HEALTH & SAFETY  
MANUAL 002

IMMERSIVE ENVIRONMENTS  
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# MANUAL OVERVIEW

## SCOPE This manual and the policies referred to therein are effective immediately.

These policies and guidelines apply to all workers.

When signing a volunteer agreement, you acknowledge that you have reviewed this manual, understand its contents, and agree to adhere to it.

Please read this handbook carefully and ensure you comply with the guidelines set out below.

# AMENDMENTS

IE is entitled to amend and vary this manual and the policies therein from time to time. All published amendments are effective immediately.

You are welcomed and encouraged to provide feedback and suggestions for improving the contents of this manual at any time.

# HEALTH AND SAFETY POLICY

## OVERVIEW

Immersive Environments (**IE**) is committed to providing its workers with a healthy and safe work environment. This policy sets out the responsibilities of IE and its workers in respect of health and safety in the workplace.

IE and its workers will do everything reasonably practicable to ensure we undertake facilitating suspensions in a healthy and safe manner.

We all play a crucial role in achieving a safe environment. We owe it to ourselves and those around us to not expose ourselves to unnecessary risks. We can do so by protecting ourselves and others from hazards and hazardous situations, by following safe procedures and by adopting safe practices.

## PURPOSE

The purpose of this policy is to:

* Provide a brief summary of New Zealand’s health and safety legislation and define accountabilities; and
* Comply with the Health and Safety at Work Act 2015 (**HSWA**)

Through the provision of important procedures and guidelines, this health and safety policy will help you and others to stay healthy and safe at our events/workshops. Any failure to comply with health and safety requirements is taken very seriously by IE and may result in expulsion from our events/workshops.

DEFINITIONS

**“PCBU”** means a person conducting a business or undertaking.

**“HAZARD”** includes a person’s behaviour where that behaviour has the potential to cause death, injury, or illness to a person (whether or not that behaviour results from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person’s behaviour).

**“HEALTH”** means physical and mental health.

**“WORKER”** includes a volunteer, a volunteer worker, an employee, a contractor or subcontractor, an apprentice or trainee, a person gaining work experience or undertaking a work trial.

**“WORKPLACE”** means a place where work is being carried out, or is customarily carried out, for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.  
  
HEALTH AND SAFETY AT WORK ACT 2015

The HSWA imposes duties on ‘persons conducting an undertaking or a business’ (**PCBU**), and workers and officers of PCBUs.

**DUTIES OF PCBUS**

IE is a PCBU and so must take reasonably practicable steps to ensure the health and safety of workers at work. IE can achieve this by:

* Eliminating or minimising risks so far as is reasonably practicable
* Providing and maintaining facilities for worker’s safety and health
* Ensuring plant and equipment on the premises are safe
* Ensuring hazards are identified and addressed
* Developing emergency procedures
* Involving workers in the development of health and safety procedures in the workplace

**DUTIES OF WORKERS**

Volunteers are ‘workers’ under the HSWA. Accordingly, workers must:

* Take reasonable care for their own safety
* Take reasonable care that their actions or omissions do not adversely affect the health and safety of other persons
* Comply with instructions given by the PCBU in respect of health and safety
* Co-operate with any policy or procedure of the pcbu relating to health or safety at the workplace
* When requested, participate and engage in health and safety wellbeing matters, including health and safety development, implementation, monitoring and reviews

**DUTIES OF THE HEALTH AND SAFETY OFFICER**

Eden Thomson (**Eden**) is the health and safety officer for IE.

The health & safety officer has key responsibilities for developing, implementing and improving the health and safety management system as an integral part of day-to-day operations. These include the following:

* Informing workers of workplace hazards and the risks associated with them
* Providing leadership and direction in matters of health and safety
* Developing worker commitment to achieving excellent health and safety standards
* Maintaining a registry of accidents and serious harm suffered in the workplace (if applicable)
* Ensuring that workers receive appropriate induction training, and are involved in the improvement of systems and practices where relevant
* Conducting regular health and safety inspections
* Conducting a risk assessment of all hazards and near misses
* Maintaining up-to-date information on changes to health and safety legislation, regulations, codes of practice and standards
* Acting in the capacity of the health and safety representative
* Ensuring that workers are consulted with on any changes to the health and safety policy, and the policy is kept up to date and is managed as a controlled document

# EMERGENCY PROCEDURES AND FIRST AID

## INTRODUCTION

The health and safety of our events and volunteers may be impacted in an emergency, for example, in the event of a fire.

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

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

## PROCEDURES

**FIRE**

If you discover a fire:

* Alert other people in the immediate vicinity to the fire
* Activate any fire alarms and call ‘111’
* If safe, try to put out or contain the fire, or otherwise evacuate the premises in accordance with emergency evacuation procedures

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

In the event of a fire the team leader onsite becomes the fire warden.

* First responsibility is to ensure all people are evacuated
* Second responsibility is to call the fire brigade

**EMERGENCY EVACUATION**

If an emergency evacuation is required:

* Follow instructions given to you by emergency services personnel and any designated evacuation staff (e.g. fire wardens)
* Leave the building via the closest designated exit
* Proceed to the designated assembly area

During an emergency evacuation, you must remain calm and:

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

**EARTHQUAKE**

If there is an earthquake, follow these steps:

* Stop, drop and hold onto secure furniture
* Remain clear of windows, glass walls or unsecured furniture
* Anyone suspended in the air should remain as they are until the earthquake concludes
* Following the earthquake do not leave the building until you have been advised by the team leader
* If the fire alarm has been disarmed or you discover a fire, follow the fire evacuation process
* You will be advised by the team leader when it is safe for you to return to the venue (if possible)

**FIRST AID**

You are responsible for:

* Knowing the identity of any first aid officers in the venue and the location of the nearest first aid kit
* Seeking first aid where necessary, or complying with any team leader direction to seek first aid in respect of a work-related injury/illness
* Informing the team leader of any injury and recording any first aid treatment in the first aid treatment log/register of injuries

**INJURY RESPONSE PROCEDURE**

When an injury occurs the team leader(s) are first required to ascertain the level of the injury.

***MINOR INJURY RESPONSE:***

* If the injured person is able to move the injured area, judges the level of pain at a 5 or less and is able to communicate easily this is considered a minor injury.
* Team leader response to minor injury is to assess the level of injury, treat any part of the injury using the available first aid resources and recommend further medical consultation as well as the best course of action.

***MEDIUM INJURY RESPONSE:***

* If the injured person is not able to move the injured area, judges the level of pain at more than 5 and is able to communicate but is not able to communicate easily this is considered a medium injury.
* Medium injuries include; bone breaks, major sprains, minor skin tears (requiring sutures), medium falls and knocks to the head.
* Team leader response to medium injury is to assess the level of injury, ensure the injured person is comfortable, warm and monitored, organise transportation to the nearest accident and medical centre.

***MAJOR INJURY RESPONSE:***

* If the injured person is unconscious, is not able to move, and/or is not able to communicate this is considered a major injury.
* Major injuries can include; bone breaks, major sprains, major skin tears (requiring medical intervention), major falls and knocks to the head.
* Team leader response to major injury is to assess the level of injury, call an ambulance, ensure the injured person is immobilised, warm and monitored.

# CODE OF CONDUCT

1. We are literally getting under your skin; this intimacy is a lot more comfortable for both parties if personal hygiene is looked after. Take a shower, brush your teeth and wear clean clothes.
2. We are sharing our time and making an effort to give you this event. If something is bothering you, please notify Eden, or email us at **contact@eden-thomson.com**.
3. Be polite to your fellow attendees.
4. Alcohol and drugs are your own business, but not at our events. We can and will refuse to suspend anyone who's under the influence of either.
5. Treat your fellow attendees and crew with respect. Listen to the people in charge. Photographs are to only be taken with the prior consent of the person being photographed. Please notify volunteers if you do not wish your photo to be taken.
6. Inform us of any health conditions (or other possible issues) as this could have serious effects on your suspension. We will handle any personal information with due discretion.
7. The people involved with suspension have either done this many times before, or are doing it for the first time. Some find it easy and some find it very hard. Be supportive and lend a hand where it’s needed.
8. Pay attention to your surroundings and what is going on around you.
9. Help us to maintain a tidy and clean venue.
10. Do not hesitate to inform the volunteers if you have suggestions or notice any violations of these rules.
11. There are sharp objects and contaminated equipment around. Pay attention to what might be near you. If you are not a volunteer, or, you are a volunteer but do not have a specific role, **do not touch anything** unless you are directed to do so. If in doubt, ask someone. Don't touch anything with blood on it, not even your own blood.

# BULLYING, HARASSMENT AND SEXUAL HARASSMENT POLICY

## OVERVIEW

IE is committed to preventing violence and making our events a safe and inclusive place to volunteer, learn, and network. We do not tolerate behavior that is violent, threatening, intimidating, harassing, bullying, or coercive towards anyone.

Bullying, harassment and/or discrimination in the workplace is unlawful in accordance with the employment relations act 2000, the Health and Safety at Work act 2015, the Human Rights Act 1993 and the Harassment Act 1997.

We do not permit any act of harassment, including harassment or discrimination that is based, in fact or perception, on an individual's sex, race, ethnicity, religion, national origin, disability, age, sexual orientation, or gender identification, as well as any other legally protected characteristics.

PURPOSE

This policy is intended to create and maintain a safe environment for everyone, and to encourage and enable anyone to raise legitimate concerns within the group prior to seeking resolution outside the organization. Consent is everything - we have a zero-tolerance policy for any breaches of consent.

If you feel your consent has been violated, feel free to reach out to any of the volunteers immediately.

SCOPE

This policy applies to all of our events. Any violation of this policy could result in disciplinary action, including expulsion from current events, suspension from future events, and/or suspension of any volunteer position. In addition to potential negative consequences for individuals, discrimination may result in violations of laws which may result in criminal litigation against the individuals who engaged in discriminatory practices.

DEFINITIONS

***BULLYING***

Worksafe New Zealand defines workplace bullying as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

* Repeated behaviour is persistent and can involve a range of actions over time; and
* Unreasonable behaviour means actions that a reasonable person in the same circumstances would see as unreasonable. It includes victimising, humiliating, intimidating or threatening a person.

A single incident of unreasonable behaviour is not considered workplace bullying, but it could escalate and should not be ignored.

Workplace bullying can be carried out in a variety of ways including through email, text messaging, internet chat rooms or other social media channels. In some cases workplace bullying may occur outside normal working hours. The policy applies to behaviours exhibited at work and at any work-related functions.

Workplace bullying can be directed at a single worker or group of workers and can be carried out by one or more workers. It can also be directed at or perpetrated by other people such as clients, customers and members of the public.

***BULLYING IS NOT:***

* One-off or occasional instances of forgetfulness, rudeness or tactlessness;
* Setting high performance standards because of quality or safety;
* Constructive feedback and legitimate advice or peer review;
* A manager requiring reasonable verbal or written work instructions to be carried out;
* Warning or disciplining employees in line with the workplace’s code of conduct; and
* A single incident of unreasonable behaviour (but it could escalate)

***DISCRIMINATION***

Discrimination is behaviour that excludes or restricts a person or group from opportunities that are available to others. The behaviour primarily is seen as unfair, along with the potential to cause harm, humiliation, offence or intimidation.

Discrimination covered in the Human Rights Act 1993 includes sex (including pregnancy and childbirth), marital status, religious belief, ethical belief, colour, race, ethnic or national origins including citizenship, disability of any kind, age, gender, political opinion, employment status, family status or sexual orientation.

***HARASSMENT***

Under the Harassment Act 1997, harassment takes place when someone directs one or more specified acts at another person (including watching, loitering, following, accosting, interfering with another person’s property or acting in ways that causes the person to fear for their safety) at least twice in a 12 month period.

Harassment has the potential to cause humiliation, offence or intimidation. It is usually repeated behaviour but even one instance may cause reasonable concern.

The Harassment Act 1997 considers certain serious types of harassment as criminal offences, and allows the person being harassed to obtain trespass orders or restraining orders against the offender. It puts in place sanctions for breaches.

***SEXUAL HARASSMENT***

The Human Rights Act 1993 defines sexual harassment as:

“*Any unwelcome or offensive sexual behaviour that is repeated, or is serious enough to have a harmful effect, or which contains an implied or overt promise of preferential treatment or an implied or overt threat of detrimental treatment*”

Be mindful that words and behaviour that seem innocent can take on a sexual nature, depending on the context.

Examples of sexual harassment include:

* Offensive sexual remarks or jokes
* Unwelcome comments about looks and dress
* Unwelcome touching (back, arm, shoulder or hugging)
* Wolf whistles
* Sending inappropriate text messages
* Sending sexually offensive images
* Regular hassling for a date
* Being followed
* Intrusive questions about sex life
* Staring or leering

WHAT SHOULD YOU DO?

***HANDLING GENERAL DISPUTES:***

If you are having a dispute with another attendee, we encourage you to talk it over with the team leader or a volunteer. We want to help you work out problems before they become more serious and possibly violent. You will not be disciplined for bringing these types of problems to our attention or for reporting a suspected violation, as long as this is done in good faith.

***REPORTING ACTS OF HARASSMENT, DISCRIMINATION OR CONSENT VIOLATIONS:***

If you experience or witness behaviours against any individual that you think might constitute discrimination, intimidation, harassment, or consent violation - immediately notify the team leader.

If your report is regarding one or more of the team leaders, then you can communicate this with Fleur Kelsey in person or at **fleurkelsey@yahoo.com.au**.

***REPORTING ACTS OR THREATS OF VIOLENCE:***

You should immediately report any act of physical or sexual violence or threat of violence. This report should be made to the police. You should also immediately report any suspicious person or activities to the team leader.

Do not place yourself in danger.

We will promptly and thoroughly investigate all reports of discrimination and harassment that are event related incidents. We will protect the identity of a person who makes a report to the extent possible.

You will not be disciplined for asking questions about discrimination or harassment, for bringing these types of problems to our attention, or for reporting a suspected violation – as long as it is in good faith. Retaliation in response to reporting or opposing discrimination, or in response to participating in the investigation of a complaint of discrimination, is itself unlawful discrimination.

# DRUG AND ALCOHOL POLICY

## INTRODUCTION

IE is committed to providing an environment that ensures the wellbeing and safety of it’s volunteers. We have a clear duty under the Health and Safety in at Work Act 2015 to identify and manage hazards. There can be no doubt that the presence of illicit substances or alcohol within the body above the relevant screening cut-off concentrations represents a hazard to the safety of the individual and others within our events.

The overall objective of this policy is to provide for a drug and alcohol free work environment and through doing so to ensure that volunteers are not impaired in their ability to perform their roles in a safe, productive and healthy manner, which in turn will reduce/prevent accidents and injuries at our events.

The use of drugs (both illicit and prescription) and other substances such as alcohol can affect a person's coordination, concentration, dexterity, and general ability to carry out their duties. The use of drugs and alcohol at our events can put other people's safety at risk.

SERIOUS MISCONDUCT

Drug and alcohol use will be regarded as serious misconduct when it affects a volunteers performance.

Other types of behaviour will be considered serious misconduct, including:-

* Taking, selling, supplying or being in possession of drugs and/or alcohol at our events.
* Being under the influence of drugs or alcohol while at our events.
* Unauthorised consumption of alcohol or drugs (except where under the instruction of a physician and there is no potential for adverse effects) during event hours and immediately prior to our event, or during rest breaks.

Where, after a full and fair inquiry, serious misconduct is found to have occurred, appropriate disciplinary action will be taken which may include expulsion from our event and subsequent events.

REPORTING PROCEDURE

If a volunteer believes another volunteer is abusing drugs or alcohol or is under the influence of drugs and alcohol at our events, they should report this to Eden Thomson as soon as possible.

If abuse of drugs/alcohol is alleged against a volunteer at our events the allegation will be treated as confidential.

# RISK ASSESSMENT / RISK REDUCTION

| **HAZARD** | **POTENTIAL HARM** | **LIKELIHOOD** | **CONTROL MEASURES** | **MONITORING** | **RESPONSIBILITY** |
| --- | --- | --- | --- | --- | --- |
| Aerial rig improperly pieced together | Mild-serious injury / Death | **Unlikely** due to way it needs setting up | Only skilled volunteers to assemble | Double checked by other volunteers | Overseen by the Team Leader |
| Anchor point structure failing | Mild-serious injury / Death | **Unlikely** due to strict ways in which it is set up | Only trained volunteers to attach the rigging | Double checked by other trained volunteers | Overseen by the Team Leader |
| Overhead hardware falling | Mild-serious injury / Death | **Possible** due to items being mishandled | Care taken by volunteers to ensure hardware is attached to their harness when installing hardware | Ensure hardware is secured | Volunteer to take responsibility |
| Hardware failure | Mild-serious injury / Death | **Unlikely** due to the high quality hardware | Gear inspections ensure hardware is in proper working order | Keep up with gear inspections, checking hardware before/after use | Volunteers to check hardware |
| Unauthorised use of equipment | Mild-serious injury | **Unlikely** due to the strict protocol surrounding our events | Ensure the public understand their responsibilities attending our events | Volunteers ensure only authorised people are in restricted areas | Volunteers to take responsibility |
| Cord failure | Mild-serious injury / Death | **Unlikely** due to the high strength cord used | Volunteers to ensure correct cord is used for suspension as well as knots being checked | Volunteers to double check each others rigging | Volunteers to oversee |
| Hook failure | Mild-serious injury / Death | **Unlikely** due to specific hooks used for specific purposes | Volunteers ensure correct hooks are used | Volunteers to ask a Team Lead if unsure what hooks to use | Skilled volunteers can oversee |
| Skin tearing | First aid injury | **Likely/Rare** as skin can be unpredictable | In areas prone to tearing, close eyes kept on the suspended through the duration of the suspension | Observation throughout | Volunteers to oversee - sometimes more than one may be needed |
| Suspendee fainting | Potential injury from falling | **Likely/Rare** depending on the health of the suspendee | Keep an eye on how the suspended is feeling, keeping constant communication | Volunteers to ensure juice is on hand and suspended is observed | Volunteers overseeing the suspension |
| Sharps injury / blood exposure | Mild injury / potential blood borne illness | **Likely/Rare** due to amount of exposure at events | Care taken when dealing with sharps and blood | Ensure volunteers are confident when dealing with blood/opim and piercing | Volunteers to take responsibility |
| Falling from ladder | Mild-Serious Injury / Death | **Likely/Rare** due to potential slipping/tripping or overreaching | Volunteers to ensure they adhere to ladder safety | A second volunteer is to keep the ladder secure at the bottom | Volunteers and/or a Team Leader to oversee |
| Anchor point structure failing | Serious injury / Death | **Unlikely** due to the level of security of fixing the point | Skilled volunteers to double check and tag anchor points once set | Always have anchor points double checked by other skilled volunteers | Volunteers and/or Team Leader to oversee |