the potential evacuation of all persons from the workplace.

It is important to remember that fire can injure or kill in a number of different ways, and that the flames are only one of the dangers. Direct contact with flames will cause physical burns, the smoke and hot gases can cause asphyxiation and radiant heat from the fire can induce heat stroke.

As such, in a declared bush fire zone or rural fire district all workers must be prepared to take action in the event of a bushfire and have a bush fire evacuation plan.

Workers must have appropriate PPE, plenty of drinking water to prevent dehydration and appropriate means of communication to allow two-way communications, including access to emergency services warnings.

Ensure that workers are aware of the fire risk level issued by the emergency services and the expected weather conditions for the area to be worked and take appropriate action.

Under no circumstances are workers to enter an area under an active bush fire threat.

However, if workers are caught in an area where a bush fire is imminent the following procedures should be followed by workers:

- assess the situation and the safety of anyone in the immediate vicinity
- immediately contact emergency services to take direction on evacuation
- remain calm and do not run or panic if evacuating the work site. The area must not be re-entered until it has been cleared as safe to do so by emergency services.

If there is a potential for a worker is caught in an active fire zone, the following advice from emergency services should be followed to protect themselves:

- ensure all exposed skin is covered with natural fibre material
- wear appropriate PPE, such as a wide brimmed hat, goggles and a P2 respirator
- continue to consume water to help prevent dehydration
- workers should move as far away as they can from the fire. Doubling the distance from the fire will reduce the radiant heat
- if possible, get behind a solid object or barrier.

Emergency services also advise that in situations where no other options are available, taking shelter in one of the below **may** protect workers from radiant heat:

- stationary car in a clear area
- ploughed paddock or reserve or
- body of water (i.e. beach, swimming pool, dam, river etc.).

Once a fire has passed, workers should move to burnt ground if possible but be aware of the residual dangers residing on burnt ground, including falling branches or trees, burning logs, or burning tree stumps.

Floods and/or cyclones

Work being undertaken close to a creek, river, major storm water drain, or in a low lying area increases the risk of a flood. In situations where the Organisation is not inundated by floodwater, there is still a chance of isolation. Although the Organisation would normally receive sufficient notice to enable evacuation of the site if necessary, there may still be occasions where access to other areas might be restricted or cut off.

Floods and/or cyclones can cause major damage and disruption to the Organisation's operations and have a significant impact on workers.

Preparing for floods and/or cyclones can prevent loss of life and reduce damage to structures, plant and equipment. The Organisation will do the following to prepare themselves and workers before a flood or cyclone:

- know the level of risk in the area (e.g. find out about the local flood and/or cyclone history) • know where the emergency evacuation areas would likely be located
- know who to call by having a list of emergency contacts
- have an emergency kit prepared that takes into consideration the needs of workers and others at the workplace. It should include items that might be needed if power is lost such as a portable radio and a torch with spare batteries, a first aid kit, candles and waterproof matches, important papers including emergency contact numbers, a copy of the site emergency response plan and a waterproof bag or bags for valuables. The emergency kit will be kept in a waterproof storage container and reviewed and maintained on a regular basis
- know the triggers, warning and natural signs of flooding and/or cyclones.

In consultation with local emergency services and affected workers, create a site emergency response plan. This will include identifying plant, equipment and possessions that may need special protective measures, and will describe the actions to be taken to prevent their damage in the event of a flood or cyclone.

The site emergency response plan may require regular updating to account for the location of chemicals, oils or other materials that may periodically come on site and may be dangerous or may contaminate flood water.

When a flood or cyclone warning is issued, the Organisation will:

- ensure everyone is moved to a designated appropriate shelter well in advance of the arrival of the flood or cyclone to avoid being injured during the transfer to a shelter or location
- never drive, ride or walk-through floodwater
- stack possessions, records, plant and equipment on benches and tables, placing electrical items on top
- secure objects that are likely to float and cause damage
- relocate waste containers, chemicals and poisons well above floor level
- activate the site emergency response plan
- listen to the local radio station or equivalent for information, updates and advice
- keep in contact with the surrounding neighbours
- be prepared to evacuate if advised by emergency services
- act early as roads may become congested or may close.

When an evacuation order is issued and it is safe to do so, the Organisation will turn off the electricity, gas, secure any gas bottles and ensure the site is as secured as possible. The Organisation will also implement the site emergency response plan and the relevant emergency services will issue an 'all clear' when it is safe for workers to return to a flood affected area.

When returning to the premises, the Organisation will:

- where possible, check the structural stability of the site and buildings before entering. This will include identifying damages to any structures under construction, windows, walls and the roof and will be cautious of potential contaminants including asbestos
- if it is safe to do so, ensure that the electricity and gas is turned off before proceeding inside any buildings on site and use a torch to undertake inspections inside buildings
- have a qualified electrician inspect power points, electrical equipment, appliances or electrical hot water systems if they were exposed to floodwater or water damaged in any way
- inspect gas appliances and gas bottles that have been exposed to water
- be aware of any additional hazards caused by the floodwater, such as slip, trip or fall hazards or contaminated food, water or items.

Thunder and/or lightning storms

There may be times when the Organisation requires workers to work outdoors and therefore workers may be exposed to outdoor elements, in particular severe thunder or lightning storms. The Organisation will do the following to prepare themselves and workers when a severe storm threatens:

- listen to local radio station or equivalent for storm warnings and updates
- secure or store items that could blow around in strong winds
- if possible, put items and valuables in plastic bags with the emergency kit
- seek shelter in a vehicle or solid building and avoid small open structures. Never shelter under trees.

In the event of a severe thunder or lightning storm, the following procedure will be adopted:

- stay inside and stay well clear of windows, doors and skylights
- do not use a fixed telephone during the storm due to lightning danger
- avoid touching brick or concrete or standing bare footed on concrete or tiled floors
- listen to local radio station for storm warnings and updates.

Earthquakes

In the event of an earthquake, the following procedure will be adopted:

- all workers should safely stop work and take shelter under secured furniture, such as tables and doorways
- if possible, stay away from shelving, windows or equipment that may fall.

Following the earthquake, the following procedure will be adopted:

- remain indoors where possible until the shaking stops
- follow instructions from management or fire wardens
- ensure any injured persons in the area are provided first aid or medical assistance
- if the fire alarm has been disarmed follow the above fire evacuation procedures
- where possible, the site should be inspected prior to workers returning to the workplace.

Other considerations

Taking into consideration the location and nature of the site, the Organisation may also include emergency procedures for a range of other risks generally considered beyond the control of the Organisation, such as:

- other potentially threatening, violent and/or aggressive situations, including gendered violence
- other natural disasters, such as heat waves
- other extreme weather conditions.

Incident reporting

Where the workplace is affected by an emergency, the Organisation will complete a **Hazard and Incident Report Form** or electronically on **BrightSafe** as soon as reasonably practicable and identify any improvements to the above emergency procedures.

Smoke Free in the Workplace

Introduction

Workplace exposure to environmental tobacco smoke, or passive smoking, is a significant health hazard. Health authorities advised that there is no recognised safe level of tobacco smoke exposure and exposure to passive smoking can produce symptoms of ill health, particularly for people with pre-existing medical conditions, such as respiratory or cardiovascular conditions.

Health authorities also warned that the use of electronic cigarettes (**e-cigarettes**) could increase the risk of lung and heart disease as well as increase the risk of cancers.

Therefore, the Organisation supports a smoke free workplace to ensure the health, safety and wellbeing of everyone in the workplace and prohibits the use of tobacco and e-cigarettes in enclosed workplaces, including in a work vehicle, around children, in workplaces which may be enclosed public place and all outdoor workplaces.

Although this policy is designed to help ensure compliance with health and safety legislation, it is also designed to support legislative frameworks that are administered by other Government agencies. However, no part of this policy, either stated or implied, is designed to compromise any public health laws related to the control of smoking and the use of e-cigarettes, which may require additional controls to be implemented.

Identifying tobacco and other smoking hazards

The Organisation will identify hazards associated with smoking by:

- understanding the workplace smoking requirements
- consulting with workers who smoke
- reviewing any hazard and incident reports relating to smoking
- observing the physical work environment
- understanding the definition of an 'enclosed workplace' smoking requirement.

Assessing tobacco and other smoking risks

When assessing potential risks associated with smoking in the workplace, consideration will be given to the following:

- the design and layout of the workplace, including access and egress points, such as entrances, open windows, corridors and lift areas
- the duration, frequency and location of smoking
- the type of work performed.

Controlling tobacco and other smoking risks

To help ensure the Organisation meets its health and safety obligations to eliminate or minimise, as far as reasonably practicable, the risks associated with smoking in the workplace, the Organisation will ensure:

- that appropriate signage is displayed and maintained in highly visible location/s notifying that smoking is prohibited in the workplace, including indoors, in any work vehicles (owned or leased by the Organisation) and other enclosed or partially enclosed areas and in areas where smoke can drift into workplaces
- that smoking (including vaping) only occurs in the designated outdoor areas, during lunch breaks and scheduled rest periods
- that designated outdoor smoking permitted areas have adequate natural ventilation and smoke (including vapour) cannot drift or be drawn into nonsmoking enclosed areas

- that ashtrays or bins are provided and instructing any person who smoke in designated outdoor smoking permitted areas to utilise them
- where applicable, company events and functions are smoke free
- the support and encouragement of smoking prevention and/or healthy lifestyle choices and creating awareness to local smoking cessation support services, where appropriate
- the consideration and establishment of a working group, such as senior management within the workplace to assist with the policy implementation
- the promotion and enforcement of the policy implementation, including all workers and visitors being aware of the no smoking requirements
- that workers are educated about the dangers of passive smoking.

Drugs and Alcohol

Introduction

The use of drugs and alcohol (including medicines that are prescribed or over the counter) can affect a person's ability to work safely and in turn jeopardises the safety of a workplace. The safety risks are greater where people operate machinery, operate a mobile plant, such as a motor vehicle, or rely on concentration to do their work. In some high risk industries and occupations, there are specific laws prohibiting a worker from being affected by any drugs – legal or illegal.

This policy applies to all workers, including contractors, and it is designed to help ensure the Organisation's compliance with health and safety legislation. Therefore, nothing in this policy, either stated or implied, is intended to contradict any other obligations that may be placed upon it, including mandatory responsibilities related to onsite screening or testing that may be directed by other agencies.

Identifying drug and alcohol related hazards

To determine whether workers are undertaking work while under the influence of drugs and/or alcohol at the workplace or whether workers are at risk relating to drugs and/or alcohol, the Organisation will:

- consult with the workers
- inspect the workplace to identify if there are any concerning items located in the workplace
- observe how workers are performing their duties to identify anyone experiencing poor coordination, poor concentration and/or visual disturbance or other signs that could impair their judgement or alertness (but taking into account that fatigue or stress may also contribute to these signs)
- review injury and illness report as well as absenteeism records.

The Organisation will consider the presence of drug and alcohol related hazards that might be caused by:

- on-the-job intoxication
- regular use or dependence on alcohol or other drugs that adversely affects work performance or conduct
- the possession, consumption, distribution and sale of illegal drugs in the workplace
- chemicals used legally in the workplace that can impair a person's performance or magnify the effects of alcohol and other drugs in persons if exposed.

Assessing drug and alcohol related risks

In assessing the degree of risk from workers affected by drug and/or alcohol use, the following factors will be considered:

- the type of tasks performed by workers – for example, whether the workplace uses or operates high risk equipment or whether workers drive a motor vehicle or handle hazardous chemicals or substances
- the workplace environmental conditions – whether poor working conditions, such as hot or dangerous environments may contribute to use of drug and/or alcohol
- the organisational or workplace culture – whether the nature of the work or workplace practices encourage drug and alcohol use at work
- availability of drugs and alcohol at work – whether workers are exposed to the risk of alcohol consumption at work if it is easily accessible.

Controlling drug and alcohol related risks

The Organisation has a zero tolerance approach towards the presence of illicit drugs within the workplace. This includes the discovery of a worker with possession of an illicit substance, and any screening/testing which results in a non-negative reading of a substance within a worker's system while at work.

To help ensure the Organisation meets its health and safety obligations to eliminate or minimise, as far as reasonably practicable, the drugs and alcohol related risks to workers, the Organisation will implement the following:

- ensuring that workers are fit to undertake their duty and are not permitted to work while under the influence of drugs and/or alcohol, in particular when workers are required to operate a plant, equipment or work that is considered high risk
- ensuring workers who drive motor vehicles observe statutory limits for blood alcohol and/or drug content while driving any company vehicle or any other vehicle if used in the course, or discharge, of their duties, as well as obeying applicable road rules
- implementing safeguards on tasks, processes and equipment that require a high level of concentration or motor coordination
- ensuring that workers do not use or sell alcohol or illicit drugs while at work, nor use the Organisation's resources to do so at any time
- identifying and responding to factors that may contribute to symptoms of fatigue and/or stress, for example redesigning jobs and providing regular breaks
- providing access to counselling and/or other support arrangements early in the apparent development of drug and/or alcohol problems
- providing information, education and training to workers, which includes the risks from drug and alcohol use and how to report any concerns about drugs and alcohol in the workplace
- informing workers and other people at the workplace about acceptable and unacceptable behaviour in relation to drug and alcohol use, including at work events and functions
- considering developing and implementing an appropriate drug and alcohol screening/testing regime, in particular where there are risks involved in undertaking certain activities while under the influence of drugs and/or alcohol.

Where a manager or supervisor suspects or is informed that a worker may be unfit to perform their duties due to drug or alcohol misuse, it is management's responsibility to assess the risk and take appropriate action. This may include:

- directing any worker reasonably suspected of being under the influence of drugs or alcohol to immediately cease work and move away from the work area
- directing any such workers to a medical practitioner nominated by the Organisation for the purpose of undergoing screening/testing to confirm whether the worker is under the influence of drugs or alcohol
- arranging for onsite screening/testing for workers accused of being under the influence of drugs or alcohol
- arranging transport home for any worker suspected of being under the influence of drugs or alcohol
- counselling workers who are found to be in breach of these guidelines or procedures
- authorising appropriate assistance for a worker whose performance is affected by drugs and/or alcohol
- maintaining privacy, confidentiality and anti-discrimination requirements of workers in accordance with the relevant laws.

Screening/testing for drugs and alcohol

The Organisation may require screening/testing for drugs and/or alcohol and we reserve the right to carry out random screening/testing across all levels of workers.

This policy is not intended to prescribe the way any screening or testing will be undertaken, analysed or reported. This will be determined in consultation with the accredited and/or authorised pathology service provider, the workers and in consideration of any specific medical advice.

Screening/testing may be conducted where:

- it is part of the Organisation's pre-employment or pre-engagement screening/testing process
- it is based on reasonable suspicion that the worker is being affected or is under the influence of drugs or alcohol at work
- it follows a workplace incident or accident
- suspected drug or alcohol misuse is likely to compromise workplace safety to workers or others and/or compromising effective operations
- a worker is going through a rehabilitation program and screening/testing is conducted to ensure that the program is working.

Where a screening/testing regime is introduced as determined necessary through the application of a risk management approach and in consultation with workers and other relevant parties, the procedures will be developed and communicated to all workers before to its implementation.

To ensure the validity of the screening/testing sample, the screening/testing will be conducted in accordance with the relevant Australian Standards, including being carried out by an authorised testing provider or appropriately trained personnel. The Organisation will also meet all costs for the screening/testing.

The Organisation will also retain records in compliance with the requirements for the confidentiality and privacy of medical and health records.

If workers perform work on a client site which conducts regular or random drug and alcohol testing, they will be required to participate.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of the worker's employment or engagement with the Organisation. If workers:

- are removed from the workplace due to impairment or reasonable suspicion of impairment from drugs and/or alcohol use
- return a non-negative result following testing
- return a blood alcohol level of more than the determined minimum amount or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening/testing or
- tamper with or attempt to tamper the specimen or collection procedure
- are in possession of illegal drugs for supply or consumption in the workplace or company vehicles
- engage in conduct that causes a serious and imminent risk to health and safety or the reputation, viability or profitability of the Organisation's business.

Where a worker breaches the Organisation's drugs and alcohol policy and any associated procedure, we will implement our disciplinary procedures, up to and including termination of your employment or engagement with the Organisation.

Prescribed/over-the-counter Medication

Where a worker is taking prescribed or over the counter medication, they must question their doctor or pharmacist in regard to the effect, or side effect, if any, that their medication(s) may have on their ability to perform work safely and efficiently, and their ability to drive (where relevant). The worker is to inform management of the effect, or side effect, of this medication and their doctor's recommendation regarding their ability to perform their work safely and efficiently and undertake work.

Workers may be required to produce a medical certificate stating that they are fit for work or specifying any restrictions.

Work related social events and functions

Alcohol may be consumed at some work related social events and functions. Where this is the case, the Organisation will:

- communicate the responsibility of workers for safe behaviour at the workplace and expectations about low risk alcohol consumption
- monitor responsible alcohol consumption and at no time should workers be drunk or behave in a manner which is inappropriate
- ensure workers conduct themselves responsibly at all times and encourage them to organise alternative transport prior to any function where alcohol is available, to minimise the risk of them driving under the influence of alcohol
- provide non-alcoholic drinks and low alcohol beverages and substantial food and, for example, having them in a location that is more accessible than that for alcoholic beverages
- ensure workplace social activities do not centre around alcohol, for example hosting family friendly functions during the day as an alternative to evening functions.
- education, training and support

The Organisation recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek professional assistance from appropriate organisations or support groups.

As part of addressing alcohol and other drug issues in the workplace, the Organisation may also provide an Employee Assistance Program (**EAP**). An EAP is an effective early intervention service that provides professional and confidential counselling and referral services for workers to assist them resolve personal, health or work related concerns.

The Organisation is committed to providing information and training about the effects of drug and alcohol use on personal and work health and safety, including in new worker induction.

Interaction with client policies

As well as complying with this policy, workers who are working on client premises must also comply with any site specific drugs or alcohol policy implemented by the client or at the place where they are working.

If a worker in this situation has any doubt about how to comply with both policies, or if the policies are inconsistent, the worker should contact management for clarification as soon as possible. In the interim, the worker should refrain from any conduct which is likely to breach either of the policies.

Mental Health

Introduction

Mental health includes emotional, psychological and social wellbeing. The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to sustain a psychological injury or experience an exacerbation of a pre-existing condition. This may occur at a physical workplace, or any location or situation related to work or in which work is performed.

Hazards in the workplace that may impact upon the mental health of workers include the physical workplace environment, the nature and complexity of the work itself relative to the workers' knowledge and training, work procedures, excessive or prolonged work pressures, fatigue, bullying and/or harassment (including sexual harassment), exposure to a violent or traumatic event and the introduction of work restrictions that are beyond the control of the Organisation. Any of these factors can lead to workers experiencing a stress response.

Work related stress describes the physical, mental, and emotional reactions that arise when workers perceive that their work demands exceed their ability to cope. However, if job stress is excessive or prolonged, it may lead to psychological and/or physical injury.

As the risks related to the mental health of our workers may also be linked to their overall wellbeing, this policy must be implemented and reviewed in conjunction with the Organisation's **Workplace Violence and Aggression policy.**

Identifying Mental health/psychosocial hazards

Workplace hazards that can result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition may be categorised as:

- environmental hazards, such as prolonged exposure to noise, temperature, poor air quality, or unsafe machinery
- organisational hazards, including issues such as long work hours, shift work and related fatigue, excessive workloads, emotionally distressing work, exposure to violent or traumatic events, work tasks that are repetitive and/or monotonous, remote/isolated work with minimal support from managers, supervisors and/or co-workers, poor role clarity and unmanaged organisational change
- individual hazards, such as workers having been afforded insufficient training, information, instruction or supervision to undertake the required work safely and correctly, poor relationships or conflict between management and workers, between co-workers, or between workers and others. The Organisation also recognises that such conflict may include bullying, aggression, harassment (including sexual harassment), discrimination, or other unreasonable behaviour. Conflict may also arise from a perceived lack of fairness by workers in addressing organisational issues and resource allocation or where performance issues have been inappropriately or poorly managed.

Therefore, hazards that may result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition will be identified by:

- having meaningful one-on-one conversations with workers, supervisors and/or managers about mental health hazards and risks
- inspecting the workplace for environmental hazards that could influence staff comfort and performance, which may consequently contribute to a stress response
- regularly reviewing organisational hazards, including:
  ○ job demand (e.g. the level of physical, mental and emotional effort required to do a job) ○ job control (e.g. the level of control a worker has over aspects of their work, including
     how or when a job is done)
  ○ support available (e.g. the level of support from supervisors and co-workers, information, equipment, and resources available to allow the work to be done)

- change management (e.g. how change in the organisation, structure or job is communicated and the extent of worker involvement in these changes)
- organisational justice (e.g. perceptions of unfairness, consistency, bias and respect for workers)
- identifying changes in staff behaviour (e.g. poor self-care or someone who is usually friendly becoming more withdrawn)
- regularly inspecting the workplace to help identify changes in the way work is undertaken
- identifying an increase in task errors or deteriorating work performance
- observing the nature of relationships between workers, managers, supervisors, co-workers and/or others
- reviewing relevant reporting systems and records, such as incident reports, workers' compensation claims (including unsuccessful claims), staff surveys, grievance records, patterns of unplanned absenteeism (e.g. personal (sick) leave) and staff turnover data
- using confidential surveys to gather information from workers, supervisors and managers
- consulting with industry or employee associations
- ensuring regular feedback from isolated workers, such as those working from home, is taken into consideration.

The Organisation recognises that individuals respond to hazards in different ways and that individual differences, such as age, existing disabilities, injuries or illnesses as well as life experiences may make some workers more susceptible to harm from exposure to the same hazard.

It is also recognised that there may be more than one aspect of the working environment or workplace that is contributing to the mental health of workers and the subsequent risk of psychological injury or exacerbation of a pre-existing condition.

Assessing mental health/psychosocial risks

Assessing the risk to the mental health of workers involves examining the identified risk factors in more detail to determine the level of risk, and to help prioritise the order in which control measures are implemented.

The level of risk can be assessed by considering:

- the capacity of the hazard to induce harm, for example exposure to low levels of conflict may be unpleasant without causing a health and safety risk whereas high levels of unmanaged conflict can escalate into workplace bullying, increased stress and cause incidents
- the extent of the exposure to the hazard (i.e. the duration, frequency and intensity of exposure), for example work related stress may increase if workers are constantly under time pressure
- individual differences, for example how workers deal with exposure to a particular psychological hazard may vary.

When assessing the risks, the Organisation will consider:

- whether workers are exposed to hazardous or unpleasant physical work environments (e.g. exposure to excessive or irritating noise, hazardous chemicals or substances, poor ventilation, lighting or workstation set up, or unsafe plant, equipment or machinery)
- the way that the work and systems of work are organised, such as:
  - the complexity, content and demands of the work required, including work that is cognitively or emotionally demanding, or highly repetitive, monotonous, or machine-paced
  - the workload expectations and pace of the work, including whether workers' skills and experience are underused and whether there are conflicting job roles and responsibilities
  - work schedules and working hours
  - work procedures
  - the extent of participation and control that workers have over the work, including their work hours, which can affect their ability to meet the demands at home, such as family

responsibilities, when they can have rest breaks and whether they are able to refuse a service to an aggressive person
- the way that the work and workers are managed, including:
  - the degree and quality of supervision provided to workers
  - the degree of information, instruction and training provided to workers and whether it is sufficient to enable workers to do their work safely and correctly, and allows them to meet the Organisation's expectations
  - the level of resources allocated to undertake the work (e.g. equipment, materials, personnel resources)
  - the way in which worker effort is recognised and/or rewarded
  - opportunities for skill/career development, including workers' overall status within the Organisation and remuneration levels
  - the way in which underperformance is managed
- whether adequate worker support systems are in place (e.g. sufficient access to employee assistance programs, counselling, information on mental health and information on workplace policies)
- interpersonal relationships, particularly where there may be poor existing relationships resulting from:
  - a breakdown in relations between management/supervisors and workers
  - a breakdown in relationships between co-workers
  - a breakdown in relationships between workers and others
  - known or reported discrimination, harassment (including sexual harassment), bullying or other unreasonable behaviour by co-workers, supervisors or others
- the way in which organisational or structural change within the business is managed and communicated (e.g. restructures, potential sale of the business, or work restrictions placed upon the Organisation over which it has little or no control, the introduction of new or additional resources or processes that may change the way work is undertaken)
- whether there is inconsistency or bias in the implementation of organisational procedures.

Controlling mental health/psychosocial risks

The Organisation will support the mental health of its workers by adopting the following three phase approach:

- preventing psychological harm by ensuring the job, task and role hazards and risks are identified, assessed, controlled and reviewed, including implementing written procedures and providing information, instruction and training to workers
- intervening early by continually reviewing existing control measures and supporting at risk workers
- supporting the recovery of injured workers.

To this end, the Organisation will ensure, as far as reasonably practicable, that the risk of psychological harm will be eliminated or minimised, by ensuring that:

- work related factors that may impact upon the mental health of workers are identified, acknowledged, assessed, controlled, and regularly monitored and reviewed, including where such impact is not able to be controlled by the Organisation, such as a change in Government policy
- a positive physical and online work environment and culture is created and promoted within the workplace to help ensure that everyone is treated fairly and with respect
- all managers and supervisors are provided with sufficient training in the identification, prevention and management of mental health risks and in good management practices
- all managers and supervisors understand the procedures and processes in place, including those relating to the taking of reasonable management action to eliminate or minimise work related mental health risks and psychological injuries to workers
- senior management and supervisors set the behaviour standards that provide a safe workplace for all workers and ensures everyone at the workplace understands what constitutes mental health risks and the Organisation's expected behaviours within the workplace, including members of the public. To this end, managers and supervisors will:
  - model respectful behaviours at all times
  - implement written policies which clearly identifies the expected behaviours
  - address unreasonable or unwanted behaviour as soon as they become aware of it

- ○ ensure that unwanted behaviours are properly investigated, and appropriate actions taken (where applicable)
  - ○ consult with workers and develop effective communication and productive working relationships within the workplace
- the expectations of workers are clearly articulated and communicated, for example through job descriptions, relevant polices and work procedures
- all workers are provided with an appropriate induction that includes information related to the Organisation's commitment to supporting the mental health of workers and the workers' responsibilities related to helping to ensure a healthy and safe workplace. This includes providing a transparent reporting process and workers understanding how to effectively report matters, such as workplace bullying and harassment, including sexual harassment
- all workers have sufficient training, instructions, tools and equipment to do their work safely and are provided information on the processes to enable early intervention in relation to any workplace conflict before it potentially escalates
- the skills and experience of workers are appropriately utilised by the Organisation, and workers are not routinely underutilised or used in areas of work where they have not been deemed competent
- there is adequate and appropriate supervision of workers
- all workers understand the applicable organisational operations that may impact upon their mental wellbeing and the processes and procedures in place to eliminate, minimise and report any mental health risks
- the physical work environment is safe with appropriate and adequate plant and equipment for workers to perform their jobs properly and safely
- the systems of work are safe when properly followed and that they take into account the establishment of realistic deadlines, access to adequate breaks and leave, and include fair and equitable work scheduling and rostering
- there are appropriate resources and processes in place to eliminate or manage mental health risks and the risk of work related psychological injuries, and these resources and processes are effectively and efficiently implemented, managed and utilised
- there are appropriate processes for receiving, monitoring and reviewing information on incidents, hazards and risks related to the mental health of workers, and any information received will be responded to in a timely way
- investigations in relation to mental health issues will be completed in a timely manner, and (if substantiated) appropriate action will be taken promptly to prevent reoccurrence
- there are sufficient resources in place (e.g. engaging with external agencies and develop strategic partnerships) to assist workers with non-workplace related mental health issues and their overall mental health, including the provision of confidential counselling for affected workers, whether work related or not
- workers receive adequate and appropriate feedback on work performance and due recognition is given for positive performance
- any worker affected by poor mental health, a psychological injury or an exacerbation of a pre-existing condition is adequately and appropriately supported in their return to work
- developing and reviewing written policies and procedures and providing support services that supports mental health and wellbeing and prevents discrimination (including bullying and harassment)
- increasing workers' knowledge and awareness of mental health issues and behaviours within the workplace by facilitating active participation of workers in a range of initiatives that support mental health and providing appropriate information, instruction, training or supervision to workers
- reducing stigma around depression and anxiety in the workplace by encouraging workers to seek support early if they have declining mental health, and, where appropriate, provide support and adjustments suitable to their work needs to help them to achieve their potential
- promoting a responsive community within the workplace that requires all workers to take reasonable care in view of any reasonably foreseeable circumstance that may arise, which affects the safety of themselves or others at work.

Bullying and harassment (including sexual harassment)

The risk of workplace bullying, and harassment can be minimised, as far as reasonably practicable, by creating and promoting a positive physical and online work environment and culture where everyone is treated fairly and with respect.

Bullying and harassment within the workplace, whether by management, co-workers or others, are two common risks to the mental health and wellbeing of workers. Regardless of whether bullying or harassment occurs via physical, verbal or non-verbal conduct, the experience can adversely affect the psychological and physical health of a worker. It may lead to short or long term anxiety and/or depression as well as suicide.

In line with its policy in relation to mental health risks, the Organisation will ensure that effective control measures are put in place to address and resolve workplace issues early, thereby minimising the risk of workplace bullying or harassment.

Bullying

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Whether intentional or not, bullying creates a risk to health and safety and will not be tolerated by the Organisation.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

There are many examples of bullying, which include, but is not limited to:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberately excluding someone from work related activities
- spreading misinformation or malicious rumours
- aggressive and intimidating conduct
- belittling or humiliating comments
- victimisation
- practical jokes or initiation
- withholding information that is vital for effective work performance
- setting tasks that are unreasonably below or beyond a person's skill level
- denying access to information, supervision, consultation or resources to the detriment of the individual or group
- changing work arrangements, such as rosters and leave to deliberately inconvenience a particular worker or workers.

Harassment

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment. Whether intentional or not, harassment creates a risk to health and safety and will not be tolerated by the Organisation.

Sexual harassment is any unwelcome sexual advance, an unwelcome request for sexual favours or any unwelcome conduct of a sexual nature. Such conduct includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing. Harassment on the grounds of sex is any unwelcome conduct of a seriously demeaning nature and includes making a statement to a person, or in the presence of a person, whether the statement is made orally or in writing.

A single incident of unwanted or offensive behaviour can amount to harassment.

Examples of harassment include, but is not limited to:

- insensitive jokes and pranks including inappropriate comments based on sex
- lewd or abusive comments about appearance
- asking intrusive personal questions based on a person's sex
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome sexual advance, or an unwelcome request for sexual favours
- unwelcome conduct of a sexual nature
- unwelcome touching
- abusive, threatening or insulting words or behaviour.

Any incidents of bullying or harassment will be thoroughly investigated and (if substantiated) appropriate action will be taken in line with our disciplinary and disciplinary termination policies and procedures.

If the behaviour involves violence and/or aggression, such as physical assault or a threat of physical assault, the matter will be reported to the Police.

Post injury support

The Organisation will support the recovery of injured workers in line with their duties under workers' compensation legislation. This includes:

- providing early assistance and support to access treatment and rehabilitation services, generally from the time a claim is lodged
- supporting timely and sustainable recovery at work or return to work through effective consultation, addressing any remaining work related psychological hazards and risks that may exacerbate the existing work related psychological injury or cause a new injury
- reviewing the effectiveness of the control measures to ensure further harm or new injury does not occur.

Workplace Violence and Aggression

Introduction

Workplace violence and aggression involves incidents in which a person is abused, threatened or physically assaulted in circumstances relating to their work. This may occur at a physical workplace, or any location or situation related to work, such as on a work trip.

Workplace violence may come from external sources, such as visitors, members of the public, other businesses or their representatives or it may come from internal sources, such as between workers, supervisors and managers. It can include physical assault, sexual assault, harassment or aggressive behaviour, such as stalking or verbal threats. It can also include online abuse at work or outside of work arising from workplace issues as well as violence resulting from a family or domestic relationship but may occur at the workplace, including if the worker is working from home.

Hazards associated with workplace violence and aggression may impact upon the physical and mental health and wellbeing of workers, potentially causing the worker to sustain a physical and/or psychological injury or experience an exacerbation of a pre-existing condition. However, violence can harm both the person it is directed at, and anyone witnessing it and can have significant economic and social costs for workers, their family, the Organisation and the wider community.

The Organisation has adopted a zero-tolerance approach to violent, threatening or aggressive behaviours at work, including online abuse whether exhibited by workers or others at our place of work.

Nothing in this policy, either stated or implied, is intended to mitigate the Organisation's responsibilities for the reporting of civil matters, such as physical assault, to the Police. Where workplace behaviour involves the act or threat of violence, the Organisation will adopt a mandatory Police reporting obligation.

Identifying workplace violence and aggression hazards

Workplace violence and aggression can include a broad range of actions and behaviours, for example:

- physical assault, such as biting, scratching, hitting, kicking, pushing, grabbing or throwing objects
- intentionally coughing or spitting on a person
- sexual assault or any other form of unwelcome, indecent or unwanted physical contact
- harassment or aggressive behaviour that creates a fear of violence, such as stalking, sexual harassment, threats with weapons, verbal threats and abuse or yelling and swearing
- hazing or initiation practices for new or young workers
- gendered violence, which is any behaviour directed at any person or that affects a person because of their sex, gender or sexual orientation, or because they do not adhere to socially prescribed gender roles, that creates a risk to health and safety (this may include sexual harassment)
- violence from a family or domestic relationship when it occurs at the workplace, including if the person is working from home.

Therefore, hazards associated with workplace violence and aggression will be identified by:

- inspecting the workplace (e.g. low visibility)
- observing work practices to identify risks of exposure (e.g. contact with the public or working alone)
- observing the nature of relationships between workers, managers, supervisors, co-workers and others (e.g. workers avoiding being around certain people)

- consulting with workers about when they may be exposed to violence and aggression in all parts of their work, including when they are away from a fixed workplace
- identifying changes in staff behaviour or whether issues already identified between co-workers or others could escalate to violence
- observing the workplace culture to see whether violence or aggression is accepted as normal behaviour (e.g. swearing, sexual or gendered jokes may be seen as a workplace norm for some people)
- identifying the physical, psychological and emotional demands involved in the work
- reviewing relevant reporting systems and records, such as incident reports, workers' compensation claims (including unsuccessful claims), staff surveys, grievance records, patterns of unplanned absenteeism (e.g. personal (sick) leave) and staff turnover data
- using confidential surveys to gather information from people
- consulting with industry or employee associations
- ensuring regular feedback from isolated or remote workers is taken into consideration.

Assessing workplace violence and aggression risks

Assessing the risks related to workplace violence and aggression will be affected by a number of factors. As such, the assessment of the risks will take into consideration:

- the nature, design and location of work, including job demands and tasks
- the systems of work, including how work is managed, organised and supported
- workplace interactions or behaviours
- the duration, frequency and severity of the exposure of workers and other persons to a harmful situation
- the design and layout of the workplace, including the provision of safe means of entering and exiting the workplace and the facilities for the welfare of workers
- the potential impact of environmental conditions on the workplace
- where authorised working from home is undertaken, the design, layout and working conditions of the worker's home and the potential impact of local environmental conditions
- the plant, substances and structures at the workplace
- staffing levels and workforce skills
- the information, training, instruction or supervision provided to workers
- how work-related violence and aggression may interact or combine with other psychosocial hazards identified at the workplace.

Controlling workplace violence and aggression risks

The Organisation will take all reasonable steps to help ensure that workers' potential exposure to any workplace violence and aggression is eliminated. Where this is not possible, the Organisation will ensure, as far as reasonably practicable, that the risks associated with workplace violence and aggression in the workplace are controlled. The process of controlling these risks will be determined in consultation with the workers who may be affected by workplace violence and aggression.

To this end, the Organisation will ensure:

- the development of a documented prevention control and implementation plan where the risk of workplace violence and/or aggression has been identified
- that all workers are aware of the Organisation's zero tolerance to violence and aggression, either internally or externally generated
- that it effectively sets, models and enforces acceptable behaviour standards in the workplace and creates a respectful work culture for all workers
- that inappropriate behaviour is addressed early, causation established, and control measures implemented and the reasons for those behaviours
- that management support the workers by promoting a positive and respectful culture that does not accept violence and aggression at the workplace
- the provision of facilities or altering the management of work that minimise risks of violence or aggression wherever possible
- the development of policies related to the use of online formats and/or social media where it is used for work purposes so as to ensure that online incidents of violence and

aggression is also effectively managed and to ensure that confidentiality and privacy is maintained in accordance with the relevant laws

- reports and incidents of workplace violence and aggression are investigated and responded in a timely manner
- that workers are given sufficient information, training and instruction to eliminate or minimise the risk of injury from violent or aggressive situations they may potentially face
- that workers who may interact directly with other people receive sufficient training in dealing with violent or aggressive behaviours, including diffusion and communication strategies
- procedures, protocols, work practices and communication strategies designed to assist workers in dealing with aggressive people and minimising potential exposure to violent situations or aggressive behaviours, including online, are developed, implemented and reviewed
- managers and supervisors are provided with the skills for early intervention and incident management providing support for workers who experience a violent situation or aggressive behaviour (including bullying and harassment)
- the health and safety of workers and the conditions at the workplace are monitored to ensure that work related violence and aggression is prevented
- the control measures implemented are regularly reviewed and, if necessary, revised, including training.

The control measures will take into consideration the likelihood and consequence of exposure to violence by workers and others, known industry standards and specific controls that may be required. They will take into consideration:

- the physical workplace itself
- the overall workplace cultures
- the type and nature of security arrangements required
- the systems of work within the Organisation
- the information, training, instruction or supervision required to eliminate or minimise the risk of violence and aggression in the workplace.

Specific control measures will be implemented as required and will include:

- ensuring the design and layout of the workplace provides adequate separation of workers and others, good visibility and that there are adequate facilities and amenities which give privacy and security
- providing alternative methods of service to eliminate or minimise face-to-face interactions (e.g. contactless payments)
- ensuring workers have clear role clarity and have well-defined roles with clear expectations
- ensuring staffing levels, skills available and supervision are appropriate and adequate to meet demands at all times, with regular reviews being undertaken
- controlling access and egress to prevent unauthorised access to the workplace (e.g. video surveillance)
- providing emergency services contact details (000) near all telephones or in mobile phones
- specific controls for workers working alone or in isolated areas, such as effective communication strategies and buddy systems where a risk is identified
- ensuring the Organisation's zero tolerance policy to violence and aggression is clearly communicated to everyone. Where considered necessary, this will form part of related contracts or service agreements
- providing training to workers in how to respond if violence or aggression is directed at them, what they should do if they witness an incident and how to report an incident
- ensuring that processes and systems for workers to report incidents are in place (e.g. informally, formally, anonymously and/or confidentially) and regularly reviewed
- limiting the amount of valuable resources, such as cash and valuables held on the premises and ensuring any retained at the workplace are securely stored
- if cash is handled, implementing procedures that are safe and secure, including the handling of petty cash
- ensuring persons identified with having a history of violence are prohibited from the workplace wherever possible. Where it is essential for such a person to enter the

workplace, additional measures, based upon the level of risk, will be implemented to protect workers and others. For example, a management plan will be developed in consultation with appropriately qualified people and is communicated to all relevant workers

- regularly evaluating work practices to see if they contribute to violence.

Training, information and instruction

Workers will undertake appropriate training specifically designed to ensure they are aware of expected behaviour standards, the specific control measures in place, how to deal with difficult persons, conflict resolution, when and how to escalate issues to senior workers, and procedures to report incidents.

Where required, the training and information will also cover:

- the nature and causes of violence in the Organisation or industry sector, including potential triggers
- personal safety outside the workplace (e.g. not wearing a uniform or not sharing personal information)
- how to use any personal safety equipment provided (e.g. duress alarms) • how a worker may conduct a situational risk assessment
- workplace policies and how violence and aggression will be managed in the workplace
- the awareness of family and domestic violence and its potential impact on the workplace.

The impact of family or domestic violence at the workplace

There may be some risks that are outside the control of the Organisation, such as where a worker chooses not to disclose a risk of family or domestic violence and/or they are unable to safely work at home where they would normally be required to do.

In such cases, the Organisation is committed to providing a safe working environment for all workers and will take all reasonable steps to proactively manage the risk of family and domestic violence happening at the workplace.

Where a worker discloses a risk of family or domestic violence, the Organisation will:

- ensure the workers' needs, experiences and individual circumstances are considered and information is treated as sensitive and confidential
- ensure that the worker is not alone or out of contact whilst at work
- appoint a contact person in the business that workers can talk to about any concerns that they may have with respect to their health and safety, or the impact any proposed control measures may have on them
- implement flexible working arrangements and/or contingency plans for workers experiencing family and domestic violence, such as adjustments to working hours or work locations
- develop and implement procedures for an emergency response to instances of family and domestic violence in the workplace, including when to contact Police
- provide information and access to counselling, legal, health, financial and other family and domestic violence support services
- ensure workers supporting those who are experiencing family and domestic violence are aware of the support options available to them, including employee assistance programs
- communicate the availability of leave entitlements, such as paid or unpaid family and domestic violence leave and other entitlements
- provide secure parking and access to the workplace
- consider contact information screening (e.g. email, phone numbers, internet profile) and blocking calls and emails to limit unwanted contact if incidents have occurred through electronic or telephone contact
- if the worker who disclosed the risk is required to work from home, the Organisation will:
  - develop or adjust their safety plan for working from home. With the workers position, this will be done in consultation with their treating medical practitioner or health professional (if available)

- establish and maintain regular communication with workers but avoid directly asking the worker about the violence as this may unintentionally place the worker at risk of serious harm, and implement a response plan if the worker cannot be contacted within a defined period
- provide work phones and laptops to enhance autonomy and digital security
- provide an alternative work environment if it is not safe for the worker to work from home
- consider and implement any other measures or changes to normal arrangements that are considered appropriate by the Organisation.

Responding to incidents

If a worker or anyone at the workplace is in immediate danger, call 000.

All workplace incidents will be followed in accordance with the Organisation's **Emergency Procedures policy** and the Incident and **Injury Reporting polic**y and procedure.

The Organisation will provide ongoing support for workers, including debriefing, allowing time to recover and to consult health professionals as well as making arrangements to check in with workers.

Encouraging reporting and confidentiality

The Organisation will provide a supportive environment in which workers feel safe to discuss their concerns about violence and aggression, or to report incidents. As such, it will ensure workers understand how to report incidents or behaviours of concern and will take all reasonable steps to ensure any information disclosed by workers, including sensitive matters relating to family and domestic violence is kept confidential and secure.

In addition, the Organisation will:

- consider how personal information will be sensitively treated to protect a person's right to privacy and implement mechanisms to protect their privacy
- implement systems to prevent retaliation and victimisation of people involved in reports of violence and aggression
- ensure that all workers are made aware of any mandatory reporting obligations we have, either under relevant State/Territory laws or as part of the worker's employment contract, which may limit confidentiality
- discuss with the workers on how their information will be handled and how they can maintain the confidentiality of all parties involved
- ensure that any disclosure to third party (e.g. Police) will be on a need to know basis with the express consent of the worker and only to maintain their safety
- ensure that confidentiality will not prevent the parties involved from seeking support or further advice, such as through an employee assistance program, employment law professional or bringing along a support person to meetings.

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Fatigue Management

Introduction

Fatigue can affect safety in the workplace as fatigue can increase the likelihood of incidents and injuries, particularly when doing safety critical tasks where significant consequences may arise if errors occur.

Fatigue is a physical condition that can occur when a person's physical or mental limits are reached, and this can affect their ability to perform work safely and effectively. The long term effects of fatigue may result in more severe cardiovascular, gastrointestinal and neuropsychological disorders.

Some of the signs of fatigue include:

- tiredness even after sleep
- reduced hand-eye coordination or slow reflexes
- difficulty concentrating
- blurred vision or impaired visual perception
- a need for extended sleep during days off work.

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

- job demands
- environmental conditions, for example hot, cold or noisy workplaces
- work schedules, for example shift work or night work
- long commuting times
- poor sleep and other lifestyle factors.

Fatigue may result in a slower reaction to signals or situations and affect the ability to make good decisions and this may increase the risk of incidents at the workplace due to a lack of alertness.

In addition, sedentary work, such as prolonged sitting, poses significant health and when combined with long working hours, can result in a low level of wellness as it may lead to workers having a poor diet, low levels of exercise, increased alcohol and drug use, or fatigue. This can lead to workers reporting feeling tired, less productive or unhealthy.

As such, the Organisation will ensure, so far as is reasonably practicable, that the health and safety risks associated with fatigue in the workplace are minimised and will be addressed via a risk management approach.

Identifying fatigue hazards

Fatigue hazards can be identified by undertaking a risk assessment using the **Fatigue Management Checklist**. Work related factors can 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)
- extended use of plant and equipment, particularly if they emit excessive noise and/or vibration
- extended periods of work undertaking hazardous manual work

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- the Organisation's culture
- the person's role within the Organisation.

Lifestyle factors can include:

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

To identify what factors are contributing to fatigue in the workers, the Organisation will:

- consult with the workers, including managers, supervisors and health and safety representatives about workloads and schedules
- examine work practices and systems of work, for example the amount of choice workers have over their work hours
- analysing an audit of working hours and ensure this includes comparing planned working hours with hours actually worked
- consult with industry or employee associations where possible
- review work absenteeism and incident reports, including incidents travelling to and from work or work related journeys.

Assessing fatigue risks

The Organisation will assess the risk of injury and illness from the fatigue factors identified. The risk assessment should reveal:

- where, which and how many workers (including contractors and subcontractors) are likely to be at risk of becoming fatigued
- how often is this likely to occur
- the potential severity of harm that would result.

In assessing the risks, the factors that contribute to fatigue should not be considered in isolation. For example, in the case of new workers, there may be an inter-relationship between the mental and physical demands of the job, hours of work and level of training. The risks of injury may increase where new workers work long daily hours in a physically demanding job.

Some workers are at a higher risk of fatigue because their work typically involves some or all of the factors which contribute to fatigue that must be assessed and managed, for example, shift work and overtime is a regular feature and potential hazard factor in the workplace. If eliminating shift work is not reasonably practicable, then the risk assessment should determine how the shifts operate and if the rosters could be reasonably modified to minimise or reduce the likelihood of sleep deprivation and fatigue. Overtime could also be limited in the shift roster.

Controlling fatigue risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with fatigue in the workplace are controlled. The process of controlling fatigue risks will be determined in consultation with the workers who are required to carry out the task.

The Organisation will manage fatigue risks through the following:

Mental and physical demands of work

- Use plant and equipment (for example, ergonomic furniture and anti-fatigue matting for repetitive tasks performed while standing).
- Redesign the job to limit periods of excessive mental or physical demands.
- Introduce job rotation to limit a build-up of mental and physical fatigue.
- Reduce the time workers need to spend performing physically and mentally demanding work by using rest periods (in addition to scheduled meal breaks) or implementing shorter shifts.
- Ensure adequate facilities are provided to allow workers to rest and rehydrate, including accommodation where necessary.
- Develop contingency plans for potential situations that could arise where workers will have to unexpectedly work longer hours, more shifts or a long sequence of shifts, for example, in emergencies.

Work scheduling and planning

- Schedule safety critical work outside low body clock periods (for instance, not between 2am and 6am or 2pm and 4pm).
- Manage workload and work pace change caused by plant or equipment breakdowns or planned and unplanned absences.
- Avoid working arrangements that provide incentives to work excessive hours.
- Include rest periods in the work schedule and accommodate for napping and sleeping if necessary.
- Ensure there are enough workers and other resources to do the job without placing excessive demands on them.
- Ensure work demands increase towards the middle of the shift and decrease towards the end.
- Avoid working during periods of extreme temperature or minimise exposure time through job rotation.

Shift work and rosters

- Design shifts and rosters to allow for good quality sleep and enough recovery time. Consider the opportunities for sleep and recovery in instances where workers are required to work on call after a normal shift or on days off.
- Set a working hours policy in consultation with workers, which may include work related travel.

Information and training

The Organisation will provide information and training to workers, including managers and supervisors, about the ways to recognise fatigue in order to manage the risk of fatigue in the workplace or on work sites. Also, an appropriate level of supervision will be provided which may include monitoring work to ensure safe work practices are followed.

Information and training for workers will include:

- the health and safety responsibilities of everyone in the workplace
- the factors that can contribute to fatigue and risks that may be associated with it
- symptoms of fatigue
- the body clock and how fatigue can affect it
- effective control measures for fatigue, for example work scheduling
- procedures for reporting fatigue
- effects of medication, drugs and alcohol
- nutrition, fitness and health issues relating to fatigue
- balancing work and personal demands.

Hazardous Manual Tasks

Introduction

A manual task, also commonly referred to as manual handling, is basically any task that uses the body to move or hold objects or things. It can be described as any work or activity requiring a person to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object. A manual task that is considered hazardous is a manual task that involves one or more of the following:

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

Hazardous manual tasks places direct stress on the body and may cause musculoskeletal disorders (**MSD**). An MSD is an injury, illness or a disease of the musculoskeletal system and can occur suddenly or over time. However, it does not include an injury caused by crushing, entrapment or any cut or laceration resulting primarily from the mechanical operation of a plant.

An MSD may result from:

- gradual wear and tear caused by frequent or prolonged periods of performing manual tasks or by repeated or continuous use of the same body parts
- sudden damage caused by intense or strenuous activity, or unexpected movements, such as when loads being handled move or change position suddenly
- a combination of the above.

MSD may include injuries and conditions, such as:

- sprains and strains of muscles, ligaments and tendons
- back injuries, including damage to muscles, tendons, ligaments, spinal discs, nerves, joints and bones
- joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knees, ankle hands and feet, for example arthritis
- nerve injuries or compression, for example carpel tunnel syndrome
- muscular and vascular disorders, for example vibration induced white finger as a result of hand-arm vibration
- soft tissue injuries, including hernias
- chronic pain.

Identifying hazardous manual tasks

Hazardous manual tasks can be identified by:

- observing how workers perform the work
- observing the design and management of the work
- observing how tools, equipment and objects are handled
- observing the physical work environment, the work scheduling and its design
- reviewing available information, such as injury and incident records, inspection reports to identify areas at risk and related trends
- consulting with the workers performing the manual tasks.

Assessing risks involving hazardous manual tasks

The Organisation has an obligation to ensure that any manual tasks that pose a risk of injury to workers are assessed to determine the seriousness of these hazards. To assist in accurately assessing risks involving manual tasks, refer to the **Hazardous Manual Tasks/Handling Risk Assessment Tool** that has been provided.

In assessing risks arising from manual tasks, the following factors will be considered:

- the positions, postures, actions and movements adopted by workers in performing manual tasks
- the design of tools used, particularly in relation to vibration emission
- the overall design of all other plant and equipment used on site
- the duration and frequency of tasks performed by workers
- the workplace environmental conditions, such as temperature, floor surfaces, lighting and exposure to vibration
- the location of loads and distances moved manually
- the nature, size or number of objects that are manually handled
- the weights and forces of loads that are manually handled
- the characteristics of loads and equipment available to assist in manual tasks
- any other factors considered relevant to the workers.

This process is to be carried out in consultation with the workers who are required to perform manual tasks. Representatives of workers, such as health and safety committee members or representatives (if any), will also be consulted.

Controlling risks from hazardous manual tasks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with hazardous manual tasks in the workplace are controlled and all relevant matters that may contribute to an MSD will be considered. The process of controlling this risk will be determined in consultation with the workers who are required to carry out the manual tasks or their representatives.

In the event that manual tasks have been assessed as a risk, the Organisation's priority will be to eliminate the manual task or eliminate the risk through task or work redesign taking into consideration all risk factors associated with MSD.

Where redesign and/or the elimination of the risk is not possible, the Organisation will reduce the risk of MSD associated with the hazardous manual tasks by implementing the remaining hierarchy of control measures or it may include a combination of specific control measures.

To this end, control measures may include:

- redesigning the work or relevant sections of the workplace to minimise the need to lift or move items
- redesigning the work tasks and procedures, systems of work, and storage areas to minimise the need for postures, movements and actions that may increase the risk of MSD, such as redesigning storage space, adjustable height or work surfaces
- redesigning or modifying items used in the manual tasks to reduce the risk of MSD, such as changing the shape, size or weight of the load being handled
- ensuring all loads to be lifted or moved are suitably assessed and appropriately planned to minimise the risk of injury taking into account the distance to be carried or moved, and the control measures required, such as the use of mechanical aids or team lifting
- monitoring the workplace environment to minimise the risk of injury where work involving hazardous manual tasks are undertaken. This may include providing clear and unobstructed access to, from and withing the site, ensuring strict housekeeping standards are maintained, ensuring waste is stored in the designated area/s, tools and equipment not being used are appropriately stored and ensuring there is sufficient lighting in all areas

- redesigning or replacing tools to reduce the amount of force required to use or operate them, such as replacing hand tools with powered tools or providing handles or holding points on an object or tool to make it easier to grip
- ensuring that the risks of MSD from the handling or moving of goods, items or products purchased are minimised, such as changing the nature, size or number of items being handled, arranging delivery of smaller loads or arranging for larger loads to be moved mechanically
- creating a vibration isolation barrier between the hazard and the person at risk if the work involves being exposed to vibration
- ensuring that the workload and pace of work accommodates the physical demands of the manual task
- redesigning work methods or procedures, such as scheduling regular breaks, rotating workers between different tasks to increase task variety and to decrease exposure time to high risk manual tasks
- developing safe procedures, such as developing safe lifting procedures that defines the tools and aids to be used, and the resources and training required to ensure lifts are undertaken safely
- developing and implementing a suitable warm up exercise program for workers to be undertaken before commencing hazardous manual tasks, and ensuring workers undertake the exercise where appropriate
- providing the necessary information, instruction, training and/or supervision on how to reduce the risk of MSD relating to the manual task, such as providing training on safe lifting procedures
- ensuring the provision of suitable and appropriate PPE designed to minimise the risks related to MSD.

The Organisation will ensure procedures are accessible and records of induction and training given to workers are kept. Work processes or systems and plant or equipment affecting the way the hazardous manual task is performed are regularly reviewed, and any changes or new control measures being implemented will be provided to affected workers.

Personal Protective Equipment

Introduction

Exposure and injury or illness can be prevented with the use of PPE, including protective clothing where preventative measures for a hazard require additional control.

PPE will always be considered as the lowest form of risk control and the use of PPE will only be implemented in combination with other higher control measures or the higher control measures are not reasonably practicable.

A **Personal Protective Equipment Register** will be utilised to record PPE issued to workers and confirmation of training or instruction in its use, handling, maintenance, storage and/or disposal.

Determination of PPE and protective clothing

Determination of whether PPE and/or specific protective clothing is required will be based on a risk assessment of a hazard or task, and where relevant:

- information contained on labels or in the SDS for chemicals and dangerous goods
- safe operating or work procedures
- operating procedures for plant and equipment used in the workplace
- site specific safety documentation.

Common PPE and/or protective clothing in our sector includes:

- high visibility clothing
- safety boots
- hearing and eye protection
- face masks and other respiratory protective equipment
- fall protection equipment
- gloves
- sun protective clothing and sunscreen.

Selection of PPE and protective clothing

The Organisation will assess the risks and consult with the workers about selecting the most suitable PPE and/or protective clothing.

All PPE and/or protective clothing selected shall conform to the appropriate legislative, Australian Standard and/or industry requirements or guidelines and only the most effective and appropriate PPE for the task at hand will be selected.

Any cost relating to supplying and/or maintaining PPE and protective clothing is covered by the Organisation. In addition, PPE and protective clothing supplied by the Organisation remain the property of the Organisation.

Before any PPE and protective clothing is used or worn it should be inspected to ensure that:

- it is a good size and fit on the user and does not cause an adverse reaction
- it is appropriate for the work or task and will protect the user from the hazards it is intended to control
- it does not introduce any new hazards
- it is clean and hygienic, in particular if sharing in some circumstances
- it is in good working condition
- the user understands the correct usage of the PPE and protective clothing.

If there are any defects or deficiencies found with the PPE and protective clothing after inspection it must be taken out of service immediately and reported to management.

New products are continually being developed and made available, this may mean an item that has been in use may be superseded and no longer available. Further, if new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or relevant safety information.

Use, storage and maintenance of PPE and protective clothing

The Organisation will ensure, as far as reasonably practicable, that PPE is supplied to relevant workers and others in the workplace.

In addition, the Organisation will ensure that:

- all PPE and protective clothing are used in accordance with the manufacturer's instruction and complies with the relevant standards and/or guidelines
- all PPE and protective clothing do not interfere with any medical conditions of the person using it
- users are provided with information, training and reasonable instructions in the use, maintenance and storage of PPE
- any damaged, defective, worn or out of date PPE and protective clothing are maintained, repaired, or replaced
- PPE and protective clothing are regularly monitored and periodically reviewed to ensure it is and continues to be effective against the hazards encountered at the workplace
- all defined PPE and protective clothing will be worn by the workers where it is defined by signage on plant, entrances to buildings or rooms or work sites.

Electrical Safety

Introduction

Electrical risks are risks of death, electric shock or other injury caused directly or indirectly by electricity and may include fire or explosion resulting from an electrical fault.

Identifying electrical hazards

Electrical hazards may come from the type of electrical equipment being used, how and where it is used, where it is stored, and how it is maintained. To this end, the Organisation will consult with workers to identify electrical hazards arising from electrical equipment or installations.

The following will be considered to assist in the identification of electrical risk:

- the design, construction, installation, maintenance and testing of electrical equipment or electrical installations
- inadequate or inactive electrical protection, for example no or damaged safety switches
- where and how electrical equipment is used, for example electrical equipment may be at a greater risk of damage if used outdoors or in an environment where there is considerable dust and moisture build up, such as in a workshop
- electrical equipment being used in an area in which the atmosphere presents a risk to health and safety from fire or explosion, for example, the use of tools or equipment that may generate flammable fumes
- type of electrical equipment, for example 'plug in' or portable electrical equipment that is frequently moved, including extension leads, are particularly liable to damage
- the age and condition of electrical equipment and electrical installations
- work carried out on or near electrical equipment, electrical installations or electrical service lines, such as overhead or underground electric lines
- reviewing incident reports.

Assessing electrical risks

The Organisation will consult with workers to assess the risk associated with electrical hazards and will consider the following factors:

- the environmental conditions under which the electrical equipment is used, for example in wet surroundings
- the type of equipment being used and the likelihood of damage to the equipment
- work practices and procedures as well as manufacturers' recommendation, for example whether the equipment is suitable for domestic or commercial use
- the capability, skill and experience of relevant workers.

Controlling electrical risks

The Organisation will consult with workers to determine control actions for eliminating or minimising/reducing electrical risks.

Where the hazard cannot be eliminated, for example de-energising equipment and circuits prior to conducting work, the Organisation will minimise/reduce, so far as is reasonably practicable, the risk associated with electrical equipment and installations by considering the following:

- ensuring effective residual current devices (**RCDs**) are properly installed and used on all electrical outlets or circuits at the workplace, and the devices are regularly tested to help prevent serious injuries and fatalities and to help prevent exposure to electrical shock
- ensuring only competent persons carry out maintenance and repairs to electrical installations or conducts testing and tagging of electrical equipment

- replacing a power tool that is plugged in to mains electricity with an extra-low voltage (less than 50 volts) battery operated tool, where possible
- using safety switches (portable or fixed) to minimise the risk, for example installing RCDs to reduce the risk of receiving a fatal electric shock
- providing enough individual socket outlets for electrical equipment
- avoiding overloading socket outlets or using socket adaptors that can cause fires
- ensuring insulation tape is not used to repair a damaged cord
- implementing administrative controls and safe work practices, for example implementing procedures to report damaged and/or faulty equipment and ensuring it is promptly taken out of service to be replaced or repaired, and establishing exclusion zones and warning signs if the item cannot be physically removed from the area
- providing suitable PPE for any remaining risk, for example protective eyewear, insulated gloves, aprons or breathing protection.

Where extension leads are used, the Organisation will ensure that:

- extension leads are not running across the floor or ground, through doorways or over sharp edges
- lead stands or insulated cable hangers are used to kept leads off the ground, where necessary
- cable protection ramps or covers are used to protect cables and cords, where applicable.

Unsafe electrical equipment must be disconnected or isolated from its electricity supply. It must not be reconnected unless it is repaired by a competent person or tested by a competent person, and they have confirmed it is safe to use. Alternatively, it could be replaced or permanently removed from use.

The Organisation will implement reporting arrangements to ensure that management are advised if a worker takes any electrical equipment out of service for safety reasons. Unsafe electrical equipment will be labelled indicating it is unsafe and must not be used. This is to prevent inadvertent use before the electrical equipment can be tested, repaired or replaced.

Inspections, testing and tagging of electrical equipment

Inspecting and testing electrical equipment helps determine whether it is electrically safe.

A visual inspection of leads and equipment will be conducted before each use to ensure there is no damage, wear or other conditions that might make electrical equipment unsafe, such as burn marks which could indicate signs of overheating.

The Organisation will ensure that electrical equipment is regularly inspected and tested by a competent person where the electrical equipment is:

- supplied with electricity through an electrical socket outlet ('plug in' equipment)
- used in an environment in which its normal use exposes the equipment to operating conditions that are likely to result in damage to the equipment or a reduction in its expected life span, for example moisture, heat, vibration, mechanical damage, corrosive chemicals or dust.

The nature and frequency of inspection and testing will vary depending on the nature of the workplace, its environment and the risks associated with the electrical equipment but will generally follow the timeframes detailed in *AS/NZ 3760:2022: In-Service Safety Inspection and Testing of Electrical Equipment and RCD's* as per the table below, unless otherwise defined for specialised equipment, such as medical equipment and hired plant.

In addition, electrical equipment will be tested following repair or servicing that may impact upon its electrical integrity and before the first use of any secondhand equipment.

Where the electrical equipment is new and unused at the workplace (other than secondhand equipment), the Organisation will ensure that the equipment is inspected for obvious damage before being used. However, electrical equipment that is unsafe will not be used and is to be discarded or repaired by a competent person.

The Organisation will ensure that a record of any testing undertaken is kept until the electrical equipment is next tested or permanently removed from the workplace or disposed of. The record of testing will either be in the form of a tag attached to the electrical equipment tested, in a written document, electronic form or a similar kind of record, which will specify the following:

- the name of the person who conducted the testing
- the date of the testing
- the outcome of the testing (i.e. pass/fail)
- the date of the next testing.

Table 1: Electrical Testing and Tagging - as adapted from *AS/NZ 3760:2022: In-Service Safety Inspection and Testing of Electrical Equipment and RCD's*. Note: Queensland requires commercial cleaning equipment to be tested every three (3) months and rural equipment every 12 months unless all circuits are protected by a safety switch.

Portable electrical equipment: Appliances, flexible cords, cord extension sets, portable socket outlet assemblies (e.g., power boards), generators, inverters.		Residual current devices (Safety switches)			
		Push button test by user		Operating time / current test	
Environment	Portable electrical equipment	Fixed	Portable	Fixed	Portable
Construction work	3 months	monthly	daily	12 months	3 months
Manufacturing work: factories, workshops, places of manufacture, assembly, maintenance or fabrication.	6 months	6 months	N/A	12 months	N/A
Service work: environments where the equipment or flexible cord is subject to flexing in normal use OR is in a hostile environment.	12 months	6 months	3 months	12 months	12 months
Residential typ areas: hotels, residential institutions, motels, boarding houses, halls, hostels, accommodation houses, and the like.	2 years	6 months	6 months	2 years	2 years
Office work: environments where the equipment or cord is NOT subjected to flexing in normal use and is NOT open to abuse and is NOT in a hostile environment.	5 years	6 months	3 months	2 years	2 years
Rural industry work (all plug in equipment).	Visual examination before each use	N/A	N/A	N/A	N/A
Commercial cleaning equipment.	6 months	daily	N/A	6 months	N/A

Competent person

For the purpose of determining the competency of a person undertaking testing of electric equipment, a person will be deemed competent if they meet the criteria defined in *AS/NZS 3760:2022 In-Service Safety Inspection and Testing of Electrical Equipment and RCD's*, including an understanding of the risks associated with electrical equipment and is a person who has acquired the practical and theoretical skills through either of the following:

- undertaken a competency assessed training course (i.e. electrical testing and tagging course) by a registered training organisation (**RTO**)
- hold an appropriate trade qualification (i.e. licensed or registered electrician)
- have on the job knowledge and assessed by an RTO.

In addition, all competent persons are to keep their skills up to date.

Inspection Testing and Maintenance

Introduction

A requirement of health and safety legislation is to ensure that the workplace and working environment, is safe and without risks as far as reasonably practicable, and that all plant and equipment is safe to use and/or operate when it is appropriately and properly used.

To this end, the Organisation will ensure that the workplace, working environment and all plant and equipment is regularly inspected, tested where necessary and maintained in accordance with the manufacturer's instructions, or as otherwise required.

Such activities must be sufficient to ensure a safe and healthy workplace as far as reasonably practicable and to ensure the Organisation meets its health and safety responsibilities.

Requirements for inspection, testing and maintenance

In relation to the Organisation's responsibilities to undertake workplace inspections and to inspect, test and maintain plant and equipment appropriately, the Organisation will:

- undertake appropriate workplace and/or site inspections at least every six months
- inspect, test and maintain all plant and equipment, including portable electrical apparatus and low risk items, such as storage facilities, workstations, furniture and photocopiers, in accordance with the manufacturer's recommendations, or as otherwise required.

Records of the inspection, testing and maintenance activities will be appropriately maintained on either an internal register, record/report supplied by the tester or in item specific records, such as a logbook or checklist to confirm that such activities are undertaken.

In addition, informal visual inspections must be undertaken on all plant and equipment prior to each use or operation.

Any item failing an inspection or test will be quarantined, tagged out of service and isolated from use until it has been repaired and deemed safe for use. Items that cannot be repaired will be disposed of in an appropriate manner.

Review of inspection, testing and maintenance intervals

Inspection and testing intervals will be reviewed:

- at least annually
- after an incident where a failure is attributed to inadequate inspection, testing or maintenance
- when manufacturer or legislative requirements change
- in response to safety alerts.

Plant and Equipment

Introduction

This policy refers to all plant and equipment whether it utilises an energy source or not. This includes machinery, equipment, structures, appliances, containers, implements, tools and any components or anything fitted or connected to those items.

The policy applies to all powered and non-powered plant and equipment under the control of the Organisation or is used and/or operated in the course of undertaking work on behalf of the Organisation.

Identifying plant and equipment hazards

Hazards related to plant and equipment or associated systems of work, can be identified by:

- observing how workers perform their tasks
- reviewing any documentation regarding the use of the plant and equipment that is provided by the manufacturer or that is otherwise available
- reviewing the tasks associated with the operation of the plant and equipment, such as operating, clearing blockages, cleaning, adjusting, setting up, maintaining, repairing or working on the item
- consulting with the workers carrying out the tasks
- inspecting the location of the plant or equipment
- inspecting the plant or equipment and identifying any of the following hazards:
  - drawing-in or trapping hazards
  - entanglement hazards
  - shearing hazards from a machine which uses a slide or knife in order to trim or shear metal or other material
  - cutting hazards
  - impact hazards
  - crushing hazards
  - friction and abrasion hazards
  - hot or cold hazards
  - crushing by falling or moving objects, or plant and equipment tipping over
  - crushing from people falling off or under plant or equipment, such as falling from a ladder
  - burns (friction, heat, chemical)
  - injury from high-pressure fluids
  - injury from electricity
  - injury from explosion
  - slips, trips and falls
  - suffocation
  - ergonomic requirements
  - dust, vibration, noise, or radiation.

Assessing plant and equipment risks

The Organisation has an obligation to ensure that any plant or equipment that may pose a risk of injury to workers is assessed to determine the seriousness of these hazards.

When assessing potential risks and hazards associated with specific plant and equipment, consideration should be given to the following throughout the life of the plant or equipment:

- design and construction
- installation, erection and positioning of the plant or equipment in the workplace
- commissioning and operation
- electrical, radiation and thermal energy
- emergency procedures

- hazardous chemicals/substances and dangerous goods
- machine guarding for plant or equipment with any moving parts
- maintenance, repairs, servicing and cleaning requirements
- hazardous manual tasks/handling issues
- noise and vibration
- PPE requirements
- work environment including lighting, ventilation, interaction with others
- safe work procedures and regular inspections
- decommissioning, demolition and disposal of plant and equipment
- the relevant national and international standards.

Controlling plant and equipment risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with plant and equipment are controlled, by ensuring:

- that the plant and equipment is safe to use, operate and control and does not present as a risk to the operators, or others when properly used
- that the operation of the plant or equipment does not create a hazard or risk to workers or others working in and around its operation or operating area/s
- personnel using or operating any plant and equipment are appropriately trained and are deemed competent to use, operate and control the plant or equipment in a safe manner
- all controls and safety devices including any guarding, emergency stops, and warning devices are regularly inspected and tested
- that all plant and equipment is suitably inspected and maintained in accordance with the manufacturer's instructions
- that appropriate procedures are in place to ensure that all cleaning, maintenance and adjustments of plant and equipment is undertaken in a safe manner and without risk to operators, users, workers and others
- that appropriate procedures are in place to ensure the safe handling, storage, transportation, dismantling and disposal of plant and equipment
- that all moving parts on plant or wherever a person may be exposed to moving and/or dangerous parts on plant, are suitably guarded. This may include hot and cold parts, pressurised sections or any moving parts or components of the plant or equipment
- any incident associated with plant or equipment will be reported to management and it will be recorded
- that all personnel are advised of the reporting requirements of the Organisation at induction and re-enforced at toolbox talks and/or meetings
- that supervisors are to regularly check if plant or equipment is being operated correctly
- that all proposed modifications or alterations to plant and equipment are assessed and specified by a competent person
- that plant and equipment will only be used or operated by persons who have been trained and deemed competent to do so.

Lockout and tagging of plant and equipment

The Organisation will ensure, as far as reasonably practicable, that the risks associated with plant or equipment being inadvertently activated or stored energy being released unexpectedly are controlled.

Lockout and tagging of plant and equipment are the methods the Organisation will use to control these risks.

The processes around lockout and tagging of plant and equipment will be determined in consultation with the workers who are required to operate the plant or equipment or who carry out the activities involving risk.

Activities involving risk of plant activation/energy release

Activities that pose a risk to health and safety if plant or equipment is inadvertently activated or stored energy is released, include but are not limited to, the following activities:

- cleaning plant and equipment
- maintaining plant and equipment
- repairing plant and equipment
- adjusting plant or equipment or parts thereof in any way
- inspecting plant or equipment
- if plant or equipment is in an unsafe condition, it is deemed out of operation for repairs.

Process for lockout and tagging

In the event that lockout of plant or equipment is required, the Organisation will:

- only allow competent, authorised workers to maintain, repair, adjust, inspect and/or clean items of plant and equipment
- identify all energy sources likely to reactivate the plant or equipment and place people undertaking the work at risk (e.g. electricity, heat, fluids under pressure, stored energy, radiation, etc.)
- identify isolation points, noting that emergency stop buttons, lanyards and similar stop devices on their own will not necessarily achieve isolation
- isolate all energy sources, noting that some plant and equipment will have several control stations and sections of plant or equipment may have independent electricity sources
- de-energise all stored energy (e.g. inspect the plant or equipment to make sure all parts have stopped moving, release spring tension, purge tanks or lines, etc.)
- lock out the isolation points in accordance with the following points:
  - utilise suitable locking devices
  - implement a policy that requires one lock per person so that if more than one worker is working on an item of plant or equipment, they both have a lockout device in place
  - ensure there is only one key per lock to avoid a lockout device being inadvertently removed
- after plant or equipment has been locked out, all isolated power sources should be tested with appropriate instrumentation. A competent person should then test activation before any person attempts to start work on the isolated plant or equipment

In the event that tagging of plant or equipment is required, the Organisation will:

- determine whether a tag is a suitable control measure. Where possible, lock out devices and/or removal of the item from service should be utilised as a preference
- tags on items of plant or equipment should only be considered as a means of providing information to others at the workplace, not as a lock out device
- provide the following information on each tag:
  - the person who put the tag in place
  - the time and date this occurred
  - the item of plant or equipment being isolated
- remove the tag before the item plant or equipment is returned to operational status
- ensure that a tag is only removed by the person whose name is written on the tag.

Modification of plant and equipment

The Organisation will consider all safety issues when considering any alterations to plant and equipment, by:

- consulting with the designer and manufacturer
- where the original designer or manufacturer cannot be contacted, the alterations will be carried out by a competent person in accordance with the relevant technical standards.

A competent person is one who has acquired through training, qualification or experience the knowledge and skills to carry out the task.

The Organisation will, so far as is reasonably practicable:

- ensure that the design and construction or erection of the plant, equipment and structures is such that persons who properly use them are not exposed to risks to their health and safety
- ensure that relevant workers are supplied with adequate information about any risks associated with the operation or use of any plant, equipment or structures to ensure they are not exposed to any risk to their health and safety.

Modifications will not be undertaken unless they have been assessed and specified by a competent person.

Decommissioning and disposal of plant and equipment

When decommissioning and planning for the disposal of plant, equipment or structure, the Organisation will:

- identify hazards and control risks involved in the process of decommissioning and dismantling the plant, equipment or structure
- dismantle plant, equipment or structure in accordance with the designer's and manufacturer's instructions
- if reselling, ensure that the plant, equipment or structure is safe to load, transport, unload and store. Any available information (e.g. logbooks) relating to the plant, equipment or structure design, registration, installation, operation and maintenance will be provided with the plant, equipment or structure
- if scrapping, ensure that the plant, equipment or structure is safe to load, transport, unload and dispose of correctly.

Office Safety

Introduction

Although working in an office, whether it be at home or at the Organisation's place of work, may appear to be a relatively safe environment to work in, there are many hazards which may potentially cause injury and health issues to workers.

The Organisation is therefore committed to ensuring that all office hazards are identified, and the risks are assessed and controlled, as far as reasonably practicable, through the application of risk management principles and in consultation with the workers involved.

It is important to understand that an uncomfortable work environment can affect productivity and increase the likelihood of work-related health issues, in particular ergonomic factors can lead to musculoskeletal disorders (**MSD**). Controlling hazards such as incorporating good ergonomics practices within the workplace can enhance the working environment, as well as assist in decreasing stress levels within the workplace and improving worker morale and performance.

The **Guide to Office Ergonomics** outlines specific guidelines for office ergonomics. This will be used in conjunction with the **Ergonomics Checklist** to ensure safe workstation setup.

Identifying office hazards

Hazards within the office environment can be varied and may include mechanical, physical, chemical and electrical hazards as well as psychological hazards where psychosocial risks exist.

General risks found in an office environment may include:

- risks related to the overall working environment, such as the office layout, lighting, floor surfaces and indoor air quality
- office ergonomics and working with computers
- electrical risks from overloading and lack of power outlets
- risks related to kitchen and facility usage, including the use of hazardous chemicals/substances
- the use and maintenance of office equipment
- hazardous manual tasks/handling risks
- general housekeeping which may present as risks of trips, slips or falls
- storage of items, such as records stored in filing cabinets
- mental health risks from the work itself or interpersonal relationships.

Hazards can be clearly identified through regular office inspections, preferably using a checklist to ensure a consistent approach, reviewing health and safety records such as incident reports, first aid treatments or previous workers compensation claims.

Assessing office risks

The typical injuries that occur in an office environment can usually be easily assessed by assessing the overall exposure to the hazard. That is, how long and how often a worker may be exposed to the hazard. This can be achieved by examining work rosters and/or consulting with the workers and observing the work being undertaken.

The assessment should also identify the tasks and areas where workers may be exposed to a hazard.

Controlling office risks

The Organisation will, as far as reasonably practicable, ensure that the range of measures for controlling the risk will be in accordance with the hierarchy of control measures, which involves elimination, substitution, isolation, engineering, administrative and personal protective equipment.

Elimination

Redesigning the job to remove the risks altogether is the most effective method of risk control. For example, the need for excessive photocopying and collation can be eliminated if memorandums are circulated by email.

Substitution

Materials, equipment or processes can be replaced with less hazardous ones. For example, a telephone handset can be replaced with a headset where there is prolonged use of the telephone or where typing is required while using the telephone.

Engineering

Engineering controls may involve the provision of mechanical aids, barriers, guarding, ventilation or insulation to prevent employees being exposed to a hazard. For example, a heavy shelving system may have a mechanical winder or electric controls to prevent the need for pushing and pulling the sections.

Administrative

Administrative controls may involve establishing policies, procedures and work practices designed to reduce a worker's exposure to risk. It may also relate to the provision of specific training and supervisory practices. For example, by advising workers against performing continuous keyboard work for long periods and increasing task variety.

Personal protective equipment

PPE is considered the lowest form of risk control and should only be used whenever higher order controls have not completely eliminated the hazard and a residual risk remains. For example, gloves are worn when cleaning the desk or work area.

To support the design, development, implementation and review of risk control measures, the Organisation will ensure that:

- all workers understand the risks involved in working in an office and can identify hazards in the workplace
- the working environment does not present any risks to workers and others when being properly used and that due consideration is given to the design and security of the office and its layout, the availability and control of natural light, that lighting is sufficient for general office duties and additional task lighting is supplied where required, that there is sufficient supply of fresh, quality air, there is sufficient means to heat and cool the office and the flooring is such that it is designed to help prevent slips, trips and falls
- safe work procedures and practices are developed to help ensure the safety of workers and others working in the office. Such procedures and practices will include:
  - good housekeeping practices
  - standards for cleanliness and hygiene of the office and related facilities
  - safe procedures and storage of hazardous chemicals/substances in or near the office

- o safe procedures to help ensure the ergonomic safety of workstations
- o safe procedures for hazardous manual tasks/handling and the storage of items
- o safe procedures for the use of office machinery, such as photocopiers
- o the provision of suitable mechanical aids for lifting and storing items, including safety steps and other mechanical aids where required
- workstations meet ergonomic guidelines and the needs of workers, including:
  - o in consultation with affected workers, identifying and assessing the risk factors related to office ergonomics that could lead to MSD, and eliminating or minimising the risks through the application of appropriate controls, including procurement and design of office based plant and equipment
  - o suitably informing office workers of the risk of MSD and provide appropriate training in the ergonomically correct use of furniture, equipment and tools
  - o supporting and encouraging MSD prevention activities, such as workers regularly undertaking office stretching and relaxation exercises as well as adequate and safe storage facilities are provided
  - o the office has suitable and appropriate emergency preparedness plans in place and procedures to ensure that access and egress passageways remain unobstructed and provide a minimum clearance of 1,000mm (i.e. one metre) or as otherwise required by local ordinances, in the event of an emergency evacuation being required
  - o the maintenance of office plant and equipment and the working environment itself is appropriate to help prevent risks in the workplace, and that identified hazards are rectified as soon as practicable
  - o all portable electrical equipment is fit for purpose and suitably tested and tagged in accordance with the Organisation's **Electrical Safety** policy
  - o the measures implemented for office based workers are regularly reviewed and if necessary, revised.

Infection control in the workplace

Introduction

The broad definition of infection is the invasion of tissue by pathogenic organisms. Infections generally result from a combination of factors, including:

- the presence of micro-organisms
- a compromised or weakened status of the host
- the chain of transmission of the micro-organism.

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work.

This policy is designed to support any advice or directions from Government health authorities. Therefore, no part of this policy, either stated or implied, is designed to compromise any public health advice or directions that may be issued from time to time, and which may require additional controls to be implemented.

Identifying infection transmission hazards

Micro-organisms are transmitted by various routes and the same infective agent may be transmitted by more than one route. There are several main routes of transmission:

- blood borne transmission through such things as sharp tools or contact with cuts or scratches
- direct contact through person to person contact or via contaminated articles or equipment
- droplet transmission such as through sneezing, coughing or talking
- airborne transmission through microscopic droplets or dust particles
- gastrointestinal infection through contaminated food or fluid or via an infected food handler
- vector borne infections transmitted by carrier insects or animals such as mosquitoes, flies or rats.

The source of infection may be staff or visitors, and the person may either be acutely ill or in the incubation (window) period of a disease. They may be a chronic carrier or colonised with the infective agent but have no apparent disease.

Contaminated items in the environment, including surfaces, equipment or food are other possible sources of infection.

The ability to resist infection varies depending upon age and underlying medical conditions. Other factors such as nutritional status or drug therapy may also reduce a person's immunity, making them more susceptible to infection.

Persons who have been recently exposed to trauma or who have recently undergone surgery, or invasive therapeutic and/or diagnostic procedures will also have an increased susceptibility to infection.

Assessing infection transmission hazards

As part of the risk management approach, the Organisation has an obligation to ensure that persons and visitors to the workplace are not exposed to any infections, as far as is reasonably practicable.

Given the nature of our work, it is safe to assume that any infection brought into the workplace will pose a risk of injury to persons at the workplace. When approaching a task or duty, consideration must be given to the potential pathological agents involved, the transmission paths of the agents and who may potentially be at risk. The overall risk can then be analysed and assessed based on:

- what are the aspects of the task or procedure that facilitates transmission of infection
- what existing controls are in place
- what is the likelihood of transmission
- what are the likely consequences of transmission
- what factors will increase or decrease the risk of transmission.

Controlling infection transmission hazards

The Organisation will ensure, as far as reasonably practicable, that the risks associated with infections in the workplace are controlled. The process of controlling exposure to infection transmission risks will be determined in consultation with all personnel in the workplace who are required to carry out the task and will include:

- the development of infection control principles, which may include the introduction of an approved testing procedure where considered appropriate, or as directed by a health authority
- the development of administrative requirements designed to minimise the risk of infection transmission
- the development of effective work practices and procedures
- the implementation of an immunisation program
- ensuring that all staff required to undertake a task that may potentially expose them to infection through their work have enough training, skills, knowledge, level of competence and education and/or qualifications to undertake the task
- a regular review of our policies and procedures.

If exposure to infections within the workplace has been assessed as a risk, consistent with national and international requirements, the Organisation will adopt a three-level approach to infection control precautions.

The three-level approach involves:

- Level 1 – General: infection control procedures for the prevention or minimisation of transmission for all persons at a workplace
- Level 2 – Standard: infection control procedures for persons who may come into contact with blood and/or bodily fluids such as first aid persons
- Level 3 – Transmission-based precautions: provides a high level of protection to all persons at the workplace following identification of a positive transmission and assumes that Level 1 and Level 2 controls are in place.

Level 1 Controls – General

Infectious agents can be spread in a variety of ways, including:

- breathing in airborne germs – coughs and sneezes release airborne pathogens, which is then inhaled by others
- touching contaminated objects or eating contaminated food
- skin-to-skin contact – transfer of some pathogens can occur through touch or by sharing objects
- contact with body fluids – pathogens in saliva, urine, faeces or blood can be passed on via cuts or through the mucus membranes of the mouth and eyes.

The first level relates to general procedures designed to eliminate or minimise the risk of infection transmission. These infection control procedures will involve good personal and environmental hygiene, including:

- regular hand hygiene such as handwashing or hand rubbing at all times – washing hands with water and soap for at least 20 seconds, or using alcohol based hand sanitiser can prevent the spread of many pathogens, especially after visiting the toilet, before and after preparing food, and after touching people or equipment. Wet hands will be dried with a single use paper towel

- routine environmental cleaning and disinfection, including high contact points such as door handles, lift buttons and telephone equipment as well as high traffic areas such as reception areas promotion of respiratory hygiene and cough etiquette, such as covering the nose and
- mouth with the crook of the elbow or with a tissue when coughing or sneezing, and dispose of tissue in a closed bin
- any cuts or open wounds will be appropriately treated and covered with a waterproof dressing
- appropriate waste bins will be provided to dispose of contaminated tissues and other dirty items
- appropriate use of PPE such as gloves when undertaking cleaning and disinfection procedures. PPE and training on its use will be provided to all personnel in the workplace in accordance with manufacturer's guidelines and relevant standards. PPE will be removed before leaving the work areas where the cleaning and disinfection is taking place.

Level 2 Controls – Standard health procedures

The second level of control is referred to as 'standard precautions' and will be applied to all persons at the workplace regardless of their diagnosis or presumed infection status wherever there is potential contact with:

- blood
- body fluids, secretions and excretions (except sweat)
- non-intact skin
- mucous membranes, including eyes.

Standard precautions will involve the use of safe work practices and protective barriers, including:

- hand hygiene
- routine environmental cleaning
- managing spills
- waste management
- the safe use and disposal of sharps
- decontamination of equipment
- appropriate use of gloves
- appropriate use of facial protection/masks
- use of protective clothing
- appropriate device handling
- appropriate handling of any laundry items and/or protective clothing
- incorporation of respiratory hygiene and cough etiquette.

Level 3 Controls – Transmission based precautions

Additional control measures will be initiated where persons are known or suspected to be infected with pathogens. These precautions are in addition to the general and standard precautions and are referred to as Level 3, or 'transmission-based precautions' (**TBPs**).

TBPs are used in addition to standard precautions when standard precautions alone may be insufficient to prevent transmission of infection.

The three types of additional precautions are:

- airborne precautions which must be applied where the infected patient is known or suspected to be infected with pathogens that can be transmitted by an airborne route for e.g. Aspergillus, Legionella, Pulmonary tuberculosis, Chickenpox, Measles and Coronaviruses. These will include isolation of the infected person and in the case of a Coronavirus exposure, use of a type P2 or N95 mask that meets the requirements of *AS/NZS 1716:2012 Respiratory Protection Devices*

- droplet precautions which must be applied where the person is known or suspected of being infected with pathogens that can be transmitted by droplet route for e.g. Influenza, Bordetella pertussis (whooping cough), Rubella, Listeria, E. coli, Salmonella and Coronaviruses. These will include isolation of the infected person, maintaining a separation distance of at least one and a half metres, the use of protective gloves and eyewear and the initiation of room cleaning protocols
- contact precautions designed to reduce the risk of transmission of micro-organisms by direct or indirect contact for e.g. viral Gastroenteritis, Clostridium difficile, Methicillin-resistant Staphylococcus aureus (also known as MRSA or staph) and Coronaviruses. These will include additional precautions to eliminate contamination of environmental surfaces and equipment through the use of protective gloves and the implementation of additional room cleaning protocols.

TBPs, including cleaning protocols and procedures must be tailored to the infectious agent involved and the mode of transmission. To minimise the exposure time of other people in office/retail based setting or more industrial environment, people identified as at risk of transmitting droplet or airborne diseases (for example, a person with suspected Coronavirus exposure) should be attended to immediately and placed into appropriate transmission-based precautions to prevent further spread of the disease.

Immunisation program

To help ensure the Organisation meets its health and safety obligations to minimise the workplace risks to workers, particularly those in relation to the risk of exposure to vaccine preventable diseases in the workplace, the Organisation will develop and implement an appropriate immunisation program.

According to health authorities, immunisation is one of the safest ways to protect people against harmful infections before they come into contact with them by using the body's natural defences to build resistance to specific infections.

Therefore, to the extent that is permissible under law and where it is determined as necessary through the application of a risk management approach and in accordance with relevant medical advice, the Organisation may make the requirement for immunisation against any particular disease or infection, a condition of employment or engagement with the Organisation.

Where such a program is implemented, the Organisation will take the responsibility for all real costs involved and will, where possible, implement the program during work hours. The Organisation will also retain records of the vaccination program, sufficient to identify who has been vaccinated but in compliance with the Organisation's requirements for the confidentiality of medical and health records.

Prior to the implementation of an immunisation program, the Organisation will:

- seek appropriate and independent medical advice to ensure the recommended program meets all Government and health authority guidelines as well as the requirements of the National Immunisation Program and its related immunisation schedules
- encourage workers to seek their own independent medical advice regarding the program
- provide information to all workers on the immunisation programs currently recommended by health authorities for the Organisation's business sector
- ensure its infection control policy and program is fully implemented so as to minimise transmission and risks of infectious diseases being transmitted in the workplace.

Where an immunisation program is not possible or a worker is unable to be vaccinated for any reason, the Organisation will implement sufficient and appropriate alternative control measures to eliminate or reduce the risk of disease transmission at the workplace.

The implementation of the immunisation program will be overseen by an authorised medical practitioner and will be delivered by an authorised vaccination provider. An annual review of the immunisation status of workers will be conducted and records will be updated accordingly.

Safe handling, use and disposal of sharps

A sharp is any object that can inflict a penetrating injury and includes needles, broken glass and any other sharp object or tools designed to perform penetrating procedures. The potential for the transmission of blood borne viruses is greatest when devices, such as needles are used or spotted on work sites. As such, the Organisation will implement good housekeeping standards and develop a policy and procedures for the safe handling, use and disposal of sharps.

Environmental cleaning

Environmental cleaning refers to the appropriate cleaning of surfaces found in the workplace. Deposits of dust, soil and microbes on surfaces are a potential source of associated infections. The following basic principles should be followed:

- written cleaning protocols should be prepared, including methods and frequency of cleaning
- cleaning procedures must be commensurate with the level of risk and tailored accordingly
- standard precautions (including wearing of PPE, as applicable) must be implemented when cleaning surfaces and facilities
- cleaning methods should avoid generation of aerosols
- all cleaning items should be changed after each use and cleaned and dried before being used again. They should also be changed immediately following the cleaning of blood or body fluid/substance spills. Single-use cleaning items are preferred, where possible, such as lint-free cleaning cloths
- sprays should not be used, because they can become contaminated and are difficult to clean. Sprays are not effective, as they do not touch all parts of the surface to be cleaned
- detergents should not be mixed with other chemicals
- all cleaning solutions should be prepared fresh before use.

The Organisation will ensure that a person is identified and nominated as being responsible for the implementation, management and evaluation of the cleaning service provided.

Managing spills of blood, body fluids and substances

The Organisation will ensure there are procedures in place for dealing with blood, bodily fluids and substance spills. Cleaning protocols should be included alongside safe work procedures and emphasised in ongoing training.

The basic principles of blood and body fluid/substance spills management are:

- standard precautions should apply, including the use of PPE, as applicable
- spills should be cleared up before the area is cleaned (adding cleaning liquids to spills increases the size of the spill and should be avoided)
- generation of aerosols from spilled material should be avoided.

The management of spills should be flexible enough to cope with different types of spills whilst also considering the following factors:

- the nature (type) of the spill for example chemical substances, sputum, vomit, faeces, urine or blood
- the pathogens most likely to be involved in these different types of spills – for example, stool samples may contain viruses, bacteria or protozoan pathogens, whereas sputum may contain Mycobacterium tuberculosis
- the size of the spill – for example, spot (few drops), small (<10cm) or large (>10cm)
- the type of surface – for example, carpet or impervious flooring
- the location involved – that is, whether the spill occurs in a contained area (such as office), in a public location or within a community premises
- whether there is any likelihood of bare skin contact with the soiled (contaminated) surface.

Cleaning spills – equipment

Standard cleaning equipment, including a mop, cleaning bucket and cleaning agents, should be readily available for spills management. It should also be stored in an area known to all staff.

To help manage spills in areas where cleaning materials may not be readily available, a disposable 'spills kit' could be used, containing a large (20 L) reusable plastic container or bucket with fitted lid, containing the following items:

- appropriate leak-proof biohazard bags and containers for disposal of waste material
- a designated, sturdy scraper and pan for spills
- absorbent mats and paper
- approximately five sachets of a granular formulation containing 10,000ppm available chlorine or equivalent (each sachet should contain sufficient granules to cover a 10cm diameter spill)
- disposable rubber gloves suitable for cleaning
- eye protection (disposable or reusable)
- plastic apron
- a respiratory protection device, for protection against inhalation of powder from the disinfectant granules or aerosols (which may be generated from high-risk spills during the cleaning process).

Single-use items in the spills kit should be replaced after each use of the spills kit. With all spill management protocols, it is essential that the affected area is left clean and dry before use of the area.

Cleaning spills – procedures

Care should be taken to thoroughly clean and dry areas where there is any possibility of bare skin contact with the surface.

PPE should be used for all cleaning procedures and disposed of or sent for cleaning after use. Hands should be washed and dried after cleaning.

Where a spill occurs on a carpet, shampoo as soon as possible. Do not use disinfectant. Steam cleaning may be used instead.

Wash hands thoroughly after cleaning is completed.

Cleaning spots or small spills

Spots or drops of substances or other small spills (up to 10cm) can easily be managed by wiping the area immediately with paper towels, and then cleaning with warm water and detergent, followed by rinsing and drying the area. Dry the area, as wet areas attract contaminants.

Cleaning large spills

Where large spills (more than 10cm) have occurred in a 'wet' area, such as a bathroom or toilet area, the spill should be carefully washed off into the sewerage system using copious amounts of water and the area flushed with warm water and detergent.

Large spills that have occurred in 'dry' areas should be contained and generation of aerosols should be avoided.

Granular formulations that produce high available chlorine concentrations can contain the spilled material and are useful for preventing aerosols. A scraper and pan should be used to remove the absorbed material. The area of the spill should then be cleaned with a mop, and a bucket of warm water and detergent. The bucket and mop should be thoroughly cleaned after use and stored dry.

Waste disposal

The Organisation will ensure that procedures are in place for the correct management of all waste generated and that they are compliant with regulations and guidelines administered by other Government agencies, for example Environmental Protection agencies and local Government ordinances.

All waste should be stored in secure areas until collected. Waste should be removed from workplace areas each day and more frequently as needed, such as from specialised areas. Waste bags should be tied before being removed from the area.

General waste disposal

Place in general waste bin for removal.

Biohazard waste disposal

Place in biohazard bags as soon as possible. Biohazard bags have a biohazard symbol and are currently coloured yellow.

Medical / other conditions

Due to the potential hazards associated with this workplace such as possible exposure to pathogens and infection, persons working at the workplace are required to disclose any medical condition or disability, which may affect their capacity to participate in specific work activities that may impact upon their health and safety or the health and safety of others.

If a worker becomes aware of any condition, disability or impairment (temporary or otherwise), which may potentially affect their capacity to participate safely in work activities, or activities related to their work, they should immediately advise management as soon as practicable so that a suitable and applicable risk assessment can be undertaken.

All such discussions will be considered strictly confidential in accordance with the Organisation's privacy policy. Any medical information disclosed will be used only for the purpose for which it was collected and will not be disclosed to other parties unless permitted by law, without the consent of the person making the disclosure.

Dealing with COVID-19 in the workplace

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

Cleaning and disinfection

The best way to protect all persons in the workplace from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for the workplace. Combined regiment of cleaning and disinfection will be the most effective method in eliminating or spread of the COVID-19 virus in the workplace.

Workplace should be cleaned at least once a day. More frequent cleaning may be required in some circumstances. If equipment is shared between persons, it should be cleaned between uses, where practicable.

Cleaning is to be performed using detergent and water and once cleaned surfaces should be disinfected. This would include any time there has been an instance or suspected case of COVID-19 in the workplace or where any persons in the workplace are likely to touch a surface.

Hygiene

Good hygiene is necessary to stop the spread, therefore each worker must:

- frequently wash their hands with soap for at least 20 seconds or use a hand sanitiser with greater than 60% ethanol or 70% isopropanol before and after eating and going to the toilets
- limit contact with others, including shaking hands
- stop touching their eyes, nose and face when their hands are not washed
- cover their mouth while coughing and sneezing with a clean tissue or elbow
- put used tissues straight into the bin.

The Organisation will ensure that adequate supply of hand washing soap dispensers, sanitisers and tissue paper is readily available to all persons in the workplace.

Self-isolation

If a worker suspects that they have contracted COVID-19 or if they have been in the presence of someone infected by the COVID-19, they should isolate themselves and advise their manager immediately.

Remote or Isolated Work

Introduction

Working alone or remotely, such as in a community in isolated areas, whether for a short or long period of time, can increase the health and safety risks of any job.

Remote or isolated work is work that is being undertaken in isolation from the assistance of other people and can make it harder to get help as they may not have the same level of access to rescue, medical assistance or emergency services. This can be due to location, time or nature of the work being performed.

As such, workers may be isolated from support and assistance because of where or when they are working or the nature of their work they are doing.

Identifying hazards associated with remote or isolated Work

The Organisation will consult with workers to assess the risks associated with remote and isolated work risks.

The risks of remote and isolated work are that workers are more vulnerable and may be at a higher risk of work related violence and aggression.

Workers may be deemed working remotely or in isolation if they:

- physically work alone
- work separately from others
- work at home
- work outside normal working hours
- work shift work or night work
- travel as part of work
- travel long distances, particularly when working late
- work unsupervised
- work in geographical isolation
- work on a reduced roster, for example, working late on public holidays
- work in isolation with members of the public.

When identifying hazards and risk, the Organisation will consider:

- the location where the work is being done, including environmental conditions and distance to facilities and resources, for example, workers in remote locations may have difficulty accessing emergency services
- the work and work processes that require workers to be remote or isolated, for example, workers who work alone late at night could be exposed to work related violence or aggression
- reviewing workers' compensation claims, recorded incidents, absenteeism and worker complaints
- if workers use public transport and need to walk to a train or tram station or bus stop during times that are at night, encouraging workers to travel with colleagues. This is not a work related matter but would be considered.

Assessing risks associated with remote or isolated work

The Organisation has an obligation to ensure that any remote or isolated work that poses a risk of injury to workers is assessed to determine the seriousness of these hazards, including working late. This will include determining:

- if any individual workers may be more vulnerable, for example ascertaining if any individual worker has personal circumstances that may affect them undertaking the work

- whether there is a possibility of higher risk of exposure to violence or aggressive customers
- how long the worker will be working alone for
- what forms of communication and assistance the worker has access to especially relating to emergency support
- if any individual worker is more vulnerable, consider the worker and any individual factors, for example, their skills, experience and as well as their physical and psychological health, which may affect their ability to work late or remotely and manage the environment
- if they are more likely to suffer psychological distress (such as anxiety, stress, fear and depression) because of their work, which could lead to an increased risk of serious injury, or suicide. They could, for example, be psychologically affected by:
  - the negative impact working away from home can have on family relationships
  - feeling excluded and disconnected because of the lack of social, emotional, and practical support from colleagues
  - environmental issues, such as drought
- the type of work they are undertaking
- if the risks of the work can be controlled by one person, for example:
  - where there is risk of a fall
  - working with electricity and/or plant
  - within confined or restricted spaces

(In these situations, it would be unlikely that working alone would be appropriate).

Controlling risks associated with remote or isolated work

The Organisation will ensure, as far as reasonably practicable, that the risks associated with remote or isolated work are controlled. The process of controlling the risks will be determined in consultation with the affected workers.

The Organisation will ensure as far as reasonably practicable that they:

- implement a buddy system where possible, particularly for work where workers should always be accompanied by another person
- design workplace layouts to include monitored closed circuit television (**CCTV**) and/or dash cameras in vehicles
- implement and monitor any personal duress devices
- provide a mobile phone or cover the cost of a mobile phone for the worker. Where the provision of a mobile phone is not practical (for example, because the worker is working on a site where mobile phones cannot be used), the Organisation will consider appropriate alternative means of communication, such as satellite phones, digital two way radios, GPS tracking devices, pagers or landline phones
- agree on arrangements for how frequently remote or isolated workers should communicate. This may be at the start and end of each shift, at pre-set four hourly intervals, or as often as reasonably required based on the nature of work being performed
- ensure that a nominated person or management representative is contactable by the worker at all times whilst they are engaged in remote or isolated work, including when working late or travelling long distances
- ensure that appropriate management are always contactable by the worker whilst they are working late
- ensure that workers are not fatigued, by providing access to adequate facilities and ample rest breaks and recovery time
- ensure that there are procedures in place to manage any emergency situation that may arise, including an emergency response plan when workers fail to report to the agreed communication arrangement
- depending on the work being done, ensure the worker is provided with appropriate training and instructions on emergency procedures, as well as dealing with threatening situations and using communication systems.

Where workers are engaged to work on a particular work site, workers will be directed to comply with any relevant site-specific health and safety policies and procedures. In particular, workers will be directed to:

- report to the site's reception area or designated contact person and announce arrival
- sign into the site's visitor's attendance log, where required
- carry/wear any visitor passes whilst on site, as requested
- attend any site specific health and safety induction, where required
- where applicable, wear or use relevant safety protection clothing issued by the Organisation of the site, including any hard hats, personal hearing protection, hi visibility vests, coats, boots, non-slip soled shoes or eye protection
- abide by all instructions issued by the site, in particular safety instructions and any specific emergency procedures
- remain on any designated walkways or access paths, and obey any signage on the site
- report any hazards detected to the site, such as exposed leads
- assess the risk posed by any hazards and determine whether it is safe to continue work. In the event it is not safe to do so, workers will be directed to take necessary steps to prevent an incident occurring and immediately report the hazard to the Organisation
- in the event of an emergency, follow the site specific emergency evacuation response plan.

If a health and safety issue or hazard cannot be resolved, the worker will be directed to contact their manager or supervisor immediately.

PENINSULA

Contractor Management

Introduction

Contract workers that are engaged directly by the Organisation in core business functions and under the direct control of the Organisation are owed all the same duties and responsibilities for safety as for any other worker.

When the Organisation engages contractors in a "contract for service" (i.e. workers are employed by another Organisation), it is important to determine the health and safety responsibilities of both parties.

The selection process for a contractor will determine whether the contractor (or subcontractor) is able to meet the Organisation's safety expectations and ensure the wellbeing of workers that may be required to work with, or around the contractor/s during the normal course of their duties, members of the public, others at the place of work, and any other infrastructure or aspects of the workplace.

Organisation responsibilities

The Organisation has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all its workers. In particular, it is responsible to ensure:

- that contractors and subcontractors (and their workers) are provided with a safe working environment
- all contractual arrangements to engage contractors stipulates that safety performance as a condition of engagement and that their performance will be monitored and evaluated
- that contractors and subcontractors (and their workers) are inducted into the workplace before they commence work, and are able to demonstrate an understanding of the Organisation's safety expectations and standards
- that contractors and subcontractors (and their workers) have appropriate safe system of work including relevant safety procedures for all hazardous work and safe operating procedures or the equivalent for the operation of hazardous plant and equipment
- that contractors and subcontractors (and their workers) have relevant and current qualifications, registrations, licences, permits, authorisations and/or skills and knowledge to undertake the proposed work safely and without risk to themselves or others
- the implementation of a formal consultation procedures and a commitment to effective and efficient co-operation and co-ordination between the parties to ensure that the work of all parties does not put any person at risk of harm so far as is reasonably practicable. This may include:
  - reaching an agreed understanding of the contract requirements, expected deliverables and safety expectations
  - developing a clear scope of work that clearly identifies individual activities that breaks down the scope of work
  - clarifying any restrictions on work – time of day, types of materials, specific equipment, licence requirements, etc.
  - agreeing on the processes and procedures for the effective monitoring and reviewing of work practices and activities through audits, inspections, corrective actions or by other agreed means
  - establishing a contractor register and induction process to ensure the Organisation knows who is at the workplace and when
  - involving nominated representatives in consultation to ensure two-way communication
  - sighting evidence that sufficient information, training, instruction and supervision will be provided to ensure that contractors and subcontractors and their workers will be able to undertake their work in a safe manner and without risk to themselves or others
  - ensuring an appropriate communication process is in place for contractors, subcontractors and their workers to notify the Organisation of any incidents where they are undertaking work on behalf of the Organisation
- effective evaluation of any documentation required and provided as prequalification will be used as a selection criterion for the engagement of contractors, subcontractors and their

workers. Such documentation or evidence may include having and maintaining relevant insurances, including workers compensation, public liability, and/or professional indemnity to undertake their work

- development and utilisation of a preferred contractor system where possible to ensure that any contractors engaged are selected from this list and therefore already assessed as having appropriate health and safety management practices
- that contractors and subcontractors (and their workers) are able to provide evidence of their safety management arrangements for all work to be undertaken by them and acknowledging that the Organisation maintains the right to cease any unsafe work until it is resolved to the Organisation's satisfaction
- prospective contractors are provided with sufficient information during the tendering/application process to enable them to respond to any and all identified hazards associated with the scope of work to be performed
- access to the workplace to allow contractors to undertake specific hazard identification, risk assessment and development of safe work method statements or equivalent safety procedures before work commences
- evaluation of any and all procedures created by contractors for accuracy and appropriateness
- implementation of a formal consultation schedule (e.g. safety meetings and feedback opportunities)
- communication of the safety requirements and expectations of the Organisation
- that an appropriate corrective action plan is developed and issued to the contractor, or their representative, whenever contractor safety issues are raised
- that any work activity or unsafe work practice undertaken by the contractor, or their representative, is ceased immediately if any individual is placed in immediate risk or if a defined safe procedure is not being followed. Should this be the case, the work activity will not resume until the issue is resolved.

Supervisors/Managers responsibilities

Where supervisors or managers of the Organisation are required to supervise or manage contractors, they will be responsible for:

- ensuring they are familiar with the contents of the contractors' safety management plan or procedures
- undertaking agreed monitoring activities as per the agreed schedule
- ensuring work proceeds in accordance with safe procedures, including those detailed in any safe work procedure
- ensuring that all safe procedures, including any applicable safe work procedure are reviewed as required
- ensuring that the agreed consultation, participation and co-operation procedures are implemented as required
- ensuring that the agreed processes and schedules for the monitoring and reviewing of work practices and activities of contractors and subcontractors (and their workers) is undertaken and appropriate corrective actions are implemented
- reporting any safety observations or unsafe work methods being implemented by contractors or subcontractors (and their workers) that place people and/or property at risk
- taking immediate action to cease any work being undertaken by contractors or subcontractors (and their workers) that is unsafe and poses an immediate threat to the safety and wellbeing of any persons
- ensuring that any and all incidents resulting from work carried out by contractors or subcontractors (and their workers) are reported in accordance with the Organisation's hazard and incident reporting procedure
- providing an evaluation of the contractor's safety performance to management at the conclusion of the contracted works
- demonstrating positive safety behaviours and compliance with the Organisation's safety arrangements and instructions.

Contractor responsibilities

When the contractor and/or subcontractor and their workers have been selected and engaged, they must:

- ensure that they follow safe systems of work sufficient to ensure that no person is placed at risk of injury or illness
- carry out a workplace safety assessment in relation to all proposed works
- undertake all contracted works safely and manage the risk of harm to persons or property
- ensure they and their workers have been provided sufficient information, training and instructions to undertake their work safely and without risk to themselves or others
- have sufficient safety reporting processes in place such as hazard and incident reporting, emergency management procedures and non-conformance reports
- ensure that all statutory requirements that requires a person to be authorised, licenced, supervised or to have prescribed qualifications registrations, permits, and/or skills and knowledge or experience are met and be able to produce evidence of the same to the Organisation if requested, prior to the works commencing
- ensure that all statutory requirements for the licencing, approvals and/or authorisation of any plant, substance, design or work (or class of work) are met and be able to produce evidence of the same to the Organisation if requested prior to the works commencing
- develop, implement and maintain a suitable and appropriate emergency management procedures relevant to the proposed contracted works, or to comply with the Organisation's emergency management procedures relevant to the specific workplace
- ensure that all safety procedures, records, authorisations such as licences or permits are maintained, and documented risk assessments are maintained and are readily accessible for perusal or review by the Organisation or the health and safety regulator on request
- generally, comply with the requirements of all safety legislation (or any other legislation that may apply)
- actively participate in the consultation and participation arrangements agreed with the Organisation.

Worker responsibilities

When working alongside or with contractors, the Organisation's workers are responsible to ensure that they:

- continue to follow the Organisation's instruction and directions in relation to health and safety
- only undertake work that they are formally authorised and qualified to undertake
- are familiar with the hazards related to the work being undertaken by them and works being undertaken by contractors in nearby or adjacent areas
- take all reasonable care to prevent risks arising from their work that may impact upon contractors, subcontractors, themselves or other workers
- as far as possible, report any safety observations or unsafe work methods being implemented by contractors that place people and/or property at risk
- as far as possible, take immediate action to cease any work being undertaken by contractors that is unsafe and poses an immediate threat to the safety and wellbeing of any persons
- to the level of their responsibilities, ensure that incidents resulting from work carried out by contractors are reported in accordance with the Organisation's hazard and incident reporting procedure
- demonstrate positive safety behaviours and compliance with the Organisation's safety arrangements and instructions
- actively participate in the consultation and participation arrangements agreed with the Organisation and contractors or subcontractors (and their workers).

Labour Hire Duties and Responsibilities

Introduction

Generally, labour hire workers are engaged by a labour hire agency who then on-hire them to other organisations, referred to as the host organisation.

The labour hire agency and the host organisation share responsibility for the health and safety of the labour hire worker however the level of responsibility will be proportional to the level of influence/control each have over the work and activities being undertaken by the worker.

There may also be multiple labour hire or host Organisations involved, for example, one agency may provide workers to another agency which then on-hires the workers to a host. Under such circumstances, all agencies and hosts share a responsibility for the health and safety of the worker.

Labour hire arrangements

Health and safety laws broaden the scope of the primary duty of care to cover new and evolving work arrangements which extend beyond the traditional employer and employee relationship. These specifically include labour hire workers who have been on-hired by one Organisation to work for another Organisation.

Under such arrangements, the law places obligations on each duty holder, such as in a host/labour hire arrangement. This means that under a labour hire arrangement, both the labour hire agency and host Organisation/s share duties to ensure the health and safety of labour hire workers.

These duties must be fulfilled to the extent to which each party has the ability to influence and control the work and the working environment. The duty also places an obligation on all parties to consult, coordinate, and cooperate with each other in all aspects that may impact upon the health and safety of the worker.

Duties of a host Organisation

The Organisation will, so far as is reasonably practicable, ensure the health and safety of all labour hire workers and will ensure procedures are in place to facilitate ongoing consultation, cooperation and co-ordination with the relevant labour hire agency.

Before engaging labour hire workers

The Organisation will provide the labour hire agency with a tour of the workplace and detailed written information about the nature of the work to be carried out. This includes, but is not limited to:

- the work environment
- any plant or equipment to be used
- hours / days of work or shift requirements
- organisational and work health and safety arrangements
- literacy and numeracy requirements
- interpretation / availability / requirements if any
- health and safety risks and controls associated with the work
- induction and training requirements
- any physical restrictions related to the work
- PPE and clothing requirements
- any skills, knowledge, authorisations, or licenses required to undertake the work

- identify any vaccination requirements or medical prohibitions associated with the work tasks.

Before labour hire workers commence

The Organisation will:

- verify that the proposed worker/s have the necessary qualifications, competencies, licences, skills, and training to safely carry out the proposed work.
- verify that the proposed worker/s are fit to undertake the proposed work
- understand any literacy, numeracy or language issues that may impact the workers understanding of the work and their ability to work safely
- where literacy and language issues are identified, determine the appropriate controls e.g., use of interpreter, translation of documents into relevant languages or design a verbal induction and training program to verify the workers' level of understanding.
- establish regular consultation processes with the hire agency including agreement in relation to who will provide any necessary equipment such as personal protective equipment and the standards it must meet
- confirm the level of general health and safety information, that has been provided to the worker in relation to the work, workplace, and work environment
- establish and agree on points of contact for health and safety between the organisations and workers as well as agreed method and frequency of communication
- provide the worker/s with a site-specific safety induction outlining work health and safety duties, policies, procedures, and practices in the workplace including consultation methods

During a labour hire worker's placement

On commencement, the Organisation will provide the labour hire worker with:

- a site and work area / task induction
- relevant training and information to enable them to undertake the work safely
- interpretation methods, where appropriate
- appropriate supervision to ensure that work is being performed safely
- opportunities to participate in the identification of hazards specific to their work
- support and encouragement to participate in workplace consultative arrangements
- encouragement and contact details to enable the worker to maintain contact with the labour hire agency throughout their placement.

Where any changes to the labour hire worker's agreed work or work tasks are being considered, the Organisation will:

- consult with the labour hire agency and worker regarding any potential changes which may affect work health and safety, including transferring to new tasks or changing the nature of their work tasks. No such changes will take place until consultation, and approval is obtained from the agency worker and the hire agency
- allow the labour hire agency access to the workplace and to relevant documents for the purpose of verifying workplace safety assessments so as to help them fulfil their work health and safety duties
- provide any further training, instruction, or information necessary prior to transferring to new tasks

Labour hire worker's responsibilities

Labour hire workers must:

- consult with the host on any changes which may affect their health and safety. For example, this may include consultation about the use of new plant and equipment not considered prior to placement

- actively participate in discussion with host when / if new risks are identified to ensure effective controls are implemented.
- raise any health and safety concerns with the host
- arrive for work in a fit condition to undertake the work
- only undertake work for which they are trained, deemed competent and authorised to perform
- only operate plant / equipment that they are trained, licensed, competent, and authorised to operate
- immediately report any incidents, hazards, near misses, plant / property damage or faults to the host
- follow any reasonable instruction that is designed to ensure their safety and the safety of others
- actively participate in the risk management strategies of the host Organisation
- fit, wear, and maintain PPE and clothing

Working on or adjacent to Roadways

Introduction

Working on or adjacent to roadways may present a risk of injury to workers. The most obvious hazard to persons undertaking construction work or maintenance activities on, or adjacent to, a road is the risk of death or injury resulting from coming into contact with vehicular traffic or moving plant.

Work near a roadway is determined as either construction work or maintenance work. Construction work includes:

- building a new road
- repairing a road
- resealing or resurfacing a road
- re-sheeting a gravel road
- laying drainage pipes
- repairing footpaths
- excavation and landscaping associated with the previous activities.

Maintenance work includes:

- mowing the median strip of a road
- trimming trees on a median strip or footpath
- undertaking work on underground or overhead services or utilities.

Traffic Control Devices

The Organisation will ensure that the overall design, placement and usage of temporary traffic control signs and devices used at road works where the Organisation is undertaking work will be in accordance with AS1742.1:2021 or its equivalent. Where a specific jurisdiction has additional requirements in place that are in excess of the requirements of the standard, whether temporary or not, the higher standard will be adopted.

Safe work method statements (SWMS)

Where the Organisation is undertaking construction work near a road a SWMS must be prepared for the work.

The SWMS must:

- identify work that is high risk construction work
- specify hazards relating to high risk construction work and risks to health and safety associated with those hazards
- describe the measures to be implemented to control the risks. For example, the relevant person will, when working on or near a road, comply with *AS1742:2021 Manual of Uniform Traffic Control Devices*
- describe how the control measures will be implemented, monitored and reviewed.

A SWMS for high risk construction work may be a generic where the activity is to be performed in the same way, in the same or similar circumstances. However, site specific hazards must also be included in the SWMS.

As traffic controllers are performing high risk construction work, a SWMS must also be prepared for that work.

Where SWMS are not required, the principles of risk management will be enforced, and the overall health and safety of workers must still be managed.

Permits and approvals

When considering control measures, such as road or footpath closures, advice and approvals should be obtained from relevant authorities, including the local council, where the work is to be conducted, or the relevant Police service.

Training

Workers working on, in or adjacent to, a road should be provided with training in the basic application of *AS1742.1:2021*. Persons required to design and/or implement a traffic management plan should be trained in the advanced application of the standard provided by approved training providers.

Traffic management

There are numerous ways to control the risks associated with working on or near roads or road related areas. The following are some examples of a number of traffic control measures that may be considered:

- road closures
- footpath closures
- detours
- signing
- traffic controllers.

Traffic plans

Traffic plans must be designed to be consistent with the requirements of *AS1742.1: 2021* and should be prepared for:

- Short term and mobile work:
    - planning in these cases should comprise the development of procedures and the provision of appropriate sets of signs and devices to cover all of the routine tasks the workers will encounter
- Work involving relatively simple part roadway closures:
    - planning in these cases should comprise a minimum requirement to sketch the protective devices and delineation required on a road construction or similar plan, and to prepare a list of devices required for the job
- Complex traffic arrangements. Planning in these cases should comprise:
    - plans showing temporary traffic paths, their delineation and the position of traffic control or warning devices, or on multistage works, a separate set of plans for each stage
    - details of after hours traffic arrangements, on separate plans, if required
    - all necessary instructions for the installation, operation, between stage rearrangement and ultimate removal of devices at the conclusion of the job, planned well before the job starts, or before the start of the stage to which they apply, so that there is enough time to obtain any special devices or approvals needed.

All essential aspects of traffic plans are to be considered in the following order, and incorporated into the plan, if relevant.

Traffic demand

Determine the capacity required to accommodate traffic demand at an acceptable level of service and convenience to road users and to decide on the amount of road space which must remain open, and where applicable, the times of day when greater amounts of road space are needed to handle higher traffic volumes (e.g. urban peak periods).

Traffic routing

Select the appropriate means of routing traffic at the site i.e. through, around or past the site, or a combination of these, and ensuring that all required traffic movements are provided for.

Traffic control

Determine the need for traffic control by:

- traffic controller
- traffic signals (portable or permanent)
- Police
- other means.

Other road users

Determine the need to make provisions for road users, other than vehicular traffic, including:

- pedestrians, including people with disabilities, where appropriate
- bicycles
- school children
- local residents
- emergency vehicles.

Special vehicle requirements

Determine the need to provide for vehicles, such as:

- buses, including stops and terminals
- over dimensional vehicles (e.g. vehicles which, together with their load, are wider or longer than standard
- restricted vehicles (e.g. vehicles which, although within legal limits, are permitted to use only specified routes).

Depending on circumstances, movement of traffic may be achieved in one of the following ways:

- through the work area, by intermingling with workers or plant
- past the work area by means of a delineated path alongside, but clear of the work area
- around the work area by a detour, which may be via a sidetrack, or an existing road.

Signage

Careful consideration should be given to the signing of the worksite, no matter how brief the occupation of the site may be. This should include:

- protection of workers
- provision of adequate warning of changes in surface condition, and the presence of personnel or plant engaged in work on the road
- adequate instruction of road users and their safe guidance through, around or past the worksite
- safe access and egress to and from the work site.

Important basic principles regarding signs and devices, to be observed, are as follows. Signs and devices shall be:

- appropriate to the conditions at the worksite and shall be used in accordance with the AS1742.1:2021 unless a risk assessment by a competent person indicates that an alternative but superior arrangement is appropriate
- erected and displayed before work commences at a work site
- regularly checked and maintained in a satisfactory condition
- removed from a work site as soon as practicable. However, appropriate signs should remain in place until all work (including loose stone removal) has been completed

Records shall be kept of all work's signing and delineation at roadway or part roadway closures.

Working at night or in low light

Workers required to work at night, or in low light, may be exposed to a number of risks including being struck by moving vehicles or slipping, tripping and falling.

To control the hazards and risks when working at night or in low light the Organisation will consider:

- having at least two workers working at any time
- providing additional lighting
- wearing fluorescent and/or retroreflective clothing, including vests and gaiters.

Workplace Traffic Management

Introduction

The interaction of vehicles powered mobile plant, workers and others at the workplace, such as members of the public, are part of the Organisation's daily operational activities. As such, traffic movement in and around the workplace must be effectively planned, managed and controlled to minimise related risks that can lead to serious injuries, fatalities and/or significant property damage.

Workplace activities such as loading, unloading, storage, stock retrieval and dispatching, may all involve traffic movement in addition to vehicles accessing and egressing the workplace throughout the hours of work.

Out of hours work and nighttime work also introduces a range of additional risks where there is a reliance on artificial light to ensure adequate visibility of workers and the workplace.

In addition, factors beyond the control of the Organisation may also impact upon traffic movement in and out of the workplace, such as the proximity to a public road and the volume of passing traffic, adjacent road works, proximity to school zones, the layout of approaching roadways and the prevailing local weather conditions.

Identifying workplace traffic hazards

The potential hazards associated with traffic activity may include:

- collisions with pedestrians
- collisions with other vehicles, plant and equipment
- unexpected vehicle and personnel movement
- reversing vehicles
- vehicles, and powered mobile plant unable to stop quickly
- loading, unloading and storing goods in designated areas
- picking, preparing and wrapping orders for transportation
- areas where visibility of vehicles or pedestrians may be impeded (for example, blind corners, obstructions or other vehicles parking areas).

Therefore, workplace traffic management hazards can be identified through:

- observing the workplace and identifying traffic flow of vehicles and powered mobile plant within the workplace
- observing the workplace to identify the potential areas of interaction between vehicles, mobile plant, workers and others at the workplace, including the general public
- reviewing work tasks and the workplace design and layout in relation to the types of vehicles and mobile plant operating within the workplace and the nature of the work being undertaken by their operators
- conducting walk through inspections of the workplace observing the workflow and its interaction with vehicles and/or mobile plant
- consultation with workers
- reviewing how traffic enters and exits the workplace and/or site throughout the various operational hours
- observing traffic the time of day workplace traffic activity occurs (day and night)
- reviewing available information such as workplace inspections, risk assessments undertaken, incident reports and injury records
- reviewing any documentation provided by the manufacturer on plant, equipment and storage structures utilised in the workplace.

Assessing workplace traffic risks

The Organisation has an obligation to ensure that any workplace traffic activity that poses a risk of injury to workers or the public is assessed to determine the seriousness of these hazards.

In assessing risks arising from workplace traffic activity, the following factors will be considered:

- emergency procedures
- weather conditions
- the experience of the vehicle operators and their knowledge of the site
- the number of customers or clients who access the site and the frequency with which they do so
- the traffic routes around the site for public roads and thoroughfares
- pedestrian access and walkways that need to be accessible (these may include access from parking areas or road crossings)
- the flow and number of pedestrians and traffic use in the area
- the number and type of vehicles in use in the area
- the type of work undertaken at the site or within the workplace (this may include deliveries, dispatch and storage areas)
- the potential interactions that are likely to occur (for example, traffic flow in the workplace, thoroughfare traffic, vehicles and pedestrians, between workers and vehicles on public roads).

Controlling specific workplace traffic risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with traffic activity are controlled. It is acknowledged that the loading and unloading of goods at third party sites may present differing or additional control measures that must be complied with. As such, the process of controlling traffic activity risks will be determined in consultation with the workers who are required to carry out the task.

In developing traffic control measures, the following will be taken into consideration:

- ensuring that an effective traffic management plan that eliminates or minimises the risk of serious injury from traffic movement at the workplace is developed and implemented in consultation with workers
- safe work procedures and safe systems of work are developed and implemented in consultation with workers for all traffic related activities
- where possible, the workplace is designed or will be redesigned to ensure that traffic in and around the workplace is managed as safely as possible and the risk of injury from a traffic related incident is eliminated or minimised as far as reasonably practicable
- where possible, there are clearly identified separation areas and/or zoning for both pedestrian, vehicles and powered mobile plant
- ensuring that only authorised persons or persons being accompanied by an authorised person enter traffic activity areas
- ensuring that all mechanical assistance/aids and PPE required to eliminate or minimise the risk of traffic incidents, or to undertake particular traffic activities, are provided, properly used and suitably maintained
- all vehicles and mobile plant used in the course of undertaking work on behalf of the Organisation is appropriately serviced and maintained in accordance with the manufacturer's instructions or as otherwise required by the health and safety regulator
- ensuring that the traffic management control measures are regularly inspected, tested as necessary and appropriately maintained
- ensuring that there is appropriate emergency response plans related to all traffic activities in place
- ensuring that the traffic management plan is regularly reviewed proportionate to the level of risk and/or whenever there is an incident related to traffic management
- the potential use of load shifting equipment

- signs, warning devices and visibility.

To this end, control measures may include:

- eliminating the need for vehicles or powered mobile plant to operate at the workplace, such as replacing powered forklifts with "walkie stackers"
- the provision of protective structures and safeguards that provides separation between pedestrians and traffic and/or the provision of suitable warning devices. Such controls may include barriers, interlocked gates, zoning systems, proximity alarms, dedicated pedestrian doors and/or consideration of elevated walkways for larger sites wherever possible
- the installation of mirrors, reversing cameras, sensors and alarms to help drivers see or be aware of movement around the vehicle
- installing visual warning devices, such as flashing lights, electronic traffic control devices or high-visibility markings for powered mobile plant
- implementing safe systems of work to stop loads being carried forward where they impair clear vision
- appointing a trained person to control vehicle manoeuvres, particularly in relation to reversing delivery vehicles
- the use of communication methods, such as:
  - radio – however ensure a backup communication process is in place if it fails
  - line of sight communication e.g. hand signals or cap lamp light signals. The person receiving the message should acknowledge the message has been received and understood
  - verbal commands and confirmation of warnings and signals
- establishing defined exclusion zones for traffic only, by defining the area where forklifts operate or temporary exclusions zones whilst a forklift is loading or unloading in a storage or warehouse aisle
- establishing defined exclusion zones for pedestrians only such as adjacent to tea rooms and amenities
- defining walkways to eliminate or minimise the level of interaction between pedestrians and traffic
- activating warning devices on vehicles and powered mobile plant to alert pedestrians and other vehicles of traffic activity in the vicinity
- engineering controls, such as speed limiting devices on powered mobile plant
- provision of separate exits and entries to the site for vehicles and pedestrians
- defining dedicated parking areas for workers and visitors to the workplace that are safe with dedicated walkways or barriers to eliminate or minimise the interaction between persons and other traffic movement
- establishing and enforcing traffic direction and flow into and out of the site such as enforcing a one way traffic movement
- ensuring visitors to the workplace are made aware of the traffic management controls in place, including in accessing and egressing the site
- controlling entry to the work area (using boom gates or signage)
- scheduling work to minimise the number of vehicles operating in the same area at the same time
- limiting the speed of vehicles in the workplace (installing speed signs)
- ensuring that traffic management equipment and control measures are inspected, tested and maintained appropriately
- eliminating the need for vehicles to reverse as much as possible
- providing sufficient training, instruction and supervision to ensure all workers are able to work safely and implement or use the traffic control measures that are in place
- prohibiting non-essential workers from entering where vehicles and powered mobile plant is operated
- provide clear warning signs where vehicles and powered mobile plant operate
- providing designated safety zones for visiting drivers
- ensuring the floor and ground surfaces where vehicles and powered mobile plant operates are well maintained to minimise the risk of potholes and uneven surfaces that may increase the risk of vehicles or mobile plant overturning or causing a loss of control
- ensuring that PPE, such as high visibility vests are worn in all areas where there may be traffic movement and appropriate PPE is worn when operating in warehouse traffic areas.

Motor Vehicles

Introduction

Driving for work purposes is a considerable risk to a worker's health and safety and those risks are considered to increase as the time driving on the roads also increases.

Some of the biggest health and safety risks for drivers include:

- time pressures for deliveries, pick-ups or meeting schedules
- work cycles, particularly where shift work may be involved
- driver fatigue – even multiple short trips can result in driver fatigue
- vehicle selection and design
- manual handling of goods or products
- working at height, particularly if driving vehicles other than cars
- exposure to gases and fumes.

The Organisation acknowledges that the driving of a motor vehicle is governed by a range of specific road or transport rules that are administered by the applicable State and Territory Government and generally enforced by the relevant Police force.

Therefore, nothing in this policy, either defined or implied, is designed to mitigate the responsibilities of drivers to obey the applicable road rules or rules and laws that apply to the transportation of products and goods.

However, the operation of motor vehicles is a normal part of the Organisation's activities and where driving or travelling in a motor vehicle is required in the course work, the motor vehicle is considered as the worker's place of work.

The Organisation therefore recognises that it has health and safety obligations in respect of workers who drive or travel in motor vehicles as a part of their work. This means that the Organisation will ensure that, so far as is reasonably practicable, workers are not exposed to hazards and risks that could arise from operating a motor vehicle as part of work and the risks will be therefore addressed via a risk management approach.

Identifying motor vehicle hazards

Motor vehicle hazards can be identified by:

- determining the use of vehicle for work, which could include the following situations:
  - vehicles owned, leased or hired by the Organisation as work vehicles
  - vehicles owned, leased or hired by the Organisation for private use but incidentally used in the course of work (for example, vehicles included in salary packaging arrangements)
  - vehicles operated by other organisations, which their workers use, either as drivers or passengers
  - vehicles owned or leased by workers that are used in the course of their work ('grey fleet' vehicles)
  - public transport vehicles, including taxis or ride share vehicles
- reviewing the tasks associated with motor vehicles
- observing how workers perform their tasks
- reviewing any documentation regarding the use of the vehicle that is provided by the motor vehicle manufacturer or that is otherwise available
- checking workplace specific documentation regarding the motor vehicle, for example pre-start checklists
- consulting with the workers carrying out the tasks.

Assessing motor vehicle risks

The Organisation has an obligation to ensure that any motor vehicle operation that poses a risk of injury to workers is assessed to determine the seriousness of the hazard.

In assessing risks arising from motor vehicles, the following factors will be considered:

- the size, type and condition of motor vehicles in use
- the licensing requirements for the motor vehicle
- the distances and recommended driving times of trips
- loading and restraining of loads, regardless of size
- ergonomics, in particular seating comfort and position
- road and traffic conditions
- services and amenities on route for refueling, rest breaks, breakdowns, and emergencies.

Controlling motor vehicle risks

The Organisation will consider alternatives to travel to eliminate the exposure to road traffic where it is reasonably practicable. However, if it is not possible, the Organisation will ensure, as far as reasonably practicable, that the risks associated with motor vehicles in the workplace are controlled. The process of controlling motor vehicle risks will be determined in consultation with the workers who are required to carry out the task.

In the event that motor vehicle operations have been assessed as a risk, the Organisation will:

- put systems in place where only authorised persons will be permitted to operate the Organisation's vehicles
- ensure the motor vehicles being driven are registered and insured in accordance with the relevant legislation
- ensure that workers have the appropriate and current licences or certificates and organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation, such as loading and unloading
- ensure that records and details of licenses held by drivers is retained by the Organisation and recorded in the **Skills Matrix and Training Register**, or equivalent
- provide information and training to ensure drivers are aware of road or transport rules when using the road network
- ensure that all motor vehicles used by workers have been deemed appropriate for the task and meet all laws and rules applicable to driving on public roadways
- ensure that drivers are familiar with the motor vehicle they are required to operate and the safe operation of the vehicle
- ensure that workers comply with any legislative requirements relating to the use or operation of motor vehicles, for example by scheduling trips to ensure that a suitable or prescribed work/rest ratio is in place, that driver fatigue is effectively controlled, and work diary requirements are adhered to where required
- ensure that workers understand the Organisation's instruction and requirements to minimise the risk of injury or illness from operating a motor vehicle, including the scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- ensure that the motor vehicle is inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and prescribed timeframe
- provide mechanical aids where possible to reduce hazardous manual tasks/handling risks associated with motor vehicle operations, or otherwise train workers on appropriate procedures such as team handling (in particular when loading or unloading the vehicle) and safe operating loads
- ensure that workers undertake an inspection of the vehicle before use, preferably using the defined checklist, to confirm that as far as reasonably practicable, all safety features of

the vehicle is fully functional, and the vehicle is considered roadworthy
- ensure that programs or assessments are in place to manage driver fitness and fatigue where required
- ensure that workers understand the Organisation's vehicle breakdown and vehicle accident procedures or in the event of an accident
- monitor vehicle speeds and speeding infringements with triggers for intervention with offending drivers
- provide any relevant PPE, such as high visibility gear and ensure that workers are trained in its use, maintenance, storage and disposal.

Procedures
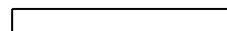
Before commencing a journey:

- ensure all tyres are inflated to the correct air pressure
- adjust seating and head restraints appropriately
- maintain a collision avoidance space by staying back a minimum of two to three seconds from the vehicles in front, in poor conditions that reduce visibility this gap should be increased to at least three to four seconds
- loose items must be safety stowed behind barriers or in the boot
- adjust all rear view mirrors correctly prior to travel
- be aware of and make adjustments for glare and sun, such as using sunglasses, sun visors and wearing sunscreen if required

Vehicle breakdown procedure

When a motor vehicle breaks down, drivers can become distracted and unwittingly place themselves and others in danger. To minimise the risks associated with a breakdown, drivers should:

- stop and park the motor vehicle in a safe place as far off the road as practical
- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow
- use the motor vehicle's hazard lights to warn other road users
- know who to call for assistance and have the contact details of roadside assistance providers in the motor vehicle's glove box
- advise management of the breakdown as soon as possible and provide details of their location, the fault/issue, and immediate actions they have taken.

Drivers should not:

- attempt to repair the motor vehicle unless they are qualified and authorised to do so
- stay in the motor vehicle unless this is the safest option. Generally, it is safer for drivers (and passengers) to keep well clear of the motor vehicle and wait for help to arrive
- exit the motor vehicle on the traffic side, unless this is the safest option. Generally, it is safer for drivers (and passengers) to exit via the passenger side
- leave the motor vehicle's bonnet up once help has been arranged. Other drivers may stop which could compromise their safety

Motor vehicle accident procedure

If drivers are involved in a motor vehicle accident, they are required to follow the breakdown procedure if the vehicle is damaged to the extent that it cannot be operated. In addition, they should:

- exchange insurance details with involved parties

- seek medical attention if required
- notify the relevant emergency services as required
- advise management of the accident as soon as possible and provide details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions they have taken.

Use of mobile phone while operating a motor vehicle

Drivers must operate motor vehicles in compliance with all road rules and in particular ensure that they:

- do not use a mobile phone whilst driving unless via an approved hand free or cradle device
- limit their usage whilst using an approved device to short conversations only
- do not use SMS, video and/or email whilst driving
- do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if they are just passing it to a passenger).

Reversing

When reversing a motor vehicle and a clear line of sight from internal and external rear view mirrors is impeded or obscured in any way, or a reversing camera is not in use, drivers must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

PENINSULA

Hazardous Chemicals and Dangerous Goods

Introduction

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace, resulting in adverse health effects and/or causing physical damage. They are either a substance, mixture or article that satisfies the criteria of one or more hazard classes in the Globally Harmonized System of Classification and Labelling of Chemicals (**GHS**) as modified from time to time, most of which are also classified as dangerous goods under the Australian Code for the Transport of Dangerous Goods by Road and Rail (**ADG Code**).

This policy will help to ensure that all relevant workers are informed about hazardous chemicals and exposures to prevent disease and injury to the workers involved in using any hazardous chemical.

Identifying hazardous chemicals

All hazards related to the use, handling, storing or generation of chemicals at the workplace must be identified.

For chemicals imported into the Organisation, the manufacturers' SDS and labels of all chemicals will be examined prior to use to determine whether the chemical is either hazardous or dangerous, or both.

To assist in identifying risks related to chemicals in the workplace, the Organisation will not accept chemicals from manufacturers, importers or suppliers without the applicable SDS or if the labelling of a hazardous chemical does not meet the requirements of the GHS.

For products that may not themselves require an SDS or GHS label but may contribute to the generation of a hazardous chemical, product specification sheets or the equivalent will be required.

The Organisation will also ensure that hazardous chemicals that may be contained in sealed plant are also identified. This is to facilitate the implementation of suitable control measures in the event of rupture, spillage or when undertaking maintenance or cleaning.

In addition, the Organisation will ensure that procedures are in place to effectively identify potential fuel or ignition sources related to hazardous chemicals that may contribute to fire and explosion risks.

Assessing hazardous chemical risks

As part of the risk management approach, the Organisation has an obligation to ensure that any chemicals that pose a potential risk of injury or illness to workers is suitably assessed to determine the seriousness of these hazards.

In assessing risks arising from chemicals, the following factors will be considered:

- the nature of the chemical
- the label and/or a current SDS for the chemical
- the workers involved in the hazardous chemical related work
- the uses of the chemical, the work processes and practices involved and the overall working environment
- the potential risk to the safety of persons and property
- the potential for exposure to the chemical, including through direct skin contact and inhalation
- whether there is an exposure standard for a hazardous chemical

- where there is an exposure standard for a chemical and the exposure to workers is uncertain, atmospheric monitoring will be conducted to ascertain the exposure levels with results being made available to workers
- the storage of the chemical.

Controlling hazardous chemical risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with hazardous chemicals are controlled. The process of controlling hazardous chemical risks will be determined in consultation with workers.

In the event that chemicals have been assessed as a risk, the Organisation will:

- eliminate the chemical or task if it is not essential
- substitute the hazardous chemical with something less hazardous
- ensure that any existing exposure standard for a hazardous chemical is not exceeded
- ensure that appropriate atmospheric monitoring is undertaken where there is an exposure standard for hazardous chemicals and the level of exposure to the hazardous chemical is unknown, and a record of the results will be made available and kept for a period in accordance with legislation
- isolate the process or people from the chemical by using barriers or distance
- use engineering controls, such as natural or local exhaust ventilation or automation of the process
- minimise the volumes of hazardous chemicals used
- develop an appropriate register of hazardous chemicals at the workplace that is maintained and is readily accessible. Where required due to the quantity of specific hazardous chemicals at the workplace, the presence and location of chemicals will be clearly identified, and manifests prepared
- ensure that the prescribed signage is in place to inform workers, visitors and emergency personnel of the type of hazard
- the register of hazardous chemicals is supported by up to date and current Safety Data Sheet (**SDS**) that are provided by the manufacturer, importer or supplier of the chemical
- the SDS (issued within five years) are readily available to workers, and they have been trained how to appropriately interpret the relevant sections of the SDS
- establish safe work practices, such as limiting the quantities of chemicals at the workplace, restricting access to the area, keeping the area free of clutter, prohibiting eating, drinking and smoking in or around the area, replacing lids on containers, safe storage and disposal of chemicals, being prepared for spills, etc.
- ensuring safe procedures are in place for the use, handling, storing or generating hazardous chemicals, including labelling requirements, that is sufficient to ensure the health and safety of workers, as far as is reasonably practicable
- ensure that all relevant workers are provided with sufficient information, training, instruction and supervision to ensure they are able to undertake tasks that may require the use, handling, storage or generation of hazardous chemicals in a safe manner and without risk to their health and safety
- all containers and any pipework containing a hazardous chemical are correctly and appropriately labelled in accordance with the GHS to correctly identify the contents, the potential hazards and the precautions to be taken
- provide spill containment systems, such as spill kits or bunding appropriate to the type of chemical in the workplace
- ensure appropriate health monitoring is provided to workers who are at a significant risk of exposure to hazardous chemicals and there is a valid means of testing exposure to a hazardous chemical and its effect on workers' health
- hazardous chemicals prohibited from workplaces under health and safety legislation or are restricted from use will not be purchased, used, handled or stored at the workplace
- where both the workplace and workers are authorised to use, handle or store prohibited or restricted carcinogen under health and safety legislation, records of authorisation are kept for 30 years or as otherwise directed by legislation. Written statements of exposure must also be provided at the end of each worker's engagement
- all hazardous chemical containers and related attachments, including pipework, are appropriate, stable, are structurally sound and sufficient to support the contents and

protect them from damage
- ensure that procedures are developed and implemented to safely repair, decommission and/or dispose of any hazardous chemical bulk containers and to notify the health and safety regulator of such actions where required.

Fire and explosion risks

Fire and explosion can result in catastrophic consequences, causing serious injuries or death of workers, as well as significant damage to property. The Organisation will ensure that ignition sources are not introduced into the area where there is a likelihood of a fire or explosion in a hazardous area.

Procedures will also be developed and implemented to control ignition sources and the accumulation of flammable and combustible substances at the workplace, which may include keeping substances at the lowest practicable quantity at the workplace

The Organisation will also ensure that the design and provision of a suitable emergency plan that is commensurate with the hazardous chemicals at the workplace and the needs of the Organisation and the provision, maintenance and accessibility of appropriate emergency equipment and facilities.

Such needs will take into consideration:

- the nature of the chemicals at the workplace
- the potential fire load of the workplace
- the risks related to hazardous chemicals and their compatibility with other substances or mixtures at the workplace
- the compatibility of the fire protection and firefighting equipment with that of emergency services.

The Organisation will ensure that the emergency plan will be provided to other parties who may be impacted by an emergency at the workplace, such as neighbouring workplaces and where required, the health and safety regulator and/or emergency services.

Storage of hazardous chemicals

The Organisation will determine safe storage requirements for hazardous chemicals in conjunction with the SDS and the risk assessment.

In storing hazardous chemicals, the Organisation will ensure that:

- incompatible hazardous chemicals are stored at the appropriate separation distances
- if required, a manifest of hazardous chemicals at the workplace will be developed and prepared and a provision will be developed for notifying the health and safety regulator of manifest quantities
- where the quantity of a specific hazardous chemical exceeds the "placarding" quantity the appropriate placards will be displayed internally and externally, and the actual location of the chemical clearly identified
- appropriate fire protection and other emergency equipment are provided (for example, first aid equipment, emergency eye wash and safety showers)
- adequate lighting and ventilation and temperature control is provided in areas where hazardous chemicals are stored and/or decanted
- hazardous chemicals are not used or stored in proximity to any water or where they can potentially be released to water, such as via storm water drains
- all containers of hazardous chemicals are in good condition with no damage or corrosion or leaking contents. Wherever possible, hazardous chemicals will be stored in their original containers and labelled as supplied. When transferring chemicals or keeping them in other containers, the new containers must be compatible, suitable for the purpose and labelled. Containers, lids, caps and seals will be checked regularly for deterioration and containers replaced when necessary. Food and drink containers will not be used to store hazardous chemicals under any circumstances

- storage requirements for the specific hazardous chemicals, including flammable and combustible substances will be detailed in the risk assessment.

As some hazardous chemicals may also fall into the classification of dangerous goods and may be subject to requirements under the ADG Code, the Organisation will ensure that it is aware of any specific requirements of the Environmental Protection Authority relevant to any hazardous chemicals held at the workplace or used in the conduct of its business.

DANGEROUS GOODS & COMBUSTIBLE LIQUIDS STORAGE COMPATIBILITY CHART

Class or Subsidiary Risk	Flammable Gas 2	Non-flammable Non-toxic Gas 2	Toxic Gas 2	Oxidizing Gas 2	Flammable Liquid 3	Flammable Solid 4	Spontaneously Combustible 4	Dangerous When Wet 4	Oxidizing Agent 5.1	Organic Peroxide 5.2	Toxic 6	Corrosive 8
FLAMMABLE GASES	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
NON TOXIC NON FLAMMABLE GASES	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
TOXIC GAS	SEGREGATE At least 3m	OK TO STORE TOGETHER	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING GAS	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
FLAMMABLE LIQUIDS + COMBUSTIBLE LIQUIDS	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 5m	SEGREGATE At least 3m
FLAMMABLE SOLID	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES
SPONTANEOUSLY COMBUSTIBLE	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
DANGEROUS WHEN WET	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING AGENT	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	KEEP APART	SEGREGATE At least 5m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
ORGANIC PEROXIDE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	OK TO STORE TOGETHER	ISOLATE	SEGREGATE At least 3m
TOXIC SUBSTANCES	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	ISOLATE	OK TO STORE TOGETHER	SEGREGATE At least 5m
CORROSIVE	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES

Labelling of Hazardous Chemicals

The GHS provides criteria for the classification of physical hazards (e.g. flammable liquids), health hazards (e.g. carcinogens) and environmental hazards (e.g. aquatic toxicity) and uses pictograms, signal words, and hazard and precautionary statements to communicate this information.

Pictograms

There are nine pictograms in the GHS which represent the physical, health and environmental hazards of chemicals.

	Exploding bomb (for explosion or reactivity hazards)		Flame (for fire hazards)		Flame over circle (for oxidizing hazards)
	Gas cylinder (for gases under pressure)		Corrosion (for corrosive damage to metals, as well as skin, eyes)		Skull and Crossbones (can cause death or toxicity with short exposure to small amounts)
	Health hazard (may cause or suspected of causing serious health effects)		Exclamation mark (may cause less serious health effects or damage the ozone layer*)		Environment* (may cause damage to the aquatic environment)

Signal words

The GHS uses 'Danger' and 'Warning' as signal words to indicate the relative level of severity of a hazard.

- 'Danger' is used for the more severe or significant hazards
- 'Warning' is used for the less severe hazards.

Hazard and precautionary statements

Hazard statements are assigned to a class and category that describes the nature of the hazards of a chemical, including, where appropriate, the degree of hazard. For example, the hazard statement 'Toxic if swallowed' is the hazard statement for Acute toxicity category 3 (Oral). Statements may also include information of intentional misuse of the hazardous chemical, where required.

Precautionary statements describe the recommended measures that should be taken to minimise or prevent adverse effects resulting from exposure, or improper storage or handling of a hazardous chemical.

Decanting and labelling

The Organisation will ensure that any hazardous chemical decanted at the workplace is decanted into a container which is correctly labelled. The following will be displayed on the label as a minimum:

- the product identifier
- a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical.

In addition to the information listed above, the Organisation will aim to provide as much information on the label as possible, pertaining to hazards and safe use of the hazardous chemical.

Health monitoring

The Organisation will undertake relevant health monitoring of workers exposed to hazardous chemicals where it has been determined that there is a significant risk that such exposure may adversely affect a worker's health and where such monitoring is mandated for specific hazardous chemicals. Where necessary, the Organisation will seek professional medical advice to inform the decision-making process.

Taking into consideration factors, such as the nature and severity of the hazard for each hazardous chemical and the degree of exposure to workers, where there is an ongoing risk of potential exposure to significantly hazardous chemicals, in consultation with workers, the Organisation will initiate an ongoing health monitoring program. Where any health monitoring is undertaken, the Organisation will ensure that:

- all workers who may be subject to health monitoring are made aware of the requirement prior to be engaged to use, handle, store or generate hazardous chemicals, and consulted in relation to the selection of a registered medical practitioner
- the health monitoring includes the type specified for the specific hazardous chemical or as alternatively recommended by a registered medical practitioner with relevant experience in health monitoring
- all health monitoring is supervised by a registered medical practitioner with relevant experience in health monitoring
- all costs related to the health monitoring are met by the Organisation
- sufficient information about the business, the work being undertaken that gave rise to the need for health monitoring and the worker being monitored is provided to the registered medical practitioner supervising the health monitoring
- it obtains a copy of the health monitoring report from the registered medical practitioner as soon as practicable after the monitoring has been completed
- a copy of the health monitoring report is provided to the relevant worker and any other duty holder who has a duty to provide health monitoring for the worker as soon as practicable after receiving the report
- the report is provided to the health and safety regulator, where the report indicates an adverse health effect of a worker resulting from exposure to the related hazardous chemical or where the report recommends remedial action
- all health monitoring reports will be retained for at least 30 years or as otherwise directed by legislation
- confidentiality of individual health monitoring reports will be maintained and that they are not provided to another person without written consent of the worker concerned.

Working with Children and Young Persons

Introduction

The definition of a child or young person is legislated under various legislative frameworks as being under the age of 18. As such, due to the nature of our work, the Organisation has a responsibility for the overall welfare of children and/or young people, such as trainees or apprentices. The Organisation may also have such responsibilities when undertaking work in and around children or young persons.

This policy is designed to help ensure the Organisation is compliant with its health and safety responsibilities.

Therefore, nothing in this policy, either stated or implied, is intended to compromise responsibilities that may apply to any other applicable legislation that is related to working with children or young persons, such as child protection laws.

Organisation responsibilities

The Organisation is committed to ensuring the health and safety of all workers as far as reasonably practicable and as such, the risks related to working with or around children or young persons will be addressed via a risk management approach.

However, the Organisation recognises that the risks to children and young persons may be greater due to their lack of experience and exposure to risks. As such, in addition to its general health and safety obligations, the Organisation is committed to providing a sustainable and ongoing safe environment for children and young people when working with, near or around them at the workplace.

To this end, the Organisation will ensure that:

- it develops, maintains and enforces appropriate procedures designed to protect the health, safety and welfare of children and young persons at the workplace. Such procedures will include:
  - all workers being aware that it is a criminal offence for any person to physically or sexually abuse a child or young person or to cause them any permanent emotional or psychological damage
  - prohibiting the use of abusive, derogatory or humiliating language when addressing a child or young person at the workplace
- all managers, supervisors and workers have received adequate training regarding their roles and responsibilities in relation to working with or around children and young persons
- all necessary criminal and child protection checks are carried out on potential workers before they commence working with or around children and/or young persons. The outcomes of such checks may be used as a condition of employment or engagement and all related records will be retained and verified by the Organisation prior to the worker commencing work
- it holds an and all relevant authorisations that may be required to engage children or young persons or to undertake work in and around them
- provide the level and type of supervision for children and young persons at the workplace that is commensurate with their level of skill, experience and maturity or as otherwise may be required by legislation, authorisation or contractual arrangements
- ensure that children or young persons do not undertake any work activity without having undertaken the necessary training and is deemed competent to undertake the work
- children and young persons engaged by the Organisation are adequately supervised at all times and to the level required by legislation, authorising body or licensing requirements. In addition, the Organisation will ensure that children or your persons do not undertake any work activity deemed to be high risk without the necessary training and direct supervision
- it undertakes regular and appropriate consultation with children and young persons engaged by the Organisation, or their representatives, to ensure that the Organisation is

meeting its commitment to their health, safety and wellbeing
- all facilities, plant, equipment and/or apparatus provided for use by children or young persons is suitable for use, meets all relevant codes, specific requirements and/or standards and is approved, where such approval may be required
- if undertaking work in and around children or young persons, suitable exclusion zones and/or barriers will be erected or implemented to restrict or prohibit their access to defined work area, any plant or equipment being used or stored and/or any apparatus that may pose a risk.

Worker responsibilities

The Organisation's work may require workers to work with or around children or young persons, such as trainees or apprentices. As the Organisation has additional responsibilities for the health, safety and welfare of children and young persons, workers must be aware of any specific responsibilities that may apply.

To this end, such responsibilities may include ensuring that:

- children and young persons engaged by the Organisation and under their supervision are trained and deemed competent in the procedures designed to protect their health, safety and welfare at the workplace
- children and young persons engaged by the Organisation have received training in regard to their roles and responsibilities for the protection of the health, safety and welfare of children and young persons at the workplace
- they have successfully undergone all necessary criminal and child protection checks before commencing to work with children or young persons and have provided a copy of the results of such checks to the Organisation prior to commencing work
- they will follow all reasonable instructions and procedures relating to the protection of children and young persons at the workplace
- they are aware that it is a criminal offence for anyone to physically or sexually abuse a child or to cause permanent emotional or psychological damage to them
- they are aware that it is prohibited to use abusive, derogatory or humiliating language whenever addressing a child or young person at the workplace
- they hold all relevant authorisations, approvals, permits and qualifications that may be required to provide supervision to children and young persons at the workplace
- they, at all times, provide appropriate and adequate supervision to children or young persons engaged by the Organisation or for whom the Organisation is responsible, or take responsibility for ensuring such supervision is provided
- all facilities, equipment and/or apparatus provided for use by children or young persons are regularly inspected to ensure it is suitable for use
- if supervising or undertaking any work in and around children or young persons, workers must ensure that suitable exclusion zones and/or barriers have been erected or implemented before the work commences. The barrier or exclusion zone must be sufficient to restrict or prohibit the access to the defined work area, any plant or equipment being used or stored and/or any apparatus that may pose a risk.

Sun Safety

Introduction

Exposure to solar ultraviolet radiation (**UVR**) is a risk for anyone who works outside. Not only is it a hazard when working in direct sunlight, it can also be reflected off certain materials, such as concrete, metal, snow and sand, increasing the potential level of exposure.

Although heat illness can occur without sun exposure if working in a hot environment, it must also be taken into consideration for outside workers as controls for both UVR and heat illness risks can be in conflict. For example, heavy clothing worn for UVR protection may contribute to the heat load and increase the risk of heat illness.

Identifying the hazards with solar UVR

The Organisation will identify those workers who have a high risk of exposure to solar UVR and work situations where exposure to solar UVR occurs. This will be achieved taking into consideration the:

- identity of workers who are exposed to a risk of injury or illness from solar UVR and work situations where exposure to solar UVR occurs
- geographical location of the relevant workplace
- time of year that the work is being undertaken, particularly outdoor work
- time or times of day when the work is being undertaken
- pattern and length of exposure to solar UVR
- the nature of the work being undertaken
- relevant control measures available
- presence of reflective surfaces that may impact upon exposure levels
- potential impact, or presence, of photosensitisers, either to the worker directly or in the localised working environment.

To further help identify hazards related to solar UVR, the Organisation will consult with workers, health and safety representatives and/or other duty holders as well as reviewing first aid records, leave records, hazard and incident reports and workplace inspection reviews.

Assessing the risks of exposure to solar UVR

In assessing risks arising from solar UVR, the following factors will be considered:

- how severe the risk is
- the effectiveness of existing controls, and additional controls required
- the nature of the work being undertaken
- when the work is being undertaken
- the relevant solar UVR sources and the exposure time
- the physical demands and complexity of the work
- the workers' capability to undertake the work
- PPE requirements
- emergency and communication procedures.

Controlling solar UVR risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with solar UVR are controlled in accordance with the risk management approach and using the hierarchy of control measures. As such, the Organisation will:

- ensure that all workers who may be exposed to solar UVR whilst undertaking their normal work, such as outdoor workers, are aware of the risks of such exposure and have

received sufficient training and instruction in our control measures, including the wearing of appropriate PPE and the use of sunscreens

- provide shaded areas or temporary shade
- encourage workers to move jobs to shaded areas where possible
- modify reflective surfaces if possible
- identify and minimise contact with photo sensitising substances
- provide indoor areas or shaded outdoor areas for rest and meal breaks
- schedule outdoor work tasks to occur when levels of solar UVR are less intense, for example earlier in the morning or later in the afternoon
- schedule indoor and shaded work tasks to occur when levels of solar UVR are strongest, for example in the middle part of the day
- encourage workers to rotate between indoor, shaded and outdoor tasks to avoid exposure to solar UVR for long periods of time
- ensure there is sufficient drinking water available for workers
- ensure the provision of appropriate PPE and/or protective clothing, including:
  - sun protective work clothing, such as long-sleeved shirts with collar and trousers or knee-length shorts
  - sun protective broad-brimmed hats or hard hats with brims/flaps covering the face, head, ears and neck
  - sunglasses meeting *AS/NZS 1067.1:2016: Eye and Face Protection - Sunglasses and Fashion Spectacles Requirements*
  - broad-spectrum, SPF 30 or higher, water-resistant sunscreen, which should be reapplied every two hours or more if sweating.

Heat Stress

Introduction

Undertaking work in a heat stress environment poses risks to the health of workers. If the body cannot balance heat inputs, heat stress may lead to heat illness, a physical response designed to reduce the body temperature. A heat related illness is a general term that describes a range of progressive heat related conditions, including fainting, heat rash, heat cramps, heat exhaustion and heat stroke.

Some individuals will be more prone to heat stress if they are medically unfit, on certain medications, obesity, have heart disease, are pregnant or are not adequately acclimatised to the conditions. In addition, working in direct sunlight (especially during the 10am to 3pm period) or at any time during the day in poorly ventilated spaces may increase this risk for all individuals.

Identifying heat stress hazards

Heat is a hazard in many Australian workplaces, whether work is performed indoors or outdoors. The Organisation will take into consideration the following factors in identifying hazards relating to heat, including the:

- air temperature (indoor and outdoor)
- air flow
- humidity
- radiant heat sources
- individual workers susceptibility to heat stress, including asking workers if they have a health condition or on any medication that increases their risk
- work requirements
- the workplace itself.

Symptoms of heat illness include:

- discomfort - flushed skin, increased sweating, heat rashes (prickly heat)
- mild heat illness - feeling tired weak or dizzy, cramps, reduced work capacity, reduced attention span and irritability
- heat exhaustion - fainting, headache, low blood pressure, nausea, clammy pale or flushed skin, normal to high body temperature (up to 39C)
- heat stroke - irritability, confusion, speech problems, hot dry skin, convulsions, unconsciousness and body temperature above 40C.

Heat stroke can potentially lead to cardiac arrest which may be fatal.

Assessing heat stress risks

The Organisation will consult with workers to assess the risks associated with heat stress hazards ensuring the following is considered:

- an individual's health condition, and in particular where they have a medical condition that increases their risk
- how severe the risk is
- the effectiveness of existing controls, and if additional controls required
- the nature of the work being undertaken
- when the work is being undertaken
- the relevant heat sources and exposure time
- the physical demands and complexity of the work
- the worker's capability to undertake the work.

To help identify hazards related to heat stress, the Organisation will consult with workers, health and safety representatives and other duty holders as well as reviewing first aid records, personal leave records, hazard and incident reports and workplace inspection reviews.

Controlling heat stress risks

The Organisation will consult with workers to determine control measures, as far as reasonably practicable, for eliminating or minimising workers' exposure to heat stress and the risk of a heat related illness.

Where heat stress has been identified as a hazard, the risks will be controlled through the hierarchy of controls and will include ensuring that:

- workers understand the causes and impact of heat stress and can recognise the risk of heat related illnesses
- barriers are installed where possible to reduce radiant heat from sources, such as the installation of shade structures for outdoor work
- mechanical aids are used where possible to reduce the physical exertion required to undertake work
- avoid working in poorly ventilated spaces
- air movement is artificially increased through supplementary fans
- work is scheduled to reduce exposure times or to be undertaken in cooler parts of the day
- for any outdoor work, as far as possible avoid working in direct sunlight, by working in shade or schedule work outside the 10am to 3pm period
- work is rearranged where possible to minimise the need for demanding physical tasks
- targets and output expectations are modified during hotter parts of the year
- workers have a supply of consumable water to prevent dehydration
- workers have been supplied sufficient and appropriate PPE that meets the relevant Australian Standard
- adequate and appropriate emergency response procedures are in place to respond to any evidence of workers sustaining a heat related illness
- the Organisation is aware of any workers who may have a greater susceptibility to heat stress and be aware of any individual risk factors.

Treating heat stress illness

Heat exhaustion

- help the person to lie down at total rest in a cool or shady area to monitor
- remove excessive clothing and loosen any tight clothing
- cool by fanning and moisten skin if possible
- if fully alert and responsive, give them frequent small drinks of water
- if muscle cramps occur, gently stretch the affected muscles to ease pain
- if unresponsive, place in the recovery position
- if the person is unable to drink, vomiting, unresponsive or does not improve call 000 for an ambulance
- prepare to give CPR if necessary.

Heat stroke

- call 000 for an ambulance immediately
- cool the person using wet towels or a wet sheet with a fan directed across the surface
- if ice packs are available, wrap them in towels and place them around the neck, groin and armpits
- if shivering occurs reduce active cooling
- monitor the person continually
- if unresponsive or not alert, place in the recovery position
- prepare to give CPR if necessary.