LOVRETA
ESTATE

Lovreta Estate
Health and Safety Handbook

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of Lovreta Estate (**the Organisation**) 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 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 Organisation. 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 Organisation.

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

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

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

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

Anthony Lovreta
Director

on behalf of **Lovreta Estate**

Date:

Review date: 1 January 2026

3 WORKPLACE INJURY MANAGEMENT AND RETURN TO WORK POLICY STATEMENT

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

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

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

Anthony Lovreta
Director

on behalf of **Lovreta Estate**

Date:

Review date: 1 January 2026

4 HEALTH AND SAFETY RESPONSIBILITIES

4.1 INTRODUCTION

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

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

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

4.2 WORKER RESPONSIBILITIES

You are responsible for:

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

- ensuring that any plant or equipment that may be issued to you or used by you has undergone any required and applicable inspection and/or testing within the prerequisite timeframe

- ensuring that 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 Organisation's workplace policies and

- ensuring that you present to the workplace fit for duty and do not undertake any task or work activity for which you are not fit to do or where your health, safety or welfare may be compromised by undertaking such a task or activity.

5 CONSULTATION

5.1 INTRODUCTION

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

The arrangements for consultation will facilitate drawing upon everyone's knowledge and understanding of the workplace and the work involved to achieve positive health and safety outcomes. This may include formal representation of workers by elected representatives being involved in the consultation as required or requested or less formal means such as toolbox talks. Consultation may also be facilitated through an effective electronic communication system.

5.2 CONSULTATION STATEMENT

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

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

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

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

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

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

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

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

5.3 WORKER RESPONSIBILITIES

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

Such participation will include:

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

6 HEALTH AND SAFETY ISSUE RESOLUTION

6.1 INTRODUCTION

Issues may arise anywhere within the Organisation in relation to health and safety 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 arise, 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 and/or
- the conduct of the Organisation.

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

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

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

6.2 ORGANISATION RESPONSIBILITIES

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

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

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

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

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

6.3 SUPERVISOR RESPONSIBILITIES

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a **Hazard and 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.

6.4 WORKER RESPONSIBILITIES

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

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor 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 Organisation.

6.5 ISSUES RESOLUTION OUTCOMES

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

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

Where a written agreement is prepared:

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

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

7 RISK MANAGEMENT

7.1 INTRODUCTION

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

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

Control of hazards takes a variety of forms depending on the nature of the hazard and must be based on the hierarchy of control options emphasising the elimination of the hazard at its source.

7.2 WORKER RESPONSIBILITIES

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

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

- identifying any hazards that could present a risk to the health and safety of yourself, your colleagues or others and where it is safe to do so, immediately take steps to prevent the hazard from posing a health or safety risk

- reporting any hazards to management that you may identify and completing the **Hazard and Incident Report Form**

- actively participating in the risk management program, including workplace inspections, risk assessments using the **BrightSafe Risk Assessment** tool and the development and review of controls and procedures designed to eliminate or minimise work related risks and

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

8 INCIDENT AND INJURY REPORTING

8.1 INTRODUCTION

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

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

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

8.2 WORKER RESPONSIBILITIES

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

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

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

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

9 WORKING ENVIRONMENT

9.1 INTRODUCTION

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

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

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

9.2 WORKER RESPONSIBILITIES

To help ensure that the overall working environment remains without risk to workers and that facilities remain available to workers, you are responsible for ensuring that you:

- keep the workplace neat, tidy and free from obstruction at all times so as not to cause additional hazards, including slip, trip, or fall hazards
- do not unduly alter the overall work layout, work areas, workplace lighting or do anything that may impede the safe access and egress to or from the site unless authorised to do so
- do not undertake any work that may potentially and unduly alter the indoor air quality without the appropriate authorisation and without ensuring that an appropriate risk assessment has been undertaken
- report any issues or maintenance requirements related to the Organisation’s welfare facilities to management as soon as they are identified, for example soap and toilet paper should be replenished regularly and
- utilise any plant, equipment, working area, tools and welfare facilities in a manner in which they are intended and not make any undue alterations that may impact the health and safety of yourself or others at the workplace without appropriate approvals
- comply with all safety signs, policies and procedures and reasonable instructions provided to them, such as placing rubbish in the bins or cleaning and maintaining the facilities regularly to ensure they remain in a clean and safe condition and
- wear and use any PPE and clothing issued for your protection at all appropriate times where necessary, for example when cleaning.

10 EMERGENCY PROCEDURES

10.1 INTRODUCTION

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

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

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

10.2 PROCEDURES

i) Medical emergencies

In the event a medical emergency arises, and someone requires emergency medical attention:

- summon help from others in the immediate vicinity, if required or a nominated first aid officer
- ensure the affected worker is not left alone unless it is unavoidable and
- alert a manager and contact emergency services if required. Provide clear instructions to emergency services on:
    - the location of the worker and directions to the workplace
    - the details of casualty (type of injury, age and condition of worker)
    - the time of injury or illness.

ii) Bomb threat

In the event that you receive a bomb threat via telephone:

- do not hang up, but instead should stay on the phone and take notes of the conversation using the **Phone/Bomb Threat Checklist**
- keep the caller on the line for as long as possible, and asked them to repeat the information provided and for additional information about the threat
- where possible, have someone else listen in to the call and
- contact management, and any building security/management, to evaluate whether an emergency evacuation is required.

If an evacuation is ordered in response to a bomb threat, you should quickly check your work area for any unusual objects and mark these with a sheet of paper without touching the object. You should

then leave the building as instructed. The location of any unusual objects must be reported to the manager, floor warden, building security or the attending emergency services.

iii) Fire

If you discover a fire:

- alert other people in the immediate vicinity to the fire
- activate any fire alarms and call '000'
- call for help and/or have someone advise a manager or the nearest fire warden and
- if safe, try to put out or contain the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame, 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.

In the event a fire alarm is sounded and 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 and
- 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 and
- do not return to the building until it is safe to do so by the emergency co-ordinator/fire warden or emergency services.

iv) Chemical spill

In the event you are involved in a minor chemical spill or leak:

- ensure you have access to and are familiar with each chemical product's SDS so that appropriate health and safety control measures are implemented
- clean the chemical spill in accordance with the product's SDS, including the requirement to wear certain PPE
- if the spilt chemical is a flammable liquid, ensure that ignition sources are eliminated
- contain the spill or leak to prevent the chemical from spreading. This may be achieved with spill containment equipment or by placing a small leaking container into a larger container to contain the leak
- if required, isolate the area where the chemical has been spilt to control access
- clean the spill immediately

- dispose of waste in accordance with local regulations and do not mix substances in the waste bin because they might react and

- notify your manager and complete a **Hazard and Incident Report Form**. In certain situations, there may be a requirement to notify the State or Territory health and safety regulator.

v) 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 (this could be turning on hazard lights if possible)

- exchange insurance details with involved parties, record the registration details of the vehicles involved, as well as the name and licence details of the driver/s

- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property and

- 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, including details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions you have taken. You must complete a **Hazard and Incident Report Form** and you are responsible for entering the details of any injury on the **Register of Injuries** form in accordance with the **Reporting of Incidents and Injuries** policy within this Health and Safety Handbook. The Organisation must be informed of any and all incidents involving company vehicles no matter how minor as soon as is practicable.

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.

vi) Environmental incident

In the event an environmental incident occurs:

- immediately implement control or containment measures if it is safe to do so

- request medical aid where your exposure warrants health intervention after speaking with management and

- notify management who will notify any relevant government authority responsible for the environment or where remediation is required, will engage an accredited waste management company to clean up the site.

vii) Plant, equipment or structure failure

The failure of plant or equipment that may require an emergency response will generally result from poor maintenance of the plant, undetected defects within the plant or inappropriate use or operation of the plant.

The emergency response may be generated from a range of incidents that may include incidents related to mobile plant such as a roll over or overloading of the equipment, catastrophic failure of plant with moving parts or the failure of load bearing static structures such as elevated storage areas.

In the event of a plant, equipment or structural failure that requires an emergency response:

- if it is safe to do so assess the incident to ensure the safety of anyone in the immediate vicinity
- if plant is powered, ensure power is isolated to prevent inadvertent start up
- render first aid to any person injured as a result of the incident
- contact emergency services if necessary
- notify management and emergency response team
- commence and follow general emergency response procedure if required
- where necessary leave the site or building immediately via the nearest emergency exit to the nearest evacuation assembly point and
- isolate and barricade off the area if possible to prevent further injury.

viii) Bushfires

Bushfires are a common occurrence in Australia and even a small bushfire can pose a serious threat to life and requires appropriate actions to be safely dealt with. This can be hard when operating under the stress of a fast approaching fire.

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

As such, in a rural fire district you must be prepared to take action in the event of a bush fire and have a bush fire evacuation plan.

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

Ensure that you are aware of the fire risk level issued by the emergency services and the expected weather conditions for the area to be worked and take appropriate action. Extreme fires usually occur when temperatures are high, relative humidity is less than 15 per cent, and winds are hot, dry and greater than 30km/h.

Under no circumstances are you to enter an area under an active bush fire threat. However, if you are caught in an area where a bushfire is imminent:

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

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

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

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

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

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

ix) Other considerations

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

- violent and/or armed confrontations
- other potentially threatening situations
- natural disasters such as earthquakes and
- extreme weather conditions such as cyclones, snowstorms and thunderstorms, particularly where lightning strikes are possible.

10.3 WORKER RESPONSIBILITIES

Whilst the Organisation will take all necessary precautions to prevent an emergency situation arising by preparing, maintaining and implementing emergency plans, in the unlikely event that an emergency situation does arise, you have a range of responsibilities to help ensure the health and safety risks associated with such situations are minimised. These responsibilities include ensuring that you:

- are aware of all of the Organisation's evacuation procedures and the action you should take in the event of such an emergency
- actively participate in the consultation process in developing and implementing emergency procedures
- where necessary, are aware of how to use emergency or rescue equipment and deliver first aid treatment
- have been provided information, training and instruction in relation to the emergency procedures and its safe implementation
- actively participate in emergency evacuation exercises and record these evacuation exercises where management has directed you to do so and
- where appropriate, are provided and to wear any relevant PPE required in relation to emergency procedures.

11 FIRST AID

11.1 INTRODUCTION

First aid is the emergency care of sick or injured persons.

The Organisation is committed to ensuring that a first aid service is available and accessible at all times to provide immediate and effective first-aid to workers or others who have been injured or become ill at our workplace.

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

11.2 WORKER RESPONSIBILITIES

Although the Organisation has the responsibility to provide first aid resources that are commensurate with the nature, size and scope of the business, workers also have a range of responsibilities to help ensure that the facilities and resources are able to meet our ongoing needs and commitments. These responsibilities include ensuring that:

- you are aware of the Organisation's overall emergency response plan and infection control processes
- you are aware of how to obtain first aid treatment and the name and contact details of your first aid personnel
- you seek first aid whenever the severity of a work related injury or illness may be minimised through such treatment, or where directed by management to do so
- you inform management of any injury or illness and record any first aid treatment in the **Register of Injuries**
- the first aid kit and resources are not removed from their designated location unless being required to attend to an emergency situation
- the first aid kit remains available and easily accessible for persons requiring or seeking first aid treatment
- only first aid equipment and resources are stored in first aid kits. For example, no personal or over the counter medications are to be left in the kit or facility
- you inform management if any first aid equipment and resources are running low or have run out
- no documentation relating to first aid treatment is removed from the first aid kit or facility and
- if required to call an ambulance, you will give clear concise information to identify the injured persons location and severity of the injury or illness. Where a management representative is unavailable, you will agree to accompany the affected worker, if requested to do so.

12 HEALTH AND SAFETY INFORMATION, TRAINING AND INSTRUCTION

12.1 INTRODUCTION

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

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

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

12.2 WORKER RESPONSIBILITIES

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

- ensure that you have undertaken the appropriate health and safety instruction and training required to work in a safe manner, including induction and emergency preparedness training
- ensure that you have been deemed competent through appropriate health and safety training, to undertake any proposed work
- participate in all ongoing training or competency assessments that are designed to ensure you gain or maintain competencies required to undertake work for the Organisation in a safe manner
- ensure the Organisation is provided with copies of any and all licenses, authorisations, approvals and/or qualifications required to undertake work for the Organisation and
- ensure that you maintain and keep up to date any required licence, authorisation, approval and/or qualification required to undertake work for the Organisation and that you duly advise the Organisation if your status in relation to holding such licence, authorisation, approval and/or qualification changes.

13 INSPECTION, TESTING AND MAINTENANCE

13.1 INTRODUCTION

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

To this end, the workplace and its working environment as well as all plant and equipment must be regularly inspected, tested where necessary and maintained in accordance with the manufacturer's instructions, or as otherwise required. Such activities must be sufficient to ensure a safe and healthy workplace as far as is reasonably practicable and to ensure the Organisation meets its compliance responsibilities.

13.2 WORKER RESPONSIBILITIES

To eliminate or minimise the risks related to the use, handling, storage, maintenance and/or disposal of plant or equipment, you will:

- ensure that you have sufficient skills and competencies to undertake work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment
- actively participate in the risk management strategies designed to inspect and maintain the workplace, test and maintain emergency procedures, and inspect, test and maintain plant and equipment
- understand the Organisation's emergency preparedness and response plan
- only use plant and equipment for its intended purpose
- follow any reasonable work instruction given to you designed to protect your health and safety or that of others at the workplace
- not unduly alter the design, operation, functions or characteristics of any plant or equipment without appropriate authorisation or approval
- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless you are authorised to do so
- ensure that any defects that are detected will be reported to your supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed and
- ensure that any incident associated with plant or equipment will be reported to your supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed.

14 DIRECTED MEDICAL EXAMINATIONS

14.1 INTRODUCTION

The Organisation conducts work where specific medical examinations may be seen as a measure of controlling certain risks. As such, the health and safety regulator has the legislative power to direct the Organisation to arrange for the medical examination of a worker or workers.

Such a direction will be given in writing and will specify:

- the name of the worker to undergo the medical examination and
- the purpose of the proposed medical examination.

Nothing in this policy, either stated or implied, is intended to compromise the Organisation's obligations to ensure health monitoring is undertaken where legislatively required and further detailed within the **Health and Safety Manual**.

14.2 WORKER RESPONSIBILITIES

Where you undergo a medical examination when arranged by the Organisation, you must ensure that you:

- have been sufficiently informed of the nature of, and the reasons for, the medical examination
- understand the request before consenting to undergo a medical examination within the time specified
- have been consulted and are aware that you have a choice in the selection of a registered medical practitioner who will conduct the medical examination
- are aware of the procedures to follow provided by the registered medical practitioner
- have a copy of the test results and medical report based on the test results or medical examination from the registered medical practitioner
- have been provided any explanation of the test results by the registered medical practitioner
- provide a written request to the registered medical practitioner when you would like the findings on the medical examination to be given to your nominated registered medical practitioner and
- discuss with the registered medical practitioner regarding any concerns of the test results or the medical examination.

15 SMOKE FREE IN THE WORKPLACE

15.1 INTRODUCTION

Health authorities advised that tobacco smoking is a leading cause of preventable death and disease in Australia. Smoking greatly increases the risks of suffering from potentially deadly conditions, including a range of cancers, heart disease and respiratory illness. Workplace exposure to environmental tobacco smoke, or passive smoking, is a significant health hazard. There is no recognised safe level of tobacco smoke exposure and exposure to passive smoking can produce symptoms of ill health, particularly for people with pre-existing medical conditions, such as respiratory or cardiovascular conditions.

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

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

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

The Organisation is committed to maintaining a smoke free work environment to ensure the health, safety and wellbeing of everyone in the workplace by addressing risks associated with smoking (tobacco and/or e-cigarette) in the workplace via a risk management approach and in accordance with the Organisation's **Risk Management** policy.

15.2 WORKER RESPONSIBILITIES

You are responsible for ensuring that you comply with the Organisation's policies and procedures relating to smoking in the workplace. In particular, you must ensure that you:

- actively participate in identifying, assessing and controlling hazards associated with tobacco and smoking in the workplace
- are familiar and act in accordance with the Organisation's smoke free policy
- demonstrate positive safety behaviours and compliance with the Organisation's safety arrangements and instructions
- inform and remind clients, other workers, visitors etc. of the requirements set out in this smoke free policy
- take reasonable care to prevent smoke (including vapour) drifting to non-smoking enclosed areas
- follow any reasonable work instruction given to you designed to protect your health and safety or that of others at the workplace and
- report any incident associated with smoking to your supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed.

In addition to complying with the Organisation's smoke free policy, where you are working at a client' premises you will also comply with any site specific policy implemented by the client or at the place where you are working.

If you have any doubt about how to comply with both policies or if the policies are inconsistent, you should contact management for clarification as soon as possible. In the interim, you should refrain from any conduct that is likely to breach either of the policies.

16 MENTAL HEALTH

16.1 INTRODUCTION

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

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

Work related stress describes the physical, mental, and emotional reactions that arise when workers perceive that their work demands exceed their ability to cope. Job stress is not in itself a disorder, illness, or psychological injury. However, if job stress is excessive or prolonged, it may lead to psychological and/or physical injury.

The Organisation is committed to supporting the mental health and wellbeing of its workers and ensuring, so far as is reasonably practicable, that associated hazards and risks are effectively and proactively managed through a risk management approach.

16.2 WORKER RESPONSIBILITIES

The Organisation recognises that the management of work related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from the Organisation. The overall success of the Organisation's risk management strategies is also dependent upon workers understanding their own responsibilities in relation to health and safety, which includes helping to minimise risks to their own mental health and the mental wellbeing of others at work.

To this end, you are responsible for ensuring that you:

- have received an induction that includes information related to the Organisation's commitment to supporting the mental health of workers and your responsibilities related to helping to ensure a healthy and safe workplace
- understand the Organisation's policies and procedures to identify, assess, control, monitor and review risks to your mental health
- understand your role at work, ensure that the role has been clearly articulated, and that the required duties are within the scope of your skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do your work safely
- support co-workers in their awareness of mental health and strategies to eliminate or minimise the impact
- actively participate in the consultation mechanisms, forums or counselling designed to help ensure your health and safety at work, including those targeted at the overall mental health of workers

- understand the applicable organisational operations that may impact upon your mental wellbeing, including those beyond the control of the Organisation, and the processes and procedures in place to eliminate, minimise and report any mental health risks

- comply with all systems of work and procedures that are designed to support your health and safety and the health and safety of others at the workplace, including those specifically designed to eliminate or minimise mental health risks

- utilise the applicable procedure to report any work related mental health hazard or risk to your own mental health or the metal wellbeing of others at work as soon as it is identified, including any incidence of bullying or harassment, including sexual harassment (as outlined below) affecting yourselves or another worker and

- receive adequate and timely feedback on work performance.

In minimising the mental health risks to others in the workplace, you must not act or behave in a manner that could be considered bullying or harassment. Such behaviour creates a risk to health and safety, whether intentional or not, and will not be tolerated by the Organisation.

To clarify, 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. Examples of bullying include:

- abusive, insulting or offensive language or comments

- physical or emotional threats

- aggressive and intimidating conduct

- belittling or humiliating comments

- victimisation

- practical jokes or initiation

- unjustified criticism or complaints

- deliberately excluding someone from work-related activities

- withholding information that is vital for effective work performance

- setting unreasonable timelines or constantly changing deadlines

- setting tasks that are unreasonably below or beyond a person's skill level

- denying access to information, supervision, consultation or resources to the detriment of the worker

- spreading misinformation or malicious rumours and

- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

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.

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

Examples of harassment include:

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

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

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

17 WORKPLACE VIOLENCE AND AGGRESSION

17.1 INTRODUCTION

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

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

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

Risks associated with workplace violence and aggression will be addressed via a risk management approach to help ensure that the risk of injury to workers is eliminated or minimised, so far as is reasonably practicable. Furthermore, the Organisation will take all reasonable steps to help ensure that workers potential exposure to any workplace violence and aggression is eliminated.

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

This policy should be implemented in conjunction with the Organisation's **Risk Management**, **Mental Health** and **Emergency Procedures** policies and the tools designed to help manage workplace mental health risks must be utilised.

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

17.2 WORKER RESPONSIBILITIES

To minimise the risk of injury from violent situations or aggressive behaviours by clients, customers or others at work, you are responsible for:

- ensuring that you are aware of the Organisation's zero tolerance position regarding threatening situations and aggressive behaviours at work
- ensuring that you have received the appropriate training and instruction in strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours
- ensuring that you have received the appropriate training and instruction in strategies designed to address and deal with violent and/or aggressive situations you may face

- actively participating in the development and review of work practices and communication strategies designed to eliminate or minimise your potential exposure to threatening situations and aggressive behaviours

- removing yourself from violent or aggressive confrontations with clients, customers or others at work

- not engaging in abusive or aggressive behaviour towards the client, customer or others at work, including online and never chasing, touching or handling an offender in any way

- informing management as soon as practical if you have been exposed to a threatening situation or an aggressive behaviour, or have witnessed others at work being exposed to such behaviour. Management will provide ongoing support

- calling Police if a situation is escalating to the point where your personal safety and security may be jeopardised

- participating in counselling or debriefing as recommended following an exposure to an incident involving a threatening situation

- following any reasonable instruction given the Organisation, such as participating in training and following workplace policies and procedures that have been put in place to reduce the risk of workplace violence and aggression incidents occurring, including the use of social media, interactions online and the use of workplace technologies and

- following any specific security arrangements that are implemented by the Organisation.

18 FATIGUE MANAGEMENT

18.1 INTRODUCTION

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

Some of the signs of fatigue include:

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

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

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

Fatigue may result in a slower reaction to signals or situations and affect the ability to make good decisions and this may increase the risk of incidents at the workplace due to a lack of alertness. As such, the Organisation will ensure, so far as is reasonably practicable, that the health and safety risks associated with fatigue in the workplace are minimised and will be addressed via a risk management approach.

As the effects of fatigue may also be linked to mental health and overall well-being, this policy will be implemented in conjunction with the Organisation's **Mental Health** policy. Therefore, nothing in this policy, either stated or implied, is intended to compromise the Organisation's obligations to other related policies.

18.2 WORKER RESPONSIBILITIES

In order to reduce the likelihood of fatigue impacting on your work, you are responsible for:

- ensuring that you are fit for work. This means you are in a fit state to complete your work and are not adversely affected by drugs, alcohol, lack of sleep or other factors
- monitoring your level of alertness and concentration while you are at work

- taking required periods of rest
- maintaining hydration and undertaking some form of stretching or physical exercise
- adjusting the work environment, such as lighting or temperature where appropriate
- accurately and honestly completing required records, such as work diaries, log books and run sheets where necessary
- actively participating in the risk management strategies designed to reduce the risk of fatigue in the workplace, including the identification and assessment of fatigue risks
- ensuring that medical assessments are completed where required and
- reporting any health issues which may impact on your work and managing them appropriately.

19 HAZARDOUS MANUAL TASKS/HANDLING

19.1 INTRODUCTION

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

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

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

An MSD may result from:

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

MSD may include injuries and conditions such as:

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

The nature of work undertaken by the Organisation may potentially expose workers to risk of MSD associated with hazardous manual tasks or manual handling work. The risks related to hazardous manual tasks in the workplace will be addressed via a risk management approach.

19.2 WORKER RESPONSIBILITIES

When performing hazardous manual tasks you are responsible for:

- taking reasonable care of your own health and safety and not adversely affect the health and safety of others
- complying with reasonable instruction and cooperating with reasonable procedures related to health and safety at the workplace including safe systems of work and procedures designed to minimise the risk of MSD and the use of mechanical aids, PPE and safety equipment provided
- ensuring you have received sufficient information, training and instruction to undertake manual tasks safely and without risk of MSD
- ensuring you have received the appropriate information, training and instruction in relation to risk minimisation strategies designed to reduce the risk of MSD associated with hazardous manual tasks
- ensuring you are familiar with any hazards associated with hazardous manual tasks and all relevant control measures designed to eliminate or minimise the risks of MSD
- ensuring all defined control measures are utilised when required. For example, when moving a load, such controls may include always assessing the load taking into consideration the distance to be carried, the need for a mechanical aid or performing warm up exercises before commencing a task and/or at the beginning of the shift
- actively participating in the development of manual task risk management activities including undertaking manual task risk assessments
- ensuring you have received sufficient training and instruction to undertake a risk assessment of any load required to be moved in order to initiate temporary control measures such as breaking down the load, identifying effective grab points or use of team lifting strategies
- notifying management of any risks related to MSD that you become aware of and
- complying with the incident reporting process relating to a near miss, injury event associated with hazardous manual tasks.

20 HAZARDOUS CHEMICALS

20.1 INTRODUCTION

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

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

20.2 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring that 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 (**SDS**)
- not handling or using any hazardous chemical unless you have been trained to do so safely and are authorised to undertake the related work
- following any reasonable guidance or instruction you receive on how to perform work involving hazardous chemicals
- not using or handling any chemical that is not appropriately labelled and/or the applicable SDS is not available
- 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 or locking storage areas where possible
- notifying management of any hazardous chemical risk that you become aware of, for example deteriorating containers or incorrect storage
- ensuring that chemicals are appropriately labelled, particularly when they are being transferred or 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 that you are familiar with the hazardous chemical's label, including the meaning of any pictogram, signal work and/or hazard statement
- actively participating in risk management activities related to hazardous chemicals, including health monitoring programs where applicable

- actively participating in risk management activities related to hazardous chemicals, including health monitoring programs where applicable
- immediately reporting any incident involving hazardous chemicals to management, including any chemicals found to be inappropriately labelled or for which the SDS is unable to be located and
- ensuring that you use any relevant PPE that is provided to you.

21 CONTRACTOR MANAGEMENT

21.1 INTRODUCTION

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

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

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

21.2 CONTRACTOR RESPONSIBILITIES

As a contractor and/or subcontractor and your workers have been selected and engaged, you must:

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

- actively participate in the consultation and participation arrangements agreed to between the Organisation and your workers.

21.3 WORKER RESPONSIBILITIES

When working alongside or with contractors or subcontract workers, you are responsible for:

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

22 MOTOR VEHICLES

22.1 INTRODUCTION

Road crashes represent the most common cause of work related fatality in Australia. Driving for work purposes is therefore a considerable risk to a worker's health and safety and those risks are considered to increase as the time driving on the roads also increases.

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

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

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

22.2 WORKER RESPONSIBILITIES

To ensure that workers operate motor vehicles in a manner that eliminates or minimises the risk of injury or illness from driving or undertaking task related to the driving of a motor vehicle, you will:

- ensure that you have the appropriate licence or certificate and organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading
- ensure that you advise management immediately if you are disqualified or suspended from driving and that you are able to produce your licence for scrutiny by management as requested
- never drive a vehicle that is known to be unroadworthy or does not meet the laws and rules that apply to the vehicle being eligible for driving on public roadways
- ensure that you are familiar with the motor vehicle you are required to operate and are able to operate the vehicle in a safe manner, taking into consideration the applicable road conditions and prevailing weather
- ensure you comply with any legislative requirements relating to the use or operation of the motor vehicle
- ensure you follow any reasonable health and safety instruction given to you by the Organisation, including scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- ensure that you do not drive or operate a motor vehicle if you are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish your perception, reflexes, responses or cognitive thinking

- ensure that you comply with the Organisation's vehicle breakdown procedures when required
- in the event a vehicle accident, first seek medical attention if required. However, if you are able to do so, ensure that you follow the Organisation's accident procedures
- ensure that the motor vehicle you are to drive has been inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and is suitable for the work to be undertaken
- ensure that you undertake an inspection of the vehicle, preferably using the defined checklist to confirm that, as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy
- actively participate in any appropriate programs or assessments to manage your fitness and fatigue where necessary or required and
- utilise any relevant PPE, such as hi viz gear provided to them and ensure that you have received training in its use, maintenance, storage and disposal.

Where you fit the definition of a commercial vehicle driver, you, in addition to the above, must:

- operate a commercial motor vehicle in accordance with the commercial vehicle operating standard, including hours of work for you with or without a relief driver and
- hold a current medical certificate that confirms your fitness to drive a commercial vehicle.

22.3 PROCEDURES

i) Driving procedure

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

ii) 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 roadside assistance providers in the motor vehicle's glove box and
- advise the Organisation of the breakdown as soon as practical and provide 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.

iii) 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 Organisation 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.

iv) 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 hand 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).

v) Reversing

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

23 OFFICE SAFETY

23.1 INTRODUCTION

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

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

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

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

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

23.2 WORKER RESPONSIBILITIES

You may be required to undertake office duties as a normal part of your work. This may be full time office duties or part time or irregular office work. Therefore, regardless of your role or the amount of time or location you spend undertaking office-based work, you will be responsible for ensuring that you:

- have sufficient training, instruction and supervision to undertake office work in a safe manner
- have the appropriate, training, qualifications and authorisations to undertake specific office-based duties, including the safe use or maintenance of office plant and equipment and any related items or supplies

- understand the risks involved in working in an office and can identify hazards in the workplace
- understand and can implement the safe work procedures and practices that have been developed to help ensure your safety and the safety of others working in the office
- actively participate in identifying hazards in the office environment and implementing any corrective actions where authorised to so, or bringing the hazard to the attention of management
- know how to maintain your workstation and work area in a manner that is consistent with ergonomic guidelines, including:
    - being advised of the risk of MSIs and have been instructed in the ergonomically correct use of office furniture, equipment and tools and sound ergonomic practices
    - following established safe work practices designed to eliminate the risk of MSIs, particularly in relation to the correct chair, workstation, computer and worker interface adjustments
    - actively participate in the overall development and review of workplace practices related to office ergonomics
    - actively participate in MSI prevention programs, including exercise programs and regular office stretching and relaxation exercises and
    - providing appropriate healthcare documentation to supervisors or managers where medically prescribed adaptations may be required to the standard issue of office furniture, equipment or tools
- maintain your personal work area in a neat and tidy state, remove any potential trip hazards immediately where possible and adhere to any related organisational policies
- do not place obstructions of any sort in passageways, walkways or stairways, particularly emergency exits, or near any firefighting or emergency response equipment
- follow all safe procedures related to hazardous manual tasks/handling and safe storage of items such as records and archives
- follow any office or facilities protocols related to spillages or breakages to ensure they are attended to immediately or as soon as possible
- dispose of rubbish and waste regularly and appropriately
- follow any reasonable instruction given by the Organisation that is designed to ensure your health and safety or the health and safety of others, including those related to the functions and operations of the office, emergency responses and security protocols
- notify management of any hazards that cannot be immediately rectified using the **Hazard and Incident Report Form**, including the ergonomic fit of your workstation, equipment or tools required to do your job and
- report any potential risk or evidence of MSIs or incidents to yourself or others at work relating to office-based work using the **Hazard and Incident Report Form**.

24 INFECTION CONTROL IN THE WORKPLACE

24.1 INTRODUCTION

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work. The objective of the Infection Control Program is to identify the requirements of infection prevention and control and the development of safe work practices for staff based upon risk management procedures. Therefore, risks associated with infections in the workplace will be addressed via a risk management approach and will be consistent with the Organisation's clinical governance framework and consistent with relevant State/Territory Health guidelines and regulations for infection control.

24.2 WORKER RESPONSIBILITIES

To ensure the overall success of the infection control program at this workplace, workers must be able to implement the established infection control measures and follow the protocols that have been developed. To this end, you are responsible for:

- ensuring that you have been trained and deemed competent by the Organisation in the infection control protocols of this workplace before undertaking any work where you may come into direct contact with clients or members of public, waste from their respective tasks and equipment, instruments or apparatus used
- ensuring that you have enough training, skills, knowledge, level of competence and qualifications required to undertake any task that may potentially expose you to the risk of infection at work or undertaking work related activities
- ensuring that you have enough skills and training in the effective use of all personal protective equipment required by the Organisation to eliminate or minimise the risk of infection to yourself or others at work
- following any reasonable instruction given to you by the Organisation designed to eliminate or minimise the risk of infection to yourself or others at work, including the mandatory use of PPE when and where required
- actively participating in the development and review of the Organisation's infection control protocols and procedures
- actively participating in the development and review of the Organisation's administrative requirements designed to minimise the risk of infection transmission at work, including participating in any implemented testing programs
- advising management immediately when you become aware of any potential exposure to infection to yourself or others at work during their work
- not undertaking any activity, action or inaction that may knowingly place yourself or others at work at risk of exposure to an infection
- advising management immediately when you become aware of contracting any illness or disease or having become aware of any condition, disability or impairment (temporary or otherwise), that may potentially affect your capacity to participate in specific work activities or where specific work activities may further impact upon your health, safety or welfare or the health and safety of others at work

- subject to medical advice or other defined reasons, actively participating in any recognised immunisation program recommended for the Organisation by an authorised health authority, accepting that such immunisation may be a condition of employment or engagement by the Organisation and

- informing management if you are not immunised against that disease, should an outbreak of a vaccine preventable disease occur at the workplace. You will subsequently be directed to consult with your own doctor as soon as possible and may be directed not to attend work during the outbreak.

25 PLANT AND EQUIPMENT

25.1 INTRODUCTION

Plant is any machinery, equipment, structure, appliance, implement or tool and any component or anything fitted or connected to those items that are used within the workplace.

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

Risks associated with plant and equipment in the workplace will be addressed via a risk management approach that is commensurate with the nature and complexity of the related risks.

25.2 WORKER RESPONSIBILITIES

An integral part of your work with the Organisation may involve the use, commissioning and/or disposal of plant and equipment. To eliminate or minimise the risks related to the use, handling, storage, maintenance and/or disposal of plant and equipment, you will:

- ensure that you have the necessary skills, training, experience, expertise, qualification or authorisation to undertake any work that requires the use, handling, storage, maintenance and/or disposal of plant and equipment
- ensure that you have been deemed competent to undertake the specific work that requires the use, handling, storage, maintenance and/or disposal of plant and equipment
- ensure that plant or equipment is not used unless there is clear evidence that all necessary maintenance and inspections have taken place in accordance with the manufacturers and Organisations requirements
- actively participate in the risk assessments undertaken to identify the risks associated with the use, handling, storage, maintenance and/or disposal of plant and equipment that you may be required to use or operate
- understand the emergency preparedness and response plan associated with incidents that may arise from the use, handling, storage, maintenance and/or disposal of plant and equipment
- only use plant and equipment in a manner that eliminates or minimises the risks involved and in accordance with the design criteria and manufacturer's instructions
- follow any reasonable work instruction given to you designed to ensure your health and safety in relation to the use, handling, storage, maintenance and/or disposal of plant and equipment
- strictly follow any reasonable instruction, direction or procedure required to isolate and/or de-energise energy sources of plant and equipment
- strictly follow any lockout and tagout procedure designed to control the risk of injury from plant and equipment being inadvertently activated or stored energy being released during inspection, repair, adjustment, maintenance and/or cleaning
- not remove or interfere with any lockout/tagout device or warning unless authorised to do so

- strictly follow all start-up and/or energy re-activation procedures for plant and equipment to ensure there are no risks to workers from inadvertent or unintended reactivation of energy sources

- actively participate in consultation arrangements such as toolbox talk to raise any issues related to the use, handling, storage, maintenance and/or disposal of plant and equipment

- not unduly alter the design, operation, functions or characteristics of any plant or equipment, including the removal of any machine guarding, without appropriate authorisation or approval

- ensure you have been deemed competent in the implementation of the Organisation's plant and equipment isolation procedures for any plant or equipment that you may be required to operate

- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless you are authorised to do so

- when required by management or the health and safety regulator, produce your high risk work licence or authority to operate the plant or equipment

- ensure that any defects that are detected will be reported to your supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed and

- ensure that any incident associated with plant or equipment will be reported to your supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed.

26 RURAL PLANT AND EQUIPMENT

26.1 INTRODUCTION

This policy applies to the operation of plant and equipment used in the normal course of the Organisation's business of undertaking primary production. This includes rural plant and equipment directly used to harvest, plant, cultivate, store, move or transfer product, animals, powered mobile plant, equipment, tools, implements or components attached to other items of plant or equipment.

For plant and equipment not related to undertaking primary production, as defined above, refer to the Organisation's Plant and Equipment policy provided in this handbook.

Incidents involving rural plant and equipment are a major cause of injury and death in the rural sectors. Vehicle related incidents, such as rollovers, persons being impacted by vehicles and incidents caused by unsafe maintenance activities are a major concern.

Serious injuries due to falls from trucks, tractors or utilities are common as well as persons being unrestrained whilst operating a vehicle which can result in serious or fatal injuries.

In addition, many rural plant and equipment items are used or transported on public roads where road transport rules apply, therefore requiring them to be appropriately registered where mandatory third-party insurance may be required.

Risks associated with rural plant and equipment in the workplace will be addressed via a risk management approach.

26.2 WORKER RESPONSIBILITIES

As your role may include the operation of rural plant equipment, you are responsible for ensuring that you comply with the Organisation's policies and procedures relating to rural plant and equipment and their use.

In particular, you must ensure that you:

- have the necessary skills, training, experience, expertise, qualification or authorisation to undertake any work that requires the use, handling, storage, maintenance and/or disposal of rural plant or equipment
- have been deemed competent to undertake the specific work that requires the use, handling, storage, maintenance and/or disposal of rural plant or equipment
- do not use any rural plant and equipment unless there is clear evidence that all necessary maintenance and inspections have taken place in accordance with the manufacturers and the Organisations requirements
- actively participate in the risk assessments undertaken to identify the risks associated with the use, handling, storage, maintenance and/or disposal of rural plant or equipment you may be required to use or operate
- understand the emergency preparedness and response plan associated with incidents that may arise from the use, handling, storage, maintenance and/or disposal of rural plant or equipment
- only use rural plant and equipment in accordance with its design criteria and manufacturer's instructions

- follow any reasonable work instruction given to you designed to ensure your health and safety in relation to the use, handling, storage, maintenance and/or disposal of rural plant and equipment
- complete all required preoperational safety checks prior to operating the rural plant or equipment
- do not inspect, repair, adjust, maintain and/or clean any item of rural plant or equipment unless you are authorised to do so
- strictly follow any reasonable instruction, direction or procedure required to isolate and/or de-energise energy sources of rural plant and equipment
- have been deemed competent in the implementation of the Organisation's rural plant and equipment isolation procedures for any plant or equipment that you may be required to operate
- strictly follow any lockout and tagout procedure designed to control the risk of injury from rural plant or equipment being inadvertently activated or stored energy being released during inspection, repair, adjustment, maintenance and/or cleaning
- do not remove or interfere with any lockout/tagout device or warning unless authorised to do so
- strictly follow all start-up and/or energy re-activation procedures for rural plant and equipment to ensure there are no risks to workers from inadvertent or unintended reactivation of energy sources
- actively participate in consultation arrangements, such as toolbox talks, to raise any issues related to the use, handling, storage, maintenance and/or disposal of rural plant and equipment
- do not unduly alter the design, operation, functions or characteristics of any plant or equipment, including the removal of any machine guarding, without appropriate authorisation or approval
- produce your high-risk work licence or authority to operate the rural plant or equipment when required by management or the health and safety regulator
- adhere to the appropriate speed limitations when operating a motorised vehicle and obey all traffic laws if operating a vehicle on the open road
- wear seatbelts where provided at all times when operating or travelling in a motorised vehicle
- are not affected by alcohol and/or drugs while operating rural plant and equipment
- report any defects or issues with rural plant and equipment to the Organisation as soon as reasonably practical and
- report any incident associated with rural plant or equipment to your supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed.

27 LIFTING EQUIPMENT INSPECTIONS

27.1 INTRODUCTION

In accordance with our **Lifting Operations** policy, the Organisation is committed to ensuring that the risks associated with all lifting operations are safe and without risk to workers as far as reasonably practicable. This includes ensuring the equipment used in lifting operations such as slings, chains, wire rope and lifting accessories such as hooks, shackles, eye bolts are appropriately inspected and maintained to ensure they are safe to use in such operations.

Sling and chain failure is one of the highest risk factors for all work undertaken in lifting operations or operations where such equipment is put under a load. Accordingly, inspection and certification of slings and the regular inspections of all lifting apparatus is an organisational priority. Such inspections will be undertaken by a competent person who has the practical and theoretical knowledge and relevant experience to be able to detect and evaluate any defects and any weaknesses that may affect the intended performance of the equipment.

The inspection history of each piece of equipment shall be maintained in the **Lifting Equipment Register** and **r**ecords of inspections and testing shall be made readily available to authorised persons, including the relevant health and safety regulator if requested.

27.2 WORKER RESPONSIBILITIES

The use of lifting equipment is an integral part of the Organisation's business activity and as such, you may be involved in the use of or inspection of such equipment. Therefore, where required to undertake such tasks, you are responsible for ensuring that you:

- have been authorised to undertake the work required in relation to the use, inspection or testing of lifting equipment
- have necessary skills, experience and qualifications to undertake the work required
- have received training and instruction in the visual inspection of slings and lifting equipment and are able to identify defects in the equipment
- have received training in the internal and independent inspection cycles of chains, slings and lifting equipment
- are able to verify that an independent inspection of slings has been undertaken within the required timeframes
- have received training in the appropriate care and storage of slings and lifting equipment and are able to store the equipment appropriately
- understand the "out of service" and quarantine procedures to ensure that defective slings and lifting equipment is not used and
- follow any reasonable instruction given by the Organisation in relation to ensuring the safety of slings, lifting equipment and related accessories.

28 QUAD BIKE OPERATION

28.1 INTRODUCTION

A quad bike is a four-wheeled motorised vehicle, which rides on low-pressure tyres, with a seat that is straddled by the rider, steered using handlebars and controlled using a thumb-operated throttle. While quad bikes are sometimes referred to as all-terrain vehicles (**ATVs**), they are not safe for operation in all terrains.

Quad bikes are a substantial cause of serious injuries or fatalities in workplaces. Quad bikes tend to have a narrow wheelbase and high centre of gravity, which makes them susceptible to sideways, backwards, and forward rollover and may pose an increased risk to the operator over other powered mobile plant such as utility vehicles, four-wheel drives or motorbikes.

Note: Under consumer law, from 11 October 2021 all general-use new and second-hand imported quad bikes must have an operator protective device (**OPD**) pre-fitted or integrated into the design at point of sale to reduce serious injury or death from a rollover.

As such, quad bikes purchased after this date must be fitted with either:

- an ATV Lifeguard
- a Quad bar or
- a device that offers the same (or better) level of protection for operators from the risk of serious injury or death as a result of being crushed or pinned in the event of a rollover.

Risks associated with operating a quad bike in the workplace will be addressed via a risk management approach.

28.2 WORKER RESPONSIBILITIES

As the role of workers may include the operation of quad bikes, workers are responsible for ensuring that they comply with the Organisation's policies and procedures relating to quad bikes and their use. In particular, you must ensure that you:

- have undertaken appropriate training in the use of the quad and have been deemed competent to operate a quad bike safely and are capable of safely controlling and operating a quad bike that is consistent with the training provided
- complete a risk assessment, where necessary and implement and maintain appropriate control measures or risk minimisation safety controls
- understand the risks involved in operating a quad bike and are able to identify related hazards in the workplace that may impact upon workplace safety
- have identified all operational and site specific risks prior to operating a quad bike and the relevant control measures are in place
- have completed all pre-operational safety checks prior to operating a quad bike

- follow all safe operating procedures and practices implemented by the Organisation that are designed to ensure the safety of yourself and others at the workplace, including the wearing of a helmet and other provided PPE

- are not a carry a passenger unless the quad bike is designed to carry a seated passenger and

- advise management of an incident involving a quad bike or its operation as soon as possible following the incident.

29 HAZARDOUS NOISE

29.1 INTRODUCTION

Hazardous noise can destroy the ability to hear clearly. It can permanently damage the nerve cells in the inner ear causing what is called noise induced hearing loss. It can also result in a permanent ringing in the ear known as tinnitus. The degree of hearing loss caused by hazardous noise is generally dependent on how loud the noise is and how long a person is exposed to it. However, if the noise is loud enough, it can cause an immediate loss in hearing ability.

Hazardous noise can also present as an added risk to the workplace as it can make it more difficult to hear sounds necessary for working safely such as instructions or warning signals.

The Organisation will ensure, so far as is reasonably practicable, that workers are not exposed to noise that exceeds the exposure standard at the workplace. Where noise is assessed as being potentially hazardous, in consultation with workers, the Organisation will develop and implement a noise control or hearing conservation program. This program will include regular monitoring of the workplace, the implementation of the most appropriate noise control measures, regular maintenance of plant and machinery specifically designed to minimise noise emissions as far as possible and education and training of workers. The program may also include regular audiometric testing for workers exposed to hazardous noise, which is mandatory in some jurisdictions.

29.2 WORKER RESPONSIBILITIES

Where working in and around hazardous noise, you are responsible for:

- ensuring that you have received sufficient training and instruction to understand the risks associated with working with noise, how to identify potentially hazardous noise sources and understand the use and function of any control measure implemented for your protection
- following any reasonable procedure, guidance or instruction given by the Organisation that is designed to reduce your risk of exposure to hazardous noise, including the effective use and maintenance of PPE
- actively participating in the development and/or review of any program designed to help eliminate or minimise the risk to workers of exposure to hazardous noise
- ensuring that you do not interfere with, or remove any noise control apparatus or device installed or any machine modification designed to reduce noise emissions
- ensuring that you do not enter a work area where hazardous noise has been identified and designated until all control measures required are implemented
- actively participating in the Organisation’s noise control and/or hearing conservation program including undertaking audiometric testing program, where such a program is implemented
- taking reasonable care to prevent risks associated with hazardous noise to yourself and other workers and
- notifying management of any hazardous noise risk that you become aware of that may not have been previously identified, including where maintenance may be required to machinery to reduce noise levels.

30 PERSONAL PROTECTIVE EQUIPMENT (PPE)

30.1 INTRODUCTION

Exposure and injury can be prevented with the use of PPE, including protective clothing 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 or is used in combination with other control measures.

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

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

30.2 WORKER RESPONSIBILITIES

Workers have a responsibility to:

- inspect the PPE and protective clothing prior to each use
- ensure appropriate fit testing of PPE and protective clothing prior to undertaking work
- wear and/or use PPE and protective clothing provided as instructed
- comply with reasonable instructions to maintain, care and store for the PPE and protective clothing supplied, including cleaning or decontamination of the items
- not intentionally misuse or damage the PPE and protective clothing and
- report damaged, defected, worn or out of date PPE to their manager and take it out of service and use or wear all identified PPE where it is defined by signage on plant, entrances to buildings or rooms or work sites.

31 HAZARDOUS DUST

31.1 INTRODUCTION

Dust is a significant hazard in many workplaces. It can cause significant health effects on workers, and some dust or dust clouds can also produce an explosive atmosphere if the conditions are allowed to exist where it can become combustible.

In relation to the potential health effects of dust exposure, dust is generally referred to as either:

- inhalable dust, where the particles are large enough to become trapped in the nose, mouth, throat or upper respiratory tract and cause damage or
- respirable dust, where the particles are small enough to enter the lungs and potentially cause significant, irreversible lung damage.

In addition, dust related diseases can also be caused through ingestion of dust and dust contacting the skin and/or eyes.

Depending on the composition of the dust, and the degree and type of exposure, the effects of dust can become apparent immediately or may take many years to develop.

Some types of dust may cause skin irritation, while others may cause respiratory problems or allergic reactions. More hazardous types of dust may have a permanent and disabling effect on organs such as the lungs, which may lead to severe conditions which may take many years to develop fully but may be incurable, such as lung cancer or silicosis.

Many dusts are combustible and therefore, dust, particularly clouds of dust, may also be a significant fire hazard in the workplace as many are combustible. Combustible dust is any fine material that can catch fire and explode when mixed with air, such as grain dust and dust clouds caused by the abrasion of many metals.

Regardless of the type of dust, it can be extremely hazardous to workers and accordingly, risks associated with dust in the workplace is considered to be high risk in the case of some materials and will be addressed via a risk management approach in consultation with workers.

Nothing in this policy, either stated or implied, mitigates our duty for the overall management of the **Hazardous Chemicals** or substances policy. As such, both polices should be implemented in conjunction with each other.

31.2 WORKER RESPONSIBILITIES

Where working with dust hazards, you are responsible for:

- ensuring that you are familiar with any hazards associated with working with dust and the contents and location of any applicable safety data sheets
- following any guidance or instruction you receive on how to perform work that may involve the generation of dust

- ensuring that you have received the appropriate training and instruction in relation to risk minimisation strategies designed to control exposure to hazardous dust, dust generation and the accumulation of dust in the workplace

- taking reasonable care to prevent exposure to dust to yourself and other workers and to minimise the generation and accumulation of dust

- ensuring that all control mechanisms such as dust extraction, ventilation, and exhaust systems are functional when undertaking work that may generate dust

- actively participating in risk management strategies designed to reduce the risks related to hazardous dusts

- notifying management of any dust risk that you become aware of

- ensuring that you utilise any PPE that is provided to them that is designed to minimise exposure to dust and

- where required and where provided, undertaking any health monitoring related to assessing exposure to hazardous dust.

32 ASBESTOS SAFETY

32.1 INTRODUCTION

Asbestos is a mineral which was used as a construction and insulation material until the late 1980s. It was commonly used in the manufacture of building materials, more commonly referred to as asbestos-containing material (**ACM**), which was manufactured up until the end of 1990.

However, asbestos was only completely banned on 31 December 2003, prohibiting the importing, storing, supplying, selling, installing, using or reusing asbestos materials and as such it continued to be used in plant and equipment componentry until this time.

Asbestos and ACM generally takes two main forms, known as either non-friable (bonded) or friable (loosely bound). Exposure to asbestos fibres has been linked to asbestosis, mesothelioma and lung cancer. Each of these diseases have a long latency period, which means the disease usually does not develop until years after the exposure that caused it. In most cases, these diseases can emerge from between 10 and 50 years following exposure and can be fatal.

The nature of work undertaken by the Organisation may potentially expose workers to asbestos or ACM. Such exposure may be planned or unplanned work and may be unintentional and unexpected.

As the risks related to asbestos and ACM are linked to the exposure to hazardous chemicals, this policy will be implemented and reviewed in conjunction with the Organisation's **Hazardous Chemicals** or substances policy. Nothing in this policy, either stated or implied, is intended to compromise the Organisation's obligations to manage hazardous chemicals in the workplace.

Risks associated with asbestos or ACM in the workplace will be addressed via a risk management approach.

32.2 WORKER RESPONSIBILITIES

When undertaking work where there is the possibility of exposure to known asbestos or ACM, whether unintentionally or not, you are responsible for:

- ensuring that you are familiar with any hazards associated with working with asbestos or ACM
- ensuring that you have received the appropriate training and instruction in relation to risk minimisation strategies designed to control exposure to asbestos, ACM, asbestos dust, and the accumulation of such dust in the workplace
- following any guidance or instruction you receive on how to perform work that may involve the generation of asbestos or asbestos dust, including the use of PPE, including RPE
- ensuring that you are familiar with all relevant measures designed to minimise or eliminate any exposure to asbestos or ACM and such measures are utilised when required
- where applicable, ensuring you read and review the **Asbestos Register** and **Asbestos Management Plan** and familiarise yourself with the risks related to potential exposure to asbestos and/or asbestos dust at the workplace
- taking reasonable care to prevent exposure to asbestos to yourself and other workers and to eliminate the generation and accumulation of asbestos or asbestos dust

- not undertaking the removal of any known or suspected asbestos or ACM, regardless of area, without the appropriate authorisations and approvals of the Organisation
- where required and where provided, undertaking any health monitoring related to assessing exposure to asbestos, or asbestos dust
- not intentionally undertaking any uncontrolled dry cutting or any abrasive action of any asbestos or ACM
- ensuring that you are aware of and follow all housekeeping, decontamination or clean up procedures designed to eliminate or reduce exposure to asbestos or asbestos dust and
- notifying management of any risks related to asbestos that you become aware of.

33 BIOLOGICAL HAZARDS

33.1 INTRODUCTION

Biological hazards are organic substances that pose a threat to the health of humans and other living organisms. Biological hazards include pathogenic micro-organisms, viruses, toxins (from biological sources), spores, fungi and bio-active substances. Biological hazards can also be considered to include biological vectors or transmitters of disease.

When biological hazards are encountered they may present situations where there is the potential for disease transmission to people. Circumstances in which biological hazards may be encountered in the workplace include handling waste, sharps, contact with animal remains, bird droppings and exposure to insect and snake bites. Risks associated with biological hazards in the workplace will be addressed via a risk management approach.

33.2 WORKER RESPONSIBILITIES

To eliminate or minimise the risks associated with biological hazards, you are responsible for:

- ensuring that you have received the appropriate training and instruction in relation to risk minimisation strategies designed to control exposure to biological hazards at your workplace
- ensuring you are familiar with any biological hazards that you may encounter at the workplace
- following any guidance or instruction you receive on how to perform work that may involve exposure to biological hazards, including sharps, contact with waste and human by-products and contact with animal remains, snake and spider bites
- taking reasonable care to prevent exposure to biological hazards to other workers. For example, by ensuring any and all control mechanisms are implemented, hygiene standards are adhered to and contaminated clothing or items are either disposed of or suitably cleaned and/or disinfected where necessary
- notifying management of any risks associated with exposure to biological hazards that you become aware of at work
- ensuring you utilise any PPE or handling equipment that is provided to you that is designed to eliminate or minimise exposure to risks associated with exposure to biological hazards
- when working in an area where sharps may be located, ensuring that a suitable and appropriate receptacle, labelled “MEDICAL (or CLINICAL) WASTE – INCINERATE” and which displays the universal biohazard symbol, is available and utilised
- ensuring you are aware of the appropriate and applicable medical and emergency responses required should you, or other workers be exposed to a biological hazard, including insect, snake and spider bites or incidents resulting from the handling of waste, contaminated soils or soil by-products, sharps, animal remains and bird droppings
- reporting any incident where exposure to a biological hazard has occurred, and
- where required and where provided, undertaking any vaccination or health monitoring program related to minimising the risks associated with exposure to biological hazards.

34 ELECTRICAL SAFETY

34.1 INTRODUCTION

Electrical risks are risks of death, electric shock or other injury caused directly or indirectly by electricity and may include:

- electric shock causing injury or death
- arcing, explosion or fire causing burns
- toxic gases from burning and arcing associated with electrical equipment causing illness or death
- falls from ladders after contact with electricity and
- fire resulting from an electrical fault.

34.2 COMPETENT PERSON

For the purpose of determining the competency of a person undertaking testing of electrical equipment, a person will be deemed competent if they meet the criteria defined in *AS/NZS 3760:2022*, including an understanding of the risks associated with electrical equipment and is a person who has acquired the practical and theoretical skills through either of the following:

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

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

34.3 WORKER RESPONSIBILITIES

To ensure electrical risks are controlled, you must:

- ensure that you have the sufficient training, skills, knowledge, understanding, and authorisations to use electrical equipment
- not undertake any work on electrical equipment, including inspections, testing and maintenance, unless you are competent to do so
- actively participate in the development of specific risk management strategies to be implemented to control electrical risks before using electrical equipment
- ensure that only appropriately rated equipment is used and it is in good condition
- follow any reasonable instructions to report damaged and/or faulty equipment

- ensure that any electrical equipment considered unsafe or have not been tested is promptly taken out of service to be replaced, repaired or permanently removed from use
- ensure that all risk control measures are applied and in place prior to using, inspecting or testing electrical equipment, including the use of all appropriately rated PPE
- keep records of any inspections and/or testing and tagging of equipment that are undertaken in accordance with the Organisation's policies and procedures and
- immediately report any incident involving electrical equipment to management.

35 COLD STORAGE WORK

35.1 INTRODUCTION

Work activities in cold storage areas which may include facility cool rooms, walk in cold-rooms and freezers are a routine part of the Organisation's operations. At times, workers may be required to complete tasks within cold storage areas which can result in prolonged exposure to hazardous climates and other potential cold storage hazards and risks. The temperature and duration of exposure to cold can result in workers sustaining frostbite and hypothermia, while extended exposure can lead to serious injury or fatality.

Risks associated with cold storage working in the workplace will be addressed via a risk management approach.

35.2 WORKER RESPONSIBILITIES

To ensure that the Organisation is able to eliminate or minimise the risk of workers sustaining a cold storage related injury or illness, you are responsible for ensuring that you:

- have been trained and deemed competent by the Organisation to undertake your proposed role or job
- have been instructed and trained in the causes and effects of cold storage exposure and understand the risk factors that may result in a cold exposure injury such as frostbite or hypothermia
- have been instructed and trained in the implementation of specific controls designed to eliminate or minimise the impact of cold exposure
- review and consult with management on the relevant emergency responses required should you, or any other worker, sustain a cold exposure injury
- take part in emergency training and ensure you understand and maintain effective communication systems in case of an emergency in a cold storage area
- at all times utilise and wear appropriate and adequate PPE and any protective clothing as instructed by management
- actively participate in the development and review of procedures designed to eliminate or minimise the impact of cold exposure on workers
- stay alert in cold storage areas, regularly assess situational risk and identify and report any indication of a cold storage hazard
- immediately report any evidence of a cold exposure illness being sustained by you or others at work and
- report any symptoms of frostbite or hypothermia such as numbness in hands or fingers, uncontrolled shivering, loss of fine motor skills, slurred speech and difficulty thinking clearly and irrational behaviour.

36 SUN SAFETY

36.1 INTRODUCTION

Exposure to solar ultraviolet radiation (**UVR**) is a risk for anyone who works outside. Not only is it a hazard when working in direct sunlight, it can also be reflected off certain materials, such as concrete, metal, snow, and sand, increasing the potential level of exposure.

Solar UVR can reach levels high enough to damage unprotected skin for most months of the year across many parts of Australia. All skin types can be damaged by exposure to solar UVR, some workers may also have an increased sensitivity to exposure to solar UVR which can increase the rate that the skin will burn through exposure to solar UVR and increase the risk of sun cancers. Such a condition is referred to as photosensitivity which can be caused by certain medications or by inhaling, ingesting or having skin contact with substances known as photosensitisers such as certain plants, chemicals, oils or fragrances.

Exposure to solar UVR is also known to cause adverse health effects on the skin, eyes and immune system. The damage may be permanent and irreversible and can increase with each exposure. Exposure to sun can also contribute to heat illness which includes medical conditions such as heat stroke, heat exhaustion, heat cramps and skin rashes.

Although heat illness can occur without sun exposure if working in a hot environment, it must also be taken into consideration for outside workers as controls for both UVR and heat illness risks can actually be in conflict. For example, heavy clothing worn for UVR protection may contribute to the heat load and increase the risk of heat illness.

36.2 WORKER RESPONSIBILITIES

To ensure that the Organisation is able to eliminate or control the risk to workers health and safety from exposure to solar UVR, you are responsible for:

- having received sufficient training and instruction on the risks associated with exposure to solar UVR and the safe work practices implemented by the Organisation to reduce the risk of injury and illness from exposure to solar UVR
- actively participating in the development and review of safe work practices related to the elimination or control of exposure to solar UVR
- following any reasonable instruction or work practice implemented by the Organisation designed to eliminate or control the risk of injury and illness from exposure to solar UVR, including the wearing of appropriate PPE and sunscreen and
- advising the Organisation if there is any illness, disease or condition you have that may be impacted by excessive exposure to solar UVR, or if you are currently taking any medication or are in contact with any substance that may increase your risk if exposed to solar UVR.

37 HEAT STRESS

37.1 INTRODUCTION

Heat stress is the total heat burden the body is subjected to by both internal and external factors. The body must balance the heat inputs to the body, heat generated in the body and heat coming out of the body. Heat stress causes increased blood flow to the skin which allows release of heat.

If physical work is being undertaken, blood is diverted to the muscles resulting in a lower release of heat through the skin. Undertaking work in a heat stress environment may therefore be a hazard to the health of workers. If the body can't balance heat inputs, heat stress may lead to heat illness, a physical response designed to reduce the body temperature. A heat related illness is a general term that describes a range of progressive heat related conditions including fainting, heat rash, heat cramps, heat exhaustion and heat stroke.

Whilst a level of acclimatisation to heat stress is possible, it is lost to some degree after three days away from work and entirely lost after four weeks away, with re-acclimatisation taking 7 – 14 days after returning to this type of work and exposure.

An additional consideration is the fact that some individuals will be more prone to heat stress if they are medically unfit, on certain medications, obesity, have heart disease, are pregnant or are not acclimatised to the conditions.

37.2 WORKER RESPONSIBILITIES

To ensure that the Organisation is able to eliminate or minimise the risk of heat stress, you are responsible for ensuring that you:

- have been trained and deemed competent by the Organisation to undertake your proposed role or job
- have been instructed and trained in the causes and effects of heat stress and understand the risk factors that may result in a heat related illness
- have been instructed and trained in the implementation of specific controls designed to eliminate or minimise the impact of heat stress and the relevant emergency responses required should you or any other worker, sustain a heat related illness
- utilise and wear appropriate and approved PPE and if working outside ensure you have a broad brimmed hat, protective clothing covering to at least the elbows and knees, sunscreen and sunglasses
- have a supply of consumable water sufficient to prevent dehydration
- actively participate in the development and review of procedures designed to eliminate or minimise the impact of heat stress on workers
- identify and report any indication of a heat related hazard at the workplace and immediately report any evidence of a heat related illness being sustained by yourself or others and
- advise management if you become aware of any illness or condition or any other reason that may make you more susceptible to heat stress.

38 HEALTH AND SAFETY HANDBOOK CHECKLIST AND ACKNOWLEDGEMENT FORM

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

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 on the premises 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 Lovreta Estate 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 Lovreta Estate Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: