Griffin Australia Health and Safety Manual

11 November 2020

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

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

1.2 PURPOSE OF THE HEALTH AND SAFETY MANUAL

The purpose of this Health and Safety Manual is to establish the minimum standards and guidelines that are reasonably practicable for this Organisation to manage the hazards and risks in the workplace. In addition to this manual, the Organisation utilises a Health and Safety Handbook and a number of forms to assist in managing health and safety.

These standards will provide greater consistency, certainty and clarity across the Organisation to make it easier to understand health and safety duties and responsibilities.

All workers will be given the opportunity to read this information and are encouraged to participate in following and improving health and safety in the Organisation.

2 HEALTH AND SAFETY POLICY STATEMENT

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

The focus of Griffin Australia'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.

Michael Griffin
Managing Director

on behalf of **Griffin Australia**

Date: 11/11/2020

Review date: 11/11/2023

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.

Michael Griffin
Managing Director

on behalf of **Griffin Australia**

Date: 11/11/2020

Review date: 11/11/2023

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 ORGANISATION'S RESPONSIBILITIES

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

- providing and maintaining its workplaces and the working environment 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 transportation of plant, equipment and substances
- providing sufficient information, training, instruction and supervision necessary to maintain a healthy and safe workplace and to allow workers to undertake the work safely and without risk to themselves or others at work
- provide, support and promote effective consultation with workers in a manner agreed to by the workers, regarding health and safety matters
- 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.

4.3 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 the required and appropriate information, training, instruction and supervision of workers

- ensuring workers do not undertake any work in which they have not received the appropriate training or instruction or do not have the appropriate skills or experience to undertake the work safely and without risk to themselves or others at work
- ensuring workers do not undertake any work in which they do not have the required qualifications or authorisations to do so
- identifying and controlling hazards in the workplace
- ensuring that the agreed health and safety consultation mechanisms are adhered to
- ensuring all relevant health and safety laws are complied with
- using the resources provided for health and safety
- ensuring workplace rules, procedures, systems of work and health and safety controls are maintained and regularly reviewed
- ensuring that all relevant health and safety inspections or audits are undertaken as scheduled and that all findings and recommendations are suitably actioned
- ensuring an appropriate investigation is undertaken for all related workplace incidents and that such investigations identify causation and corrective actions, wherever possible
- promoting health and safety in the workplace, and
- maintaining consultative mechanisms.

4.4 WORKER RESPONSIBILITIES

Workers are responsible for:

- not undertaking any work required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to themselves or others at work
- taking reasonable care for the health and safety of themselves and others who may be affected by their actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- co-operating with any reasonable health and safety policy, procedure or instruction given by the Organisation or employer that has been notified to workers
- ensuring 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
- advise 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
- co-operating with any health and safety initiative, review, inspection or investigation
- actively participate in the development and review of procedures designed to eliminate or minimise work related risks
- actively participating in any return to work or recovery at work program
- ensuring that any plant or equipment that may be issued to them or used by them has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently or be in breach of the Organisation's workplace policies, and
- ensuring that they present to the workplace fit for duty and do not undertake any task or work activity for which they are not fit to do or where their health, safety or welfare may be compromised by undertaking such a task or activity.

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 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.

5.2 CONSULTATION STATEMENT

The Organisation is committed to protecting the health and safety of all its workers. 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.

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.

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.

The consultation arrangements at the Organisation will be monitored and reviewed as the need arises to ensure they continue to be meaningful and effective.

5.3 ORGANISATION'S RESPONSIBILITIES

The Organisation will consult with workers in relation to:

- identifying hazards and assessing risks arising from the work carried out or to be carried out
- eliminating or minimising identified hazards and risks
- the adequacy of facilities for the welfare of workers
- proposed changes that may affect the health and safety of workers, and
- proposed changes to key health and safety policies and procedures, including those relating to consultation, dispute resolution, the monitoring of the health of workers, conditions in the workplace, and the provision of information and training for workers.

5.4 CONSULTATION PROCEDURES

i) Staff meetings

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

Staff/team meetings will be used to:

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

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

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

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

ii) Team toolbox meetings and communication

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

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

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

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

iii) Noticeboards

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

The noticeboard will display the following:

- the Organisation's **Health and Safety Policy**
- information regarding the Organisation's **Injury Management and Return-to-Work** program, which should be reviewed and amended in line with any specific requirements of your workers compensation insurer
- the relevant state/territory workers compensation or return to work poster

- the workers compensation information summary available from your insurer
- copies of the Organisation's **Incident Report Form** and **Hazard Report Form**
- the Organisation's agreed Safety Consultation Statement outlining the agreed arrangements for reporting and managing safety issues
- a list of designated first aid personnel and their contact details, and
- a list of emergency wardens.

In addition, minutes of the most recent consultation meetings will be displayed on the noticeboard or otherwise made available to all workers.

6 RISK MANAGEMENT

6.1 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, and then taking appropriate steps to prevent the hazardous situation occurring or reduce the risk of injury to workers.

The Organisation has a duty to undertake risk management activities to ensure the health and safety of its workers, contractors, visitors and others in the workplace. The Organisation will as far as is reasonably practicable, ensure 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.

6.2 THE RISK MANAGEMENT PROCESS

The risk management process consists of four well-defined steps. These are as follows:

Step 1: *Identifying* - Identifying the problem, this is known as hazard identification

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

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

Step 4: *Monitoring and Review* – This involves reviewing the actions taken to determine the effectiveness of the controls implemented.

i) Hazard identification

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

Hazard identification activities will include:

- conducting workplace inspections to identify hazards
- regular work area observations and discussions with workers
- identifying and assessing hazards on an ongoing basis
- assessing products and services prior to purchasing to identify potential risks
- undertaking incident and injury investigations and reviewing past incident and accidents data
- talking to workers performing the task to find out what they consider as safety issues

- reviewing any information already available, for example safety data sheets, manufacturer's specifications and instructions and safe operating procedure to see what hazards have already been identified and how these are controlled, and

- thinking creatively about what could happen if something went wrong.

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

ii) Risk assessment

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

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

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

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

- workers experience with similar hazards or from incident/injury data

- guidance materials available from government health and safety bodies/regulators in relation to particular hazards, processes or work tasks

- industry codes of practice

- relevant Australian Standards

- the working environment, including the layout and condition of the premises and equipment and the materials used in the workplace

- the capability, skill, experience and age of people ordinarily undertaking the work

- the training, supervision and work procedures being used, and

- any reasonably foreseeable changes in the working conditions and environment.

Once the above information has been considered, an initial risk ranking can be applied to the hazard to enable the Organisation to set priorities for control measures. The Risk Ranking Matrix is used to provide a priority list for control actions. The Initial Risk Ranking is recorded for each hazard on the **Risk Assessment Form.**

Identified risks and any control measures implemented will be recorded on a **Risk Register** which will be used to assist in the monitoring and review process.

Risk assessments undertaken for specific tasks/items will be recorded on the **Risk Assessment Record form**.

iii) Hazard elimination or risk control

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

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

- **Level 1** controls provide the highest level of health and safety protection and are the most reliable in preventing harm. They involve eliminating the hazard from the workplace, for example, by bringing a job to ground level to eliminate the need to work at heights

- **Level 2** controls provide a medium level of health and safety protection, and as such will only be used if a Level 1 control is not reasonably practicable. Level 2 controls may involve:

    - substituting (either wholly or partly) the hazard from the workplace with something that presents a lesser risk. For example, substituting a non-toxic, organic cleaner for a toxic cleaner

    - isolating the hazard so that no worker is exposed to it. For example, removing power or energy from a malfunctioning piece of equipment, or blocking access to an area of the workplace deemed hazardous, and

    - implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, erecting a guard or barrier to prevent a worker from reaching into machinery whilst it is operating

- **Level 3** controls provide the lowest level of health and safety protection, and as such will only be used if a Level 1 or Level 2 control is not reasonably practicable. These controls will be used in conjunction with a Level 2 control to reduce the risk to an acceptable level. This may involve:

    - implementing administrative controls to reduce the exposure of workers to the remaining risk. For example, training everyone to work safely, writing a safe work method statement, rotating the work or managing the time workers are exposed to the risk, and

    - providing PPE in conjunction with other Level 2 and Level 3 controls.

  Agreed control measures should not introduce any new hazards or risks to the workplace. The implemented controls are recorded in the **Hazard/Risk Register** and on the **Risk Assessment Form** for individual tasks and items. Periodic review of control measures must be undertaken to determine their suitability and effectiveness.

iv) Monitoring and review

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

- the control measure is not effective in controlling the risk

- a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- a new hazard or risk is identified
- the results of consultation indicate that a review is necessary, and
- there is an incident in a related area of work.

6.3 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 considered by those making decisions. To this end, in addition to their overall health and safety responsibilities, workers are responsible for:

- identifying any hazards that could present a risk to the health and safety of themselves, their colleagues or others and where it is safe to do so, immediately take steps to prevent the hazard from posing a health or safety risk
- reporting any hazards to management that they may identify and completing the **Hazard Report Form**
- actively participate in the risk management program, including workplace inspections, risk assessments and the development and review of controls and procedures designed to eliminate or minimise work related risks
- actively participate in the defined consultation and issue resolution forums to help to continuously improve our management and control of workplace risks.

7 INCIDENT AND INJURY REPORTING

7.1 INTRODUCTION

The reporting of incidents, injuries and near hits/misses is essential for the identification of hazards in the workplace. Depending on the nature of an incident or injury, there may also be a legal obligation to report this to a state regulatory body.

To ensure compliance with these obligations, incidents and injuries will be reported in accordance with the below procedures.

7.2 REPORTING REQUIREMENTS

All incidents resulting in or with the potential for injury or property damage will be reported. Investigations of incidents will be undertaken at a level consistent with the actual or potential for injury/damage, with the goal of preventing future occurrences.

i) Internal reporting and investigation procedures

Minor injuries which require no treatment, or first aid treatment only, will be recorded on the **First Aid Treatment Log/Register of Injuries**.

An incident, injury, illness or near hit/miss that requires (or has the potential to require) medical treatment will be reported on the **Incident Report Form**. This will be done as soon as possible by the affected worker (or delegate) and no later than 24 hours after the event.

If full details of the incident, injury, investigation and corrective actions are not available within this timeframe, the essential details of the incident or injury as they are known will be submitted initially.

Reported incidents and injuries will be promptly investigated by appropriate management using the **Incident Investigation Form**. The investigation will identify the causes of the incident and assess any hazards that need to be controlled. Management will discuss the incident with relevant workers and decide on suitable risk controls to be implemented using the risk management process.

The investigation and corrective actions are to be summarised on the **Incident Report Form**.

ii) External reporting requirements

The Organisation will notify the relevant state health and safety regulator immediately by phone of any dangerous or notifiable incident and will secure and not interfere with the incident site. Where required notice in writing shall be provided within 48 hours of the event.

A dangerous or notifiable incident is:

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

A *serious injury or illness* of a worker means an injury or illness requiring the worker to have:

- immediate treatment as an in-patient in a hospital
- immediate treatment for:
    - the amputation of any part of his or her body
    - a serious head injury
    - a serious eye injury
    - a serious burn
    - the separation of skin from an underlying tissue (such as de-gloving or scalping)
    - a spinal injury
    - the loss of a bodily function
    - serious lacerations
- medical treatment within 48 hours of exposure to a substance.

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

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

In addition, the Organisation will notify its workers compensation insurer within 48 hours of any injury or illness that has the potential to result in a workers compensation claim.

7.3 INCIDENT NOTIFICATION

One of the most important initial actions to any accident or incident is to notify those who have input, support and resources which may be required to ensure the injured worker is cared for, legislative obligations are met, and effective investigation and control measures established.

As little time as possible will be lost between the time of the accident or incident and the beginning of the response.

For significant injuries, fatalities and incidents notifiable to the authorities, management will arrange, without delay, to contact and advise the following as applicable:

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

8 INJURY MANAGEMENT AND RETURN-TO-WORK

8.1 INTRODUCTION

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

As part of this commitment, it will:

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

8.2 PROCEDURES

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

i) Notification of injuries

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

All minor injuries will be recorded on the **First Aid Treatment Log/Register of Injuries**.

All injuries requiring medical treatment must be notified to management as soon as practicable using the **Incident Report Form**.

The Organisation's workers compensation insurers will be notified of any injuries that may require compensation within 48 hours.

ii) Recovery

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

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

iii) Return to work

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

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

iv) Suitable duties

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

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

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

v) Non work-related injury

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

vi) Dispute resolution

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

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

9 EMERGENCY PROCEDURES

9.1 INTRODUCTION

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

The Organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers.

9.2 EMERGENCY PLANS

The Organisation will ensure the workplace has procedures in place to address emergency situations.

Where necessary, emergency personnel will be nominated, trained and ready to act in an emergency situation. Training of such personnel may include attendance at emergency procedure training conducted by the building owner.

Where an emergency situation does arise, the emergency personnel will be responsible for taking control of the situation and ensuring all workers are evacuated from the workplace in accordance with the workplace emergency procedures.

Emergency evacuation exercises will be conducted annually to test emergency procedures. All workers will be required to participate in the emergency evacuation exercises. The exercises will be observed, and the outcomes reviewed, to determine the effectiveness of the procedures in place.

The emergency procedures will be communicated to all workers and visitors as part of the induction process.

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

i) Medical emergencies

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

- the situation will be assessed to ensure personnel safety
- help will be summoned from others in the immediate vicinity, or a nominated first aid officer. The affected worker will not be left unless it is unavoidable, and
- the alarm will be raised, and emergency services contacted. Clear instructions will be provided 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 a bomb threat is received, the following procedure will be adopted:

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

If an evacuation is ordered in response to a bomb threat, all workers should quickly check their work area for any unusual objects and mark these with a sheet of paper without touching the object. They should then leave the building as instructed. The location of any unusual objects must be reported to the floor warden, building security or the attending emergency services.

iii) Fire

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

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

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

- warden/management staff will contact emergency services
- all workers should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point, and
- any missing worker will be reported to a fire warden or emergency services.

Fire exits will be kept clear from obstruction at all times. Fire extinguishers will be located in conspicuous, readily accessible locations in the workplace. A clearance of 1000mm must be maintained around each fire extinguisher. Signage that complies with AS 2444-2001 Portable fire extinguishers and fire blankets will be displayed. All workers must know their evacuation route and assembly point in case of a fire.

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

iv) Chemical spill

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

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

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

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

v) Infield or remote emergency

In the event an infield or remote emergency takes place, the following procedure will be adopted:

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

vi) Environmental incident

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

- immediately implement control or containment measures if safe to do so
- request medical aid where worker exposure warrants health intervention
- notify the state Environment Protection Authority (EPA) and any other relevant agencies
- where remediation is required, engage an accredited waste management company to clean up the site
- establish and maintain an accurate record of incident notifications, communication and actions, and
- complete appropriate health assessments of employees exposed to contaminants, seek State Health Department advice on requirements for medical intervention.

9.3 INCIDENT REPORT

Where the workplace is affected by an emergency, the Organisation will complete an **Incident Report Form** as soon as reasonably practicable to identify the causes of the emergency, any control measures that can be implemented to prevent re-occurrence and improvements to the above emergency procedures.

10 FIRST AID

10.1 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 the injury or illness.

10.2 FIRST AID KITS

When considering how to provide first aid, the Organisation will consider all relevant matters including:

- the nature of the work being carried out in the workplace
- the nature of the hazards in the workplace
- the size, location and nature of the workplace, and
- the number and composition of workers in the workplace.

First aid kits provided in the workplace will:

- be constructed of hardy material, and if appropriate, be capable of being locked (the key being easily accessible in cases of emergency)
- be clearly and legibly marked on the outside with the words FIRST AID and a safety information sign complying with AS/NZS 1319
- contain nothing except first aid equipment and resources in appropriate quantities
- be audited on a regular basis and contents replenished as required, and
- be kept clean.

The first aid kit will have attached to the inside of the lid:

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

The Organisation will nominate a person/s, who will be responsible for monitoring and maintaining the first aid kit. The nominated person will:

- undertake regular checks to ensure the kit contains a complete set of the required items

- ensure any items used are replaced as soon as practicable after use
- ensure that the contents are in good working order, have not deteriorated, are within their expiry date and sterile products are sealed and have not been tampered with, and
- maintain a record of first aid kit inspection details indicating the date of inspection and the person who undertook the inspection.

10.3 FIRST AID PERSONNEL

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

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

- the name and telephone number (if applicable) of the appointed first aid officer/s, and
- the place where each first aid officer is normally located in the workplace.

As a high-risk workplace, the Organisation will designate at least one first aider for every 25 workers engaged in the workplace.

10.4 ADDITIONAL FIRST AID PERSONNEL

The Organisation will consider the following factors in determining whether additional first aid officers are required:

- the maximum number of workers in the workplace at any one time
- the nature of the work being carried out in the workplace, in particular whether workers are at a risk of being exposed to hazards that could require immediate first aid treatment
- the location and proximity of the workplace to emergency services
- the way in which work is arranged and the access each worker has to a first aider, and
- any other factors that indicate that additional first aiders may be needed (for example, engaging workers on shift work, seasonal work, number of other persons in the workplace and industry specific hazards).

10.5 REGISTER OF INJURIES AND TREATMENT

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

The register of injuries will:

- be kept in a readily accessible area of the workplace
- be made available for inspection when requested by an authorised inspector, and
- be kept for at least five years after the date of the last entry made in it.

10.6 INCIDENT RESPONSE

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

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

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

Management will take any actions that will prevent or minimise the risk of further accidents, injury or property damage. For example, the accident site or equipment involved will be secured rendering it safe.

11 HEALTH AND SAFETY TRAINING

11.1 INTRODUCTION

The Organisation will provide the necessary health and safety training 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.

11.2 AIMS OF HEALTH AND SAFETY TRAINING

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

Health and safety training are conducted to ensure that:

- appropriate health and safety information, instruction, training and supervision is provided to all workers
- health and safety competencies for all workers are identified and reviewed and the appropriate training provided
- health and safety competencies of contractors, labour hire workers, volunteers and visitors are assessed prior to engagement, and
- workers receive training in the health and safety requirements appropriate to their position and tasks (including re-training where necessary).

Records of training conducted will be retained by the Organisation.

11.3 HEALTH AND SAFETY TRAINING PROVIDED

The Organisation will provide the following:

- health and safety inductions for all workers
- first aid training for nominated first aid officers
- emergency evacuation training for nominated fire wardens if appointed
- training on health and safety obligations for officers
- risk management training for workers, and
- skill training for plant and equipment.

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

12 INSPECTION, TESTING AND MAINTENANCE

12.1 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 all plant and equipment is safe to use and/or operate when it is appropriately and properly used.

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

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

12.2 REQUIREMENTS FOR INSPECTION, TESTING AND MAINTENANCE

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

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

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

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

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

12.3 REVIEW OF INSPECTION AND TESTING INTERVALS

Inspection and testing intervals will be reviewed:

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

12.4 WORKER RESPONSIBILITIES

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

- ensure that they 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 them designed to protect their 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 they are authorised to do so
- ensure that any defects that are detected will be reported to their supervisor or manager and ensure that a **Hazard Report Form** is completed and
- ensure that any incident associated with plant or equipment will be reported to their supervisor or manager and ensure that an **Incident Report Form** is completed.

13 DRUGS AND ALCOHOL

13.1 INTRODUCTION

The Organisation is committed to ensuring the health, safety and welfare of all workers and to prevent and reduce harm associated with people being impaired by drugs or alcohol at work.

The misuse of drugs or alcohol by workers can affect their health or safety and that of other workers and members of the general public as well as having adverse effects on work performance, behaviour or attendance at the workplace.

This policy applies to all workers, including contractors.

13.2 ORGANISATION'S RESPONSIBILITIES

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

- directing any worker reasonably suspected of being under the influence of drugs or alcohol to immediately cease work and move away from the work area
- directing any such workers to a medical practitioner nominated by the Organisation for the purpose of undergoing testing to confirm whether the worker is in fact under the influence of drugs or alcohol
- arranging for on-site testing for workers accused of being under the influence of drugs and alcohol
- arranging for transport home for any worker suspected of being under the influence of drugs or alcohol
- counselling workers who are found to be in breach of these guidelines, and
- authorising appropriate assistance for a worker whose performance is affected by drugs and/or alcohol.

Where the worker is deemed to be unfit for work due to the misuse of drugs or alcohol, he or she will usually be required to take leave without pay. In addition, disciplinary action may be taken against the affected worker.

13.3 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring they are fit for duty at all times while working
- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently
- complying with statutory limits for blood alcohol and drug content while driving any motor vehicle in or in connection with the performance of their duties
- complying with statutory limits for blood alcohol and drug content while operating any machinery in or in connection with the performance of their duties

- questioning their doctor or pharmacist as to the potential effects or side effects when using any prescription or over-the-counter medication, and whether they are still able to perform their job safely (including driving, where applicable)

- notifying management when using any prescription or over-the-counter medication that may impair their ability to safely and effectively perform their job

- ensuring they do not use, possess or distribute any alcohol, drugs or medication of any kind while at work, nor use the Organisation's resources to do so at any time

- notifying management if they suspect another worker or visitor to be adversely affected by alcohol, drugs or medication of any kind, and

- complying with any reasonable request by management, or an authorised tester, to undergo testing and participate in rehabilitation programs in accordance with the Organisation's Policy.

13.4 MEDICATION

Workers who are using prescription or over-the-counter drugs that may impair their ability to safely and effectively perform their job must notify management immediately.

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

13.5 DRIVING OF A MOTOR VEHICLE

In addition to obeying the applicable road rules, workers must observe statutory limits for blood alcohol and/or drug content while driving:

- any company vehicle

- to or from work, or

- in the course, or discharge, of their duties.

13.6 INTERACTION WITH CLIENT POLICIES

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

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

14 HEALTH AND SAFETY ISSUES RESOLUTION

14.1 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 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, 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.

14.2 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.

14.3 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.

14.4 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.

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 health and safety issue to their industrial union, representative association or State or Territory health and safety regulator for assistance with resolution.

14.5 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.

15 JOB SAFETY ANALYSIS

15.1 INTRODUCTION

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

15.2 WHY DO A JSA?

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

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

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

15.3 WHEN DO YOU DO A JSA?

A JSA will be used for:

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

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

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

15.4 FOUR BASIC STEPS

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

- select the job to be analysed

- break the job down into a sequence of steps
- identify potential hazards, and
- identify control measures.

15.5 HOW DO YOU CONDUCT A JSA?

Conduct a JSA by following the steps below:

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

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

Completed JSA's will be reviewed:

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

15.6 FURTHER CONSIDERATIONS

- The job steps need enough detail to enable a person not performing the task to understand the JSA.
- The number of job steps should not exceed 10 – more than 10 may indicate more than one task is being covered by the JSA. If there are multiple tasks (with multiple steps in each) serious consideration should be given to breaking the task down and developing a JSA for each major part of the job.

- The hazard identification process will identify all hazards associated with each job step where possible the hazards should be described in a short phrase.

- For every hazard identified at least one control must be listed applying the “hierarchy of controls”. Specific information about the controls must be detailed. A control such as “wear PPE’” is not acceptable. A statement such as “wear P1 disposable dust mask” that provides concise information is acceptable.

- Where a job carries over a number of shifts, all workers should resign the JSA for each successive shift.

15.7 THE BENEFITS OF COMPLETING A JSA

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

- Experienced workers and supervisors can do their analysis through discussion – this brings together a wide range of experience and more ready acceptance of the new procedure.

- If there are any health and safety representatives, safety committee members or safety officers it is an easy way to involve them in the analysis.

- The job knowledge of the workers involved is increased.

- The process may identify previously unknown hazards and increase job knowledge for those involved.

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 suffer a psychological injury or exacerbating 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, and therefore potentially result in psychological injuries, include the physical workplace environment, the nature and complexity of the work itself, work procedures, behaviour of workers towards one another, the structure of the Organisation, the potential exposure to violent or traumatic events and the introduction or work restrictions that are beyond the control of the Organisation.

The Organisation is therefore committed to helping to support the overall mental wellbeing of its workers and ensuring that the risk of psychological injuries in the workplace is eliminated as far as is reasonably practical and is effectively and pro-actively managed through a risk management approach.

16.2 IDENTIFYING MENTAL HEALTH RISKS

Workplace hazards that may result in mental health risks and psychological injuries include anything in the overall design or management of work and/or the workplace that increases the risk of work related stress and results in a physical, mental or emotional reaction.

Such hazards may be identified by:

- having conversations with workers, supervisors and managers
- inspecting the workplace to see how work is carried out
- identifying how workers interact with each other during work activities
- reviewing relevant information and records such as reporting systems including incident reports, workers' compensation claims, staff surveys, grievance records, absenteeism and staff turnover data
- using surveys to gather information from workers, supervisors and managers and
- ensuring regular feedback from isolated workers such as those working from home is taken into consideration.

The Organisation recognises that individuals respond to hazards in different ways and that individual differences such as age, existing disabilities, injuries or illnesses as well as life experiences may make some workers more susceptible to harm from exposure to the same hazard. It is also recognised that there may be more than one aspect of the working environment or workplace that is contributing to the mental health of workers and the risk of psychological injuries.

To clearly identify the risk of psychological injuries to workers, the Organisation will ensure that the job, task and role hazards are identified, particularly where:

- work requires sustained high physical, mental and or emotional effort, including long work hours, shift work and related fatigue, excessive workloads, emotionally distressing work or episodes, exposure to

traumatic events, and exposure to extremes in the work environment such as prolonged exposure to physical and environmental workplace hazards

- work requires only low levels of physical, mental or emotional effort, including repetitive and/or monotonous tasks
- workers have a low level of control over the work being undertaken and are not involved in decisions that may impact upon them
- work is performed in an area of the workplace that may have minimal support from supervisors and co-workers such as remote or isolated workers
- workers may not have received sufficient training, information and instruction to undertake the work required safely and correctly
- there may be known or potential poor relationships or conflict between management and workers or between co-workers. This includes the identification of workplace bullying, aggression, harassment (including sexual harassment), discrimination, or other unreasonable behaviour by co-workers, supervisors or clients
- there may be a perceived lack of fairness by workers in addressing organisational issues and resource allocation or where performance issues have been inappropriately or poorly managed
- the role being undertaken by workers is not clearly defined, involves frequent changes or conflicts in expectations, procedures or performance standards
- the workplace is undergoing structural or organisational change and
- the workplace is undergoing structural or organisational change whether initiated by the Organisation or by demands or restrictions placed upon the workplace that are beyond the control of the Organisation.

16.3 ASSESSING MENTAL HEALTH RISKS

As part of the risk management approach, the Organisation will ensure that any work related hazards that could impact upon a worker's mental health are assessed to determine the seriousness of these hazards.

The first step in assessing mental health risks will be to focus on those parts of the Organisation where risks to the mental health of workers have already been identified or where a potential of such risk has been identified.

The most suitable assessment methodology must be used, taking into account the nature of the risk and the process must also take into account the workers views of any known or potential work-related mental health hazards.

In assessing these risks, the following factors should be taken into account:

- the social and physical environment, such as the individual or group of workers':
    - role within the Organisation
    - opportunities for career development and their overall status within the Organisation, including remuneration levels

- conflicting home/work demands
- overall working environment, including physical and environmental conditions, the condition of plant and machinery used at work and the presence of workplace hazards such as hazardous noise, hazardous manual handling and hazardous chemicals

- the way that work and systems of work are organised, such as:
  - the complexity, content and demands of the work required
  - the workload expectations and pace of the work
  - work schedules and working hours
  - work procedures
  - the extent of participation and control that workers have over the work
- the way that work is managed, including:
  - the level and quality of supervision provided to workers
  - the level of information, instruction and training provided to workers and whether it is sufficient to enable workers to do their work safely and correctly and allows them to meet the Organisation's expectations
  - the level of resources allocated to undertake the work
- interpersonal relationships, particularly where there may be poor existing relationships resulting from:
  - breakdowns in relations between management/supervisors and workers
  - breakdowns in relationships between co-workers
- organisational or structural change within the business, including restructures or potential sale of the business and
- the introduction of new or additional resources or processes that may change the way work is undertaken.

16.4 CONTROLLING MENTAL HEALTH RISKS

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. To this end, the Organisation will ensure as far as is practical that:

- any work related factor that may impact upon the mental health of workers is identified, recognised, assessed and controlled, including where such impact is not able to be controlled by the Organisation such as a change in Government policy
- the work expectations of workers are clearly identifiable, for example through job descriptions, relevant polices and work procedures

- all workers are provided with an appropriate induction that includes information related to the Organisation's commitment to the mental health of workers and the workers responsibilities related to helping to ensure a healthy and safe workplace

- all workers have sufficient training, instructions, tools and equipment to do their work safely

- the skills and experience of workers is appropriately utilised by the Organisation, and workers are not routinely underutilised or used in areas of work where they have not been deemed competent

- all managers and supervisors are provided with sufficient training in the identification, prevention and management of mental health risks and in good management practices

- all managers and supervisors understand the procedures and processes in place, including those relating to the taking of reasonable management action, to eliminate or minimise the risks of work related mental health risks and psychological injuries to workers

- there is adequate and appropriate supervision of workers and that there is a mechanism for consultation between management, supervisors and workers in relation to mental health risks in the workplace

- all managers and supervisors understand the Organisation's operations, including the hazards to the mental health of workers and the overall health and safety of workers

- all workers understand the applicable organisational operations that may impact upon their mental wellbeing and the processes and procedures in place to eliminate, minimise and report any mental health risks

- the physical work environment is safe with appropriate and adequate plant and equipment for workers to perform their jobs properly and safely

- the systems of work are safe when properly followed and that they take into account the establishment of realistic deadlines, access to adequate breaks and leave and include fair and equitable work scheduling and rostering

- there are appropriate resources and processes in place to eliminate or manage mental health risks and the risk of work-related psychological injuries

- the resources and processes designed to eliminate or manage mental health risks and the risks of work-related psychological injuries are effectively and efficiently implemented, managed and utilised

- there are appropriate processes for receiving, monitoring and reviewing information on incidents, hazards and risks related to the mental health of workers

- any reports or information related to potential work-related mental health issues are responded to in a timely way

- investigations in relation to mental health issues will be completed in a timely manner, and (if substantiated) appropriate action will be taken promptly to prevent reoccurrence

- it acquires up to date knowledge of work related mental health matters, the risks to the psychological health of workers and general health and safety matters

- a process is in place to verify that resources and processes are provided and used to manage work-related risks to the mental health of workers

- there are sufficient resources in place to assist workers with non-workplace related mental health issues and their overall mental health, including the provision of confidential counselling for affected workers, whether work related or not

- workers receive adequate and appropriate feedback on work performance and that due recognition is given for positive performance

- it is able to offer a safe and effective return to work to any worker who may be returning to work following mental health issues or may have sustained a psychological injury and

- regular monitoring and review of the effectiveness of measures are in place to eliminate or reduce mental health hazards and the risks of workers sustaining a psychological injury.

16.5 BULLYING AND HARASSMENT

A major risk to the mental health and wellbeing of workers is bullying or harassment at the workplace. Regardless of whether bullying or harassment occurs via physical, verbal or non-verbal conduct, it can be a major risk factor for psychological injuries potentially resulting in anxiety, depression and suicide, and can adversely affect the psychological and physical health of a worker.

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

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

- 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. Whether intentional or not, harassment creates a risk to health and safety and will not be tolerated by the Organisation. It includes, but is not limited to:

- 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.

Where any incidents of bullying or harassment are identified, it will be addressed via a disciplinary procedure in line with our disciplinary policies and procedures.

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

16.6 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. However, the overall success of our risk management strategies is also dependent upon workers understanding their responsibilities in relation to helping to minimise the risks to their own mental health and the mental wellbeing of others at work.

To this end, workers are responsible for ensuring that they:

- have received an appropriate induction that includes information related to the Organisation's commitment to the mental health of workers and the workers responsibilities related to helping to ensure a healthy and safe workplace
- understand the Organisation's commitment to the overall mental health of workers and the policies and procedures developed to help identify, assess and control risks to mental health in the workplace
- understand their role at work, ensure that it has been clearly identified and it is clearly within the scope of their skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do their work safely
- actively participate in the consultation mechanisms or forums designed to help ensure their health and safety at work, including those targeted at the overall mental health of workers

- understand the applicable organisational operations that may impact upon their 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 help ensure their health and safety and the health and safety of others at work, including those specifically designed to eliminate or minimise mental health risks

- utilise the applicable reporting procedure to report any work related hazard to their own mental health or the metal wellbeing of others at work as soon as it becomes evident, include any incidence of bullying or harassment (as outlined below) affecting themselves or another worker and

- receive adequate, appropriate and timely feedback on work performance.

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

17 HAZARDOUS MANUAL HANDLING

17.1 INTRODUCTION

Hazardous manual handling describes any work requiring a person to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object and involves one or more of the following:

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

Some manual handling and ergonomic activities are hazardous and may cause musculoskeletal disorders. Manual handling injuries are the most common type of workplace injuries across Australia.

The Organisation and particularly the managers and supervisors have a duty to ensure that effective procedures are implemented to identify, assess and control manual handling hazards. Hazardous manual handling tasks in the workplace will be addressed via a risk management approach.

The risk management process is to be carried out in consultation with the workers who are required to perform manual handling. Representatives of workers, such as health and safety committee members or representatives, will also be consulted as required or requested.

17.2 IDENTIFYING MANUAL HANDLING HAZARDS

Manual handling hazards can be identified by:

- observing how workers perform the work
- reviewing injury and incident records, and
- consulting with the workers performing the manual handling.

17.3 ASSESSING MANUAL HANDLING RISKS

As part of the hazard management approach, the Organisation has an obligation to ensure that any manual handling that poses a risk of injury to workers are assessed to determine the seriousness of these hazards. To assist in accurately assessing manual handling risks a checklist has been developed and needs to be completed for each identified activity. This checklist is on the **Hazardous Manual Handling Risk Assessment Form**.

In assessing risks arising from manual handling, the following factors will be taken into account:

- the positions, posture, actions and movements adopted by workers in performing manual handling
- the layout of the workplace and workstation
- the duration and frequency of tasks performed by workers

- the location of loads and distances moved manually
- the weights and forces of loads that are manually handled
- the characteristics of loads and equipment available to assist in manual handling tasks
- the skills and experience of workers who are performing manual handling tasks, along with any special needs or requirements they may have
- any clothing (including protective clothing) that is available or worn whilst performing manual handling, and
- any other factors considered relevant to the workers.

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

In assessing manual handling risks in the workplace, the **Hazardous Manual Handling Risk Assessment** will be used.

In assessing risks arising from manual handling, the following factors will be taken into account:

- the positions, posture, actions and movements adopted by workers in performing manual handling
- the layout of the workplace
- environmental conditions (including heat, cold and vibrations) that impact the worker directly
- the duration and frequency of tasks performed by workers
- the location of loads and distances moved manually
- the weights and forces of loads that are manually handled
- the characteristics of loads and equipment available to assist in manual handling tasks
- the skills and experience of workers who are performing manual handling tasks, along with any special needs or requirements they may have
- any clothing (including protective clothing) that is available or worn whilst performing manual handling, and
- any other factors considered relevant to the workers.

17.4 CONTROLLING MANUAL HANDLING RISKS

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

In the event that manual handling has been assessed as a risk, the Organisation will redesign the manual handling to eliminate or control the risk factors and ensure that workers involved in manual handling receive appropriate training, including training in safe manual handling techniques.

Where redesign of the manual handling is not possible, the Organisation will:

- provide mechanical aids, PPE and/or arrange for team lifting in order to reduce the risk, and/or
- ensure that workers receive appropriate training in safe methods of manual handling appropriate for the work identified, and in the correct use of mechanical aids, protective equipment and group lifting procedures.

18 HAZARDOUS CHEMICALS

18.1 INTRODUCTION

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace. This procedure will help to ensure that all relevant workers are informed about hazardous chemicals and exposures to prevent disease and injury to the workers involved in using any hazardous chemical.

18.2 SAFETY DATA SHEETS AND REGISTERS

The Organisation will maintain a current Safety Data Sheet (**SDS**) issued within the last five years for all chemicals to be used.

Before a chemical is used for a work activity, the Organisation will review the SDS to determine if the chemical is classified as hazardous.

All workers involved in the use of chemicals classified as hazardous will be provided with information and training to allow safe completion of the required task.

No chemicals will be brought to the workplace without a current SDS. Copies of the SDS will be kept in the area where the chemical is used.

Management will maintain the **Register of Hazardous Chemicals** for all chemicals used by the Organisation and provide notification to the regulator of any manifest quantities if required.

i) Safety Data Sheets and the GHS

Since 2012 Australia has transitioned to the Globally Harmonized System of Classification and Labelling of Chemicals (GHS), an international system used to classify and communicate chemical hazards.

The GHS is a system used to classify and communicate chemical hazards using internationally consistent terms and information on chemical labels and Safety Data Sheets.

Manufacturers, importers and suppliers. Health and safety laws impose a duty on manufacturers and importers of chemicals supplied to a workplace to determine if a chemical is hazardous and to correctly classify the chemical according to the GHS. Manufacturers and importers are also responsible for ensuring that correct labels and SDS are prepared for hazardous chemicals.

Suppliers may continue to supply other workplaces with stock they have on hand after 1 January 2017 providing it was manufactured or imported prior to this date and correctly labelled at that time. From 1 January 2017 suppliers should only accept stock with GHS compliant labels. Suppliers will also need to have GHS compliant SDS available from this date.

18.3 IDENTIFYING HAZARDOUS CHEMICAL RISKS

The manufacturers' SDS and labels of all chemicals will be checked prior to use to determine whether the chemical is either hazardous or dangerous, or both.

Likewise, the risks associated with storing hazardous chemicals will be considered.

18.4 ASSESSING HAZARDOUS CHEMICAL RISKS

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

In assessing risks arising from chemicals, the following factors will be taken into account:

- the nature of the chemical
- the label and/or a current SDS for the chemical
- the uses of the chemical
- the storage of the chemical
- the potential for exposure to the chemical, including through direct skin contact and inhalation, and

18.5 CONTROLLING HAZARDOUS CHEMICAL RISKS

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

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

- eliminate the chemical or task if it is not essential
- substitute the hazardous chemical with something less hazardous
- isolate exposure by using barriers or distance
- use engineering controls, such as local exhaust ventilation or automation of the process
- minimise the volumes of hazardous chemicals used
- establish safe work practices, such as restricting access to the area, keeping the area free of clutter, replacing lids on containers, safe storage and disposal of chemicals, being prepared for spills
- provide spill containment systems such as spill kits or bunding appropriate to the type of chemical on site
- ensure that the prescribed signage is in place to inform workers, visitors and emergency personnel of the type of hazard
- provide instruction and supervision appropriate to the level of expertise of the worker involved, and/or
- provide PPE such as gloves and safety glasses as a secondary measure to supplement the other controls outlined above.

18.6 STORAGE OF HAZARDOUS CHEMICALS

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

In storing hazardous chemicals, the Organisation will ensure that:

- incompatible hazardous chemicals are stored at the appropriate separation distances
- placards and signage are located on the outside of storage areas and site perimeters as required by the relevant health and safety laws and/or Australian Standards
- appropriate fire protection and other emergency equipment are provided (for example, first aid equipment, emergency eye wash and safety showers)
- adequate lighting and ventilation and temperature control is provided in areas where hazardous chemicals are stored and/or decanted
- hazardous chemicals are not used or stored in proximity to any water or where they can potentially be released to water, such as via storm water drains
- all containers of hazardous chemicals are in good condition with no damage/corrosion or leaking contents wherever possible, hazardous chemicals will be stored in their original containers, labelled as supplied. When transferring chemicals or keeping them in other containers, these new containers must be compatible, suitable for the purpose and labelled. Containers, lids, caps and seals will be checked regularly for deterioration and containers replaced when necessary. Food and drink containers will not be used to store hazardous chemicals under any circumstances, and
- storage requirements for the specific hazardous chemicals will be detailed in the risk assessment.

Some hazardous chemicals may also fall into the classification of dangerous goods and may be subject to requirements under the Australian Code for the Transport of Dangerous goods by Road and Rail.

The Organisation will ensure it is aware of any specific requirements of the Environmental Protection Authority relevant to any hazardous chemicals held on site or used in the conduct of its business.

DANGEROUS GOODS & COMBUSTIBLE LIQUIDS STORAGE COMPATIBILITY CHART

Class or Subsidiary Risk		2	2	2	2	3	4	4	4	5.1	5.2	6	8
FLAMMABLE GASES	2	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
NON TOXIC NON FLAMMABLE GASES	2	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
TOXIC GAS	2	SEGREGATE At least 3m	OK TO STORE TOGETHER	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING GAS	2	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
FLAMMABLE LIQUIDS + COMBUSTIBLE LIQUIDS	3	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 5m	SEGREGATE At least 3m
FLAMMABLE SOLID	4	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES
SPONTANEOUSLY COMBUSTIBLE	4	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
DANGEROUS WHEN WET	4	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING AGENT	5.1	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	KEEP APART	SEGREGATE At least 5m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
ORGANIC PEROXIDE	5.2	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	OK TO STORE TOGETHER	ISOLATE	SEGREGATE At least 3m
TOXIC SUBSTANCES	6	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	ISOLATE	OK TO STORE TOGETHER	SEGREGATE At least 5m
CORROSIVE	8	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES

18.7 LABELLING OF HAZARDOUS CHEMICALS

Since 2012 Australia has transitioned to the Globally Harmonized System of Classification and Labelling of Chemicals (GHS), an international system used to classify and communicate chemical hazards.

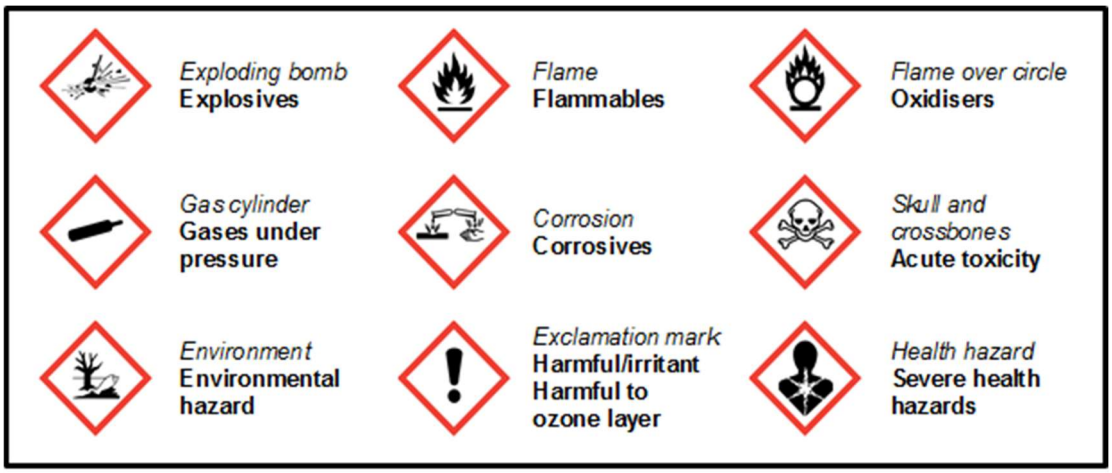
The GHS is a system used to classify and communicate chemical hazards using internationally consistent terms and information on chemical labels and Safety Data Sheets. The GHS provides criteria for the classification of physical hazards (eg flammable liquids) health hazards (eg carcinogens) environmental hazards (eg aquatic toxicity).

The GHS updates the way in which information about chemical hazards is communicated to ensure safe storage, handling and disposal. The GHS uses pictograms, signal words, and hazard and precautionary statements to communicate this information.

It should be noted that Western Australia and the Australian Capital Territory have not yet mandated use of the GHS but do require chemical hazards to be communicated.

i) Pictograms

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



ii) Signal Words

The GHS uses 'Danger' and 'Warning' as signal words to indicate the relative level of severity of a hazard. 'Danger' is used for the more severe or a significant hazard, while 'Warning' is used for the less severe hazards.

iii) Hazard and Precautionary Statements

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

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

Hazard and precautionary statements replace the 'risk' and 'safety' phrases required under previous laws.

iv) Responsibilities under the GHS

Manufacturers, importers and suppliers. Health and safety laws impose a duty on manufacturers and importers of chemicals supplied to a workplace to determine if a chemical is hazardous and to correctly classify the chemical according to the GHS. Manufacturers and importers are also responsible for ensuring that correct labels and SDS are prepared for hazardous chemicals.

Suppliers may continue to supply other workplaces with stock they have on hand after 1 January 2017 providing it was manufactured or imported prior to this date and correctly labelled at that time. From 1 January 2017 suppliers should only accept stock with GHS compliant labels. Suppliers will also need to have GHS compliant SDS available from this date.

End users of hazardous chemicals. Users of hazardous chemicals are not required to relabel or dispose of existing stock. Hazardous chemicals manufactured or imported after 1 January 2017 must only be received if they are labelled according to the requirements of the applicable health and safety regulations.

v) Decanting and Labelling

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

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

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

19 CONTRACTOR MANAGEMENT

19.1 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 any other infrastructure or aspects of the worksite.

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. In particular, it is responsible to ensure:

- that contractors are able to provide evidence of their safety management arrangements for all work to be undertaken by them, acknowledging that any unsafe work will be stopped until it is resolved to the Organisation's satisfaction
- all contractual arrangements to engage contractors stipulates that safety performance is a condition of engagement and that their performance will be monitored and evaluated
- prospective contractors are provided with sufficient information during the tendering/application process to enable them to respond to any and all identified hazards associated with the scope of work to be performed
- effective evaluation of any documentation required and provided as prequalification will be used as a selection criteria for the engagement of contractors
- development and utilisation of a preferred contractor system where possible to ensure that any contractors engaged are selected from this list and therefore already assessed as having appropriate health and safety management practices
- access to the proposed worksite to allow contractors to undertake specific hazard identification, risk assessment and development of Safe Work Method Statements (SWMS) or equivalent safety procedures before work commences
- evaluation of any and all Safe Work Method Statements or safety procedures created by contractors for accuracy and appropriateness
- implementation of a formal consultation schedule (safety meetings and feedback opportunities)
- communication of the safety requirements and expectations of the Organisation's contractors to the site or project managers, contract managers and/or site superintendents
- that an appropriate corrective action plan is developed and issued to the contractor, or their representative, whenever contractor safety issues are raised on site, and

- that any work activity or unsafe work practice undertaken by the contractor, or their representative, is ceased immediately if any individual is placed in an immediate risk. The work activity will not resume until the issue is resolved.

19.3 CONTRACTOR'S RESPONSIBILITIES

The Contractor and/or sub-contractor must:

- 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 that all statutory requirements that requires a person to be authorised, licensed, supervised or to have prescribed qualifications or experience are met and be able to produce evidence of the same to the principal contractor if requested, prior to the contractors (or sub-contractors) work commencing
- ensure that all statutory requirements for the licensing, 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 head contractor if requested prior to the contractors (or sub-contractors) work commencing
- develop, implement and maintain a suitable and appropriate emergency management procedures relevant to the proposed contracted works
- if requested by the Head Contractor (Principal), produce evidence of any approvals including any authorisations, licences, prescribed qualifications or experience, or any other information relevant to health and safety (as the case may be) to the satisfaction of the Head Contractor (Principal) before the Contractor or any sub-contractor commences any Works, and
- generally comply with the requirements of all safety legislation (or any other legislation that may apply).

19.4 WORKER RESPONSIBILITIES

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

- are familiar with the contents of the contractors Safety Management Plan
- undertake monitoring activities as per the agreed schedule
- 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 contractor's safety performance to management at the conclusion of the contracted works, and
- demonstrate positive safety behaviours and compliance with the Organisation's safety arrangements and instructions.

20 MOTOR VEHICLES

20.1 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.

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

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

The Organisation acknowledges that the driving of a motor vehicle is governed by a range of specific road 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.

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

The Organisation therefore recognises that it has health and safety obligations in respect of workers who drive or travel in motor vehicles as a part of their work. Risks associated with operating a motor vehicle as a part of work will be therefore addressed via a risk management approach.

20.2 IDENTIFYING MOTOR VEHICLE HAZARDS

Motor vehicle hazards can be identified by:

- reviewing the tasks associated with motor vehicles
- observing how workers perform their tasks
- reviewing any documentation regarding the use of the vehicle that is provided by the motor vehicle manufacturer or that is otherwise available
- checking workplace specific documentation regarding the motor vehicle, for example pre-start checklists, and

- consulting with the workers carrying out the tasks.

20.3 ASSESSING MOTOR VEHICLE HAZARDS

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

In assessing risks arising from motor vehicles, the following factors will be taken into account:

- the size, type and condition of motor vehicles in use
- the licensing requirements for the motor vehicle
- the distances and recommended driving times of trips
- loading and restraining of loads, regardless of size
- road and traffic conditions, and
- services and amenities on route for refuelling, rest breaks, break downs and emergencies.

20.4 CONTROLLING MOTOR VEHICLE HAZARDS

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

Only authorised persons will be permitted to operate the Organisation's motor vehicles. The Organisation will put in place systems to ensure that authorised persons are appropriately licensed to drive such motor vehicles, and that the motor vehicles being driven are registered and insured in accordance with the relevant legislation. Photocopies or other records of these checks with be retained.

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

- ensure that workers have the appropriate and current licences or certificates and Organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading
- ensure that records and details of licenses held by drivers is retained by the Organisation and recorded in the **Skills Matrix,** or equivalent
- ensure that all motor vehicles used by workers and staff have been deemed appropriate for the task
- ensure that drivers are familiar with the motor vehicle they are required to operate and the safe operation of the vehicle
- ensure workers comply with any legislative requirements relating to the use or operation of motor vehicles for example by scheduling trips to ensure that a suitable or prescribed work/rest ratio is in place, that driver fatigue is effectively controlled, and work diary requirements are adhered to where required

- ensure that workers understand the Organisation's instruction and requirements to minimise the risk of injury or illness from operating a motor vehicle, including the scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle

- ensure that the motor vehicle is inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and prescribed timeframe

- provide mechanical aids where possible to reduce manual handling risks associated with motor vehicle operations, or otherwise train workers on appropriate manual handling techniques (in particular when loading/unloading the vehicle) and safe operating loads

- ensuring that workers undertake an inspection of the vehicle before use, 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, and

- ensuring workers understand the Organisation's vehicle breakdown and vehicle accident procedures or in the event of an accident.

20.5 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

- 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, drivers should:

- stop and park the motor vehicle in a safe place as far off the road as practical

- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow

- use the motor vehicle's hazard lights to warn other road users

- know who to call for assistance and have the contact details of roadside assistance providers in the motor vehicle's glove box, and

- advise the Organisation of the breakdown as soon as practical and provide details of their location, the fault/issue, and immediate actions they have taken.

Drivers should not:

- attempt to repair the motor vehicle unless they are qualified and authorised to do so
- stay in the motor vehicle unless this is the safest option. Generally, it is safer for drivers (and passengers) to keep well clear of the motor vehicle and wait for help to arrive
- exit the motor vehicle on the traffic side, unless this is the safest option. Generally, it is safer for drivers (and passengers) to exit via the passenger side, 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 drivers are involved in a motor vehicle accident, they are required to follow the breakdown procedure if the vehicle is damaged to the extent that it cannot be operated. In addition, they should:

- exchange insurance details with involved parties
- seek medical attention if required
- notify the relevant emergency services as required, 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 they have taken.

iv) Use of mobile phone while operating a motor vehicle

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

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

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, drivers must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

20.6 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, they must:

- 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

- advise management immediately if they disqualified or suspended from driving and that they are able to produce their license for scrutiny by management as requested

- be familiar with the motor vehicle they 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

- comply with any legislative requirements relating to the use or operation of the motor vehicle

- follow any reasonable health and safety instruction given to them 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

- not drive or operate a motor vehicle if they are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish their perception, reflexes, responses or cognitive thinking

- comply with the Organisation's vehicle breakdown procedures when required

- in the event a vehicle accident, first seek medical attention if required. However, if they are able to do so, they must then ensure that they follow the Organisation's accident procedures

- ensure that the motor vehicle they 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, and

- ensure that they 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.

21 OFFICE SAFETY

21.1 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
- manual 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.

21.2 ORGANISATION RESPONSIBILITIES

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

- in consultation with workers, any hazards associated with working in an office are identified, assessed and controlled
- all workers have sufficient training, instruction and supervision to undertake office work in a safe manner

- all workers have the appropriate, training, qualifications and authorisations to undertake their office-based duties
- all workers understand the risks involved in working in an office and can identify hazards in the workplace
- the working environment does not present any risks to workers and others when being properly used and that due consideration is given to the design and security of the office and its layout, the availability and control of natural light, that lighting is sufficient for general office duties and additional task lighting is supplied where required, that there is sufficient supply of fresh, quality air, there is sufficient means to heat and cool the office and the flooring is such that it is designed to help prevent slips, trips and falls
- safe work procedures and practices are developed to help ensure the safety of workers and others working in the office. Such procedures and practices will include:
    - good housekeeping practices
    - standards for cleanliness and hygiene of the office and related facilities
    - safe procedures and storage of hazardous chemicals in or near the office
    - safe procedures to help ensure the ergonomic safety of workstations
    - safe procedures for manual handling tasks and the storage of items and
    - safe procedures for the use of office machinery such as photocopiers
- the provision of suitable mechanical aids for lifting and storing items, including safety steps and other mechanical aids where required
- workstations meet ergonomic guidelines and the needs of workers, including
    - in consultation with affected workers, identifying and assessing the risk factors related to office ergonomics that could lead to MSIs, and eliminating or minimising the risks through the application of appropriate controls, including procurement and design of office-based plant and equipment
    - suitably informing office workers of the risk of MSIs and provide appropriate training in the ergonomically correct use of furniture, equipment and tools and
    - supporting and encouraging MSI prevention activities, such as workers regularly undertaking office stretching and relaxation exercisesadequate and safe storage facilities are provided
- the office has suitable and appropriate emergency preparedness plans in place and procedures to ensure that access and egress passageways remain unobstructed and provide a minimum clearance of 1,000mm (i.e. one metre) or as otherwise required by local ordinances, in the event of an emergency evacuation being required
- the maintenance of office plant and equipment and the working environment itself is appropriate to help prevent risks in the workplace, and that identified hazards are rectified as soon as practical
- all potential mental health risks are identified and managed in accordance with the Organisation's **Mental Health** policy

- all portable electrical equipment is fit for purpose and suitably tested and tagged in accordance with the Organisation's **Electrical Safety** policy and

- the measures implemented for office-based workers are regularly reviewed and if necessary, revised.

21.3 WORKER RESPONSIBILITIES

A number of our workers will be required to undertake office duties as a normal part of their work. This may range from full time office duties for staff in roles such as management and administration to part time or irregular office work for staff such as supervisors and schedulers.

Regardless of their role or the time or location they spend undertaking office-based work, workers will be responsible for ensuring that they:

- 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 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 their 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 their 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 their personal work areas 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 manual 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 their 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 Report Form**, including the ergonomic fit of their workstation, equipment or tools required to do their job and
- report any potential risk of MSIs or incidents to themselves or others at work relating to office-based work using the **Incident Report Form**.

22 INFECTION CONTROL IN THE WORKPLACE

22.1 INTRODUCTION

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

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

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

This policy is designed to be consistent with the Organisation's health and safety framework. Its objective is to identify the requirements of infection prevention and control, and the development of safe work practices based upon risk management procedures. Therefore, the risks associated with infections in the workplace will be addressed via a risk management approach.

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

22.2 IDENTIFYING INFECTION TRANSMISSION HAZARDS

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

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

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

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

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

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

22.3 ASSESSING INFECTION TRANSMISSION HAZARDS

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

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

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

22.4 CONTROLLING INFECTION TRANSMISSION HAZARDS

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

- the development of infection control principles
- the development of administrative requirements designed to minimise the risk of infection transmission
- the development of effective work practices and procedures
- ensuring that all staff required to undertake a task that may potentially expose them to infection through their work have enough training, skills, knowledge, level of competence and education and/or qualifications to undertake the task and
- a regular review of our policies and procedures.

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

The three-level approach involves:

- Level 1 – General: infection control procedures for the prevention or minimisation of transmission for all persons at a workplace

- Level 2 – Standard: infection control procedures for persons who may come into contact with blood and/or bodily fluids such as first aid persons and

- Level 3 – Transmission-based precautions: provides a high level of protection to all persons at the workplace following identification of a positive transmission and assumes that Level 1 and Level 2 controls are in place

i) Level 1 controls – general

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

- breathing in airborne germs – coughs and sneezes release airborne pathogens, which is then inhaled by others

- touching contaminated objects or eating contaminated food

- skin-to-skin contact – transfer of some pathogens can occur through touch or by sharing objects and

- contact with body fluids – pathogens in saliva, urine, faeces or blood can be passed on via cuts or through the mucus membranes of the mouth and eyes.

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

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

- routine environmental cleaning and disinfection, including high contact points such as door handles, lift buttons and telephone equipment as well as high traffic areas such as reception areas

- promotion of respiratory hygiene and cough etiquette, such as covering the nose and mouth with the crook of the elbow or with a tissue when coughing or sneezing, and dispose of tissue in a closed bin

- any cuts or open wounds will be appropriately treated and covered with a waterproof dressing

- appropriate waste bins will be provided to dispose of contaminated tissues and other dirty items and

- appropriate use of PPE such as gloves when undertaking cleaning and disinfection procedures. PPE and training on its use will be provided to all personnel in the workplace in accordance with manufacturer's guidelines and Australian and New Zealand Standards. PPE will be removed before leaving the work areas where the cleaning and disinfection is taking place.

ii) Level 2 controls – standard health procedures

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

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

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

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

iii) Level 3 controls – transmission-based precautions

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

TBPs are used in addition to standard precautions when standard precautions alone may be insufficient to prevent transmission of infection. The three types of additional precautions are:

- airborne precautions which must be applied where the infected patient is known or suspected to be infected with pathogens that can be transmitted by an airborne route for eg Aspergillus, Legionella, Pulmonary tuberculosis, Chickenpox, Measles and Coronaviruses. These will include isolation of the infected person and in the case of a Coronavirus exposure, use of a type P2 or N95 mask that meets the requirements of Australian and New Zealand Standard, *AS/NZS 1716:2012 Respiratory Protection Devices*
- droplet precautions which must be applied where the person is known or suspected of being infected with pathogens that can be transmitted by droplet route for eg Influenza, Bordetella pertussis (whooping cough), Rubella, Listeria, E. coli, Salmonella and Coronaviruses. These will include isolation of the infected person, maintaining a separation distance of at least one

and a half metres, the use of protective gloves and eyewear and the initiation of room cleaning protocols and

- contact precautions designed to reduce the risk of transmission of micro-organisms by direct or indirect contact for eg viral Gastroenteritis, Clostridium difficile, Methicillin-resistant Staphylococcus aureus (also known as MRSA or staph) and Coronaviruses. These will include additional precautions to eliminate contamination of environmental surfaces and equipment through the use of protective gloves and the implementation of additional room cleaning protocols.

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

22.5 SAFE HANDLING, USE AND DISPOSAL OF SHARPS

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

22.6 ENVIRONMENTAL CLEANING

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

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

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

22.7 MANAGING SPILLS OF BLOOD, BODY FLUIDS AND SUBSTANCES

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

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

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

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

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

i) Cleaning spills – equipment

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

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

- appropriate leak-proof biohazard bags and containers for disposal of waste material
- a designated, sturdy scraper and pan for spills
- absorbent mats and paper
- approximately five sachets of a granular formulation containing 10,000ppm available chlorine or equivalent (each sachet should contain sufficient granules to cover a 10cm diameter spill)
- disposable rubber gloves suitable for cleaning
- eye protection (disposable or reusable)

- plastic apron and
- a respiratory protection device, for protection against inhalation of powder from the disinfectant granules or aerosols (which may be generated from high-risk spills during the cleaning process).

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

ii) Cleaning spills – procedures

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

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

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

Wash hands thoroughly after cleaning is completed.

iii) Cleaning spots or small spills

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

iv) Cleaning large spills

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

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

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

22.8 WASTE DISPOSAL

The Organisation will ensure that procedures are in place for the correct management of all waste generated and that they are compliant with regulations and guidelines administered by other Government agencies eg Environmental Protection Agencies and Local Government Ordinances.

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

i) General waste disposal

Place in general waste bin for removal.

ii) Biohazard waste disposal

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

22.9 MEDICAL/OTHER CONDITIONS

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

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

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

22.10 DEALING WITH COVID-19 IN THE WORKPLACE

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

i) Cleaning and disinfection

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

Workplace should be cleaned at least once a day. More frequent cleaning may be required in some circumstances. If equipment is shared between persons, it should be cleaned between uses, where practicable. Cleaning is to be performed using detergent and water and once cleaned surfaces should be disinfected. This would include any time there has been an instance or suspected case of COVID-19 in the workplace or where any persons in the workplace are likely to touch a surface.

ii) Hygiene

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

- frequently wash their hands with soap for at least 20 seconds or use a hand sanitiser with greater than 60% ethanol or 70% isopropanol before and after eating and going to the toilets
- limit contact with others, including shaking hands

- stop touching their eyes, nose and face when their hands are not washed
- cover their mouth while coughing and sneezing with a clean tissue or elbow and
- put used tissues straight into the bin.

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

iii) Self isolation

If a worker suspects that they have contracted COVID-19 or if they have been in the presence of someone infected by the COVID-19, they must isolate themselves (self-quarantine) and advise their manager immediately. This is to be followed by contacting their doctor or a nearest hospital until more thorough examination has taken place.

22.11 WORKER RESPONSIBILITIES

To ensure the overall success in controlling the risks related to infections at this workplace, persons working in the Organisation must be able to implement the established infection control measures and follow the protocols that have been developed. To this end, the Organisation will ensure that they:

- have been trained and deemed competent by the Organisation in the infection control protocols of this workplace before undertaking any work where they may come into direct contact with clients/customers or members of public, waste from their respective tasks and equipment, instruments or apparatus used
- have enough training, skills, knowledge, level of competence and qualifications required to undertake any task that may potentially expose them to the risk of infection at work or undertaking work related activities
- have enough skills and training in the effective use of all PPE required by the Organisation to eliminate or minimise the risk of infection to themselves or others at work
- follow any reasonable instruction given to them by the Organisation designed to eliminate or minimise the risk of infection to themselves or others at work, including the mandatory use of PPE when and where required
- actively participate in the development and review of the Organisation's infection control protocols and procedures
- actively participate in the development and review of the Organisation's administrative requirements designed to minimise the risk of infection transmission at work
- will advise management immediately when they become aware of any potential exposure to infection to themselves or others at work during their work
- do not undertake any activity, action or inaction that may knowingly place themselves or others at work at risk of exposure to an infection and
- will advise management immediately when they 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 their capacity to participate in specific work activities or where specific work activities may further impact upon their health, safety or welfare or the health and safety of others at work.

23 REMOTE/ISOLATED WORKING

23.1 INTRODUCTION

Remote work can be performed by workers who are off-site, or by workers travelling in the course of their duties. It can also be work that is isolated from the assistance of others because of the location, time or nature of the work being performed. It includes workers who are working by themselves or in isolated areas.

Remote workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote workers may not have the same access to support and emergency services.

23.2 IDENTIFYING REMOTE/ISOLATED WORKING

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

- physically work alone, for example, at night or isolated from other workers
- work separately from others, for example, in a regional office building
- work at home or engage in teleworking activities
- work outside normal working hours, for example, on call workers
- work shift work or night work
- travel as part of work
- travel long distances, for example, freight transport drivers
- work unsupervised, for example, teleworkers
- work in geographical isolation, for example, workers carrying out field work
- work on a reduced roster, for example, on public holidays, and
- work in isolation with members of the public, for example, health and community workers.

23.3 ASSESSING REMOTE WORK RISKS

As part of the risk management approach, the Organisation has an obligation to ensure that any remote work that poses a risk of injury to workers is assessed to determine the seriousness of these hazards. This will include determining:

- whether there is a possibility of exposure to violence or aggressive customers
- how long the worker will be working alone for
- what forms of communication and assistance the worker has access to
- the type of work they are undertaking, for example high risk work, and

- if the risks of the work can be controlled by one person, for example:
    - where there is risk of a fall
    - working with electricity, hazardous chemicals and/or plant
    - working near or on the road
    - working in confined spaces
    - working in excavation

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

23.4 CONTROLLING REMOTE WORK RISKS

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

In the event that remote work has been assessed as a risk, the Organisation will:

- provide a mobile phone or cover the cost of a mobile phone for the remote worker. Where the provision of a mobile phone is not practical (for example, because the remote worker is working on a site where mobile phones cannot be used), the Organisation will consider alternatives such as satellite phones, digital two-way radios, GPS tracking devices, pagers or land line phones
- agree on arrangements for how frequently remote workers should call in. This may be at the start and end of each shift, at pre-set four hourly intervals, or as often as reasonably required based on the nature of work being performed
- ensure that appropriate management are contactable by the worker at all times whilst they are engaged in remote work
- ensure that there are procedures in place to manage any emergency situation that may arise, and
- ensure the worker is provided with appropriate training on emergency procedure.

24 CONSTRUCTION WORK

24.1 INTRODUCTION

Construction work means any work carried out in connection with the construction, alteration, conversion, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure.

When undertaking or commissioning construction work the Organisation will eliminate or control hazards via a risk management approach. The policies and procedures contained within this Health and Safety Manual will be adhered to for this purpose.

24.2 HEALTH AND SAFETY ARRANGEMENTS

Prior to undertaking or commissioning construction work, the Organisation will consider arrangements for:

- securing the workplace from unauthorised access
- first-aid
- emergency response
- the storage of hazardous chemicals
- the storage, movement and disposal of construction materials and waste at the workplace
- the storage at the workplace of plant that is not in use
- traffic in the vicinity of the workplace that may be affected, and
- essential services at the workplace.

24.3 CONSULTATION

The Organisation will ensure that when conducting construction work, consultation is undertaken in accordance with the Consultation Policy.

Where the Organisation commissions construction work it will consult with the designer about how to ensure that risks to health and safety are eliminated or controlled. Furthermore, the designer must give the Organisation a written report that states the hazards relating to the design.

24.4 GENERAL CONSTRUCTION INDUCTION CARD

The Organisation will ensure that all workers involved in the construction work have received general construction induction training. This will be achieved by checking and retaining copies of all worker's general construction induction training cards.

The **Skills Matrix** will be used to track this requirement.

24.5 HIGH RISK CONSTRUCTION WORK

The Organisation will eliminate or control hazards via a risk management approach in accordance with the Risk Management Process Policy. Furthermore, the Organisation will ensure that additional requirements relating to High Risk Construction Work are adhered to.

'High Risk Construction Work' means construction work that:

- involves a risk of a person falling more than 2m
- is carried out on a telecommunication tower
- involves demolition of an element of a structure that is loadbearing or otherwise related to the physical integrity of the structure
- involves, or is likely to involve, the disturbance of asbestos
- involves structural alterations or repairs that require temporary support to prevent collapse
- is carried out in or near a confined space
- is carried out in or near:
    - a shaft or trench with an excavated depth greater than 1.5m
    - a tunnel
- involves the use of explosives
- is carried out on or near pressurised gas distribution mains or piping
- is carried out on or near chemical, fuel or refrigerant lines
- is carried out on or near energised electrical installations or services
- is carried out in an area that may have a contaminated or flammable atmosphere
- involves tilt-up or precast concrete
- is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor that is in use by traffic other than pedestrians
- is carried out in an area at a workplace in which there is any movement of powered mobile plant
- is carried out in an area in which there are artificial extremes of temperature
- is carried out in or near water or other liquid that involves a risk of drowning, or
- involves diving work.

A safe method of undertaking the high-risk work, in the form of a Safe Work Method Statement (SWMS), must be prepared prior to any such work commencing and the work must only proceed in accordance with the SWMS.

Where it is identified that any high-risk construction work is not being carried out in accordance with the SWMS, the work will be stopped immediately or as soon as it is safe to do so. The work may only resume once the SWMS can be complied with.

24.6 SAFE WORK METHOD STATEMENTS

Safe Work Method Statements (**SWMS**) will enable supervisors, workers and any other persons at the workplace to understand the requirements that have been established to carry out the high-risk construction work in a safe manner. High-risk work activities must be undertaken in a logical sequence to eliminate or minimise the risk to workers.

SWMS must therefore break down the activity into a series of basic steps that allows the hazards at each part of the activity to be identified and controls to be determined and clearly described.

The SWMS must be able to be read and understood by those persons required to undertake the high-risk activity, those responsible for managing risks, implementing control measures and ensuring the work is being undertaken in accordance with the SWMS. These persons will include:

- the supervisor of the high-risk construction work
- the worker carrying out the high-risk construction work, and
- the principal contractor if the work is deemed to be a construction project, or the person who has management and control over the high-risk construction work.

i Responsibility for SWMS

When undertaking high-risk construction activities, the Organisation must ensure that a SWMS is prepared before the proposed work commences. This will be done in consultation with workers who will be directly engaged in the high-risk construction work.

The Organisation will ensure that:

- all workers understand the hazards involved in the activities covered by the SWMS and the risk control measures being indicated in the SWMS
- all workers undertaking high risk construction work have the necessary training, skills, competence and experience to implement the controls required
- all workers have the necessary authorisations, licenses and qualifications required to undertake the nominated high-risk work, and
- all workers are aware of what actions to take if they believe the SWMS is not being adhered to.

The Organisation will also ensure that the SWMS are being implemented, monitored, are reviewed as necessary and will ensure they meet the requirements as follows:

- includes the details of the Organisation as required
- includes the details of the person or persons responsible for ensuring implementation, monitoring and compliance with the SWMS
- clearly identifies if the work is being carried out at a construction project

- includes the name of the principal contractor, if applicable
- includes the address/site where the high-risk construction work will be carried out
- includes the date the SWMS was prepared and the date it was provided to the principal contractor, if applicable, and
- includes the review date of the SWMS.

ii Preparing a SWMS

When preparing a SWMS, the following must be taken into account:

- the circumstance and hazards at the specific workplace or worksite that may affect the way in which the high-risk construction work is carried out, and
- if working on a construction project, the health and safety management plan.

The SWMS must:

- identify the work that is high-risk construction work
- specify hazards relating to the high-risk construction work and risks to health and safety associated with those hazards
- describe the measures to be implemented to control the risks, and
- describe how the control measures are to be implemented, monitored and reviewed.

Directions regarding control measures in the SWMS must be clear enough for any person involved in the applicable activities to understand what is required of them.

The Organisation will also ensure that the SWMS takes into consideration:

- risks posed by others on site that may impact upon their workers while undertaking high risk construction activities such mobile plant under the control of others on site, and
- risks the Organisation may be taking onto the site to undertake high-risk construction work, such as hazardous chemicals and electrical tools.

iii Retention of SWMS

The SWMS will be maintained and made available to any person engaged to carry out the high-risk construction work or the health and safety regulator until the high-risk construction work to which it relates is completed, or for at least 2 years following the occurrence of a notifiable incident.

Where a SWMS is revised, all versions will be maintained on record.

Where possible, the Organisation will ensure that the SWMS is maintained at the work site where the applicable work is being carried out.

iv Reviewing a SWMS

The Organisation will ensure that all SWMS are appropriately reviewed and revised if necessary and whenever control measures are revised. Such reviews will be undertaken in consultation with all workers, including contractors and subcontractors who may be affected by the operation of the SWMS.

When a SWMS has been revised, the Organisation will ensure that:

- all persons involved with the high-risk construction work are advised that a revision has been made and how the revised document can be accessed

- all persons, including clients and other contractors, who may be required to change, alter or modify a work procedure or system as a result of the review are advised of the changes in a way that will enable them to implement their duties consistently with the revised SWMS, and

all workers that will be involved in the high-risk construction work are provided with the relevant information and instruction to help ensure they understand the requirements of the revised SWMS.

24.7 CONSTRUCTION PROJECTS

From time to time, the Organisation may be responsible for undertaking work as a part of a construction project and will therefore have a range of responsibilities to a Principal, or Head Contractor. If the Organisation carries out high-risk construction work in connection with a construction project, the SWMS will be prepared with consideration of the Principal Contractor's Safety Management Plan and provided to the Principal Contractor before the high-risk work commences.

Where such work is to be undertaken by the Organisation, it will ensure that:

- it has the capabilities and capacity to meet its responsibilities to the Principal or Head Contractor

- all work undertaken by the Organisation is compliant with the requirements of the Principal or Head Contractor, as far as is practicable and is in accordance with the site safety plan

- all documentation, including risk assessments and safe procedures required by the Principal or Head Contractor will be provided prior to any work commencing

- all workers undertaking work related to a construction project are made aware of the requirements of the safety plan and are authorised to undertake the proposed work

- all workers undertaking work related to a construction project have received sufficient training to undertake the work safely

- all workers undertaking work related to a construction project receive sufficient, supervision and instruction throughout the life of the work to ensure they are able to undertake the work safely

The requirements of the Principal or Head Contractor are to be considered in addition to the requirements of this manual.

if the requirements of the Principal or Head Contractor are inconsistent with level of safety required by the Organisation's **Health and Safety Manual**, the policy or requirement with the higher level of safety will be adopted.

24.8 WORKER RESPONSIBILITIES

Workers, employees, contractors or sub-contractors undertaking construction work on behalf of the Organisation must ensure that they:

- do not commence any construction work unless they hold a current and applicable construction induction (CIC) card and have also completed a site induction, as required
- have sufficient, knowledge and understanding of the risks associated with construction work and have been deemed competent to undertake the work required
- possess any authority, license, qualification or authorisation required to undertake the work required
- are aware of all safety requirements, emergency and reporting procedures, essential service locations and storage and waste disposal arrangements applicable to the site
- do not proceed with any high-risk construction activity unless a Safe Work Method Statement (SWMS) has been developed for the activity and they have read and understood the safe procedures and risk controls detailed in the SWMS
- undertake all high-risk work in accordance with the requirements of the SWMS
- be aware of the procedures to follow if they observe SWMS not being adhered to or have any concerns with following the directions of the SWMS
- take all reasonable care to control risks to themselves, other workers and visitors to the site, including members of the public and/or pedestrian traffic in and around the workplace or worksite
- actively participate in any risk management strategies being implemented on the site, including consultation, site inspections and reviews of hazards, risks and risk control measures on the site
- follow any reasonable instruction given to them that is designed to ensure their health and safety, or the health and safety of others, and
- utilise any PPE that is provided to them or is required to undertake work.

25 PLANT AND EQUIPMENT

25.1 INTRODUCTION

This policy refers to all plant and equipment whether it utilises an energy source or not. This includes machinery, equipment, structures, appliances, containers, implements, tools and any components or anything fitted or connected to those items. The policy applies to all powered and non-powered plant and equipment under the control of the Organisation or is used and/or operated in the course of undertaking work on behalf of the Organisation.

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 IDENTIFYING PLANT AND EQUIPMENT HAZARDS

As a hazard is anything that has the potential to cause injury or illness, hazards related to plant and equipment or associated systems of work, can be identified by:

- observing how workers perform their tasks
- reviewing any documentation regarding the use of the plant and equipment that is provided by the manufacturer or that is otherwise available
- reviewing the tasks associated with the operation of the plant and equipment such as operating, clearing blockages, cleaning, adjusting, setting up, maintaining, repairing or working on the item
- checking workplace specific documentation regarding the machinery, for example pre-start checklists
- consulting with the workers carrying out the tasks
- inspecting the location of the plant or equipment and considering:
    - proximity to other machines and work processes, fixed plant, portable plant and tools
    - walkways and pedestrian access in the vicinity of plant, including access for routine operating and maintenance activities
- inspecting the plant or equipment and identifying any of the following hazards:
    - drawing-in or trapping hazards where a part of the body could be drawn into a ‘nip-point’ between rotating parts
    - entanglement hazards where loose items such as clothing, gloves, ties, jewellery, long hair, cleaning rags, bandages etc may be caught in a machine
    - shearing hazards from a machine which uses a slide or knife in order to trim or shear metal or other materials
    - cutting hazards in machinery used cutting wood, metal, or other materials
    - impact hazards where parts of machinery may strike the human body, but do not penetrate it

- crushing hazards when a part of the body may be caught between a fixed structure and moving part of a machine, or two moving parts of a machine
- stabbing and puncturing hazards from flying objects expelled by the machine or rapidly moving parts of machinery or pieces of material
- friction and abrasion hazards
- hot or cold hazards
- crushing by falling or moving objects, or plant and equipment tipping over
- crushing from people falling off or under plant or equipment
- cutting or piercing due to sharp or flying objects
- burns (friction, heat, chemical)
- injury from high-pressure fluids
- injury from electricity
- injury from explosion
- slips, trips and falls
- suffocation
- ergonomic requirements or
- dust, vibration, noise, or radiation.

25.3 ASSESSING PLANT AND EQUIPMENT HAZARDS

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

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

- design and construction
- installation, erection and positioning of the plant or equipment in the workplace
- commissioning and operation
- electrical, radiation and thermal energy
- emergency procedures
- hazardous chemicals/substances and dangerous goods
- machine guarding for plant or equipment with any moving parts

- maintenance, repairs, servicing and cleaning requirements
- manual handling issues
- noise and vibration
- personal protective equipment (PPE) requirements
- work environment including lighting, ventilation, interaction with others
- safe work procedures and regular inspections
- decommissioning, demolition and disposal of plant and equipment and
- the relevant national and international standards.

25.4 CONTROLLING PLANT AND EQUIPMENT HAZARDS

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

This duty includes, so far as is reasonably practicable, ensuring:

- that the plant and equipment is safe to use, operate and control and does not present as a risk to the operators when properly used
- that the operation of the plant or equipment does not create a hazard or risk to workers or others working in an around its operation or operating area
- personnel using or operating any plant and equipment are appropriately trained and are deemed competent to use, operate and control the plant or equipment in a safe manner. Personnel must have sufficient knowledge and understanding of the plant or equipment to ensure that the item is used and/or operated within its design criteria and according to manufacturer's instructions
- all controls and safety devices including any guarding, emergency stops, and warning devices are regularly inspected and tested. Where such controls or devices and not fully functional, the Organisation will ensure that appropriate quarantine procedures are in place so that the plant or equipment is not used or operated until suitable repairs have been undertaken
- that all plant and equipment is suitably inspected and maintained in accordance with the manufacturer's instructions or as otherwise required under legislation and that suitable quarantine procedures are in place to prevent the item being used or operated should it be deemed faulty
- that appropriate procedures are in place to ensure that all cleaning, maintenance and adjustments of plant and equipment is undertaken in a safe manner and without risk to operators, users, workers and others
- that appropriate procedures are in place to ensure the safe handling, storage, transportation, dismantling and disposal of plant and equipment
- any incident associated with plant or equipment will be reported to management who are required to ensure an **Incident Report Form** is completed

- that all personnel are advised of the reporting requirements of the organisation at induction and re-enforced at toolbox talk and/or staff meetings
- that supervisors are to regularly check if plant or equipment is being operated correctly
- that all proposed modifications or alterations to plant and equipment are assessed and specified by a competent person and
- that plant and equipment will only be used or operated by persons who have been trained and deemed competent to do so.

25.5 MODIFICATION OF PLANT AND EQUIPMENT

As part of the risk management approach, the Organisation will take into account all safety issues when considering any alterations to plant and equipment, by:

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

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

The Organisation will, so far as is reasonably practicable:

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

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

25.6 DECOMMISSIONING AND DISPOSAL OF PLANT AND EQUIPMENT

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

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

25.7 WORKER RESPONSIBILITIES

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

- ensure that they 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 or equipment
- ensure that they have been deemed competent to undertake the specific work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment
- actively participate in the risk assessments undertaken to identify the risks associated with the use, handling, storage, maintenance and/or disposal of plant or equipment that they 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 or equipment
- only use plant and equipment in accordance with its design criteria and manufacturer's instructions
- follow any reasonable work instruction given to them designed to ensure their 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 they have been deemed competent in the implementation of the Organisation's plant and equipment isolation procedures for any plant or equipment that they may be required to operate
- not inspecting, repairing, adjusting, maintaining and/or cleaning any item of plant or equipment unless they are authorised to do so
- ensure that any defects that are detected will be reported to their supervisor or manager and ensure that a **Hazard Report Form** is completed and
- ensure that any incident associated with plant or equipment will be reported to their supervisor or manager and ensure that an **Incident** Report **Form** is completed.

26 VIBRATION HAZARDS

26.1 INTRODUCTION

Vibration is defined as oscillations or waves around an equilibrium point and is felt as movement such as shaking or shuddering.

In the short term, exposure to vibrations in the workplace may lead to discomfort and fatigue, while in the medium to long term it can lead or contribute to muscular skeletal injuries and a range of other disorders.

There are two main types of vibration that can lead to injuries with the harmful effects of exposure varying, depending on the type of exposure:

- Whole body vibration (**WBV**) is vibration transmitted to the whole body by the surface supporting it, for example through a seat in mobile plant when operating that plant over uneven surfaces, or when standing on a platform impacted by shocks and jolts.

  Studies of long-term exposure to WBV show increased risks of:

  - musculoskeletal disorders involving the lower spine, neck and shoulders
  - lower back pain and early degeneration of the spine, and
  - medical conditions including cardiovascular, respiratory and neurological conditions, digestive problems, impairment of vision and balance and even reproductive organ damage in both men and women.

- Hand-arm vibration (**HAV**) is vibration transmitted to a person's hand and arm when using hand-held power tools or machinery such as jackhammers, grinders, drills, riveters, impact wrenches and powered lawnmowers. HAV can also be experienced by persons holding materials being processed by plant.

  Exposure to HAV can result in a syndrome known as Hand-Arm Syndrome which is a culmination of health effects to the hand and arm including:

  - disrupted circulation
  - damage to nerves resulting in tingling and numbness in the hand
  - damage to tendons, muscles, bones and joints
  - specific disorders eg carpal tunnel syndrome and vibration white finger, and
  - a closing down of the blood circulation to fingers.

  Workers exposed to hand-arm vibration while carrying out manual tasks may also notice pain in their hands and arms and reduced muscle strength.

As exposure to vibration is often also related to noise exposure, exposure to vibration may also result in an increased risk of hearing loss. The loss of hearing as a result of noise and vibration exposure, may be greater than if a worker is subjected to the same level of noise alone.

Whilst both types of vibration can be assessed, there are no Australian Standards for exposure to either WBV or HAV. Accordingly, risks associated with hazardous vibration in the workplace will be addressed via a risk management approach.

26.2 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 using plant and equipment that could result in exposure to vibration. In particular, it is responsible for:

- in consultation with workers, identifying, assessing and controlling any hazards associated the use or operation of plant or equipment that may present a risk of injury or illness from exposure to vibration
- eliminating or minimising, as far as possible, any exposure to vibration, for example by re-designing or substituting plant and equipment to reduce workers exposure to vibration
- ensuring workers are effectively trained in the correct use of plant and equipment so as to minimise exposure to vibration
- ensuring workers are trained in the identification of symptoms that could be the result of exposure to vibrations, and
- identifying where exposure to vibrations from the use of plant and equipment has contributed or resulted in an incident or injury and taking appropriate steps to prevent future reoccurrence where possible.

26.3 IDENTIFYING VIBRATION HAZARDS

Vibration hazards can be identified by:

- reviewing data available from the plant manufacturer/supplier regarding the vibrations emitted. In the event no data is available for a specific piece of plant or equipment, information relating to similar plant may provide a guide until more accurate data is available
- observing the workplace to identify how workers interact with plant and equipment and where workers may be exposed to vibration hazards
- inspecting plant and equipment before and during operation
- identifying any factors that might increase or worsen the exposure, for example the quality of the road surface on which plant is operated, the speed at which the plant is operated, the method by which plant is operated, or any attachments to plant that may intensify or prolong the exposure
- consulting with workers to identify any problems they may have with plant and equipment including issues related to its operation, inspection, maintenance, repair, transport or storage, and
- reviewing incident and injury records for potential vibration related symptoms such as back, joint or hand pain following vibrating plant or equipment use.

26.4 ASSESSING VIBRATION HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any vibration hazards that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing risks arising from exposure to vibration, the following factors should be taken into account:

- the frequency and duration of exposure
- whether exposure is continuous or intermittent
- the sequencing of work tasks, with particular attention paid to tasks completed after exposure to vibration when a worker may be suffering fatigue or discomfort, and
- the type and severity of discomfort reported by workers.

In the event the above measures are not sufficient to assess the risks posed by vibration hazards, the Organisation may need to consult with a specialist vibration consultant/s to determine the exposure levels. Once the exposure has been measured, international exposure limits (for example, those recommended by the European Union) will be considered in managing the risks associated with vibration.

26.5 CONTROLLING VIBRATION HAZARDS

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

In the event that vibration exposure has been identified as a risk, where possible the Organisation will take measures to eliminate or minimise exposure to vibration from the use of plant and equipment, taking into consideration:

- the source of vibration
- the paths of the vibration, and
- the position where the vibration enters the worker.

Where vibration hazards cannot be eliminated, or it is not reasonably practicable to do so, in consultation with workers, the Organisation will control workers exposure to vibration hazards, as far as reasonably practicable, through:

- comparing any declared emission values available so that high vibration plant or equipment can be avoided or substituted with plant or equipment with lower vibration emissions or that is more suited to the task at hand
- isolating the vibration hazard from workers, for example by considering the installation of vibration isolating or dampening materials
- using engineering controls to minimise vibration, for example by redesigning plant or equipment
- training workers in the most efficient and safe methods of operating plant and equipment to reduce exposure to vibration hazards

- training workers in the identification of the potential symptoms of exposure to vibration and directing workers to report any vibration related symptom, injury or illness to their supervisor, and
- providing PPE to workers to minimise their exposure to vibration hazards.

26.6 WORKER RESPONSIBILITIES

Where working with plant and equipment that may expose them to hazardous vibration, workers are responsible for:

- ensuring that they have received training and instruction in identifying hazards from exposure to vibration
- ensuring that they are able to identify potential injuries or illnesses from exposure to vibration and are able to assess the risk that the vibration may pose to them
- preventing exposure to further vibration risks through reporting any issues to their supervisor
- utilising any available aids where specifically designed to reduce exposure to vibration such as anti-vibrating matting
- complying with any procedures in place designed to reduce exposure to hazardous vibration such as speed controls on mobile plant or following safe operating procedures for equipment
- identifying and notifying management where an established procedure or aid is not sufficient to control the risk of exposure to vibration, and
- reporting any incidents and/or injuries sustained as soon as practicable.

27 CONCRETE PUMPING

27.1 INTRODUCTION

The pumping of concrete is an efficient method of moving and placing concrete. The process is used in the manufacture of pre-cast and tilt panels, concrete formwork, slab construction, concrete paving and concrete spraying.

There are two Australian Standards that apply to concrete pumps and concrete pumping, these being AS 2550.15 and AS1418.15. Given the high risks associated with the use of concrete pumps and concrete booms, the Organisation will be familiar with the content of these standards and their application to the industry.

Risks associated with the handling of concrete booms and the management of concrete pumps in the workplace will be addressed via a risk management approach.

27.2 ORGANISATION'S RESPONSIBILITIES

The Organisation will ensure that all plant and equipment used in the process of concrete pumping is fit for use and meets all the appropriate and applicable standards and legislative requirements.

To this end the Organisation will ensure that where required the design registration is obtained for all of its concrete placement booms manufactured on or after 1 January 2014 as required under legislation and will ensure that the plant registration number is clearly marked on the concrete placement boom.

The Organisation will also ensure that the design registration number will be readily accessible and in the vicinity of the plant at all times.

The Organisation will also ensure that all work required to be undertaken will appropriately planned and the associated risks are fully assessed utilising Jobs Safety Analysis (**JSA's**) and Safe Work Methods Statement (**SWMS**) methodologies.

27.3 IDENTIFYING CONCRETE PUMPING HAZARDS

Concrete pumping hazards are varied and extensive and will include issues related to:

- the plant and equipment
- the environment
- manual handling
- hazardous chemicals
- the proposed worksite and working environment
- the level of competency of operators and workers
- interaction with other contractors, and
- interaction with members of the public, pedestrians and vehicular movements.

27.4 ASSESSING CONCRETE PUMPING HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any concrete pumping related activity that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing risks arising from concrete pumping and its associated activities, the following factors should be taken into account:

- manual handling risks during set-up where workers are required to handle items such as timber pads reducers, pipes and hoses and during clean-up of pipes and clearing of blocked pipes
- access and egress to the pour area
- the use of tools such as hammers on clamps and the flapper box lever
- the positioning of the pump and boom in relation to overhead power lines and ground mounted electrical equipment
- the positioning of the pump in relation to ground stability, access to the site and any other restrictions that may impede the safe operation of the pump
- environmental factors such as strong winds that could impact upon the safe operating procedures and sun exposure
- exposure to cement
- hazardous noise, and
- hazardous fumes if operating in an enclosed area.

27.5 CONTROLLING CONCRETE PUMPING HAZARDS

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

The overall control mechanisms will commence at the planning and preparing stage where the Organisation will ensure consultation is undertaken with all those involved in the planned work, including consultation with the Principal Contractor on site, where applicable to ensure that:

- there are sufficient numbers of trained, competent and qualified persons to undertake the work safely
- the pumping equipment and all related plant and equipment is well maintained and inspected as required, is in good working order and is appropriately registered with completed logbooks where required and all related permits appropriately issued
- the hydraulic controls of the pumping system are fitted with gauges sufficient to ensure accurate monitoring the pressure within the system and include protection against over pressurisation of the entire system
- all pumping equipment controls meet AS 1418.1 including the fitting of emergency stops, are clearly marked and identifiable, are practical in their use and default to neutral. Where multiple controls are fitted, they should be operable from only one position

- a suitable and appropriately constructed earth chain is fitted to all mobile boom pumps
- the area for setting up the equipment is suitable to support a fully loaded working pump and delivery trucks
- there is a suitable clearance from overhead power lines and a suitable safe operating zone can be established for the pump and related vehicles
- there is sufficient related plant such as pipelines, hoses, tools and equipment to undertake the work safely
- all workers have all appropriate PPE required for the planned work
- a suitable traffic and pedestrian management plan is in place where applicable, and
- an appropriate method of waste collection from concrete residue is established.

27.6 PUMP SET-UP

On arrival to the site, the operator must examine the suitability of the site conditions to confirm its suitability for safe operation of the pump. The area must be reasonably level, solid and free of obstructions to ensure the pump can be safely stabilised. Where the area is not clear of potential ground risks such as cellars, pits or backfilled ground, it must be approved in writing by a qualified engineer prior to setting up and stabilising the pump.

Where outriggers are fitted and to be used, the operator must confirm and ensure that:

- the area selected is suitable in relation to load bearing and that suitable packing is available if necessary
- the outriggers are in place before the boom is erected
- the appropriate safe operating zone is known and adhered to
- regular checks of the outrigger pads are undertaken during operation to ensure there is no loss of stability or land subsidence, and
- the boom is in the travel position before raising the outriggers or making and adjustments to their position.

27.7 BOOM SET UP

The boom placement system must be set up at an angle no greater than that recommended by the manufacturer and the placing boom should not be:

- raised or left extended when winds exceed a safe operating limit or during electrical storms
- used for any other purpose for which they are not designed such as a crane, and
- raised, lowered or moved when there is insufficient light to do so safely.

The operator must also ensure that the earth safety chain is deployed before operation on truck mounted booms.

27.8 OVERHEAD POWER LINES AND ELECTRICAL EQUIPMENT

Where the concrete placing boom is to be set up in the vicinity of overhead powerlines, the operator must ensure that no part of the boom comes within 6.4 metres of any pole mounted powerlines or 10 metres from any tower mounted powerlines unless appropriately approved in writing by the relevant energy regulator and the conditions of that approval are strictly met.

The operator should also ensure that there is sufficient ground clearance around ground mounted electrical equipment such as sub-stations and light poles. All powerlines and electrical equipment are to be deemed “LIVE” unless formally advised by the electrical distributor that the area has been isolated.

27.9 RECEIVING HOPPER

The concrete pump must be positioned to ensure the receiving hopper is in the correct position to operate effectively and safely. The hopper must have its safety grille fitted before the concrete pump is operated and must remain in place during the entire pumping operation to prevent access to dangerous moving parts.

The Organisation will ensure that the hopper grille is constructed in accordance with AS 1418.15 and is suitably interlocked to help prevent access to all moving parts.

27.10 DELIVERY PIPELINES

The Organisation will ensure that the delivery pipeline systems and all the individual components are compatible and comply with the manufacturers specifications. The Organisation will also develop and implement safe work procedures to ensure that the pipeline delivery system is installed in accordance with AS 2550.15 in that the pipeline is able to withstand the maximum concrete pressure and is compatible with the maximum rating of all pumps and associated equipment during normal operations.

The safe procedures will also ensure that the pipeline is adequately supported and secured, is fitted with all appropriate clamps, components and fittings which must be inspected before each installation to ensure its mechanical integrity.

27.11 SAFETY ZONES

A suitable and appropriate operational safety exclusion area must be established around the pumping activity using such things as covered walkways, barricades and appropriate signage and controls to help ensure:

- the safety of others in and around the work place, including workers and pedestrians if operating in a public area
- that a suitable and safe concrete delivery area can be established and clearly identified, and
- that a suitable, appropriate and safe traffic management plan is established where required.

27.12 CLEANUP

The cleaning out of all concrete residue from all concrete pumping activities must only be carried out by authorised personnel who have been appropriately trained and deemed competent to do so.

All safe work procedures for cleaning the pipeline must be followed to ensure that:

- the operation of the pump and all pumping equipment is ceased prior to dismantling and that the pipeline is no longer under pressure before cleaning commences
- the end hose is secured or removed before cleaning to prevent injuries from loose hoses
- the discharge end of the pipeline is fitted with a cage to safely catch the cleaning device, whilst allowing the concrete to flow, and
- where compressed air is used for cleaning, the air entry point to the pipeline is fitted with the appropriate valves to allow de-pressurisation or venting of the line before removal of pipe sections, an alternate smaller entry ball valve is fitted as well as a pressure relief valve and a pressure gauge to indicate the pressure in the pipeline.

All safe work procedures for cleaning of the pump and hopper must be followed to ensure that:

- all equipment is shut down and appropriately isolated prior to cleaning
- moving parts are locked into position
- hydraulic pumps are disengaged
- accumulated hydraulic air or air pressure is exhausted before cleaning and all pressure is released from all systems, including the pump, and
- no part of a worker's body is placed into the pump or hopper whilst cleaning.

27.13 WORKER RESPONSIBILITIES

Where working with concrete pumping plant and equipment, workers are responsible for:

- following any guidance or instruction they receive on how to perform work
- ensuring that they have been deemed competent to undertake the work required and have the appropriate experience, skills, training, license/qualification required to undertake the work
- ensuring they understand the risks involved in using concrete pumping plant and equipment and the appropriate controls to put into place
- ensuring that a full and comprehensive risk assessment has been undertaken prior to any work commencing
- ensuring that the proposed set up site has been fully assessed for stability, access and egress, presence of electrical wiring and equipment
- ensuring that all plant and equipment is in good working order prior to pumping operations commencing
- where required, ensuring that a suitable and appropriate safety zone has been established around the work area before any operations commences
- ensuring the hopper guard is place and remains in place for the entire pumping operation and that all plant and equipment is used only for its intended use throughout the job
- taking reasonable care to prevent risks to other workers and where necessary, members of the public and/or pedestrian and vehicular traffic

- notifying management of any risks that they become aware of, for example faulty plant
- immediately reporting any incident to management
- ensuring they utilise any PPE that is provided to them, and
- ensuring appropriate shut down and clean up procedures are in place and are followed to prevent risks associated with a pressurised system, moving parts, accumulated air etc.

28 WELDING HAZARDS

28.1 INTRODUCTION

Welding is the process of permanently joining two or more materials together, usually metals, by heat or pressure or both. When heated, the material reaches molten state and may be joined together with or without additional filler materials being added.

Energy sources used for welding include gas flames, electric arcs, electric resistance, lasers, electron beams, friction, molten metal baths and ultrasound. Welding is a potentially hazardous activity and precautions are required to avoid electrocution, fire and explosion, burns, electric shock, vision damage, inhalation of poisonous gases and fumes, and exposure to intense ultraviolet radiation. Health effects from welding can include irritation of the upper respiratory tract (nose and throat), tightness in the chest, asphyxiation, asthma, wheezing, metal fume fever, lung damage, bronchitis, cancer, pneumonia or emphysema as well as damage to vision or blindness.

The risks associated with welding depends upon various factors, including the:

- properties of the materials being welded
- surface coating of the items being welded (for example whether they contain lead or other toxic materials)
- condition of the welding equipment
- conditions under which welding is carried out, for example in a confined space, and
- skills, competence and experience of the welder.

28.2 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 undertaking welding work. This will be achieved through the application of a risk management approach to control the risks associated with welding. This will include:

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

- undertaking any necessary Health Surveillance programs for workers engaged in welding activities.

28.3 IDENTIFYING HAZARDS

The Organisation will identify hazards associated with welding and allied processes by:

- conducting walk through assessments of the workplace observing the work and consulting with workers
- ensuring regular inspection of the materials and equipment, including PPE that will be used during the welding process and the working environment in which it will be undertaken
- ensuring SDSs and manufacturer's instruction manuals are available
- reviewing incident reports
- identifying where formal risk assessments are required such as welding in confined spaces, and
- regularly reviewing control measures.

28.4 CONTROLLING SPECIFIC RISKS

i) Airborne contaminants

The Organisation will control airborne contaminants as far as practical through the application of a risk management process. Where necessary, this will include the implementation of a range of strategies including the provision of suitable equipment to ensure adequate ventilation such as local exhaust ventilation or forced dilution ventilation.

Natural ventilation will only be considered as a comfort factor and will not be used where engineering controls are required.

Where the atmosphere associated with a welding process is unknown or where welding in a hazardous atmosphere or hazardous area is to be undertaken, the Organisation will undertake a formal risk assessment which will include air monitoring to assess the potential exposure to airborne contaminants of workers conducting welding processes and those in the general vicinity.

Air monitoring will be carried out by a person such as an occupational hygienist with skills to carry out the monitoring according to standards and to interpret the results. Records of air monitoring for airborne contaminants with exposure standards will be maintained for a minimum of 30 years and will be made available to workers who are exposed.

Where results from air monitoring identifies that the exposure standard is being exceeded, the control measures will be reviewed, and any necessary changes made.

ii) Electrical risks

The risk of electric shock or electrocution from the use of electrical welding equipment will be controlled as far as practical by ensuring that:

- the equipment being used is regularly inspected, is in good condition and suitable for the task
- appropriate and suitable PPE is available and used

- the working environment is designed to minimise the risk of electric shock
- suitable barriers and signs are in place to restrict access to welding areas
- the Organisation is aware of any potential medical condition of workers that may be affected by electromagnetic fields produced by electric welding
- all electrical equipment is inspected prior to use, including power switches, terminals, connections, cables and insulation, is in good condition and is protected by a residual current device (RCD), and
- appropriate emergency procedures are in place to address any potential electric shock or electrocution.

iii) Fire and explosion

Welding and allied processes such as grinding present a significant risk of fire and explosion and as such the risk of fire and explosion will be controlled as far as practical by ensuring that:

- appropriate procedures are developed where welding in a hazardous atmosphere or hazardous area is to be undertaken
- an appropriate Hot Work permit is obtained prior to work commencing
- fuel sources are suitably isolated from ignition sources
- all traces of flammable or combustible materials are purged from drums, vessels and tanks which are to be welded prior to welding taking place and where possible, are filled with an inert substance such as nitrogen gas or water
- fire resistant barriers to prevent welding sparks accidently reaching flammable and combustible materials are used
- work areas are well ventilated to prevent accumulation of flammable vapours in the area the work area is free from rubbish, paper or dust that could be potential fuel sources or produce dust explosions
- flash back arrestors are used on gas hoses to prevent the flames travelling back and igniting the gas in the cylinder
- equipment, such as gas hoses are drained and purged, and the gas is locked off at the valve immediately after use
- flammable and combustible materials are not stored near a welding area, and
- firefighting equipment is available at or near all welding areas.

iv) Burns and heat

Burns and heat from welding are one of the most common issues associated with welding. The risks from heat from welding will be controlled as far as practical by ensuring that:

- work areas are suitably isolated to prevent workers from contacting hot work pieces. For example, post-weld heat treatment work will be carried out in areas where work pieces cannot be accidently touched

- ‘hot’ equipment, metals, plates or items likely to be hot in the welding area are appropriately identified and/or labelled to minimise accidental burns
- work areas are suitably ventilated to reduce the build- up of heat in the workplace, and
- workers are provided cool drinking water and have regular scheduled rest breaks.

v) Compressed and liquefied gases

The hazards associated with compressed and liquefied gases include fire, explosion, toxicity, asphyxiation, oxidisation and uncontrolled release of pressure. The risks associated with these hazards will be controlled as far as practical by ensuring:

- cylinders are stored and handled appropriately and in accordance with *Australian Standard AS 4332:2004 The storage and handling of gases in cylinders*
- cylinders are well maintained free from leaks or dents
- cylinders will be stored in an upright position to ensure the safety device functions correctly
- cylinders are suitably restrained to prevent dislodgement
- flashback arrestors are fitted at the blow pipe at the regulator on oxygen and lines of oxy-fuel gas systems
- the cylinder valve is kept closed when the cylinder is not being used
- where at all possible, work is not undertaken in oxygen-enriched (over 23 per cent) or oxygen-depleted (under 19.5 per cent) atmospheres
- that the work area is well ventilated, particularly in low lying areas and roof spaces where gases can accumulate
- that air supplied respirators are used when necessary such as in confined spaces
- that the atmosphere is monitored to confirm that it is free of harmful contaminants and contains an adequate oxygen level, and
- the cylinder fittings, hoses and connections are inspected to confirm they are in good condition and are not damaged.

vi) Lead

The application of heat to a metal containing or coated with lead may produce an airborne lead contaminant and be defined as a lead process under applicable health and safety legislation. Therefore, in addition to the controls in place to control airborne contaminants from welding processes, the Organisation will control the risk of lead contamination as far as practical by ensuring that:

- so far as is reasonably practicable that lead is confined to a lead process area at the workplace and that the lead process area is kept clean
- the methods used to clean a lead process area do not create a risk to health of persons or have the potential to spread the contamination of lead

- changing rooms, washing, showering, toilet and smoking facilities cannot be contaminated with lead from a lead process and must be maintained in a clean condition

- contaminated clothing must be removed, hands and face washed before entering an eating and drinking or smoking area, and

- where required, notifies the regulator seven days prior to lead risk work being undertaken.

vii) Health monitoring

Where a worker has been exposed to a hazardous chemical where health surveillance is required for example, exposure to lead, the Organisation will ensure that appropriate health surveillance is provided and will ensure that:

- all expenses relating to health monitoring are payed by the Organisation

- health monitoring is carried out by or under the supervision of a registered medical practitioner with experience in health monitoring

- workers are informed about health monitoring requirements, information that will be provided to and the selection of a registered medical practitioner

- all reasonable steps are taken to obtain a report from the registered medical practitioner as soon as practicable

- a copy of the report is provided to the worker and the regulator if the report contains adverse test results or recommendations that remedial measures should be taken

- reports are maintained as confidential records for at least 30 years after the record is made, and

- the report is not disclosed to anyone without the worker's written consent unless required to under legislation.

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 and 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 is committed to ensuring the risk to workers from hazardous noise is eliminated as far as is practical. Implementation of this policy will help to ensure that all relevant workers are informed about hazardous noise and have received sufficient training in the identification and control of potential noise hazards at work to help prevent noise induced hearing loss and other noise related illnesses.

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

29.2 IDENTIFYING HAZARDOUS NOISE IN THE WORKPLACE

In consultation with workers, the Organisation will identify work tasks, processes and equipment that may present the risk of exposure to hazardous noise.

Indicators of hazardous noise at the workplace include:

- workers having to raise their voice to communicate with one another at a distance of one metre or less
- workers complaining of temporary reduction in hearing or ringing in the ears after leaving work
- the ability of workers to clearly hear work instructions or warning signals, and
- warnings that may accompany newly purchased plant or equipment.

Therefore, the Organisation will initially identify hazardous noise through:

- workplace inspections and consultation with workers
- reviewing available information regarding noise levels from manufacturers and/or suppliers of plant and equipment, and
- assessing the length of time workers are exposed to noise either from individual machines or tools or to the overall work environment.

29.3 ASSESSING HAZARDOUS NOISE

The international standard unit for measuring sound levels is called the Decibel (dB) and this is used to indicate the level of noise in the workplace. Legislative requirements for hazardous noise are defined by two noise exposure standards because noise can either cause gradual hearing loss over a period of time or be so loud that it can cause an immediate loss of hearing. These two standards are:

- L_{Aeq}, 8h means the eight-hour equivalent noise exposure. Using this exposure standard, an unacceptable risk of hearing loss occurs at levels above 85 dB (A), and

- $L_{C,peak}$ means the peak or maximum sound level and usually relates to loud sudden noises such as a gunshot or hammering. Using this exposure standard, noise levels above 140 dB (C) can cause immediate damage to hearing.

An increase in 3 dB represents a doubling of the sound energy which means that the exposure time of workers will be halved for every 3 dB increase in sound.

The table below demonstrates the length of time a person without hearing protection can be exposed before the standard is exceeded.

Equivalent Noise Exposure L_{Aeq}, 8h = 85 dB (A)	
Noise Level dB (A)	**Exposure Time**
80	16 hours
82	12 hours
85	8 hours
88	4 hours
91	2 hours
94	1 hour
97	30 minutes
100	15 minutes

Where noise has been identified as a potential risk to workers, the Organisation will undertake a risk assessment in accordance with the Risk Management Process in this manual to determine the level of risk from exposure to noise.

The risk from noise being emitted from a single piece of machinery can be assessed considering length of time a particular machine or tool is operated and the number of workers who may be exposed to the emitted noise.

However, where there are multiple sources of noise in the workplace and the combined impact of the sources of noise levels is not easily determined, the Organisation will engage a noise specialist to undertake a formal noise assessment.

A noise assessment will quantify the noise to determine the extent of the risk over a typical working day and to help determine the appropriate control measures to be implemented. Such an assessment will be undertaken by a competent person with appropriate sound level measuring equipment.

29.4 CONTROLLING HAZARDOUS NOISE

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, education and training of workers and may include regular audiometric testing for workers exposed to hazardous noise.

To facilitate the implementation of the program the Organisation will address hazardous noise as part of the risk management approach. This will ensure, as far as practical, that risk to workers from hazardous noise is eliminated or minimised through the application of the hierarchy of controls such as:

- eliminating the source of the hazardous noise, for example ceasing the use of noisy machinery
- regular inspection and maintenance of machinery to ensure they are running efficiently and all components are appropriately secured and free from vibration
- substituting production methods or noisy plant with quieter alternatives where possible
- engineering modifications such as sound proof isolation barriers, the installation of anti-vibration mountings for machinery or dampening material to machinery panels, the fitting of silencers to compressed air exhausts and the fitting of sound absorbing material to hard surfaces
- ensuring noise emissions below the exposure standards are considered as criteria in the purchasing of plant and equipment
- administrative controls to reduce worker's daily exposure to noise such as relocating workers for periods of time throughout the working day, and
- implement a hearing protection program involving the use of PPE.

29.5 PERSONAL HEARING PROTECTION

Hearing protection will only be considered as hazardous noise control method:

- when the risks arising from exposure to noise cannot be eliminated or minimised by other means or where the noise exposure cannot be reduced below the exposure standards by more effective control measures
- as an interim measure until other control measures are implemented, or
- when protection is required in addition to what has been achieved using other noise control measures.

Where personal hearing protection is required to be worn by workers, the Organisation will ensure the hearing protection is:

- selected to minimise risk to health and safety
- suitable for the nature of the work and any hazard associated with the work
- a suitable size and fit and reasonably comfortable for the person wearing it
- maintained, repaired or replaced so it continues to minimise the risk, and
- used or worn by the worker, so far as is reasonably practicable.

Areas where people may be exposed to hazardous noise will be designated and sign-posted as hearing protection areas and the boundaries of these areas will be clearly defined.

Workers and other persons, including managers and visitors, are not to enter these areas without wearing appropriate personal hearing protection, regardless of the length of time they will be in the area.

Where sign-posting is not practicable, the Organisation will make other arrangements to ensure that workers and others know when personal hearing protection is required, for example:

- attach prominent warning notices to tools and equipment indicating that personal hearing protection should be worn when operating them
- provide written and verbal instructions on how to recognise circumstances in which personal hearing protection is needed, and
- ensure effective supervision of identified hazardous tasks.

29.6 AUDIOMETRIC (HEARING) TESTS

The Organisation will provide audiometric testing for all workers who are required to rely upon, and therefore frequently use, personal hearing protectors as a control measure for noise that exceeds the exposure standard. Audiometric testing will be provided within three months of the worker commencing work to provide a baseline as a reference for future audiometric test results. Regular follow-up tests will be carried out at least every two years.

29.7 WORKER RESPONSIBILITIES

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

- ensuring that they 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 their protection
- following any reasonable procedure, guidance or instruction given by the Organisation that is designed to reduce their risk of exposure to hazardous noise, including the effective use and maintenance of PPE
- actively participate 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 they do not interfere with, or remove any noise control apparatus or device installed or any machine modification designed to reduce noise emissions
- ensuring that they do not enter a work area where hazardous noise has been identified and designated until all control measures required are implemented
- taking reasonable care to prevent risks associated with hazardous noise to themselves and other workers, and
- notifying management of any hazardous noise risk that they become aware of that may not have been previously identified, including where maintenance may be required to machinery to reduce noise levels.

30 HAZARDOUS DUST

30.1 INTRODUCTION

Dust is a significant hazard in many workplaces. It can cause significant health effects on workers and some dusts 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 serious conditions which may take many years to fully develop but may be incurable such as lung cancer or silicosis.

Dusts may also be a significant fire hazard in the workplace as many are combustible. A combustible dust is any fine material that has the ability to catch fire and explode when mixed with air such as grain dusts and dusts caused from 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 will be addressed via a risk management approach in consultation with workers.

30.2 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 dust hazards. In particular, as far as is reasonably practicable, it is responsible for ensuring that:

- in consultation with workers, any dust hazards that pose a risk of injury to workers are identified, assessed, controlled and regularly reviewed
- all risks associated with hazardous dust are either eliminated or controlled to ensure that the relevant individual exposure limits are not exceeded
- the appropriate training, instruction and supervision is provided so that risk minimisation strategies to control dust exposure are implemented and any potentially excessive exposure to hazardous dust is identified and reported
- general housekeeping procedures are in place to eliminate or minimise exposure to hazardous dust

- where necessary, appropriate health monitoring is provided to affected workers and
- injuries or illnesses resulting from exposure to dust are clearly identified and appropriate steps are taken to prevent future reoccurrence.

30.3 IDENTIFYING DUST HAZARDS

Dust hazards can be identified by:

- inspecting the workplace to identify whether visible dust has accumulated on any surfaces, and considering whether this is liable to being disturbed
- if necessary, utilising a dust lamp that provides a powerful beam of light to identify whether any fine dust particles are present in the air, or to identify the source and movement of dust
- if necessary, undertaking air sampling to determine whether any dust is present which may not be visible to the naked eye and identify whether that dust is potentially hazardous
- assessing the materials used in the workplace to determine if they are naturally dusty and
- assessing the work being completed to identify whether it creates dust by any mechanical or other means, for example if the following types of work activities are conducted:
    - filling bags or emptying them into skips or other containers
    - weighing or handling loose powders, such as cement
    - cutting materials such as sandstone, paving stones or even timber
    - sieving and screening operations
    - conveying materials by mechanical means or by hand
    - stockpiling large volumes of processed materials
    - crushing and grading
    - milling, grinding, sanding down or other similar operations and
    - cleaning and maintenance work.

30.4 ASSESSING DUST HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any dust hazards that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing dust hazards, it should never be assumed that the dust is safe. All uncontrolled dusts are potentially hazardous, particularly any uncontrolled dry process or dusty work activity may create a dust problem. However, dusts are not all equally hazardous. Different dusts or even the same type of dust in different work situations may create different risks to health and require different control measures.

In assessing risks arising from dust exposure, the following factors should be taken into account:

- information on the hazardous nature of the dust
- the type of exposure (inhalation, dermal or ingestion)
- the environment in which exposure occurs, for example whether it is indoors or in the open air
- what the exposure levels are, with air sampling to be undertaken if necessary
- how the exposure occurs
- details of the controls to be used and
- if appropriate, arrangements for emergency procedures.

30.5 CONTROLLING DUST HAZARDS

Where dust has been assessed as a hazard the Organisation will eliminate the dust as far as is reasonably practicable. Where dust hazards cannot be eliminated, or it is not reasonably practical to do so, in consultation with workers, the Organisation will control workers exposure to dust, as far as is reasonably practicable through:

- substituting of a harmful product or substance with a less harmful one
- using of a less harmful form of the product, eg paste rather than powder
- designing and implementing changes to processes such as cutting techniques and material handling processes to reduce or eliminate dust emissions
- enclosing the work process to eliminate or reduce dust emissions
- extracting of dust emissions near the source
- minimising the number of workers that are at risk and
- applying suitable administrative controls, such as reducing the length of time that workers are exposed to dust emissions, or any combination of the above controls.

Where dust emissions cannot be effectively controlled using any one of, or any combination of above, the Organisation will ensure that all affected workers are provided with suitable PPE such as gloves, coveralls and a respirator. Where PPE is required to control exposure to dust, it will be used in addition to any one or any combination of the above controls and the Organisation will ensure that the worker is fully trained in the use and maintenance of the PPE. The Organisation will also ensure that any issued PPE meets the relevant Australian Standard and that the PPE is fit for the use that it was intended.

30.6 HEALTH MONITORING

Where exposure to a specific dust requires health monitoring of a worker under legislation, or where there is a reasonable likelihood that a worker or workers have been exposed to dust that may lead to a particular disease or adverse health effect, the Organisation will ensure that affected workers are provided appropriate health monitoring, where such valid monitoring techniques are available.

30.7 WORKER RESPONSIBILITIES

Where working with dust hazards workers are responsible for:

- ensuring they 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 they receive on how to perform work that may involve the generation of dust
- ensuring that they 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 themselves 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
- notifying management of any dust risk that they become aware of
- ensuring they utilise any PPE that is provided to you 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.

31 RESPIRABLE CRYSTALLINE SILICA (RCS)

31.1 INTRODUCTION

Silica is a natural substance found in most rocks, sand and clay and in products such as bricks and concrete. Work processes such as cutting, sanding, grinding and blasting materials containing silica can generate Respirable Crystalline Silica (**RCS**).

RCS dust particles are so small they cannot be seen under ordinary lighting. RCS is hazardous to health as the small particle size can be easily inhaled deep into the lungs. Inhaling RCS can lead to serious illness or death. The main health effect is silicosis which is a serious and irreversible lung disease that causes permanent disablement and early death. Silicosis usually follows exposure to RCS over many years but extremely high exposures across the short term can cause it to develop rapidly.

RCS can be found in construction, foundries, tunnelling, brick, tile and concrete product manufacturing, monumental masonry, some abrasive blasting operations and metal polishing. Construction workers are more likely to be exposed to RCS when performing:

- tunnelling
- labouring
- demolition
- concrete grinding or scabbling
- brick, concrete or stone cutting, especially using dry methods
- excavation, earth moving and drilling plant operations or
- paving and surfacing.

Activities like dry cutting of bricks, concrete and manufactured stone with diamond tipped blades can produce very high levels of silica dust.

As the activities of the Organisation may involve the generation of a range atmospheric contaminants, this policy is designed to support and supplement the Organisation's **Hazardous Chemical** and **Hazardous Dust** policies**.**

31.2 ORGANISATION 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 RCS. In particular, it is responsible for ensuring:

- exposure to RCS is reduced through safe work practices
- workers are educated in the hazards associated with RCS
- workers are trained in safe work practices to reduce the liberation of dust and
- workers are supplied with appropriate PPE to reduce the risk of exposure.

The Organisation must also provide atmospheric monitoring if they suspect that exposure levels may be approaching the workplace exposure limit. Air monitoring, which involves measuring the amount of RCS in the atmosphere at the workplace, may be used to determine the effectiveness of control measures, the extent of workplace exposure and to assess any risks. The Organisation will make air monitoring results available to affected workers.

The Organisation will provide health monitoring to workers if the worker is carrying out ongoing work at a workplace where there is a significant risk to the worker's health because of the exposure to RCS.

31.3 HEALTH EFFECTS

Inhaling RCS can lead to silicosis which is a serious and irreversible lung disease that causes permanent disablement and early death, and it is made worse by smoking. Silicosis usually follows exposure to RCS over many years but extremely high exposures across the short term can cause it to develop rapidly.

Exposure to RCS has been linked to lung cancer and may also contribute to Chronic Obstructive Pulmonary Disease (**COPD**). Silicosis can develop or continue to progress even after exposure to RCS has stopped. Silica dust is also linked to the development of auto-immune disorders and chronic renal (kidney) disease.

Medical monitoring is recommended during pre-engagement, annual and at the time of termination of work for workers who are carrying out ongoing work using, handling, generating or storing RCS where there is a significant exposure risk to the worker's health.

31.4 WORKPLACE EXPOSURE STANDARD

The national Workplace Exposure Standard (**WES**) for RCS is 0.05 mg/m^3 8h Time Weighted Average (**TWA**), which is the maximum average airborne concentration allowable when calculated over an eight-hour working day, for a five-day working week.

However, duty holders are required to ensure that exposure to any hazardous chemical or substance is kept as low as reasonably practicable. As such, whilst the WES must not be exceeded, duty holders should try and achieve exposure levels well below it.

31.5 IDENTIFYING RCS HAZARDS

When identifying and assessing the risk related to exposure to RCS, consider must also be given to other airborne contaminants (fumes or mists) that workers could also be exposed to and control measures must provide sufficient protection to workers from all possible exposures.

The organisation will identify all tasks that use or generate RCS, in consultation with workers. For example, dry cutting of cement RCS may be generated. Sometimes these products will have a label warning of silica content.

i) Atmospheric and medical monitoring

Workplace health and safety regulations require atmospheric assessments of the level of exposure to workers undertaking tasks which regularly liberate silica dust. The assessment and interpretation of results will be undertaken by a competent professional such as an occupational hygienist.

As such, air monitoring will be carried to determine the airborne concentration of RCS at the workplace and to determine:

- the exposure to RCS by workers
- the processes or products that are the source of the exposure and
- if our current control measures are working.

To ensure that the exposure standard for RCS is not being exceeded, air monitoring will also be carried out:

- at least once a year in all areas where work is undertaken with silica containing products
- whenever a worker becomes unwell or if a health monitoring report recommends that control measures be reviewed
- whenever work practices, hours of work or the types of tools or equipment used change and
- if new control measures are introduced or existing control measures are changed in any way.

If there is a risk to the health of workers because of exposure to silica dust, health monitoring will be undertaken for all workers who are directly or indirectly exposed to generated dust or may be in contact with silica dust in other ways such as through cleaning work areas or equipment or administration activities.

Medical monitoring will be undertaken or supervised by a registered medical practitioner with experience in health monitoring. Monitoring may include chest X-ray, lung function testing, questionnaire and taking an exposure history.

ii) Record keeping

The Organisation will keep the results of atmospheric monitoring for 30 years or as otherwise legislated. The records of monitoring may be kept in any form, as long as the information contained in them is readily retrievable, easy for workers to access and presented in plain English.

The record of atmospheric monitoring results needs to be reviewed to ensure effectiveness of any control measures and where necessary, any action that needs been taken as a consequence of the monitoring results.

Health monitoring reports will be retained for at least 30 years or as otherwise legislated, and the worker will be provided a copy of their report. A report will be provided to the health and safety regulator if:

- the report indicates that the relevant worker has contracted a disease, injury or illness as a result of carrying out work using, handling, generating or storing silica or
- recommends remedial measures be taken such as removing the worker from work.

31.6 CONTROL THE RISKS

The Organisation will continue to utilise air monitoring and health monitoring programs to review and confirm our control measures are effective. However, it is most likely that a range of control measures will be required to protect workers from exposure to silica dust.

Workers will be consulted in the development of control measures, which will take into account the results of atmospheric monitoring and their ability to reduce exposure to below threshold limit values (TLVs).

i) Primary control measures

The Organisation will consider the following primary control measures for managing exposure to RCS risks:

- adopting production processes that generate less dust such as wet cutting
- treating the dust at the point of generation
- treating the dust on its transmission path using dust suppression techniques such as water sprays, chemical additives, local exhaust ventilation (LEV) such as an extraction hood fitted directly to the cutting tool that ensures the dust does not pass the breathing zone of the worker
- adopting a purchasing policy designed to reduce the risk of exposure to RCS such as ordering cut to size material to reduce the need to cut material or purchasing material with a lower silica content
- adopting alternate work practices such as vacuuming instead of sweeping using industrial vacuum cleaners and filters that comply with the H Class requirements i.e. HEPA filters and
- isolating workers from the work area such as in operation booths.

ii) Administrative controls

Appropriate administrative controls will be developed to support our primary control measures. These will include:

- the development of appropriate safe working procedures in consultation with the relevant workers
- the management of work rosters to reduce workers exposure time
- the development of policies and procedures for the inspection and maintenance of control devices
- the development of policies and procedures for the selection, use, cleaning, decontamination, maintenance and storage and disposal of PPE
- clearly identifying dust hazard areas within the workplace and the areas where respiratory protective equipment (RPE) is mandatory
- ensuring that all workers are made aware of the hazards related to exposure to silica and the control measures in place at the workplace. Such training will take place at inductions and reinforced regularly with workers and whenever changes occur at the workplace that may change the risk level and
- ensuring appropriate housekeeping policies and procedures are developed that are designed to eliminate or minimise the exposure to silica dust within the workplace.

iii) Respiratory protective equipment (RPE)

As RPE does not prevent or control RCS from becoming airborne, the Organisation will only consider its use to support its primary control measures. Where RPE is to be used by workers, the Organisation will:

- ensure the RPE is appropriate for the work to be undertaken and will be selected in accordance with *AS/NZS 1715:2009 Selection, Use and Maintenance of Respiratory Protective Devices* (or as revised)
- ensure all workers required to wear RPE are face fit tested by a competent person, manufacturer, supplier or consultant before wearing a new respirator for the first time and regularly thereafter to ensure the integrity of the respirator is maintained
- ensure that alternate types of RPEs, including powered air purifying respirators, are considered where a complete face fit of an RPE cannot be achieved by a specific worker, eg those with facial hair
- maintain records of fit tests for each worker that will include:
    - type of test performed
    - make, model, style and size of respirator tested and
    - date and result of the test
- ensure all workers require to wear RPE are appropriately trained in its use, cleaning requirements, maintenance and storage requirements to ensure its ongoing integrity.

31.7 TRAINING AND INFORMATION

The Organisation will provide induction, and training about silica hazards and supervise workers undertaking tasks which may liberate RCS to ensure safe work methods are followed. Information provided to workers should cover:

- the health risks from inhaling RCS
- where to gain information about RCS (eg safety data sheet or labels)
- how the work operations will expose workers
- how the control processes are intended to operate
- any use of respiratory protection and worker respirator fit and check processes
- what air monitoring results indicate
- the health monitoring process and the health monitoring report and
- accessing all appropriate records on their work with and exposure to RCS.

The training given will take into account the level of risk posed by the RCS exposure. A record of who was trained, who conducted the training, when it was given, and the topics covered will be kept on the **Skills Matrix** and **Toolbox Talk Form**.

31.8 MAINTAINING AND REVIEWING CONTROLS

The Organisation will regularly review the effectiveness of controls to ensure they maintain their effectiveness. This may include engaging a competent person such as an occupational hygienist to undertake air monitoring. Control measure will be reviewed when:

- a worker's health monitoring report shows an injury, illness or disease
- the doctor supervising a worker's health monitoring requests a review of your control measures
- air monitoring shows airborne silica dust is at or above 50 per cent of the workplace exposure standard
- before any changes occur at the workplace or workplace procedures that may change the risk of exposure to silica dust
- a new hazard or risk is identified or when workers raise a concern during consultation
- required by the regulator or at least once every five years and
- new legislation or information becomes available that may indicate that current control measures may no longer be the most effective.

31.9 WORKER RESPONSIBILITIES

When working with silica dust hazards, workers are responsible for:

- ensuring they are familiar with any hazards associated with working with silica and the contents and location of any applicable safety data sheets
- following any guidance or instruction they receive on how to perform work that may involve the generation of RCS
- ensuring they have received the appropriate training and instruction in relation to risk minimisation strategies designed to control exposure to RCS, dust generation and the accumulation of dust in the workplace
- taking reasonable care to prevent exposure to RCS to themselves and other workers and to minimise the generation and accumulation of dust
- ensuring that all control mechanisms such as water suppression systems, dust extraction, ventilation and exhaust systems are functional when undertaking work that may generate RCS dust
- not undertaking any uncontrolled dry cutting of any RCS containing material
- ensuring they are aware of and follow all housekeeping, decontamination or clean up procedures designed to eliminate or reduce exposure to RCS
- notifying management of any risks that they become aware of
- ensuring they utilise any PPE, including RPE that is provided and is designed to minimise exposure to RCS dust and
- where required and provided, undertaking any health monitoring related to assessing exposure to any hazardous dust.

32 BEHAVIOUR MANAGEMENT

Due to the specialised nature of our work, specific risk management strategies are required to ensure that workers, participants and visitors remain safe and free from the risk of injury resulting from the behaviour of participants and potential outbreaks of violence.

As such, the Organisation is committed to preventing and/or minimising risk to participants, workers and visitors that relate to such acts.

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

32.1 ORGANISATION'S RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health and safety at work of all its workers. In relation to the prevention of behaviour related risks in the workplace, the Organisation will:

- identify, assess and control risks of behavioural risks and violence at the workplace
- provide workers training to develop their ability to anticipate and manage critical incidents
- provide adequate resources to effectively implement prevention and control measures
- ensure that procedures are in place to manage behaviours and eliminate or minimise the risk of violence, including procedures for the management of participants, the management of situations, the overall security of the worker the facility and the work environment
- ensure regular consultation with workers to ensure the policies and procedures are up to date and reflect 'best practice'
- regularly review, monitor and modify the procedures where necessary
- ensure that adequate and suitable communication strategies are in place for all workers
- take prompt remedial action to eliminate or isolate unsafe behaviour by participants, and
- provide adequate and appropriate post incident support for workers, participants and others should any level of violence be initiated.

32.2 WORKER RESPONSIBILITIES

To help ensure their own safety and the safety of others, workers must:

- ensure they have the sufficient training, skills and competency to manage participant behaviours
- be able to recognise potential behaviours that may escalate to violence and have sufficient experience in diffusing situation so that the worker and others are not placed at risk
- follow and implement the policies and procedures related to participants behaviours, violence prevention and the overall health and safety system, and
- refer issues of concern to management by following the grievance procedures.

In managing participants, workers must be aware of the range of strategies designed to manage participant behaviours and to reduce the risk of any level of violence. To this end, workers must:

- be sensitive to the needs of participants
- be positive, assertive and helpful when managing participants
- be empathetic of participants needs
- be consistent with participants
- avoid keeping participants waiting when at all possible
- use clear and simple words
- avoid giving conflicting advice
- use an interpreter where necessary
- follow suggested behavioural instructions, and
- endeavour to create a sense of belonging and harmony for all participants.

All visitors, carers and relatives will be required to act in a way that does not put the health, safety and general well-being of participants and staff at risk.

32.3 PARTICIPANT ASSESSMENT AND CONDUCT

The Organisation has responsibility to be aware of any risks posed by prospective participants, particularly in relation to potential risks from aggressive or violent outbreaks.

To this end, the Organisation will ensure that:

- the entry criteria of participants entering a program will be confirmed and clarified with parents or their representatives or advocates and the participants themselves if appropriate
- participant risk profiles will be developed that include information on identified triggers for challenging behaviours and defined risk management strategies to address any participant related aggression or violence. These profiles will be reviewed at least annually or as needs change
- ensure that parents, representatives, advocates and participants are made aware of the code of behaviour during the admission procedures
- the code of behaviour will include a system of warnings for breaches of the code prior to taking disciplinary action and will cover areas such as:
    - unauthorised visitors
    - drug and alcohol use, including referring participants who need detoxification, drug and alcohol rehabilitation, psychiatric treatment and observation to specialised services for extra support if required
    - behaviour towards staff and other participants

- security breaches, and
- general conduct.

Participant's parents, representatives or advocates will sign admission forms signifying that the information supplied is true and accurate and will be informed that that the information provided on admission will be verified where possible.

32.4 WORKER TRAINING

In addition to any other required, skills or competency development of workers, specific training in the management of participant behaviours that may include potential aggressive and violent participants will include competency development in the following:

- participant service skills
- identification, assessment and control of health and safety risks
- identification, minimisation and resolution of conflict
- investigating, reporting and recording violent incidents
- legal issues relating to violence
- causes and types of violence
- negotiation skills
- anger management
- crisis communication
- basic self-defence
- fire drills and emergency procedure
- debriefing post incidents, and
- the workplace violence policy.

32.5 FACILITY RELATED PLANT AND EQUIPMENT

In addition to any other required facility related plant and equipment required for the management of participants, the Organisation will ensure that the following facility related plant and equipment is supplied or available where identified as necessary for the prevention of violence in the workplace:

- duress alarms in offices and interview rooms
- security and fire alarms
- smoke alarms
- firefighting equipment

- security screens for windows and doors
- master key locking systems
- outdoor security lights triggered to operate after dark
- hidden safes
- appropriately arranged interview rooms allowing for expedient exit, and
- parking facilities which are close by, and well-lit and with minimal shrubbery.

The atmosphere created by the internal layout and design of premises may affect the likelihood of violence occurring. As such, the following will be considered prior to upgrading or fitting out a new premise/s:

- the use of diffuse, glare free lighting which allows all areas to be seen clearly
- ensuring that there is enough personal space for workers, participants and required equipment
- ensuring there is adequate space, as overcrowding can contribute to feelings of hostility
- overall noise levels, and
- use of subdued, low contrast wall colours.

33 THREATENING SITUATIONS

33.1 INTRODUCTION

The working environment can often present hazards that are beyond the direct control of the Organisation yet may still impact upon the worker and potentially result in an injury or illness.

One such work hazard is the potential exposure to threatening situations such as threatening or aggressive behaviour from clients, customers or others at work. Such situations may impact upon a worker's health and safety, potentially resulting in a psychological or physical injury.

Risks associated with threatening situations will be addressed via a risk management approach to help ensure that the risk of injury to workers is eliminated or minimised. Furthermore, the Organisation will take all reasonable steps to help ensure that workers potential exposure to any threatening situation is eliminated.

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

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

33.2 ORGANISATION'S RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all workers who may be exposed to a threatening situation, whether from clients or others at work.

In particular, it is responsible for:

- ensuring that all workers are aware of the Organisation's zero tolerance to threatening situations
- ensuring workers are given sufficient training and instruction to eliminate or minimise the risk of injury from threatening situations they may potentially face
- ensuring that workers who may interact directly with clients or customers receive sufficient training in dealing with threatening or aggressive behaviours from clients, including diffusion and communication strategies
- ensuring that procedures, protocols, work practices and communication strategies designed to assist workers in dealing with aggressive clients and minimising potential exposure to threatening situations, are developed, implemented and reviewed
- providing facilities that minimise risks wherever possible, and
- providing support for workers who experience a threatening situation or aggressive behaviour.

33.3 WORKER RESPONSIBILITIES

To minimise the risk of injury or illness to workers from threatening situations or aggressive behaviour by clients, customers or others at work, workers are responsible for:

- ensuring they are aware of the Organisation's zero tolerance position regarding threatening situations and aggressive behaviours at work
- ensuring they have received the appropriate training and instruction in strategies designed to eliminate or minimise potential exposure to threatening situations
- ensuring they have received the appropriate training and instruction in strategies designed to address and deal with threatening situations they may face
- participating in the development and review of work practices and communication strategies designed to eliminate or minimise potential exposure to threatening situations
- removing themselves from violent or aggressive confrontations with clients or others at work
- not engaging in aggressive behaviour towards the client or others at work and never chasing, touching or handling an offender in any way
- informing management as soon as practical if they have been exposed to a threatening situation or aggressive behaviour, or have witnessed others at work being exposed to such behaviour
- calling police if a situation is escalating to the point where personal safety and security may be jeopardised
- participating in counselling or debriefing as recommended following exposure to an incident involving a threatening situation, and
- following any specific security arrangements that are implemented by the Organisation.

34 SAFE KNIFE WORK

34.1 INTRODUCTION

The use of knives is an integral part of the Organisation's operation. As knives can take on a number of different forms, including fixed blade knives, utility knives such as box cutters and scissors, they are used across a number of area of operations.

In addition, our kitchen staff may also use cleavers for chopping and as such, the same controls for knives will be implemented.

Incidents involving knives commonly lead to cuts to the non-knife hand but can also lead to can lead to injuries to the upper arm and torso. As such, risks associated with knives and other cutting or chopping tools such as cleavers will be addressed via a risk management approach.

34.2 IDENTIFYING KNIFE HAZARDS

Knife hazards can be identified by:

- observing how workers perform their tasks, including:
    - where body parts are (including co-workers) in relation to the path of the blade
    - whether the knife is returned to its sheath or storage surface upon completion of cutting and prior to walking around, and
    - how utility knife blades are changed
- observing the materials being used, including:
    - whether the correct type of knife being used for the task, and for its intended purpose
    - whether the knife has a sharp blade, so the worker exerts less effort and maintains good posture while keeping the blade under control, and
    - whether sharpening steels have hand guards
- observing the physical environment, including:
    - whether the cutting surface is stable and suitable and there is sufficient lighting, and
    - whether the floor surface is non-slip and free from slip and trip hazards.
- reviewing injury and incident records, and
- consulting with the workers carrying out the tasks.

34.3 ASSESSING KNIFE HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any knife work that poses a risk of injury to workers is assessed to determine the seriousness of these hazards.

In assessing risks arising from knife work, the following factors will be taken into account:

- the training, qualification and experience of the person using the knife
- the type of knife and the whether it is fit for the purpose
- whether the blade is sharp enough to minimise the amount of force required, reduce fatigue and allow good posture
- the workers understanding of the effects of a dull blade, such as requiring more force and tearing the material rather than cutting
- any safety features fitted to the knife such as an automatic retractable blade
- the condition of the knife and handle, and whether the blade is secure
- whether cut resistant clothing is being worn by workers handling knifes, such as steel mesh gloves, apron and closed in shoes
- whether the work area in which the knife is being used is clear of debris, and
- whether the lighting in the area in which the knife is being used is adequate

34.4 CONTROLLING KNIFE HAZARDS

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

In the event that knife work has been assessed as a risk, the Organisation will:

- eliminate the hazard, for example by ordering pre-cut materials to eliminate the use of a knife
- substitute the hazard for one which poses less risk, for example by:
    - selecting a more suitable knife, scissors or automatic retracting utility knife that present a lower risk, and/or
    - purchasing certain cuts of meat to reduce the need to use a knife
- isolate the hazard from people, for example by isolating non-knife related workers from knife related workers
- implement engineering control measures, for example:
    - applying a non-slip floor finish, and/or
    - installing more suitable benches and lighting
- implement administrative control measures, for example:
    - scheduling rest breaks to reduce fatigue
    - introducing a sharpening schedule for fixed blades

- providing additional training to workers and limiting certain tasks to trained workers only
- obtaining and following user manuals where appropriate, such as in the case of changing utility knife blades, and/or
- implementing a tag out procedure for knives with loose blades, damaged handles or other defects so they are removed from use.

- provide and require the use of PPE, for example
  - cut resistant or steel mesh gloves
  - cut resistant or steel mesh aprons and shoes, and/or
  - eye protection (safety glasses) for use when changing utility knife blades.

34.5 WORKER RESPONSIBILITIES

The procedures below are designed to eliminate the risk of knife injuries occurring at the workplace. Therefore, when working with knives or other cutting or chopping tools such as cleavers, workers are responsible for:

- ensuring they have been fully trained and instructed in the safe use and maintenance of knives
- ensuring they have been authorised to use knives at the workplace
- when using knives, observing where body parts are, including those of others at work, in relation to the path of the blade and not undertaking knife related work if others may be injured by the knife
- keeping clear of knife work if they do not need to be in the area
- returning the knife to its sheath or storage surface upon completion of cutting and prior to walking around
- using the correct type of knife for the task, and for its intended purpose
- ensuring the blade is maintained sharp to allow for less exerted effort and maintain good posture while keeping the blade under control
- if required to sharpen knives, ensuring that they have been appropriately trained and deemed competent in the related sharpening method
- undertaking knife work only on a suitable, stable cutting surfaces with sufficient lighting
- cleaning up to prevent slippery floors and/or trip hazards
- wearing any prescribed PPE, such as cut resistant clothing, steel mesh gloves, apron and closed in shoes
- following any reasonable instruction from the Organisation in relation to eliminating the risk of knife injuries to themselves or others at work, and
- adhering to any tag out procedure for knives.

35 ELECTRICAL SAFETY

35.1 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
- falls from ladders, scaffolds or other elevated work platforms after contact with electricity, and
- fire resulting from an electrical fault.

35.2 IDENTIFYING THE RISK

The Organisation will consult with workers to identify electrical hazards arising from electrical equipment or installations. The following will be considered to assist in the identification of electrical risk:

- the design, construction, installation, maintenance and testing of electrical equipment or electrical installations
- inadequate or inactive electrical protection, for example no or damaged safety switches
- where and how electrical equipment is used, for example electrical equipment may be at a greater risk of damage if used outdoors or in a factory or workshop environment
- electrical equipment being used in an area in which the atmosphere presents a risk to health and safety from fire or explosion, for example using grinders in areas where flammable fumes may be present
- type of electrical equipment, for example ‘plug in’ electrical equipment that is moved from site to site, including extension leads, are particularly liable to damage
- the age and condition of electrical equipment and electrical installations
- work carried out on or near electrical equipment or electrical installations such as electric overhead lines or underground electric services, and
- reviewing incident reports.

35.3 ASSESSING THE RISK

The Organisation will consult with workers to assess the risk associated with electrical hazards considering the following:

- the conditions under which the electrical equipment is used, for example wet conditions outdoors or at construction sites

- work practices and procedures, for example using electrical equipment in flammable atmospheres, and

- the capability, skill and experience of relevant workers.

35.4 CONTROLLING THE RISK

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

Where the hazard cannot be eliminated, for example by using hand tools in place of power tools in flammable atmospheres, or de-energising equipment and circuits prior to conducting work, the Organisation will minimise the risk associated with electrical equipment and installations considering the following:

- replacing a power tool that is plugged into mains electricity with an extra-low voltage battery-operated tool

- using safety switches (portable or fixed) to minimise the risk, for example installing residual current devices to reduce the risk of receiving a fatal electric shock, and

- administrative controls and safe work practices, for example determining electrical and gas lines prior to the use of tools to penetrate walls, floors and ceilings, use of permits and warning signs.

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

Unsafe electrical equipment will be labelled indicating it is unsafe and must not be used. This is to prevent inadvertent use before the electrical equipment can be tested, repaired or replaced.

Serious injuries and fatalities may be prevented by the use of properly installed and maintained residual current devices (**RCDs**), commonly referred to as ‘safety switches’. An RCD is an electrical safety device designed to immediately switch off the supply of electricity when electricity ‘leaking’ to earth is detected at harmful levels. RCDs offer high levels of personal protection from electric shock.

35.5 ELECTRICAL EQUIPMENT TESTING AND TAGGING

Electrical equipment used in lower-risk operating environments does not require inspection and testing or tagging if connected to a fixed safety switch. However, where electrical equipment is:

- supplied with electricity through an electrical socket outlet (‘plug in’ equipment), and

- used in an environment in which its normal use exposes the equipment to operating conditions that are likely to result in damage to the equipment or a reduction in its expected life span, for example moisture, heat, vibration, mechanical damage, corrosive chemicals or dust

The Organisation will ensure that the electrical equipment is regularly inspected and tested by a competent person. The exact frequency of inspection and testing required will vary depending on the environment in which the equipment is operated, and accordingly the Organisation will consult with a competent person to determine the frequency of this. The below indicates the maximum recommended intervals between inspection and testing.

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

36 FORKLIFTS

36.1 INTRODUCTION

A forklift is a powered industrial truck designed to raise, lower and travel with a load. This is achieved through a mast and an elevating load carriage, with a pair of fork arms (tines) or other load holding device attached to the carriage.

Operating a forklift in the workplace is hazardous and has the potential to result in injury or damage to workers, visitors, pedestrians and property. Risks include forklift rollover, instability, crushing, impacting and collisions, as well as risks associated with lifting loads and working in an area with overhead power lines.

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

36.2 IDENTIFYING FORKLIFT HAZARDS

Forklift hazards can be identified by:

- the type of forklift in use, for example petrol, diesel, gas or electric powered forklifts
- reviewing the tasks associated with forklift operations
- observing how workers perform their tasks
- reviewing any documentation regarding use that is provided by the manufacturer or that is otherwise available
- checking workplace specific documentation regarding the forklift, for example pre-start checklists
- consulting with the workers carrying out the tasks, and
- observing the movement of pedestrian and vehicular traffic in the vicinity of the work area.

36.3 ASSESSING FORKLIFT RISKS

As part of the risk management approach, the Organisation has an obligation to ensure that any forklift operations that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing risks arising from forklift operations, the following factors will be taken into account:

- loading and unloading of the forklift, and in particular any manual handling risks that may arise as a result of this
- the areas in which the forklift will be operated, including identification of any pedestrian areas and potential obstructions
- the space required to safely manoeuvre the body of the forklift, including the space required to manoeuvre the load or mast around and beneath door frames, ceilings, structures, power lines, pipes, fitting and stored/stacked material
- the ventilation of the area in which the forklift will be operated

- the surfaces on which the forklift will be operated, including uneven surfaces, ramps/inclines that would place the forklift on an angle, or any surfaces which may be impacted by oil and other substances

- the impact of the forklift, its mast or load in creating blind spots, and

- the movement of workers, pedestrians and other vehicles in proximity to an area in which a forklift may be operated.

This risk assessment process is to be carried out in consultation with the workers who are required to operate the forklift. Representatives of workers, such as health and safety committee members or representatives, will also be consulted. In instances where it is identified that there is a high volume of vehicular and/or pedestrian traffic, a traffic management plan may need to be implemented.

36.4 CONTROLLING FORKLIFT RISKS

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

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

- ensure that the forklift is appropriate for the environment in which it is to be operated, for example by only provided electric forklifts in areas where ventilation is poor

- ensure that the forklift is inspected, tested and maintained in accordance with the manufacturer's requirements

- manage the areas in which the forklift is operated to reduce or eliminate obstructions and hazards, and ensure pedestrians have safe walkways

- ensure that workers who are required to operate forklifts hold the relevant licence and are competent in the use of the forklift. Details of this will be recorded in the **Skills Matrix**

- provide a **Forklift Pre-Start Checklist** to be completed at the start of each shift, working day or use, as appropriate

- provide seatbelts in forklifts and ensure these are used by workers, and

- provide mechanical aids where possible to reduce manual handling tasks associated with forklift operations, or otherwise train workers on appropriate manual handling techniques (in particular when loading/unloading the forklift) and safe operating loads.

In addition, the following controls will be used to control specific hazards associated with forklift operations.

i) Parking and unattended forklifts

Forklifts will not to be parked:

- in front of any doorway, entrance, or emergency exit

- in front of firefighting or other safety equipment, or

- on a slope without chocking the wheels or taking some precaution to avoid accidental movement down the slope.

When leaving a forklift unattended, workers will be directed to:

- lower the forks completely and tilt them forward so that the tips come into contact with the ground
- place all controls in neutral
- apply the park brake
- switch off the engine or power supply and remove the key, and
- close the fuel-isolating valve on LP gas-fuelled forklifts.

ii) Refuelling

Refuelling operations will be undertaken only by trained and authorised personnel in designated areas appropriate to the type of forklift. Suitable controls to manage the hazards specific to the type of plant will be in place. For example, within bunded and hardstand areas, away from water bodies and storm water drains to prevent spills, appropriate PPE will be provided and used.

iii) Attachments

Where specific attachments are fitted to forklifts (eg fork extensions, lifting brackets, hooks or drum carriers), the Organisation will ensure that:

- the attachment is compatible with the forklift and is able to be fitted in an appropriate manner
- the use of such attachments does not contravene manufacturer recommendations for safe use
- safety chains are fitted (where necessary)
- alternative safe working loads, load charts, and lifting precautions are sourced from manufacturers, with information displayed and communicated to workers, and
- workers are competent to fit and use the attachments.

iv) Malfunction and reporting

Upon identifying a forklift malfunction, or being notified of a forklift malfunction, the forklift will be tagged out with the relevant information and have its keys removed.

The Organisation will arrange for the inspection/repair of the forklift by a competent person (for example a mechanic or qualified technician) where necessary. The forklift will not be operated until it is repaired or declared safe for use by a competent person.

37 EXCAVATION WORK

37.1 INTRODUCTION

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

37.2 IDENTIFYING EXCAVATION HAZARDS

The first step in the risk management process will be to identify the hazards associated with excavation work on site. Examples of excavation specific hazards include:

- underground essential services - including gas, water, sewerage, telecommunications, electricity, chemicals and fuel or refrigerant in pipes or lines. Information about the location of these and other underground services, such as drainage pipes, soak wells and storage tanks, in and adjacent to the workplace, must be established before directing or allowing excavation work to commence
- the fall or dislodgement of earth or rock
- falls from one level to another
- falling objects
- inappropriate placement of excavated materials, plant or other loads
- the instability of any adjoining structure caused by the excavation
- any previous disturbance of the ground including previous excavation
- the instability of the excavation due to persons or plant working adjacent to the excavation
- the presence of or possible inrush of water or other liquid
- hazardous manual tasks
- hazardous chemicals that may be present in the soil
- hazardous atmosphere in an excavation
- vibration and hazardous noise, and
- overhead essential services and ground mounted essential services.

37.3 ASSESSING EXCAVATION HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any excavation works that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In assessing risks arising from excavation work, the following factors will be taken into account:

- Identification of workers who may be at risk
- determining what sources and processes are causing the risk
- identifying what control measures should be implemented
- the effectiveness of existing control measures
- local site conditions, including access, ground slope, adjacent buildings and structures, water courses and trees
- depth of the excavation
- soil properties, including variable soil types, stability, shear strength, cohesion, presence of ground water, effect of exposure to the elements
- fractures or faults in rocks, including joints, bedding planes, dip and strike directions and angles and clay seams
- the need for specialised plant or work methods required
- the method(s) of transport, haul routes and disposal of material, whether spoil or not
- what exposures might occur, such as to noise, ultra violet rays or hazardous chemicals
- the number of people involved
- the possibility of unauthorised access to the work area
- local weather conditions, and
- the length of time that the excavation will be open.

37.4 CONTROLLING EXCAVATION HAZARDS

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

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

- choice of excavating plant used
- stockpiling arrangements
- material placement
- dewatering equipment, if required, and the system to be used, and
- transportation of the excavated material.

37.5 MOBILE PLANT

Where excavation is to be carried out with mobile plant, the selection of plant to be used will take into consideration:

- site access and restrictions
- site hazards such as overhead power lines and underground services
- the ground conditions
- the type and depth of excavation
- the volume of material to be excavated and transported, and
- where the excavated material is to be located and/or stored.

The Organisation will ensure that an appropriate traffic management arrangement will be implemented at the workplace to prevent collision with pedestrians or other mobile plant. In addition, where mobile plant is to be used at the workplace, an effective system of communication based on two-way acknowledgement between mobile plant operators and ground workers will be established before work commences. Relevant workers will be trained in the procedures involved prior to the work commencing. Mobile plant operators and ground workers will be supplied with high-visibility clothing.

The Organisation will ensure that regular planned inspection and adequate maintenance will be carried out on all mobile plant in accordance with the manufacturer's recommendations to ensure safe operation of mobile plant used on excavation work, whether leased, hired or owned. This will include both mechanical and electrical testing.

38 WAREHOUSE TRAFFIC MANAGEMENT

38.1 INTRODUCTION

Warehouse traffic activity is part of the Organisation's daily operational activity. Warehouse traffic may include work activities such as loading, unloading, storage, transportation, picking, preparing and wrapping of goods.

The potential hazards associated with warehouse traffic activity may include:

- collisions with pedestrians
- collisions with other vehicles, plant and equipment
- unexpected vehicle and personnel movement
- vehicles, plant and equipment unable to stop quickly, and
- reduced visibility around corners and when loading goods.

The Organisation has a responsibility to ensure health and safety of the workers and visitors during warehouse traffic activities. Risks associated with warehouse traffic in the workplace will be addressed via a risk management approach.

38.2 IDENTIFYING WAREHOUSE TRAFFIC HAZARDS

Warehouse traffic hazards can be identified by considering the following:

- reviewing the tasks associated with traffic activities
- observing how workers perform their tasks
- reviewing any documentation provided by the manufacturer on plant, equipment and storage structures, and
- consulting with the workers carrying out work involving traffic activity.

38.3 ASSESSING WAREHOUSE TRAFFIC HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any warehouse traffic activity that poses a risk of injury to workers is assessed to determine the seriousness of these hazards.

In assessing risks arising from warehouse traffic activity, the following factors will be taken into account:

- receiving and unloading of goods
- transferring goods onto pallets for storage
- storing of goods in designated areas
- responding to customer orders by picking, preparing and wrapping for transportation, and

- loading goods on to vehicles.

38.4 CONTROLLING WAREHOUSE TRAFFIC HAZARDS

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

In the event that warehouse traffic activity have been assessed as a risk, the Organisation will consider the following:

- provide a clear separation area and zoning for both pedestrian and vehicle operations
- where possible provide and maintain protective structures and safeguards, such as dedicated walkways, barriers, gates, mirrors and other traffic management equipment
- ensure that traffic management equipment implemented are inspected, tested and maintained
- ensure that workers and visitors have approval and are accompanied by a competent person in the traffic management area
- provide instruction and training to workers on this policy and associated procedures, and
- ensure appropriate PPE is worn when operating in warehouse traffic areas.

39 WORKING AT HEIGHTS

39.1 INTRODUCTION

Falls are a major cause of death and serious injury in Australian workplaces. Fall hazards are found in many workplaces where work is carried out at heights (for example, stacking shelves, working on a roof, or unloading a large truck). Fall hazards may also arise at ground level, for example trenches or service pits. Predominantly, fall hazards pose a risk to the individual worker, however hazards may also arise for workers on ground level where the risk of falling objects is a concern.

Any Organisation performing work from heights using harness - fall arrest systems, Elevated Work Platforms, Scissor Lifts or Man Cage (Forklift) - MUST have a rescue plan in place and all workers performing tasks must be trained in the plan.

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

39.2 IDENTIFYING WORKING AT HEIGHTS HAZARDS

The Organisation, in consultation with workers, will identify working at heights risks in the workplace by:

- reviewing tasks that are carried out, including those that are carried out:
    - on plant or structures at an elevated level or to gain access to an elevated level
    - on or in the vicinity of an opening, void or fragile surface through which a person could fall (for example, cement sheeting roofs, rusty metal roofs, fibreglass sheeting roofs and skylights)
    - on or in the vicinity of an edge over which a person could fall
    - on or in the vicinity of a slippery, sloping or unstable surface
    - on or in areas where there is restricted and or limited access, or
    - on any structure or plant, including those being constructed, installed, demolished, dismantled, inspected, tested, repaired or cleaned
- observing how workers perform their tasks
- reviewing plant and equipment in the workplace and any documentation regarding the use of fall prevention, fall arrest and PPE provided by the equipment manufacturer or that is otherwise available
- checking workplace specific documentation regarding the work area or task
- consulting with the workers carrying out the tasks, and
- considering the risk of falling objects when working at heights.

39.3 ASSESSING WORKING AT HEIGHTS RISKS

When assessing the risks arising from working at heights, the Organisation will consider the following:

- the design and layout of elevated work areas, including the distance of a potential fall
- the number and movement of all people at the workplace
- the adequacy of inspection and maintenance of plant and equipment (for example, scaffolding)
- the adequacy of lighting for clear vision
- the nature of the work area and the potential impact of weather conditions, including rain, wind, extreme heat or cold
- the suitability of worker footwear and clothing for nature and location of work being performed
- the suitability and condition of any plant or equipment (for example, ladders) used to access heights or whilst working at heights, including where and how they are being used
- the level of knowledge of workers working at heights, and any training required to allow the worker to perform the task safely, particularly for young, new or inexperienced workers
- the adequacy of procedures for all potential emergency situations, and any amendments that may be required for workers working at heights
- the proximity of Overhead Power Lines and the movement of workers, plant and equipment around the work site, and
- work practices where goods, materials and tools must be carried whilst ascending or descending stairs ramps and walkways

In addition, the Organisation will consider the proximity of workers to elevated working areas (for example, loading docks) where loads are placed, and areas where work is carried out above people, to assess the risks associated with falling objects.

39.4 CONTROLLING WORKING AT HEIGHTS RISKS

The Organisation will ensure, as far as reasonably practicable, that the risks of falls and falling objects associated with working at heights are controlled. The process of controlling these risks will be determined in consultation with workers.

In the event that falls and falling objects have been assessed as a risk, the Organisation will wherever practicable eliminate the need to work at heights by carrying out work on the ground or on a permanent structure that complies with legislative requirements.

Where the above controls are not practicable, the Organisation will do the following where necessary and reasonably practicable:

- provide and maintain fall prevention devices (for example, guard rails)
- provide a work positioning system (for example, an industrial rope access system)
- provide a fall-arrest system, for example a harness
- provide appropriate PPE (for example, gloves and footwear)
- ensure that workers required to work at heights have any required licenses/certificates, and

- provide task specific training to workers required to work at heights, for example on the use of fall arrest devices, elevated work platforms or scaffolds.

40 CONFINED SPACES

40.1 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:

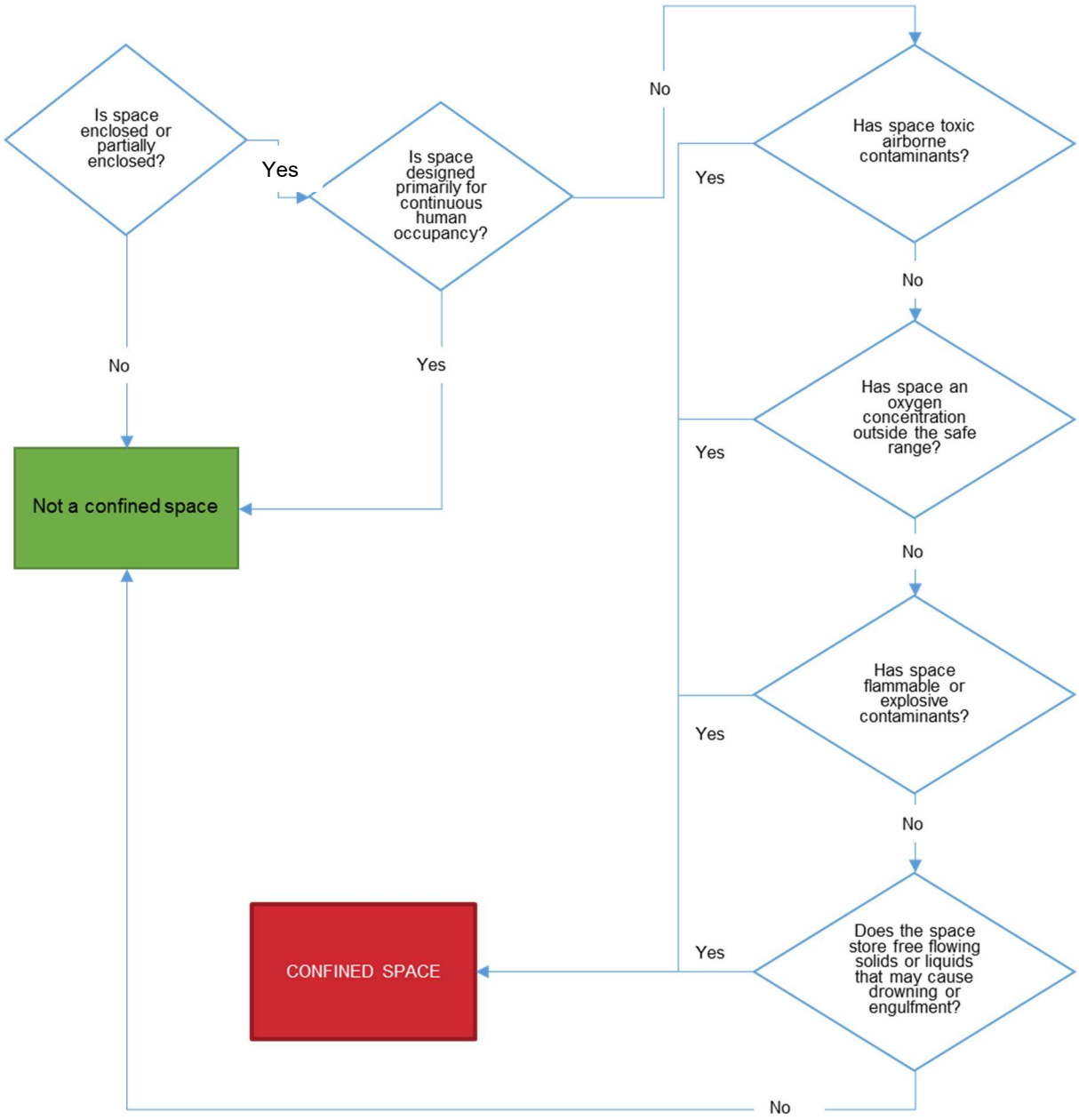
- loss of consciousness, impairment, injury or death due to the immediate effects of airborne contaminants
- fire or explosion from the ignition of flammable contaminants
- difficulty rescuing and treating an injured or unconscious person, and
- asphyxiation resulting from oxygen deficiency or immersion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

The Organisation is committed to ensuring the health, safety and welfare of all workers and to preventing and reducing harm associated with any work or works required in confined spaces.

40.2 ASSESSING CONFINED SPACES RISKS

In the first instance the Organisation will, in consultation with affected workers, identify confined spaces in the workplace. The flow chart on the next page can be used to assist in determining if a space is a confined space.

Once a space has been classified as a confined space the Organisation will undertake a risk assessment in consultation with workers.


Is space enclosed or partially enclosed?
Yes
Is space designed primarily for continuous human occupancy?
No
Has space toxic airborne contaminants?
Yes
No
Has space an oxygen concentration outside the safe range?
Yes
No
Has space flammable or explosive contaminants?
Yes
No
Does the space store free flowing solids or liquids that may cause drowning or engulfment?
Yes
No
No
Yes
Not a confined space
CONFINED SPACE
No

In assessing risks arising from confined space work, the following factors will be taken into account:

- the atmosphere in the confined space, including whether testing or monitoring is to be undertaken
- the risk of engulfment of a person
- all proposed work activities, particularly those that may cause a change to the conditions in the confined space
- the number of persons occupying the space
- the soundness and security of the overall structure and the need for lighting and visibility
- the identity and nature of the substances last contained in the confined space
- any risk control measures needed to bring the confined space to atmospheric pressure
- the number of persons required outside the space to maintain any related equipment, communications and to initiate any emergency response
- risks associated with other hazards, such as noise or electricity
- arrangements for emergency response, for example first aid and resuscitation
- the demands of the task and the competency of persons involved in the tasks or emergency response duties
- the adequate instruction of persons in any required procedure and the use and limitations of any PPE and other equipment to be used
- the availability and adequacy of appropriate PPE and emergency equipment for all persons likely to enter the confined space
- the need for additional risk control measures such as prohibiting hot work, smoking, naked flames and the use of machinery
- whether purging or cleaning in the confined space is necessary, and
- conditions that could impede entry and exit or the conduct of the tasks in the confined space, for example, plant layout, dimensions, manual handling and ergonomic aspects of the task activity.

40.3 CONTROLLING RISKS IN CONFINED SPACE WORK

The Organisation will ensure, as far as reasonably practicable, risks associated with confined space work are controlled. Entry of a worker into a confined space can only occur following a risk assessment and the provision and sign off of a confined space entry permit.

In the event that confined space work has been assessed as a risk, and entry into a confined space is necessary, the Organisation will:

- ensure, so far as is reasonably practicable, that a worker does not enter a confined space until all the duties in relation to the confined space have been complied with including a documented risk assessment and completion of a confined space entry permit

- establish first aid and rescue procedures to be followed in the event of an emergency in the confined space
- implement risk control measures
- ensure workers who are involved in carrying out work in or near a confined space are consulted during the process of identifying hazards, assessing risks and implementing control measures
- ensure that those workers required to work in or around confined spaces in the course of their employment 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 their protection
- review risk control measures.

41 SUN SAFETY

41.1 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 known to cause cancer.

There are a number of factors that influences the intensity of solar UVR. These include the sun's elevation (time of day), the altitude of the workplace, cloud cover on the day and the presence of localised reflective surfaces such as concrete, metal and water, all of which should be considered in relation to workplace exposure.

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 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.

41.2 ORGANISATION'S RESPONSIBILITIES

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. To this end, the Organisation will:

- identify those workers who are exposed to a risk of injury or illness from solar UVR and work situations within the Organisation where exposure to solar UVR occurs
- in consultation with relevant workers, assess the risks to workers from exposure to the sun and solar UVR, including workers risk of heat illness
- in consultation with workers, ensure that safe work practices designed to eliminate or control workers exposure to UVR and the risk of heat illness are developed, regularly reviewed and revised as necessary
- ensure that all clothing and PPE considered for use by workers working outdoors or in areas where there is a risk of excessive exposure to solar UVR, is suitable for its intended use, including its potential contribution to the heat load of workers

- ensure that all workers who may be exposed to solar UVR whilst undertaking their normal work, such as outdoor workers, are aware of the risks of such exposure and have received sufficient training and instruction in the Organisational control measures, including the wearing of appropriate PPE and the use of sun screens
- actively supervise outdoor workers and monitor the implementation and use of control measures
- ensure injury reporting procedures are followed when an incident of sunburn or excessive exposure to solar UVR occurs in the workplace
- ensure workers are provided with sufficient information to effectively identify evidence of excessive solar UVR exposure
- ensure managers and supervisors act as positive role models for workers, and
- promote the use of sun protection control measures 'off the job'.

41.3 IDENTIFYING AND ASSESSING THE RISK

The primary focus in identification of the risks is to ensure that the Organisation identifies those workers who have a high risk of exposure to solar UVR and work situations within the Organisation where exposure to solar UVR occurs. This will be achieved taking into consideration the:

- geographical location of the relevant workplace
- time of year that the work is being undertaken, particularly outdoor work
- time or times of day when the work is being undertaken
- pattern and length of exposure to solar UVR
- the nature of the work being undertaken
- relevant control measures available
- presence of reflective surfaces that may impact upon exposure levels, and
- potential impact, or presence, of photosensitisers, either to the worker directly or in the localised working environment.

41.4 CONTROLLING THE RISKS

In accordance with the risk management approach and using the hierarchy of controls, the Organisation will:

- provide shaded areas or temporary shade
- encourage workers to move jobs to shaded areas
- modify reflective surfaces
- identify and minimise contact with photosensitising substances
- provide indoor areas or shaded outdoor areas for rest and meal breaks

- schedule outdoor work tasks to occur when levels of solar UVR are less intense eg earlier in the morning or later in the afternoon
- schedule indoor and shaded work tasks to occur when levels of solar UVR are strongest eg in the middle part of the day
- encourage workers to rotate between indoor, shaded and outdoor tasks to avoid exposure to solar UVR for long periods of time
- ensure there is sufficient drinking water available for workers, and
- provide PPE, including:
    - sun protective work clothing such as long-sleeved shirts with some collar and trousers or knee-length shorts
    - sun protective hats covering the face, head, ears and neck
    - sunglasses meeting Australian Standards, and
    - broad-spectrum, SPF 30 or higher, water resistant sunscreen.

41.5 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, workers will ensure that they:

- have 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 participate in the development and review of safe work practices related to the elimination or control of exposure to solar UVR
- follow 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
- advise the Organisation if there is any illness, disease or condition they may have that may be impacted by excessive exposure to solar UVR, or if they are currently taking any mediation or are in contact with any substance that may increase their risk if exposed to solar UVR.

42 HEAT STRESS

42.1 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, overweight, have heart disease, are pregnant or are not acclimatised to the conditions.

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

42.2 IDENTIFYING HEAT STRESS HAZARDS

Heat is a hazard in many Australian workplaces, whether work is performed indoors or outdoors. Factors to take into consideration in identifying hazards relate to heat include the:

- air temperature (indoor and outdoor)
- air flow
- humidity
- radiant heat sources
- individual workers susceptibility to heat stress
- work requirements, and
- workplace itself.

Symptoms of heat illness include:

- discomfort - flushed skin, increased sweating, heat rashes (prickly heat)
- mild heat illness - feeling tired weak or dizzy, cramps, reduced work capacity, reduced attention span, irritability

- heat exhaustion - fainting, headache, low blood pressure, nausea, clammy pale or flushed skin, normal to high body temperature (up to 39C), and
- heat stroke - irritability, confusion, speech problems, hot dry skin, convulsions, unconsciousness, body temperature above 40C. Heat stroke can potentially lead to cardiac arrest which may be fatal

42.3 ASSESSING HEAT STRESS HAZARDS

A risk assessment will be undertaken to determine:

- how severe the risk is
- the effectiveness of existing controls, and
- additional controls required.

The assessment must take into consideration:

- the nature of the work being undertaken
- when the work is being undertaken
- the relevant heat sources and the exposure time
- the physical demands and complexity of the work, and
- the worker's capability to undertake the work

To help identify hazards related to heat stress, the Organisation will consult with workers, health and safety representatives and other duty holders as well as reviewing first aid records, hazard and incident reports and workplace inspection reviews.

42.4 CONTROLLING THE HAZARDS

As far as reasonably practicable, workers exposure to heat stress and the risk of a heat related illness will be eliminated or minimised.

Where heat stress has been identified as a hazard, the risks will be controlled through the hierarchy of controls and will include ensuring that:

- workers understand the causes and impact of heat stress and can recognise the risk of heat related illnesses
- barriers are installed where possible to reduce radiant heat from sources such as hot machinery or the installation of shade structures for outdoor work
- mechanical aids are used where possible to reduce the physical exertion required to undertake work
- air movement is artificially increased through supplementary fans
- work is scheduled to reduce exposure times or to be undertaken in cooler parts of the day
- work is re-arranged where possible to minimize the need for demanding physical tasks

- targets and output expectations are modified during hotter parts of the year
- workers have a supply of consumable water to prevent dehydration
- workers have been supplied sufficient and appropriate PPE that meets the relevant Australian Standard
- adequate and appropriate emergency response procedures are in place to respond to any evidence of workers sustaining a heat related illness, and
- the Organisation is aware of any workers who may have a greater susceptibility to heat stress and be aware of any individual risk factors.

42.5 TREATING HEAT ILLNESS

Have the affected person rest in the coolest available place and drink cool but not cold drinks slowly. Provide an electrolyte supplement or sports drink.

Contact a first aid attendant, doctor, nurse, or ambulance service if the symptoms do not reduce quickly or if the symptoms of heat stroke are present.

42.6 WORKER RESPONSIBILITIES

To help eliminate or minimise the risk of heat stress and workers sustaining a heat related illness, workers are responsible for ensuring that they:

- have been trained and deemed competent by the Organisation to undertake the 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 they, or any other worker, sustain a heat related illness
- utilise and wear appropriate and approved PPE and if working outside ensure they 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 your workplace and immediately report any evidence of a heat related illness being sustained by themselves or others at work, and
- advise management if they become aware of any illness or condition or any other reason that may make them more susceptible to heat stress.

43 PERSONAL PROTECTIVE EQUIPMENT (PPE)

43.1 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.

43.2 ORGANISATION'S RESPONSIBILITIES

The Organisation will ensure:

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

43.3 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.

43.4 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.

43.5 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.

43.6 PROTECTION

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

-