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Flow Smart Group Health and Safety Handbook

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Flow Smart Group (**the Employer**) will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

You also play a crucial role in achieving a safe workplace. You owe it to yourself, those close to you and your colleagues not to expose yourself to unnecessary risks at work. You can do so by protecting yourself and others from hazards and hazardous situations, by following safe work procedures and by adopting safe work practices.

1.2 PURPOSE OF HEALTH AND SAFETY HANDBOOK

Through the provision of important procedures and guidelines, this Health and Safety Handbook (**Health and Safety Handbook**) will help you, your colleagues and others to stay healthy and safe in the workplace.

Health and Safety legislation rightly makes health and safety everyone's responsibility. Therefore, this Health and Safety Handbook applies to all workers, including, but not limited to contractors and volunteers. Please read this Handbook carefully and ensure you comply with the guidelines set out below.

Any failure to comply with health and safety requirements is taken very seriously by the Employer. As an employee, you may be subject to disciplinary action (up to and including the termination of your employment) in the event you:

- breach the policies and/or procedures contained in this Health and Safety Handbook;
- breach any other health and safety policy or procedure made known to you; or
- take any action that could threaten the health or safety of yourself, your colleagues or others.

Appropriate action which may be taken in relation to other workers includes, but is not limited to, termination of their engagement with the Employer.

1.3 GENERAL

Amendments to this Health and Safety Handbook will be issued from time to time.

The Health and Safety Handbook does not form part of your contract of employment or engagement agreement, unless expressly stated otherwise. However, in any event, it may be considered when interpreting your rights and obligations under the terms of your employment or engagement.

You are welcomed and encouraged to provide feedback and suggestions for improving health and safety in the workplace to management at any time.

2 HEALTH AND SAFETY POLICY STATEMENT

Flow Smart and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our business. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

Through the co-operative 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, equipment and plant in safe working condition
- supporting the ongoing training and assessment of workers
- developing, implementing and monitoring safe work practices
- continuously improving the standards of health and safety in the workplace
- managing risks in the workplace
- providing information, instruction and supervision.

The focus of Flow Smart'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 business.

John Sillis

Managing Director

Fluid Engineering

Bryce Yates

Managing Director

Flow Smart and Flow Smart Vic

on behalf of **Flow Smart Group**

3 HEALTH AND SAFETY RESPONSIBILITIES

3.1 INTRODUCTION

The Employer is committed to ensuring the health, safety and welfare of its workers and any other people who may be affected by its operations.

In order to ensure that health and safety is successfully managed within the Employer, the following general responsibilities have been allocated. These are to be read in conjunction with the remainder of the Health and Safety policies, which outline further health and safety responsibilities, including responsibilities relating to specific risks and situations.

3.2 EMPLOYER RESPONSIBILITIES

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

- providing and maintaining its workplaces in a healthy and safe condition and providing safe systems of work
- identifying, controlling and monitoring hazards in the workplace
- ensuring the safe use, handling, storage and transport of plant, equipment and substances
- providing and maintaining systems of work and a working environment that is healthy and safe
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace
- providing adequate facilities for the welfare of workers
- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.

3.3 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 safe products and systems are used
- maintaining the workplace, plant, machinery and substances
- implementing information, training, instruction and supervision for workers
- identifying and controlling hazards in the workplace
- ensuring all relevant health and safety laws are complied with
- using the resources provided for health and safety
- ensuring workplace rules, procedures and systems are reviewed and maintained
- promoting health and safety in the workplace
- maintaining consultative mechanisms.

3.4 WORKER RESPONSIBILITIES

As a worker, you are responsible for:

- ensuring you are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect your ability to perform your duties safely or efficiently or be in breach of the workplace policies
- taking reasonable care for the health and safety of yourself and others who may be affected by your actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- ensuring all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (**PPE**)
- reporting any injuries sustained whilst working and seeking appropriate first aid
- advising management, as soon as practicable, of any symptoms that may lead to adverse health issues arising from prolonged and/or repetitive work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- rectifying minor health and safety issues where authorised and safe to do so
- co-operating with any health and safety initiative, inspection or investigation
- actively participating in any return to work program.

4 HAZARD AND RISK MANAGEMENT PROCEDURE

4.1 INTRODUCTION

Hazard management is the process of identifying what may cause an injury or illness in the workplace and deciding what may happen as a result. Once hazards in the workplace have been identified and assessed, priorities can be set determining what action is to be taken to eliminate or control the hazard.

4.2 EMPLOYER RESPONSIBILITIES

The Employer will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury/illness records
- assess each hazard in terms of its potential to do harm
- identify and implement control measures to eliminate or reduce the risks
- monitor and review the effectiveness of the control measures.

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

4.3 WORKER RESPONSIBILITIES

As you go about your work, you may identify hazards that could present a health and safety risk to you, your colleagues and others. It is every worker's responsibility to identify and report any such hazards to management.

Where you identify a hazard, if it is safe to do so, immediately take steps to prevent this hazard from posing a health or safety risk. If you cannot fix the problem, you are required to report it to management immediately and complete the **Hazard Report Form**.

In addition, where an inspection of the workplace is taking place, you should inform the person conducting the inspection of any ongoing health and safety concerns you have.

All workers 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 account by those making decisions.

5 REPORTING OF INCIDENTS AND INJURIES

5.1 INTRODUCTION

Wherever possible, the Employer aims to prevent any incident or injury from occurring in the workplace.

However, where an incident, injury or near hit/miss does occur, it is essential that proper records of these are kept. This ensures that appropriate records are available should the need arise, for example in support of a worker's compensation claim. It will also assist the Employer to identify and address any ongoing health and safety concerns or unsafe work practices.

5.2 EMPLOYER RESPONSIBILITIES

The Employer will provide and maintain a workplace register of injuries. Management must ensure the details of any workplace injury/illness are recorded on this register.

Where a worker is suffering an injury/illness at work and requires medical attention, management will arrange this. In emergency cases, an ambulance will be called to attend the location. If it is not an emergency, management will organise for the affected worker to be transported to a medical practitioner/centre as soon as possible, or for on-site first aid treatment to be rendered.

Where necessary, management will undertake an investigation into any work related injury/illness within 24 hours. The purpose of any such investigation will be to determine the cause/s of the injury/illness (if possible) and recommend measures (if any) to be implemented to eliminate or reduce the probability of re-occurrence.

5.3 WORKER RESPONSIBILITIES

Where any workplace incident, injury/illness or near hit/miss occurs, you must notify management as soon as possible and complete an **Incident Report Form**.

You are also responsible for entering the details of any minor workplace injury/illness that requires First Aid treatment on the **First Aid Treatment Log/Register of Injuries Form**.

For any workplace injury/illness, you are required to undergo medical treatment as necessary. Where the need for treatment is identified whilst at work, management will arrange this treatment. However, where your injury/illness worsens whilst away from the workplace, or over a period of time, you are required to seek medical attention at the earliest opportunity.

If you have suffered any workplace injury/illness that required medical treatment, you must provide a certificate from your treating doctor stating your fitness for duties upon your return to work.

6 EMERGENCY PROCEDURES

6.1 INTRODUCTION

The health and safety of the workplace and workers may be impacted in an emergency situation, for example in the event of a fire.

Whilst the Employer will take all necessary precautions to prevent an emergency situation arising, in the unlikely event that an emergency situation does arise, the procedures below are to be followed to ensure the health and safety risks associated with such situations are minimised.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

6.2 PROCEDURES

i) Fire

If you discover a fire:

- alert other people in the immediate vicinity to the fire
- activate any fire alarms and call '000'
- if safe, try to put out or contain the fire, or otherwise evacuate the premises in accordance with the workplace emergency evacuation procedures.

At no time should you risk personal safety in an effort to protect property or others.

ii) Emergency evacuation

If an emergency evacuation is required:

- follow instructions given to you by emergency services personnel and any designated evacuation staff (eg fire wardens)
- leave the building via the closest designated exit
- proceed to the designated assembly area.

During an emergency evacuation, you must remain calm and:

- do not run, crowd exits, or take your belongings with you
- do not return to the building until it is safe to do so.

iii) Motor vehicle accidents

If you are involved in a motor vehicle accident in the course of your duties:

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary);
- seek first aid if you 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 (if possible)
- 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 your 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.

You must notify management of any accidents occurring in the course of your duties as soon as practicable and must complete an **Incident Report Form**. You are responsible for entering the details of any injury on the **First Aid Treatment Log/Register of Injuries Form** in accordance with the Reporting of Incidents and Injuries policy above

The employer must be informed of any and all incidents involving employer vehicles no matter how minor within 24 hours.

In addition, in the case of an incident involving injury to another person, you are responsible for notifying the police of the occurrence. For major incidents, this must be reported to the police within 24 hours.

iv) First aid

You are responsible for:

- knowing the identity of any first aid officers in the workplace and the location of the nearest first aid kit/s
- seeking first aid where necessary, or complying with any management direction to seek first aid in respect of a work related injury/illness
- informing management of any injury and recording any first aid treatment in the **First Aid Treatment Log/Register of Injuries**
- informing management if the first aid equipment is running low or has run out.

6.3 MANAGING HAZARDS AND RISKS

A person conducting a business or undertaking (PCBU – Bryce and Cate in our case) has the primary duty under the work health and safety legislation ensure, as far as reasonably practicable, that workers and other persons are not exposed to health and safety risks arising from their work.

In order to control certain risks (eg quality, safety) in the workplace, a competency assessment may be required.

7 COMPETENCY ASSESSMENT

7.1 WHAT IS A COMPETENCY ASSESSMENT?

Competency based training emphasises what a person can do in the workplace as a result of completing training or through relevant experience and learning that has taken place in the workplace or elsewhere. Competency includes the capacity to:

- Perform individual tasks
- Manage a range of different tasks
- Respond to contingencies, emergencies or breakdowns
- Deal with responsibilities of the workplace

Competency standards define the skills, knowledge and attitudes required by the business for effective individual performance in the workplace.

7.2 WHO AND HOW WILL ASSESS COMPETENCY?

All assessments of competency will be conducted by an individual who is determined by the Company Directors to hold the required qualifications, knowledge and experience of the task.

The person assessing the competency should choose appropriate item(s) according to the nature of the competency. The following table outlines the different types of assessments and indications for use:

| Assessment method | Description |
|-------------------------|---|
| Workplace Observation | In the workplace, the most widely used technique for assessing competency is observing actual work performance, complemented by oral or written questioning. |
| Oral/written questions | Oral questions are the most commonly used in a task specific environment. Written-response questions are less often used but should not be ruled out as an option as the trainee's responses can be retained as evidence of competence. |
| Practical demonstration | The trainee is required to complete a task in order for their skills, or their selection and use of equipment, to be demonstrated. |

7.3 ROLES AND RESPONSIBILITIES

- a. The assessor will:
 - assess the workers competency;
 - program the training of workers;
 - complete the competency review for workers.
- b. The worker will:
 - participate actively and co-operatively in the assessment process;
 - participate actively and co-operatively in the training process.
- c. Supervisors will:
 - Provide on the job guidance, training and coaching to workers;

- Providing timely and constructive feedback to workers.
- d. Company directors will:
- ensure information, training, instruction and supervision are to be provided to workers and others to maintain a safe workplace
 - provide the resources necessary to support adequate training, supervision and instruction to workers.
- e. The HR Manager will:
- oversee training / competency documentation
 - provide administrative management of documentation
 - provide guidance and support on issue and dispute resolution.

7.4 TRAINEES AND LOGBOOKS

A person in training for the operation of industrial equipment must be at least 17 years of age. If you operate or use industrial equipment including scaffolding, rigging and dogging, cranes and hoists, boiler and pressure equipment, and some types of loadshifting equipment, you must either:

- hold a certificate for that type of equipment/operation, or
- be a trainee for that type of equipment /operation.

Trainees must:

- be supervised by a person holding a certificate for that type of equipment/operation, or a suitably qualified person nominated by your employer
- follow the directions of employers and supervisors about your training
- keep a written record that includes
 - your name and address
 - name and address of each employer
 - A description of the competency units performed
 - the date you performed this work
 - The type of equipment you operated or used
 - your supervisor's name and certificate number
 - your supervisor's signature for each day you do the work.

This logbook is your record of training

8 WORKPLACE IN GENERAL

8.1 INTRODUCTION

Along with the specific guidelines and procedures outlined throughout the Health and Safety policies, there are some simple day to day measures that can be adopted by management and workers alike to reduce the risks to health and safety in the workplace.

8.2 GENERAL

Management and workers alike must ensure:

- no plant, equipment or safety device (including PPE) is altered or removed from the workplace without express management authority
- all safety signs, policies and procedures are complied with in full
- illegal drugs are not brought into, or used, in the workplace
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace.

You must ensure that you wear and use any personal protective equipment and clothing issued for your protection at all appropriate times.

8.3 HOUSEKEEPING

Failure to ensure that the workplace is kept neat and tidy may create unnecessary hazards.

Management and workers alike are responsible for maintaining a neat and tidy workplace. This involves:

- ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed
- ensuring aisles and work areas are clear and free from obstruction at all times so as not to cause additional hazards including slip, trip, or fall hazards;
- placing rubbish in the bins provided
- ensuring all work, communal areas and facilities are kept clean and tidy at all times.

8.4 HYGIENE

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not enter the workplace without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

9 BULLYING AND HARASSMENT

9.1 INTRODUCTION

The Employer is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect workers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

9.2 HARASSMENT

The intention of these procedures are to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

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.

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

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against workers committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

9.3 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. Note single incidents of bullying will not be tolerated.

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

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

9.4 REASONABLE MANAGEMENT ACTION TAKEN IN A REASONABLE WAY

It is reasonable for managers and supervisors to allocate work and to give fair and reasonable feedback on a worker's performance. These actions are not considered to be workplace bullying or harassment if they are carried out lawfully and in a reasonable manner, taking the particular circumstances into account.

Examples of reasonable management action can include but are not limited to:

- setting reasonable performance goals, standards and deadlines
- rostering and allocating working hours where the requirements are reasonable
- transferring a worker for operational reasons
- deciding not to select a worker for promotion where a reasonable process is followed
- informing a worker of their unsatisfactory work performance
- meeting with a worker to discuss performance and/or conduct
- informing a worker of their unreasonable or inappropriate behaviour in an objective and confidential way
- implementing Employer changes or restructuring
- taking disciplinary action including suspension or termination of employment.

9.5 BULLYING AND HARASSMENT COMPLAINT PROCEDURES

i) Informal complaint

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you

feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii) Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred
- the names of any witnesses
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

9.6 GENERAL NOTES

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

10 HAZARDOUS MANUAL HANDLING – GENERAL PRINCIPLES

10.1 INTRODUCTION

As part of your role, you may be required to undertake manual handling in the workplace.

The general principles below are to be followed in all work procedures to ensure the health and safety risks associated with manual handling are minimised.

Manual handling involves much more than lifting and moving loads. It applies to any activity that causes forces and loads to be exerted on our bodies. Lifting, bending, twisting, throwing and catching, pushing and pulling, static and awkward postures all exert forces on our muscles and skeleton and adding loads increases the amount of the forces we bear.

10.2 EMPLOYER'S RESPONSIBILITIES

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

- that any tasks requiring physical exertion are assessed and as far as practicable manual handling risks are eliminated or minimised
- task assessment includes consideration of the workflow and environment to remove unnecessary/double material handling and any other obstructions that increase risk
- good housekeeping and appropriate storage keeping heavy, bulky and awkward objects as close as possible to waist height
- organising tasks to ensure rotation of duties whenever possible and regular breaks to reduce physical fatigue and stresses, especially repetitive actions and static postures
- mechanical aids are supplied when safe manual handling techniques are inadequate to reduce the risks associated with any task
- adequate time is allowed for workers to warm up before commencing heavy manual work
- information, instruction and training is provided to ensure workers understand safe manual handling techniques whether these are operational or office based staff
- consultation with workers about manual handling tasks and any activity that exerts stresses on our bodies, is provided to ensure the risks are understood and considered in the risk assessment process and
- that hazard reporting identifies any symptoms of muscle and joint fatigue and/or pain associated with work tasks.

10.3 WORKER RESPONSIBILITIES

When performing lifting and carrying you are responsible for:

- performing warm up exercises before commencing the task, especially at the commencement of your shift and after breaks
- always assessing a load and the distance to be carried. Ask yourself... do I have to carry this load or can I use a mechanical aid such as a trolley?
- referring to the weight information on product packaging to assess the load and also consider if it is bulky or awkward

- whenever possible breakdown the load, use a mechanical aid or get assistance for a team lift
- when performing a team lift try to get co-workers that are a similar height and strength and communicate how the lift will be done
- always checking your destination point and ensuring a clear path of travel
- placing feet shoulder width apart, as you bend at the knees move your bottom up and out behind as you lower yourself, this acts as a fulcrum to counter balance the weight of the load
- ensuring there are suitable grip points before lifting
- grasping the load securely with both hands, keep it evenly balanced and close to your body while tightening your abdominal muscles
- raising your head in the direction you are moving, lift the load to waist height by lifting your bottom and straightening your knees in one smooth action and
- when putting down a load apply the same principles for lifting in reverse.

When performing any tasks that involves manual handling and exertion you are responsible for:

- turning by moving your feet, do not twist your body and never twist and lift at the same time
- pushing a load rather than pulling, this recruits the stronger muscles in your legs rather than straining the lower back
- when moving goods up or down stairs use a lift or conveyor if you can. If you are carrying anything ensure a clear vision and path and ensure that you are able to grip a hand rail at all times
- varying tasks and postures and taking regular breaks including when seated, so that you do not maintain static postures as this can fatigue muscles and connective tissue, often referred to as repetitive strain or over use injury
- storing heavy, bulky and awkward objects as close as possible to waist height. Vary postures and tasks to ensure work is not performed above shoulder height or below knee height for prolonged periods and
- not lifting heavy, bulky or awkward objects from above shoulder height, use a mechanical aid or appropriate ladder/steps.

11 DRUGS AND ALCOHOL

11.1 ILLICIT DRUGS AND ALCOHOL

The use of drugs or alcohol jeopardises a safe workplace. The Employer recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate Employers or support groups.

The Employer 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 testing which results in a non-negative reading of a substance within a worker's system above the detectable limit while at work.

Workers are not permitted to work while under the influence of alcohol and must conduct themselves responsibly at all times. For the purposes of this policy and due to the nature of your work, if at any time you are required to operate vehicles, heavy or otherwise, machinery or other high risk work, the blood alcohol content limit is zero (0.00%).

Alcohol may be consumed at some Employer events. Where this is the case, the Employer encourages responsible alcohol consumption and at no time should you be drunk or behave in a manner which is inappropriate.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination.

11.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION

Workers who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

11.3 SCREENING

The Employer may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Employer reserves the right to carry out random testing across all levels of workers.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Employer. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment
- return a positive result following testing
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening or
- are in possession of illegal drugs for supply or consumption in the workplace or the Employer's vehicles.

This list is not exhaustive.

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

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Employer.

If you return a positive result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

11.4 NO SMOKING POLICY

Smoking on the premises or in Employer vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks.

If working on alternative sites, you must adhere to all relevant client site-specific policies and procedures regarding smoking.

12 HEALTH AND SAFETY ISSUES RESOLUTION

12.1 INTRODUCTION

Issues may arise anywhere within the Employer in relation to health and safety (HS) matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues resolution process will ensure that the matter is resolved in a fair and equitable manner.

When a health and safety issue arises, the parties must make reasonable efforts to achieve a timely, final and effective 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 or
- the conduct of the Employer.

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.

12.2 EMPLOYER'S RESPONSIBILITIES

The Employer will consult with workers to ensure that there is genuine agreement on the Issues Resolution Procedure and will ensure that:

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

Where issues are raised by other parties within the Employer that have not been resolved at the local level, the Employer 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 and
- the person responsible for implementing the resolution measures or controls.

The Employer 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 issues resolution process and has the appropriate level of seniority in the decision making process.

12.3 SUPERVISOR'S RESPONSIBILITIES

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a **Hazard Report Form** or an **Incident Report Form**. Where an issue cannot be resolved at the localised level and/or the supervisor is unable to resolve the issue through effective consultation with the worker/s affected, the matter will be escalated to the next level of management.

12.4 WORKER'S 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 of the area concerned. Every endeavour should be made to resolve health and safety matters at departmental level before referring them to the next level within the Employer.

Where an issue raised by workers has been considered by all levels within the Employer and cannot be effectively resolved following genuine consultation and communication, a worker or their representative may refer the HS issue to their industrial union, representative association or State or Territory health and safety regulator for assistance with resolution.

12.5 ISSUES RESOLUTION OUTCOMES

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded to allow the Employer 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, any party to the issue can ask the regulator to appoint an inspector to assist at the workplace. 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.

13 HAZARDOUS CHEMICALS

13.1 INTRODUCTION

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace.

This procedure will help to ensure that you are informed about hazardous chemicals and exposures to prevent disease and injury when using any hazardous chemical.

13.2 WORKER RESPONSIBILITIES

Where working with hazardous chemicals, you are responsible for:

- ensuring you are familiar with any hazardous chemicals that you may be required to use in the course of your duties, and with the location and contents of the associated Safety Data Sheet
- following any guidance or instruction you receive on how to perform work involving hazardous chemicals
- taking reasonable care to prevent hazardous chemical exposure to other workers, for example by replacing all lids on chemical containers, returning chemicals to the appropriate storage, locking storage areas where possible, etc
- notifying management of any hazardous chemical risk that you become aware of, for example deteriorating containers, incorrect storage, etc
- ensuring that chemicals are appropriately labelled, particularly when they are being decanted to another container, to include as a minimum:
 - the product identifier and
 - a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical.
- ensuring you are familiar with the hazardous chemical's label, including the meaning of any pictogram, signal word and/or hazard statement
- immediately reporting any incident involving hazardous chemicals to management and
- ensuring you use any PPE that is provided to you.

14 MANAGING DIESEL EXHAUST

14.1 INTRODUCTION

As part of your role, you may be required to work with engines using diesel fuel in the workplace. Diesel exhaust is released from engines which use diesel fuel. Diesel exhaust is a mixture of gases, vapours, liquid aerosols and particulate substances which can stay airborne for a long period of time and penetrate deep into the lungs. Diesel exhaust can have a negative impact on human health. The use of diesel fuelled engines is part of the daily operational activity of the Employer. The Employer is aware of its health and safety responsibilities and obligations to its workers and customers. Risks associated with diesel exhaust in the workplace will be addressed via a risk management approach. The procedures below are to be followed to ensure the health and safety risks associated with diesel exhaust are minimised.

14.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working with diesel fuel engines. In particular, it is responsible for:

- the use of alternate fuel sources such as, electricity, propane, compressed natural gas or petrol fuel
- separating the worker from diesel exhaust by providing, sealed and or air conditioned cabin, positive pressure ventilation, modify the layout of the workplace ensuring the diesel engine operates from the rest of the workshop
- use engineering controls, such as local exhaust ventilation or automation of the process
- establishing safe working practices to reduce the emission and exposure of diesel exhaust and
- ensure appropriate personal protective equipment is readily available, this may include respiratory protective equipment.

14.3 WORKER RESPONSIBILITIES

Where working with engines with the potential for diesel exhaust exposure you are responsible for:

- having the authorisation and clearance to operate in areas with diesel exhaust exposure
- following any guidance or instruction you receive on how to perform work involving diesel exhaust exposure
- notifying management of any diesel exhaust exposure risk that you become aware of, for example poor ventilation, potential for high concentration exposure,
- immediately reporting any incident involving diesel exhaust exposure to management and
- ensuring you use any personal protective equipment that is provided to you.

15 MOTOR VEHICLES

15.1 INTRODUCTION

Operating motor vehicles is a normal part of the Employer's activities.

Where travelling in the course of duties, the motor vehicle is considered to be a workplace and the Employer recognises it has health and safety obligations in respect of this.

15.2 WORKER RESPONSIBILITIES

You are responsible for ensuring you comply with the Employer's policies and procedures relating to motor vehicles and their use. In particular you must:

- possess a current driving licence and management's authority to drive during the performance of your duties
- produce your driving licence for scrutiny by management at any time as requested and
- inform the Employer immediately if you are disqualified from driving.

When operating a motor vehicle in the performance of your duties, you must observe and obey the relevant road laws in the state or territory in which you are driving. In particular, you must:

- adhere to the appropriate speed limit at all times
- wear the restraints provided at all times when travelling in the motor vehicle
- ensure that you are not affected by alcohol and/or drugs at the time of driving
- report any defects or issues with the motor vehicle to the Employer as soon as reasonably practical
- ensure that the motor vehicle is maintained in safe working order
- ensure that only authorised passengers are transported and are kept safe while doing so and
- ensure that authorised passengers use the restraints provided.

15.3 REVERSING

At all times when reversing a truck, loaded van or any other vehicle where, due to load or conditions, clear line of sight from all internal and external rear view mirrors is impeded or obscured in any way, you must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

15.4 PROCEDURES

i) 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, you 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 your location, the fault/issue, and immediate actions you have taken.

You should not:

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

ii) Motor vehicle accident procedure

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

- exchange insurance details with involved parties
- seek medical attention if required
- notify the relevant emergency services as required and
- advise the Employer of the accident as soon as practical and provide details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions you have taken.
- you must complete an Incident Report Form and forward it to your supervisor/manager as soon as practicable.

iii) Use of mobile phone while operating a motor vehicle

You must operate motor vehicles in compliance with all road rules and in particular ensure:

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

16 OFFICE SAFETY

16.1 INTRODUCTION

As part of your role, you may be required to work in an office.

The procedures below are to be followed to ensure the health and safety risks associated with working indoors are minimised.

16.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as is practicable, the health, safety and welfare at work of all its workers whilst working in an office environment. In particular, it is responsible for:

- good housekeeping practices
- a work environment that is kept clean and hygienic
- safe use of photocopiers
- supply of safety steps and other mechanical aids where required
- workstations that are ergonomically sound
- adequate task lighting
- adequate and safe storage
- ensuring unobstructed access and egress with passageways a minimum of 600mm wide for emergency evacuation
- even and slip free floor surfaces in a good state of repair
- electrical safety by ensuring all equipment and appliances are tested and tagged on a regular basis
- consultation with workers to ensure that all risks are identified and controlled and
- providing information, instruction and training in all safe work procedures and processes.

16.3 WORKER RESPONSIBILITIES

Where working in an office good housekeeping is essential you are responsible for:

- ensuring any slip and trip risks are removed immediately
- ensuring passageways and any access and egress is kept clear of obstructions
- maintaining at least a 1 metre clearance for any fire extinguishers, fire appliances, stairways and landings and electrical switchboards
- returning equipment and materials to their correct locations, including document storage
- never allowing waste bins and baskets to overflow and keeping work surfaces clean and tidy and
- clean up spillages and breakages immediately.

When working in an office you may use a photocopier you are responsible to ensure:

- only workers trained in accordance with the manufacturer's instructions change copier toner/fluids and
- checking the name of the copy toner or fluids on the dispenser to see it is correct for the equipment and type of job.

When working in an office you may need to use a safety step you are responsible to ensure:

- it is in a serviceable condition before you use it
- never using a safety step on wet, slippery or uneven surfaces
- only ever standing on a single safety step, do not stack them
- when working from the top of a safety step ensure your weight is evenly distributed between both feet and do not stand on the edge
- never over reaching for items while standing on a safety step
- always stepping down backwards from a safety step and do not bend to pick up items below waist height and
- storing the steps in the designated storage location when not in use.

When working in an office you may work at a desk workstation, these tips will help ensure you work safely:

- Before you commence work ensure your chair is adjusted for you. Your forearms should be parallel to the floor when using the keyboard and the foot rest should remove any leg pressure at the front of the seat pan. The height of the seat back should be adjusted up or down to place the lumbar support in the small of your back and any headrest be placed so it does not cause neck flexion.
- Adjust your monitor so the top of the screen is level with your eyes. The distance from your seated position to the monitor should be 60 – 70cm from your eyes to avoid eye strain and chin jutting.
- Be seated in a front on position to the monitor with the keyboard in-line to avoid twisting.
- Mouse operation should also be as close to the keyboard as possible to avoid continual over reaching.
- Consider your desk arrangement and workflow. Do you reference documents frequently, if so place a document holder between the keyboard and monitor? Are you left or right handed? Organise a logical workflow so that frequently used documents and items like the telephone are within easy reach and others are out of the way.
- Try to arrange a clear area if you work at the desk for tasks other than using the computer – this is also an opportunity to move to another position and adjust your chair height and back if you wish to rest the muscles you use while conducting computer based work.
- Glare on the monitor will eventually cause eye strain and/or pain so shading the light source or a glare guard for the monitor should be used to reduce excessive glare.

17 CLIENT AGGRESSION

17.1 INTRODUCTION

As part of your role, you may be required to work with aggressive clients in the workplace.

The procedures below are to be followed to ensure the health and safety risks associated with client aggression are minimised.

17.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers who may be exposed to client aggression. In particular, it is responsible for:

- developing procedures to assist workers in dealing with aggressive clients
- reviewing work practices to minimise the risk of clients becoming aggressive and
- providing support for workers who experience client aggression.

17.3 WORKER RESPONSIBILITIES

Where working with clients you are responsible for:

- ensuring effective communication where possible especially if time frames, schedules and other specifics are not as previously indicated to the client
- removing yourself from violent or aggressive confrontations with clients
- not engaging in aggressive behaviour yourself towards the client
- informing management as soon as practical if a client is becoming aggressive
- calling police if a situation is escalating to the point where you feel your personal safety and security may be jeopardised and
- participating in counselling or debriefing as recommended following exposure to an incident involving client aggression.

18 THREATENING SITUATIONS

18.1 INTRODUCTION

As part of your role, you may be required to work with other persons in the workplace that may pose a threat to you.

The procedures below are to be followed to ensure the health and safety risks associated with threatening situations are minimised.

18.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers who may be exposed to threatening situations. In particular, it is responsible for:

- developing procedures to assist workers
- reviewing work practices to minimise the risks
- providing facilities that minimise risks where ever possible and
- providing support for workers who have been exposed to threatening situations.

18.3 WORKER RESPONSIBILITIES

Should you be exposed to a situation in which you are threatened in any way you should:

- stay as calm as possible
- if not involved in the situation move as far away as possible and inform a manager or supervisor
- not respond aggressively as this can escalate the situation
- never chase, touch or handle the offender in any way
- avoid making eye contact with the offender, however if safe to do so, observe any distinguishing features, tone of voice, build, clothing
- cooperate and obey instructions, never provoke the offender
- always let the offender/s go
- write down details immediately and convey these to a manager or supervisor
- inform a manager or supervisor if the offender/s is likely to be recorded on CCTV footage so the footage can be saved for the Police and/or security and
- follow any specific security arrangements that are implemented by your employer.

19 REMOTE/ISOLATED WORK

19.1 INTRODUCTION

As part of your role, you may be required to work in remote or isolated areas away from your normal workplace. This can include working off-site, travelling in the course of your duties and work that is isolated from the assistance of others due to location, time or the nature of the work being performed.

When performing remote/isolated work you can face higher levels of exposure to hazards than when you are working in a controlled environment and you may not have the same level of access to support and emergency services.

The procedures below are to be followed to ensure the health and safety risks associated with remote/isolated work are minimised.

19.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst performing remote/isolated work. In particular, it is responsible for:

- identifying, assessing and controlling any hazards associated with remote/isolated work in consultation with workers
- consulting with workers on communication procedures applying to remote/isolated work and the frequency of contact required. This may be at the start and end of each shift, at pre-set intervals, or as often as required based on the type of work being performed
- providing workers with appropriate means of communication to be utilised while performing remote/isolated work (for example a mobile phone, satellite phone, digital two-way radio, GPS tracking device, pager or land-line phone) and
- providing workers with access to a nominated person or management representative at all times whilst performing remote/isolated work.

19.3 WORKER RESPONSIBILITIES

While performing remote/isolated work you are responsible for:

- ensuring you are familiar with weather and local conditions before commencing your journey
- maintaining regular contact with your manager or a nominated person in accordance with agreed communication procedures
- assessing the risks posed by any hazards and determining if it is safe to continue work
- controlling any hazards where safe to do so
- contacting your manager where any hazard prevents you from performing your duties and
- reporting any incidents and/or injuries sustained whilst performing remote/isolated work as soon as practicable.

20 WORKING OFFSITE

20.1 INTRODUCTION

As part of your role, you may be required to work offsite in settings that are not under the control of the Employer. This may include both working at a site controlled by a host employer, as well as working in locations that are not under the immediate control of another Employer (for example, in public domains).

The procedures below are to be followed to ensure the health and safety risks associated with working offsite are minimised.

20.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as reasonably practicable, the health, safety and welfare of all its workers while working offsite. In particular, it is responsible for:

- verifying with any host employer that all hazards and risks within the offsite setting and associated with the offsite work activity have been identified, assessed and controlled:
- where there is no host employer, ensuring a risk assessment has been completed for the work to be carried out. If this is not possible prior to the offsite work commencing, workers will be directed to complete a risk assessment prior to commencing the offsite work and
- providing information to workers on the location, environment and layout of the site including access points and exits.

20.3 WORKER RESPONSIBILITIES

When working offsite, you are responsible for:

- ensuring you comply with any site specific health and safety instructions, policies and procedures
- reporting to the site reception area or designated contact person to announce your arrival, and signing into the site visitor's attendance log where required
- carrying/wearing any visitor passes whilst on site as required
- completing any site-specific health and safety induction as required
- conducting any pre-use inspections and checks of plant and equipment as necessary
- wearing any safety protection clothing (PPE) as required
- using designated walkways or access paths, and obeying signage on the site
- reporting any hazards identified while on site to the designated person. If a hazard cannot be resolved, contact your manager immediately
- assessing the risks posed by any hazards and determining if it is safe to continue work and
- following the site specific emergency evacuation response plan in the event of an emergency and all directions by nominated wardens.

21 PLANT AND EQUIPMENT

21.1 INTRODUCTION

As part of your role, you may be required to work with plant and equipment in the workplace.

The procedures below are to be followed to ensure the health and safety risks associated with plant and equipment are minimised.

21.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working with plant and equipment. In particular, it is responsible for:

- ensuring operators are trained, licensed (if applicable), and competent to operate the plant and equipment in a safe manner
- taking all reasonable steps to ensure the plant is only used for the purpose for which it is designed, unless a competent person has assessed that the proposed use does not increase the risk to health and safety
- so far as is reasonably practicable, preventing unauthorised alterations to or interference with the plant and
- ensuring all safety features, warning devices, guarding, operational controls, emergency stops are used in accordance with instructions and information provided.

21.3 WORKER RESPONSIBILITIES

Where working with plant and equipment you are responsible for ensuring that you:

- are competent, or suitably supervised during training
- maintain a high risk work licence if required to work on plant where it is required
- operate plant and machinery in a safe manner so that you do not put yourself or others at risk
- operate plant and machinery in accordance with the manufacturers recommendations or procedures and
- inspect all plant and equipment before use and notify the Employer if any defects are detected.

21.4 LOCKED OUT AND TAGGED PLANT

When working in the vicinity of any items of plant or equipment which are locked (out of service) or tagged to warn of a hazard, you must:

- not remove any lockout device or tag that was not put in place by you
- only use approved lockout devices and tags
- utilise one lock per person when more than one worker is working on a locked out item of plant
- ensure that each locking device only has one key and
- complete tags correctly and in full.

You must not lockout or tag an item of plant for inspection, repair, adjustment, maintenance or cleaning unless you are authorised by management to do so.

22 LOCKOUT AND TAGGING OF PLANT

22.1 INTRODUCTION

As part of your role, you may be required to work with items of plant or equipment which is locked out of service or tagged to warn of a hazard. In such circumstances, the procedures below are to be followed.

22.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers. In particular, it is responsible for controlling the risk of injury occurring when plant is inadvertently activated or stored energy is released during inspection, repair, adjustment, maintenance and/or cleaning.

The Employer will achieve this by implementing a Lockout and Tagging of Plant Procedure, which includes the following process:

- identify all energy sources likely to re-activate the plant which may place people doing the work at risk
- identify isolation points
- isolate all energy sources
- de-energise all stored energy
- lock out the isolation points
- testing all isolated power sources after plant has been locked out and
- tag items of plant and equipment as a means of providing information to others at the workplace.

22.3 WORKER RESPONSIBILITIES

When working in the vicinity of any items of plant or equipment which are locked out of services or tagged to warn of a hazard, you are responsible for:

- not removing any lockout device or tag that was not put in place by you
- not inspecting, repairing, adjusting, maintaining and/or cleaning any item of plant or equipment unless you are authorised to do so
- adhering to the Lockout and Tagging of Plant Procedure
- using approved lockout devices and tags only
- using one lock per person when more than one worker is working on a locked out item of plant
- ensuring that each locking device only has one key and
- completing tags correctly and in full.

23 WELDING HAZARDS

23.1 INTRODUCTION

As part of your role, you may be required to work with welding hazards in the workplace.

The procedures below are to be followed to ensure the health and safety risks associated with welding hazards are minimised.

23.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working with welding hazards. In particular, it is responsible for:

- identifying, monitoring and measuring the risks associated with welding and allied processes
- implementing suitable and effective controls to eliminate or minimise the risks associated with welding
- monitoring and evaluating the effectiveness of risk controls in place to control and/or minimise risks associated with welding
- ensuring that workers involved in welding and allied processes have sufficient skills, knowledge, experience and competence to undertake the work
- ensuring that all workers undertaking welding and allied processes are supplied with personal protective equipment that is suitable and appropriate for the nature of the work being undertaken and the associated hazards, that it is in good working order and that it meets the relevant Australian Standard
- ensuring that all plant and equipment associated with welding and allied work, including electrical equipment, welding machines, equipment used with compressed gases, ventilation systems are properly installed, maintained, repaired and tested.
- undertaking any necessary Health Surveillance programs for workers engaged in welding activities.

23.3 WORKER RESPONSIBILITIES

Where working with welding hazards you are responsible for:

- ensuring you are familiar with the hazards associated with welding and any allied process and of the availability, location and contents of any associated Safety Data Sheet
- following any guidance or instruction you receive on how to perform work involving welding or allied processes including the Hot Work permit procedure
- taking reasonable care to prevent unnecessary exposure to other workers from hazards produced by welding and allied processes, for example by ensuring the use of welding screens, ensuring all gas bottles are secured and restrained etc
- notifying management of any welding risks that you become aware of, for example, faulty equipment, damaged gas bottles, deteriorating PPE, etc:
- immediately reporting any incident involving welding processes to management
- ensuring you use any PPE that is provided to you and
- ensuring you have the necessary skills, qualifications and competence to carry out the welding work being undertaken.

24 FORKLIFTS

24.1 INTRODUCTION

Forklifts are very common pieces of plant and are used to lift, stack and transfer loads in warehouses, factories and other workplaces across Australia. Operation of a forklift is classified as a high risk task and must be treated as such.

24.2 WORKER RESPONSIBILITIES

You are responsible for ensuring you comply with the Employer's policies and procedures relating to forklifts and their use. In particular you must:

- possess a current high risk licence and management's authority to operate the forklift during the performance of your duties
- if you do not have a high risk work licence, you can only operate a forklift under the direct supervision of an appropriately qualified forklift operator or assessor who holds the relevant high risk work qualification
- produce your high risk licence for scrutiny by management at any time as requested and
- inform the Employer immediately if your high risk licence is cancelled for any reason.

When operating a forklift in the performance of your duties, you must observe and obey the Employer's policies and procedures. In particular, you must:

- adhere to the Employer's designated speed limits at all times
- wear the restraints provided at all times when travelling in the forklift
- ensure that you are not affected by alcohol and/or drugs at the time of operating the forklift
- complete a pre-start safety inspection on the equipment
- report any defects or issues with the forklift to the Employer as soon as reasonably practical
- ensure that the forklift is maintained in safe working order
- ensure safety devices are not tampered with or removed
- report any incidents or damage to the Employer as soon as reasonably practical
- ensure passengers are not transported on the forklift and are kept clear whilst the forklift is in operation and
- wear any appropriate personal protective equipment whilst operating the forklift.

You must not:

- attempt to repair any damage or faults with the forklift unless you are qualified and authorised to do so
- operate the forklift if you have identified any safety issues
- remove or tamper with any safety device on the forklift and
- remove any personal locks or safety tags from the forklift when it's out of service, unless you are authorised by the Employer to do so.

25 SELECTING HEARING PROTECTION

25.1 INTRODUCTION

One in six Australians suffer from hearing loss, by 2050 it is estimated this will be one in four people and this is about eight million people. Hearing loss is principally attributed to exposure to hazardous noise levels at work, music ear phones and traffic.

Noise at the workplace that exceeds the exposure standard (85 decibels) can lead to temporary or permanent hearing loss.

This hearing loss is a result of the hair cells in the inner ear being permanently damaged – and once they are destroyed, they never grow back.

Damage to hearing usually happens over a number of years and is known as noise induced hearing loss (NIHL). It is often a permanent condition that can have a negative impact on your life.

Some loud noises, such as explosive powered nail guns, firearms, stamping presses and forges, can damage your hearing instantly. This is known as acoustic trauma.

25.2 IDENTIFYING NOISE HAZARDS

Refer to the Hazardous Noise policy for the hazard identification process, this guidance information compliments that with how to select the appropriate hearing protection for your circumstances.

25.3 WHAT TYPE OF PROTECTOR?

Bigger Isn't Always Better. People often think that because ear-muffs are big, they provide the most protection. Hearing protectors are tested according to the guidelines in the Australian/New Zealand Standard, AS/NZS 1270: 2002. Once tested, hearing protectors are given a class rating from 1 to 5, where Class 5 currently offers the greatest level of noise reduction. Ear-muffs and earplugs are both available as Class 5 hearing protectors.

Ear muffs work by suppressing unwanted noise by completely covering the outer ear and are generally better for intermittent use.

Disposal ear plugs are compressed foam that once inserted in the ear expand to suppress unwanted noise.

Re-usable ear plugs are made from moulded silicon designed to be washed for re-use.

Filtered reusable ear plugs and custom made ear plugs are designed for both comfort, a secure fit and to reduce the occlusion effect ie, removing all sounds.

25.4 NOISE SAFETY THRESHOLD

Any noise above 85 – 90 decibels can cause permanent hearing loss and so hearing protection must be worn. The only way to be absolutely sure about the noise level to have a competent person engaged to perform an exposure measurement. Manufacturers can also provide information about the noise output from plant and equipment. Remember that music and public address systems add to the noise load that is generated in operations.

25.5 DON'T OVER PROTECT YOUR EARS

Avoid hearing protection that cuts out too much noise. They can:

- reduce your ability to hear warning signals and

- tempt you to remove the hearing protectors to hear what other people are saying to you.

Hearing protectors should be used the entire time you are exposed to noise as removing your earplugs for even a short time drastically reduces their effectiveness. For example, removing your hearing protector for just five minutes out of an eight-hour day will reduce your hearing protection by 40%. Another way to consider this is that a hearing protector that gives a 30 decibel of noise reduction if worn continuously over an eight-hour day is reduced to only approximately nine decibels of noise reduction if taken off for one hour whilst exposed to the hazardous noise.

25.6 COMMUNICATION BREAKDOWN

If you currently use foam earplugs consider that these reduce high frequency sound much more than the low to mid frequencies. The frequencies of speech occur in the mid to high frequencies. This is why it is often difficult to engage in conversations while you are wearing foam earplugs. Amongst your options are filtered earplugs (reusable and custom), which reduce the volume of the noise more evenly across all frequencies and provide better sound quality than foam earplugs. This means you can communicate with fellow workers, answer telephones and hear warning signals.

Avoid that “Closed In” Feeling. Traditional forms of hearing protection can cause you to feel “closed in” and isolated from your surroundings. The so called “occlusion effect” can make some people feel uncomfortable about wearing hearing protection as it feels like you’re talking inside your own head. By comparison, filtered earplugs (reusable and custom) along with the appropriate class protection ear muffs are designed to minimise the occlusion effect and make outside noise sound as natural as if you weren’t wearing hearing protection.

26 PERSONAL PROTECTIVE EQUIPMENT (PPE)

26.1 INTRODUCTION

Exposure and injury can be prevented with the use of PPE where preventative measures for a hazard require additional control. Use of PPE is only to be considered when more effective control measures have been ruled out.

Hearing protection, eye protection, skin protection, respiratory protection and other personal protection can be achieved by wearing specific items developed to prevent injury.

Risks associated with PPE in the workplace will be addressed via a risk management approach.

26.2 EMPLOYER'S RESPONSIBILITIES

The Employer shall:

- ensure they supply suitable PPE and protective clothing
- that PPE and protective clothing meets relevant legislative, Australian Standard and/or industry requirements or guidelines
- ensure that information and training is provided in the correct use, wear and maintenance of PPE and protective clothing supplied
- ensure tasks are assessed to determine correct level of PPE required
- ensure that PPE and protective clothing being used are in an appropriate condition for the works being performed
- replace damaged or worn PPE and protective clothing and
- ensure their employees wear and use such items supplied to them.

26.3 WORKER RESPONSIBILITIES

Workers have a responsibility to:

- wear and use PPE and protective clothing provided as instructed
- maintain and care for the PPE and protective clothing supplied
- report damaged or worn PPE to your manager and
- return PPE and protective clothing when leaving the Company.

26.4 DETERMINATION OF PPE AND PROTECTIVE CLOTHING

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

- information contained in the SDS for chemicals and dangerous goods
- operating procedures for plant,
- SWMS, and
- safe operating or work procedures.

26.5 SELECTION OF PPE AND PROTECTIVE CLOTHING

All PPE selected shall conform to the appropriate legislative, Australian Standard and/or industry requirements or guidelines.

PPE supplied by the Employer remains the property of the Employer.

Before any PPE is used it should be inspected to ensure:

- a good fit on the user
- it is appropriate for the task and will protect the user from the hazards it is intended to control
- it does not introduce any new hazards
- is in good condition and
- the user understands the correct usage of the equipment.

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

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.

If new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or SDS information.

26.6 PROTECTION

Where defined by signage on plant, entrances to buildings/rooms or work sites all identified PPE must be worn.

26.7 ISSUE AND ORDERING OF PROTECTIVE CLOTHING

All permanent employees are entitled to an allowance for protective clothing and boots each year. On commencement, employees are issued with two shirts and further ordering is available on two occasions in the year: May and November. For boot purchases to cater for individual preferences the employee will purchase them and present a receipt for the maximum allowance which can be reimbursed.

The allowances will change from time to time, taking into consideration CPI adjustments and the like. To find out more about the process and the allowance amounts please contact your Supervisor or Manager.

Below is an idea of what is available, the selection will vary with time and location taking into account supplier brands and seasonal variations.

WINTER

Ritemate Hi Viz Long Sleeve Shirt
190gsm Closed Front
Colour: Yellow Navy Only

Sizes Available: XS, S, M, L, XL,
2XL, 3XL, 4XL
& 5XL

Size:



Quantity Required:

P/N: RM105CFYN-SIZE

WINTER

Ritemate Hi Viz Long Sleeve Shirt

Colour: Yellow Navy Only

Sizes Available: S, M, L, XL, 2XL,
3XL & 4XL

Size:



Quantity Required:

P/N: RM1050YN-SIZE

SUMMER

Ritemate Hi Viz Long Sleeve Work Shirt
150gsm
Colour: Yellow Navy Only

Sizes Available: XS, S, M, L, XL,
2XL, 3XL, 4XL
& 5XL

Size:



Quantity Required:

P/N: RM107V2YN-SIZE

WINTER

SYMIK Hi VIZ Half Zip Pullover

Colour: Yellow Navy

Sizes Available: S, M, L, XL,
3XL & 4XL

Size:



Quantity Required:

P/N: ZT466

27 EXCAVATION WORK

27.1 INTRODUCTION

Excavation work generally means work involving the removal of soil or rock from a site to form an open face, hole or cavity using tools, machinery or explosives. Excavation risks are broad and include potential soil/ground failures, which may occur very quickly limiting the ability of workers and others to escape, to the contamination of the soil or atmosphere in or around the excavation. Risks may also arise from activities such as the use of mobile plant and equipment commonly used on excavation sites.

Sites may be shared by various persons conducting a business or undertaking, such as civil engineers and contractors. Persons with overlapping duties should exchange information about the risks associated with the excavation work including any traffic and plant movements near the excavation area. Work must be undertaken in a cooperative and coordinated way so that all risks are eliminated or minimised so far as is reasonably practicable.

27.2 EMPLOYER'S RESPONSIBILITIES

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

- identifying, monitoring and measuring the risks associated with excavation works and associated processes
- implementing suitable and effective controls to eliminate or minimise the risks associated with the work
- monitoring and evaluating the effectiveness of risk controls in place to control and/or minimise risks associated with excavation works
- ensuring that all workers involved in the work have sufficient skills, knowledge, experience and competence to undertake the work
- ensuring that all workers undertaking excavation work are supplied with personal protective equipment (PPE) that is suitable and appropriate for the nature of the work being undertaken and the associated hazards and that all PPE is maintained in good working order and meets the required Australian Standard
- ensuring that all plant and equipment associated with excavation work including electrical equipment and heavy machinery is maintained, repaired and tested/inspected and
- undertaking health monitoring activities and ensuring workers have access to any monitoring programs appropriate for the type of potential exposure that may arise.

27.3 WORKER RESPONSIBILITIES

Where working in and around excavations, you are responsible for:

- ensuring you are familiar with any hazards associated with excavation work and/or in the course of your duties
- following any guidance or instruction you receive on how to perform work involving excavation work
- taking reasonable care to prevent exposure to excavation hazards to other workers
- notifying management of any excavation hazards that you become aware of, for example deteriorating soil conditions
- immediately reporting any incidents related to excavation work

- ensuring that you have the necessary skills, training and/or competency to undertake any work associated with excavations, including any licenses or accreditation required to operate any plant or equipment and
- ensuring you use any PPE that is provided to you.

28 WORKING AT HEIGHTS

28.1 INTRODUCTION

As part of your role, you may be required to work at heights in the workplace.

The procedures below are to be followed to ensure the health and safety risks associated with working at heights are minimised.

28.2 EMPLOYER'S RESPONSIBILITIES

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

- providing and maintaining appropriate access and egress (for example, through the use of portable ladders)
- maintaining fall prevention and arrest equipment in accordance with the manufacturer's recommendations and keeping records of all maintenance performed and
- ensuring that workers who are required to work at heights have been provided with the required training and induction to do so safely, in particular regarding the use of fall prevention and arrest equipment, and personal protective equipment.

28.3 WORKER RESPONSIBILITIES

Where working at heights you are responsible for:

- following any guidance or instruction you receive on how to safely perform your work at heights
- utilising any fall prevention, fall arrest or other personal protective equipment that is provided to you
- notifying management of any working at heights risk that you become aware of
- immediately reporting any incident involving working at heights to management and
- taking reasonable care to stop objects from falling, for example by erecting barricades and signage.

Where working below others working at heights, you are responsible for:

- complying with any signage or barricades in the work area
- notifying management of any falling object risks that you become aware of
- immediately reporting any incident involving falling objects to management and
- utilising any personal protective equipment required (for example, a hard hat, hearing protection, safety glasses etc).

29 SUN SAFETY

29.1 INTRODUCTION

Australia has one of the highest rates of skin cancer in the world. Despite being an almost entirely preventable disease at least two in every three Australians will develop skin cancer before they reach the age of 70. Of all new cancers diagnosed in Australia each year, 80 percent are skin cancers.

Workers who work outdoors for all or part of the day have a higher than average risk of skin cancer. This is because ultraviolet radiation in sunlight or 'solar UVR' is a known carcinogen.

All skin types can be damaged by exposure to solar UVR. Damage is permanent and irreversible and increases with each exposure.

As part of the risk management approach, the Employer has an obligation to ensure that any risks associated with exposure to solar UVR are eliminated or controlled. Through adopting a hierarchy of controls and as far as reasonably practicable, the Employer will eliminate or minimise the risks from exposure to solar UVR for outdoor workers.

29.2 WORKERS RESPONSIBILITIES

Workers will:

- co-operate with measures introduced by management to minimise the risks associated with exposure to solar UVR
- follow information, training and instructions about using sun protection control measures
- participate in sun protection education programs
- act as positive role models and
- be responsible for their own sun protective practices at work.

30 WORKING IN HEAT AND COLD

Due to the nature and location of the work you undertake you may be exposed to hot or cold weather. The following outlines ways you can reduce your risk of being adversely affected by the temperature while working.

30.1 HEAT AND SUN

Heat illness occurs when the body cannot adequately cool itself. Signs and symptoms include feeling clumsy, nauseated, dizzy or weak.

If you experience these symptoms you should rest in a cool, well-ventilated area and drink cool fluids. If the symptoms are severe or do not go away, you must get help immediately from the first aider or report to your manager.

To avoid heat illness you should:

- take regular breaks somewhere cool if you are working in the sun
- drink water (not soft drinks or coffee). During hot weather you should be drinking about 1 cup (200 mL) of water every 15 to 20 minutes
- rotate between jobs in the sun and those in the shade/cool if possible
- try to perform outdoor work during the cooler part of the day
- use mechanical aids or tools to reduce the amount of physical exertion required to perform tasks and
- wear your wide brim hat, sunglasses and sunscreen, and keep your sleeves rolled down to reduce the amount of skin exposure to the sun. Note that if you are riding a bike or quad you must wear a helmet. Visors can be purchased to attach to helmets to provide sun protection.

30.2 COLD AND WIND

When it is cold the body has to work harder to maintain its core temperature. When temperatures drop below normal and wind speed increases, heat can leave your body even more rapidly.

Cold stress occurs when the skin temperature drops and eventually the internal body temperature (core temperature) drops below normal. This may lead to serious health problems such as hypothermia, frostbite and trench foot, and in extreme cases may cause death. Some of the symptoms of hypothermia include fatigue and drowsiness, uncontrolled shivering, cool bluish skin, slurred speech, clumsy movements, and irritable, irrational or confused behaviour.

To avoid illnesses or injuries associated with exposure to the cold or wind, you should:

- dress warmly with layers of loose fitting clothing (layers provide insulation), a hat / beanie / hood (reduces heat loss from the head), insulated gloves where practical, and insulated waterproof footwear
- have a change of clothes handy in case you get wet
- avoid being tired or exhausted, as you need energy to keep your muscles warm
- stay dry. Being damp or wet (eg from sweat) can increase the rate of heat loss from the body
- take frequent breaks in warm areas
- drink warm drinks (not alcohol) to remain hydrated and
- monitor your condition and that of others around you, for any signs of cold stress.

31 WORKING LATE

31.1 INTRODUCTION

There may be occasions your employer requires you to work late. While it is not always hazardous to work late or outside regular business hours, it can mean you are working alone and/or that you are traveling to or from work after dark. Areas that are considered safe during daylight hours can change and become lonely or isolated when the workday ends or after dark. Whether a situation is a high or low risk will depend on your location, the type of work you do, whether or not you interact with the public, and the consequences of an emergency, accident, injury, etc. It is important to assess each location and situation individually. In many situations, when you are working late, you are working alone, or the risks and solutions are similar to when you are working alone.

31.2 EMPLOYER'S RESPONSIBILITIES

The Employer has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working in the workplace subject to varying conditions and influences.

In particular, it is responsible for verifying that all hazards and risks within that setting and associated with the work activity have been identified, assessed and controlled. This may include:

- ensuring a risk assessment has been completed for the work to be carried out after normal work hours have ended and
- providing information on increased risks associated with the location, environment and layout of the site including access points and exits after normal work hours have ended.

31.3 WORKER RESPONSIBILITIES

When working late you are responsible for:

- ensuring you comply with any site specific health & safety policies and procedures
- always letting your employer, family member or security guard know you are working late and when you expect to leave
- using the working late checklist to check you are following safe procedures
- using the "buddy system". Arrange to work late on the same night as a friend or colleague
- planning ahead and think about which areas are safe where you can retreat to and/or call for help
- before it is dark outside, moving your car to a well-lit area that is close to your building or a parking lot attendant
- before your co-workers leave, checking that all the doors and windows are locked and make sure nobody is in the washrooms and storage rooms
- if you enter a room and suspect that someone might be inside, do not call out. Back out quietly and go to a safe area with a lockable door. Call for help
- if you encounter someone you don't know, indicate that you are not alone. Say "my supervisor will be right here and will be able to help you"
- if you suspect someone is lurking outside, call the police or security officers

- asking your employer to consider providing safe transportation home or to parking areas after hours. Consider designating parking spots that are close to the building and well-lit for those who work after hours and
- being aware of the services offered by your local transit company for after-hours commuters (eg they may have a "request stop" service that allows commuters to get off anywhere along the route after dark, rather than at a designated stop).

32 STRESS MANAGEMENT

32.1 INTRODUCTION

The Employer is committed to protecting the health, safety and welfare of all workers by recognising that workplace stress is a health and safety issue, and acknowledging the importance of identifying and reducing workplace stressors.

Stress can be defined as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly and stress, which can be detrimental to health.

The procedures below are to be followed to ensure the health and safety risks associated with stress in the workplace are minimised.

32.2 EMPLOYER’S RESPONSIBILITIES

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

- providing training for all managers and supervisors in good management practices
- providing confidential counselling for workers affected by stress caused by either work or external factors
- ensuring good communication between management and staff, particularly where there are Employer and procedural changes
- ensuring that bullying and harassment are not tolerated
- ensuring that support is offered to any worker/s who are experiencing stress outside of work (eg bereavement or separation)
- supporting workers who have been away from the workplace due to stress and providing them with safe and effective return to work and
- monitoring and reviewing the effectiveness of measures to reduce stress.

32.3 WORKER RESPONSIBILITIES

Workers have a responsibility to take appropriate measures to look after their own health and safety. As such, you are responsible for:

- raising any issue or concern about stress with your manager/supervisor immediately or as soon as possible and
- accepting any opportunity for counselling when recommended.

33 SAFE VEHICLE OPERATION

33.1 SETTING IN MOTION

Drivers must select the most suitable gear combination possible before attempting to set the vehicle in motion, regardless of whether the vehicle is fully loaded, empty, or travelling bobtail around the depot. This is important, it will help to prevent costly damages to the vehicle's transmission and differential, in particular.

33.2 PROGRESSIVE SHIFTING

Progressive gear shifting reduces drive-train stress at low speeds and is smoother, easier, quieter and more fuel efficient than 'normal' shifting.

Progressive shifting simply means shifting at low revs in low gears. This allows the engine's torque to do the work and that is what modern diesels are all about.

Progressive shifting should be used on all trucks. Winding the engine to the governor in the lower gears wastes fuel, can lead to overstressing and failure of the drive-train components.

Drivers should always remember that range change gearboxes have considerable overlap in the low range because the same gears are used in high range at speeds where wind and rolling resistance makes the gear splits critical for achieving good performance. That means the gear ratios were made for high range and revving the engines up on low range is just a waste of time. Shift at low revs at low speeds.

Example:

| Gear Shift | Shift Point (Engine Speed) | Gear Shift | Shift Point (Engine Speed) |
|------------|----------------------------|-----------------|----------------------------|
| 1 - 2 | 1,000 rpm | 4 - 5 | 1,600 rpm |
| 2 - 3 | 1,200 rpm | 5 - 6 | 1,800 rpm |
| 3 - 4 | 1,400 rpm | Remaining Gears | 1,800 rpm |

Drivers should remember:

- coasting is immature behaviour and dangerous;
- when descending long and steep grades, lower gears must be engaged before commencing the descent;
- watch for any descent or low gears road signs;
- if in doubt, select a low gear;
- start as easily as possible without using the throttle until the clutch is fully engaged;
- select the gears to suit the grade and the traffic conditions; and
- do not use the engine brake to assist in gear changing.

i) Out of gear operation

Failure to keep the vehicle in gear on downgrades etc. is an act of negligence and equipment abuse. This will not be tolerated, and may result in dismissal.

33.3 ON ROUTE TYRE / LOAD CHECK

Drivers must regularly visually check for loose wheel nuts and tighten as needed. During the course of the trip, drivers are encouraged to carry out a tyre and load check.

33.4 MOTOR SHUTDOWN

Turbochargers operate at a very high speed and temperature and damage will result if the engine temperature is not normalised before shut down. This can be achieved by either idling a vehicle for 3-5 minutes (this is very important immediately after hard work), or, driving the vehicle at low load for 3-5 minutes prior to shut down. (This will minimise the idle time.)

The engine should never be idled for prolonged periods. This wastes fuel and causes unnecessary engine wear. The maximum idling time is 5 minutes.

The engine brake must be switched off before the engine is shutdown.

34 TRUCK LOADING AND UNLOADING OPERATIONS

34.1 INTRODUCTION

The purpose of this guidance is to ensure truck loading and unloading operations are completed safely. This document is to be used in conjunction with site specific rules / traffic management plans, site induction training and regulations imposed on the commodity, plant and equipment.

34.2 GUIDANCE

Loading and unloading areas should be:

- Clear of other traffic, such as; pedestrians and people not involved in loading or unloading.
- Clear of overhead electric cables so there is no chance of touching them, or of electricity jumping to 'earth' through machinery, loads or people.
- Level. To maintain stability, trailers should be parked on firm level ground, loads should be spread as evenly as possible, during both loading and unloading. Uneven loads can make the vehicle or trailer unstable.

Loads should be secured, or arranged so that they do not slide around. Racking may help stability.

Safety equipment must be considered. Mechanical equipment and heavy moving loads are dangerous. Guards or skirting plates may be necessary if there is a risk of anything being caught in machinery (for example dock levellers or vehicle tail lifts). There may be other mechanical dangers and safety procedures to be considered.

Ensure the vehicle or trailer has its brakes applied and all stabilisers are used. The vehicle should be as stable as possible.

In some workplaces it may be possible to install a harness system to protect people working at height. Provide a safe place where drivers can wait if they are not involved. Drivers should not remain in their cabs if this can be avoided. No-one should be in the loading/unloading area if they are not needed.

Vehicles must never be overloaded. Overloaded vehicles can become unstable, difficult to steer or be less able to brake.

Always check the floor or deck of the loading area before loading to make sure it is safe. Look out for debris, broken boarding, etc.

Loading should allow for safe unloading.

Loads must be suitably packaged. When pallets are used, the driver needs to check that:

- They are in good condition
- Loads are properly secured to them.
- Loads are safe on the vehicle. They may need to be securely attached to make sure they cannot fall off.

Tailgates and sideboards must be closed when possible. If over-hang cannot be avoided, it must be kept to a minimum. The over-hanging part of the load must be clearly marked.

If more than one company is involved, they should agree in advance how loading and unloading will happen. For example, if visiting drivers unload their vehicles themselves, they must receive the necessary instructions, equipment and co-operation for safe unloading. Arrangements will need to be agreed in advance between the haulier and the recipient.

Some goods are difficult to secure during transport. Hauliers and recipients will need to exchange information about loads in advance so that they can agree safe unloading procedures. Checks must be made before unloading to make sure loads have not shifted during transit, and are not likely to move or fall when restraints are removed.

There must be safeguards against drivers accidentally driving away too early. This does happen, and is extremely dangerous. Measures could include:

- Traffic lights.
- The use of vehicle or trailer restraints.
- The person in charge of loading or unloading could keep hold of the vehicle keys or paperwork until it is safe for the vehicle to be moved.
- These safeguards would be especially effective where there could be communication problems, for example where culturally and linguistically diverse drivers are involved.

34.3 RISK ASSESSMENTS

It is recommended that before the start of any loading and unloading operation, a Risk Assessment Form is completed for the entire activity. This is particularly necessary when loading and unloading:

- an unfamiliar commodity or;
- in an unfamiliar location or;
- in inclement weather.

Any concerns or hazards should be recorded on the Risk Assessment Form, as well as, reported to the site supervisor and line manager for rectification. All activities should be suspended, until clearance is provided by the site supervisor and line manager, with rectifications noted on the Risk Assessment Form.

35 ROAD HAZARDS AND WEATHER CONDITIONS

35.1 ROAD HAZARDS

Special care must be exercised while driving over rough, slippery, narrow or winding roads. Drivers should be aware of the hazardous areas that exist on the routes that they travel. Drivers must travel at a reduced speed and have the vehicle completely under control when approaching these areas. Drivers must take notice of all road warning signs on unfamiliar roads.

In all cases, the vehicle should be driven at a speed that is safe for the existing conditions. A wet road in cold weather can suddenly become an icy road.

Underpasses, bridges, tunnels, low wires, roofs and tree lines all demand special attention whilst driving a vehicle. Drivers must watch out for these and any low objects that the vehicle is being driven under to ensure that there is sufficient clearance.

Highway repairs or other road hazards can cause insufficient clearance where otherwise clearance might be adequate. Drivers must never take a chance on clearance. If there is any doubt, the vehicle must be stopped and the distance measured to be sure. Irregular, long and or wide loads require special attention.

Experienced professional drivers always 'scan' about a ½ to 1km (where possible), in front of the vehicle. This means that they observe what is happening that far in front of them. This form of driving behaviour allows a driver to adjust their speed and position on the road according to the type of hazard that confronts them, in good time, and without excessive braking.

All drivers must adjust their driving to suit the following driving hazards (and any others):

- rough surfaces;
- slippery surfaces;
- narrow or winding roads;
- low wires, roofs or awnings;
- low bridges, tunnels etc; and
- underpasses and trees.

i) Bridges

When driving be aware of safely traveling across bridges and:

- stay in your lane and observe speed limits;
- determine adequacy of overhead bridge clearances and allow a safety margin; and
- be alert to the bridge's load limitations and the stated vehicle gross mass.

ii) Railway Crossings

When approaching a railway crossing, drivers must always:

- reduce their speed and look both directions to ensure the path is clear. They must never attempt to beat a train to the crossing. The crossing's warning signals must not be depended on as they may not be in order;
- bring the vehicle to a complete stop if required by the nature of the cargo or the state's law;

- stop the vehicle not less and 5 metres and not more than 13 metres from the nearest railway track. Pull the vehicle as far over to the left as possible before stopping and signal to prevent a rear collision;
- visually double check, double tracks. One train could be obscuring another, or another may be fast approaching opposite; and
- not change gears while crossing railway tracks.

35.2 WEATHER CONDITIONS

Weather causes many conditions that can effect safe driving. Some of these conditions are:

- reduced visibility;
- wet, slippery or icy roads / highways; and
- drowsiness or lack of alertness, (caused by heat in summer and lack of ventilation in the winter months with the cabin windows closed).

Reducing speed to conform to the existing conditions and by getting proper rest and proper ventilation in the cab can control these conditions.

i) Night driving

Driving at night can be confusing and dangerous. In order to see clearly and observe clearly whilst driving at night, the vehicle's windscreen should always be kept clean inside and out and the washers and wipers kept in good condition. Mirrors should also be kept clean.

The dazzle from oncoming vehicles through a dirty windscreen makes it very difficult to see, and this in turn can strain a driver's eyes and may cause fatigue.

Dazzle is a constant problem with night driving. Drivers must avoid looking directly into the lights of oncoming vehicles. Instead, they should look to the left side of the road. If oncoming drivers fail to dip

36 CHECKLIST AND ACKNOWLEDGEMENT FORM

Please complete this Checklist for Understanding, along with the acknowledgement form and provide this to the Employer.

For each statement below please circle whether it is true or false.

| | True | False | Office use |
|---|------|-------|------------|
| Workers must perform all duties in a manner that ensures the health and safety of themselves and others in the workplace. | T | F | |
| Being affected by illegal drugs whilst at work or smoking in the yard may result in the termination of a worker's engagement. | T | F | |
| Breaches of the health and safety policies (such as physical or verbal assaults, bullying or harassing) will not be tolerated from any workers, and may result in the termination of a worker's engagement. | T | F | |
| You must wear PPE including safety footwear and high visibility clothing when at work if directed by management. | T | F | |
| If you identify a hazard in your workplace, you don't have a responsibility to do anything. | T | F | |
| ALL accidents/incidents or near hits/misses must be reported to management. | T | F | |
| You don't have to follow workplace rules if you think they are unnecessary. | T | F | |
| Poor housekeeping (untidy workplace) does not have an impact on health and safety. | T | F | |

I _____ (please print name) acknowledge that I received a copy of this Flow Smart Health and Safety Handbook and that I have read and understood it.

I agree to comply with the policies and procedures applicable to me contained within the Flow Smart Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: