



Adseal Group
Health and Safety
Handbook

31 March 2017

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of Adseal Group (**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 (**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

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

Through the co-operative efforts of management and workers, we are committed to:

- providing a safe environment for all workers and visitors to our workplace;
- providing and maintaining buildings, equipment and plant in safe working condition;
- supporting the ongoing training and assessment of workers;
- developing, implementing and monitoring safe work practices;
- continuously improving the standards of health and safety in the workplace;
- managing risks in the workplace; and
- providing information, instruction and supervision.

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

Athol Stead
Managing Director

on behalf of **Adseal Group**

3 HEALTH AND SAFETY RESPONSIBILITIES

3.1 INTRODUCTION

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

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

3.2 ORGANISATION RESPONSIBILITIES

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

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

3.3 MANAGER/SUPERVISOR RESPONSIBILITIES

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health;
- implementing safe systems of work by ensuring safe products and systems are used;
- maintaining the workplace, plant, machinery and substances;
- implementing information, training, instruction and supervision for workers;

- identifying and controlling hazards in the workplace;
- ensuring all relevant health and safety laws are complied with;
- using the resources provided for health and safety;
- ensuring workplace rules, procedures and systems are reviewed and maintained;
- promoting health and safety in the workplace; and
- maintaining consultative mechanisms.

3.4 WORKER RESPONSIBILITIES

As a worker, you are responsible for:

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

4 HAZARD AND RISK MANAGEMENT PROCEDURE

4.1 INTRODUCTION

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

4.2 ORGANISATION RESPONSIBILITIES

The Organisation will:

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

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

4.3 WORKER RESPONSIBILITIES

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

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

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

All workers will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions.

5 REPORTING OF INCIDENTS AND INJURIES

5.1 INTRODUCTION

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

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

5.2 ORGANISATION RESPONSIBILITIES

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

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

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

5.3 WORKER RESPONSIBILITIES

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

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

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

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

6 EMERGENCY PROCEDURES

6.1 INTRODUCTION

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

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

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

6.2 PROCEDURES

i) Fire

If you discover a fire:

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

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

ii) Emergency evacuation

If an emergency evacuation is required:

- follow instructions given to you by emergency services personnel and any designated evacuation staff (eg fire wardens);
- leave the building or worksite 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.

iii) Motor vehicle accidents

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

- do not exit the vehicle unless it is safe to do so;
- call the relevant emergency services (if necessary);
- seek first aid if you are injured or render assistance to any injured person if it is safe to do so;
- set up a warning system for any approaching vehicles to prevent the risk of further accidents (if possible);
- record the registration details of the vehicles involved, as well as the name and licence details of the driver/s;
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property; 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 and must complete an **Incident Report Form**. You are responsible for entering the details of any injury on the **First Aid Treatment Log/Register of Injuries Form** in accordance with the Reporting of Incidents and Injuries policy above

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

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

iv) First aid

You are responsible for:

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

7 GENERAL WORKPLACE PROCEDURES

7.1 INTRODUCTION

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

7.2 GENERAL

Management and workers alike must ensure:

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

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

7.3 HOUSEKEEPING

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

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

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

7.4 HYGIENE

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

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

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

7.5 FITNESS FOR WORK

Every worker has the responsibility to present to the workplace fit for duty. This means being free of the effects of fatigue and drugs (illicit, prescribed and over-the-counter medications) and alcohol. If any individual is concerned in any way about a perceived safety risk due to their own or any of their colleagues fitness for duty they have a responsibility to inform their manager.

If you arrive for work and, in the Organisation's opinion, you are not fit to work, the Organisation reserves the right to exercise its duty of care, particularly where the Organisation believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. The organisation may remove you from the workplace for the remainder of the day with or without pay, conduct an investigation and, dependent on the circumstances, if you are an employee you may be liable to disciplinary action.

You may be required to provide a certificate from your treating doctor stating your fitness for duties before being permitted to return to work.

8 BULLYING AND HARASSMENT

8.1 INTRODUCTION

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

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

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

8.2 HARASSMENT

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

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

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

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

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

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

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against workers committing any form of harassment. Appropriate action in relation to an employee will include

disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

8.3 BULLYING

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

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

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

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

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

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

8.4 REASONABLE MANAGEMENT ACTION TAKEN IN A REASONABLE WAY

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

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

- setting reasonable performance goals, standards and deadlines;

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

8.5 BULLYING AND HARASSMENT COMPLAINT PROCEDURES

i) Informal complaint

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

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii) Formal complaint

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

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

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

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

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

8.6 GENERAL NOTES

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

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

9 DRUGS AND ALCOHOL

9.1 ILLICIT DRUGS AND ALCOHOL

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

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

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

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

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

9.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION

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

9.3 SCREENING

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

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

- are removed from the workplace due to impairment or reasonable suspicion of impairment;
- return a positive result following testing;

- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples;
- refuse reasonable direction to undertake drug and alcohol screening; or
- are in possession of illegal drugs for supply or consumption in the workplace or the Organisation's vehicles.

This list is not exhaustive.

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

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

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

9.4 NO SMOKING POLICY

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

10 WHS ISSUES RESOLUTION

10.1 INTRODUCTION

Issues may arise anywhere within the Organisation in relation to work health and safety (WHS) 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 work health and safety issue arises, the parties must make reasonable efforts to achieve a timely, final and effective resolution of the issue.

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

- work carried out at the workplace; or
- the conduct of the 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.

10.2 ORGANISATION'S RESPONSIBILITIES

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

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

Where issues are raised by other parties within the 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.

10.3 SUPERVISOR'S RESPONSIBILITIES

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

10.4 WORKER'S RESPONSIBILITIES

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

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

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

10.5 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, any party to the issue can ask the regulator to appoint an inspector to assist at the workplace. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue.

11 HAZARDOUS MANUAL HANDLING – GENERAL PRINCIPLES

11.1 INTRODUCTION

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

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

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

11.2 ORGANISATION'S RESPONSIBILITIES

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

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

11.3 WORKER RESPONSIBILITIES

When performing lifting and carrying you are responsible for:

- performing warm up exercises before commencing the task, especially at the commencement of your shift and after breaks;
- always assessing a load and the distance to be carried. Ask yourself... do I have to carry this load or can I use a mechanical aid such as a trolley?;
- referring to the weight information on product packaging to assess the load and also consider if it is bulky or awkward;
- whenever possible breakdown the load, use a mechanical aid or get assistance for a team lift;
- when performing a team lift try to get co-workers that are a similar height and strength and communicate how the lift will be done;
- always checking your destination point and ensuring a clear path of travel;
- placing feet shoulder width apart, as you bend at the knees move your bottom up and out behind as you lower yourself, this acts as a fulcrum to counter balance the weight of the load;
- ensuring there are suitable grip points before lifting;
- grasping the load securely with both hands, keep it evenly balanced and close to your body while tightening your abdominal muscles;
- raising your head in the direction you are moving, lift the load to waist height by lifting your bottom and straightening your knees in one smooth action; and
- when putting down a load apply the same principles for lifting in reverse.

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

- turning by moving your feet, do not twist your body and never twist and lift at the same time;
- pushing a load rather than pulling, this recruits the stronger muscles in your legs rather than straining the lower back;
- when moving goods up or down stairs use a lift or conveyor if you can. If you are carrying anything ensure a clear vision and path and ensure that you are able to grip a hand rail at all times;
- varying tasks and postures and taking regular breaks including when seated, so that you do not maintain static postures as this can fatigue muscles and connective tissue, often referred to as repetitive strain or over use injury;

- storing heavy, bulky and awkward objects as close as possible to waist height. Vary postures and tasks to ensure work is not performed above shoulder height or below knee height for prolonged periods; and
- not lifting heavy, bulky or awkward objects from above shoulder height, use a mechanical aid or appropriate ladder/steps.

12 HAZARDOUS CHEMICALS

1.2 INTRODUCTION

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

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

1.3 WORKER RESPONSIBILITIES

Where working with hazardous chemicals, you are responsible for:

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

13 CONTRACTOR MANAGEMENT

13.1 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” (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 well-being 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 worksite.

13.2 WORKER RESPONSIBILITIES

When managing or supervising contractors you are responsible to ensure that you:

- are familiar with the contents of the contractors’ Health and Safety Management Plan;
- undertake monitoring activities as per the agreed schedule;
- ensure contractors’ maintain their inspection and review schedules;
- report any safety observations to management;
- take immediate action to halt any work being undertaken by contractors that is unsafe and poses an immediate threat to the safety and wellbeing of any persons;
- provide an evaluation of the contractors safety performance to management at the conclusion of the contracted works;
- demonstrate positive safety behaviours and compliance with the Organisation’s safety arrangements and instructions; and.

When working in and around where contractors (or sub-contractors are engaged) you are responsible for:

- notifying management of any risks that arise that you become aware of; and
- immediately reporting any incident associated with the contractor’s work to management.

14 REMOTE/ISOLATED WORK

14.1 INTRODUCTION

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

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

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

14.2 ORGANISATION'S RESPONSIBILITIES

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

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

14.3 WORKER RESPONSIBILITIES

While performing remote/isolated work you are responsible for:

- ensuring you are familiar with weather and local conditions before commencing your journey;
- maintaining regular contact with your manager or a nominated person in accordance with agreed communication procedures;
- assessing the risks posed by any hazards and determining if it is safe to continue work;

- controlling any hazards where safe to do so;
- contacting your manager where any hazard prevents you from performing your duties; and
- reporting any incidents and/or injuries sustained whilst performing remote/isolated work as soon as practicable.

15 WORKING OFFSITE

15.1 INTRODUCTION

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

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

15.2 ORGANISATION'S RESPONSIBILITIES

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

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

15.3 WORKER RESPONSIBILITIES

When working offsite, you are responsible for:

- ensuring you comply with any site specific health and safety instructions, policies and procedures;
- reporting to the site reception area or designated contact person to announce your arrival, and signing into the site visitors attendance log where required;
- carrying/wearing any visitor passes whilst on site as required;
- completing any site-specific health and safety induction as required;
- conducting any pre-use inspections and checks of plant and equipment as necessary;
- wearing any safety protection clothing (PPE) as required;
- using designated walkways or access paths, and obeying signage on the site;

- reporting any hazards identified while on site to the designated person. If a hazard cannot be resolved, contact your manager immediately;
- assessing the risks posed by any hazards and determining if it is safe to continue work; and
- following the site specific emergency evacuation response plan in the event of an emergency and all directions by nominated wardens.

16 PLANT AND EQUIPMENT

16.1 INTRODUCTION

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

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

16.2 ORGANISATION'S RESPONSIBILITIES

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

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

16.3 WORKER RESPONSIBILITIES

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

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

16.4 LOCKED OUT AND TAGGED PLANT

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

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

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

17 LIFTING EQUIPMENT

17.1 INTRODUCTION

Sling failure is one of the highest risk factors for all work with cranes and hoists. Accordingly, inspection and certification of slings is a high priority for the management of safety in all lifting work. Slings must be in good condition and in a fit and proper state for use. To determine their state, the Australian Standards require a competent person to examine the sling.

17.2 COMPETENT PERSON

A competent person is defined in the various Australian Standards as “a person having practical and theoretical knowledge and relevant experience, sufficient to enable that person to detect and evaluate any defects and any weaknesses that may affect the intended performance of the equipment.”

17.3 DOGGING

Dogging Consists of the application of slinging techniques to move a load (including the selection and inspection of lifting gear) and/or the directing of a crane/hoist operator in the movement of a load when the load is out of the view of the crane/hoist operator.

17.4 INSPECTION

AS 2550.5 at Clause 8.3.2 states that all lifting equipment will be inspected immediately prior to use.

The various AS for each type of sling (generally at Clause 9) lists the required inspection regime being:

- Before each use by the user of the sling
- Quarterly inspection by a competent person
- Annual proof testing for some equipment

i) Monthly inspections

Monthly inspections will be carried out by nominated personnel who have undertaken an internal training course for inspection or hold a current dogman or rigger qualification.

ii) Place of inspection

Ideally, the inspections will be carried out at the workshop. The inspection must be carried out in a well-lit location, free from excesses of temperature.

18 PERSONAL PROTECTIVE EQUIPMENT (PPE)

18.1 INTRODUCTION

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

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

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

18.2 ORGANISATION'S RESPONSIBILITIES

The Organisation shall:

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

18.3 WORKER RESPONSIBILITIES

Workers have a responsibility to:

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

18.4 DETERMINATION OF PPE AND PROTECTIVE CLOTHING

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

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

18.5 SELECTION OF PPE AND PROTECTIVE CLOTHING

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

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

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

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

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

New products are continually being developed and made available; this may mean an item that has been in use may be superseded and no longer available.

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

18.6 PROTECTION

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

19 ASBESTOS

19.1 INTRODUCTION

The mineral asbestos was commonly added to building materials which are given the general term 'asbestos-containing material' (ACM).

Exposure to asbestos fibres has been linked to asbestosis, mesothelioma and lung cancer. Each of these diseases can emerge from between 10 and 50 years following exposure and can be fatal.

The removal of asbestos presents as a significant risk to workers undertaking such work. As part of your role you may be required to work with asbestos hazards in the workplace.

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

19.2 ORGANISATION'S RESPONSIBILITIES

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

- identifying all asbestos hazards associated with the removal project, including all direct and indirect hazards that are associated with the proposed work activity;
- ensuring a risk assessment is undertaken by a competent person, that being a licenced asbestos assessor, to assess the risks arising from asbestos;
- ensuring, as far as reasonably practicable, that the risks associated with the removal of asbestos in the workplace are controlled;
- ensuring that all required certification, licenses and approvals are obtained prior to undertaking the work;
- ensuring that an appropriate removal control plan and/or safe work procedures are developed and implemented to eliminate or minimise any risks to workers, the workplace and the environment;
- ensuring that all persons undertaking asbestos removal work or work associated with the removal have the sufficient skills, knowledge and competency to undertake the work and where required, have the appropriate qualifications;
- ensuring that all persons undertaking asbestos removal work are appropriately supervised whilst undertaking the work;

- ensuring that all appropriate waste containment and disposal procedures are in place and that all the appropriate tools, plant and equipment, including personal protective equipment (PPE) are available before work commences and are used as necessary and as determined by the risk assessment; and
- ensuring that appropriate health monitoring is provided to all workers carrying out asbestos removal or any associated works.

19.3 WORKER RESPONSIBILITIES

Where working with asbestos you are responsible for:

- ensuring you are familiar with the hazards associated with asbestos removal;
- ensuring that you have sufficient skills, knowledge and level of competency to undertake any proposed work associated with asbestos removal;
- following any guidance or instruction you receive on how to perform work involving asbestos removal;
- taking reasonable care to prevent asbestos exposure to other workers;
- notifying management of any risks associated with the removal of asbestos that you become aware of, for example suspected asbestos that may not have previously been identified on the removal control plan or where you identify a potential risk not previously identified;
- immediately reporting any incident related to asbestos removal to management;
- ensuring you use any and all PPE that is provided to you;
- ensuring you use all waste containment, decontamination and/or disposal facility or procedure in place during or subsequent to the removal process; and
- submitting to any commissioned and provided health monitoring associated with the removal of asbestos.

20 WORKING AT HEIGHTS

20.1 INTRODUCTION

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

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

20.2 ORGANISATION'S RESPONSIBILITIES

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

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

20.3 WORKER RESPONSIBILITIES

Where working at heights you are responsible for:

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

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

- complying with any signage or barricades in the work area;
- notifying management of any falling object risks that you become aware of;

- immediately reporting any incident involving falling objects to management; and
- utilising any personal protective equipment required (for example, a hard hat, hearing protection, safety glasses etc).

21 CONFINED SPACES

21.1 INTRODUCTION

Confined spaces pose dangers because they are usually not designed to be areas where people work. They often have poor ventilation which allows hazardous atmospheres to quickly develop, especially if the space is small. The hazards are not always obvious and may change from one entry into the confined space to the next.

The risks of working in confined spaces include:

- loss of consciousness, impairment, injury or death due to the immediate effects of airborne contaminants;
- fire or explosion from the ignition of flammable contaminants;
- difficulty rescuing and treating an injured or unconscious person; and
- asphyxiation resulting from oxygen deficiency or immersion in a free-flowing material, such as liquids, grain, sand, fertiliser or water.

21.2 ORGANISATION'S RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers while working in and around confined spaces. This will be achieved through:

- identifying and assessing the risks associated with confined spaces;
- controlling, as far as is practicable, the risk to staff who may be required to access confined spaces in the course of their work, including documenting confined space risk assessments and control mechanisms and the implementation of a confined spaces entry permit system; and
- ensuring that staff have the skills, knowledge and level of competence and/or qualifications to undertake any task that may present as a risk from entering a confined space.

21.3 WORKER RESPONSIBILITIES

Where working in and around confined spaces, you are responsible for:

- ensuring that you do not enter or work in or around a confined space until all the duties in relation to the confined space have been complied with including receiving and signing off a confined space entry permit;

- ensuring that you have the skills and knowledge to understand the hazards associated with working in a confined space, the contents of any confined space entry permit, and the control measures implemented for your protection;
- following any procedure, guidance or instruction you receive on how to perform work involving confined spaces, including the use of PPE;
- taking reasonable care to prevent risks associated with confined spaces to other workers;
- notifying management of any confined spaces risks that you become aware of for example confined spaces that may not have been previously identified; and
- immediately reporting any incident involving confined spaces to management.

22 SUN SAFETY

22.1 INTRODUCTION

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

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

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

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

22.2 WORKERS RESPONSIBILITIES

Workers will:

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

23 WORKING IN HEAT AND COLD

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

23.1 HEAT AND SUN

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

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

To avoid heat illness you should:

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

23.2 COLD AND WIND

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

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

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

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

24 STRESS MANAGEMENT

24.1 INTRODUCTION

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

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

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

24.2 ORGANISATION'S RESPONSIBILITIES

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

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

24.3 WORKER RESPONSIBILITIES

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

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

1.4 INTRODUCTION

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

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

1.5 WORKER RESPONSIBILITIES

You are responsible for ensuring you comply with any Organisational policies and procedures relating to motor vehicles and their use. In particular you must:

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

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

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

1.6 REVERSING

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

1.7 PROCEDURES

i) Vehicle breakdown procedure

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

- stop and park the motor vehicle in a safe place as far off the road as practical;
- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow;
- use the motor vehicle's hazard lights to warn other road users;
- know who to call for assistance and have the contact details of 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.

ii) Motor vehicle accident procedure

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

- exchange insurance details with involved parties;
- seek medical attention if required;
- notify the relevant emergency services as required; and
- advise the 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.

- you must complete an **Incident Report Form** and forward it to your supervisor/manager as soon as practicable.

iii) Use of mobile phone while operating a motor vehicle

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

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

25 CHECKLIST FOR UNDERSTANDING HEALTH AND SAFETY HANDBOOK

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

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

26 ACKNOWLEDGEMENT FORM

Please complete this acknowledgement form, along with the above **Checklist for Understanding** and provide these two pages to the Organisation.

I _____ (please print name) acknowledge that I received a copy of this Adseal Group 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 Adseal Group Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: